

AquaHawk

ALERTING!



AquaHawk, a web based water use monitoring system.

Now that you have your new smart meter, you are going to want to register with AquaHawk! AquaHawk can alert you if: your hose is left on, have a toilet or other leaks, or if you are tending toward a high water bill. AquaHawk allows you to monitor your water use remotely, even if you are out of town because it is web based. AquaHawk will email, text or call you if you are experiencing a high water use problem and it doesn't cost you anything extra as it is already included in your water service bill.

What is Aqua Hawk? It is a user friendly, customer engagement website that provides our customers with the tools and information needed to better manage their water use. It empowers customers with actionable information that allows them to conserve and manage their own water use. It also allows water utility staff to easily and quickly view and answer your water use questions, resolve issues and perform other utility management tasks. Customers that have been exposed to the AquaHawk website are expressing satisfaction with the power of this information.

After "Registering" as a user, then "Signing In" and "Adding your account information" (exactly as typed on your water bill) AquaHawk users can: track their daily... even hourly water usage; estimate and project future utility bills. You can register at: <https://howawi.aquahawk.us/login>. Please make sure your telephone number and email address is included when you register so AquaHawk can send you automatic notifications via text message, email or voice phone call.

After adding your account information, you will want to set user defined alert thresholds so that if they have been exceeded or is trending to exceed the values you will receive an alert.

Only users that set alert thresholds and have included a telephone number and or email address will receive automatic alert and leak notifications. Under **Advanced Thresholds** we suggest the following settings as a starting point:

- **History:** Every household is different so it is best to review your actual past water usage graphing on AquaHawk as it is documentation of what your normal usage is. Then set your thresholds a bit higher than your normal usage so you don't get too many nuisance alerts. If your current logged history is short you can start with the following values:
- **2 person households:** we suggest starting points: 300 gallons per hour, 600 gallons per day, and 1,000 gallons per week.
- **4 or more person households:** we suggest starting points: 300 gallons per hour, 800 gallons per day, and 2,500 gallons per week.
- **Businesses:** vary greatly so use your historical usage as a guide to determine starting values.

AquaHawk, will in the near future, automatically detects customer side water leaks (when flow is detected during each hour of any day) and promptly notify you if your email and phone numbers are input.

Although the capability exists, AquaHawk is not the Village's billing program and it does not calculate actual utility bills, nor is it a means to pay bills as these functions are managed separately by the Village.