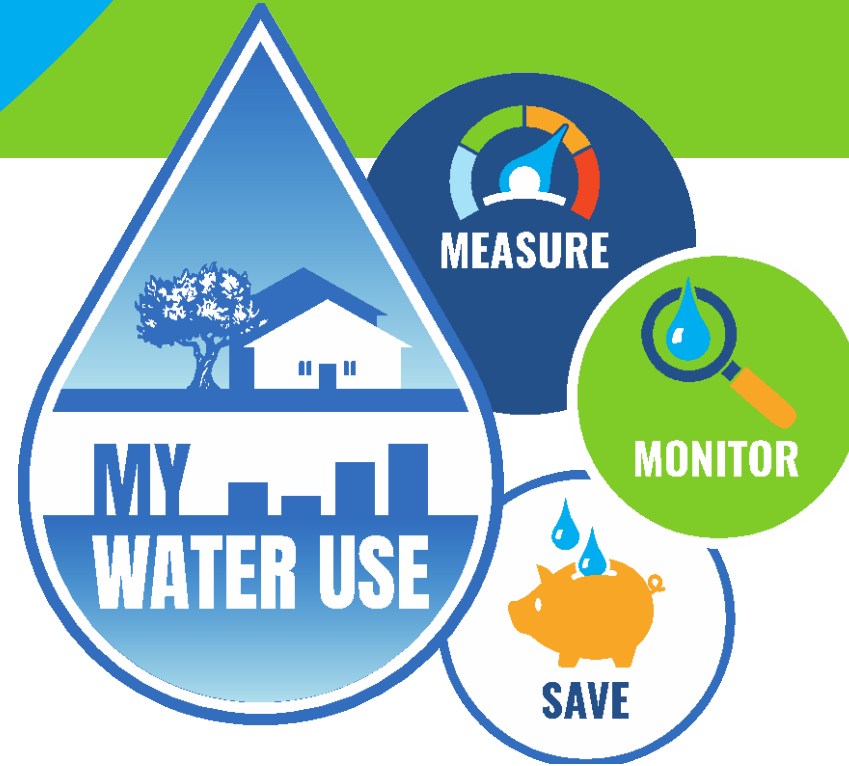


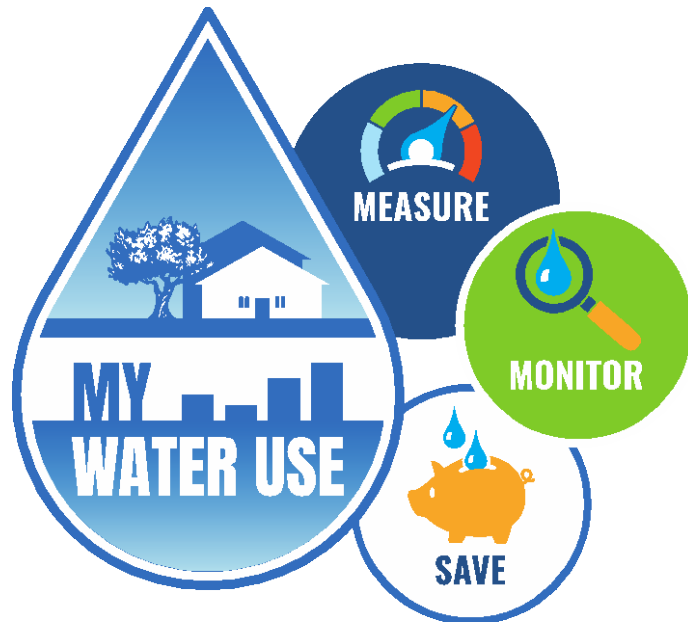


Welc^ome!



Welcome to My Water Use
We're glad you're here





My Water Use is a new digital portal giving you the power to:

- Measure Your Water
- Monitor Your Water
- Save Your Water





Why My Water Use?





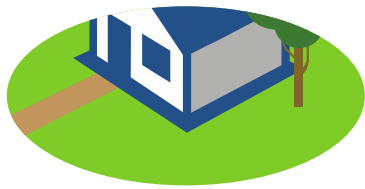
\$AVINGS FOR ALL

My Water Use is one way we can partner with you to save water.

By giving you more control and insight into your water usage, like notifications about usage spikes, you can use data to make waterwise choices that make sense for you.



Let's say you just replaced your lawn for more water efficient landscaping. Curious how that has affected your water usage?



Before

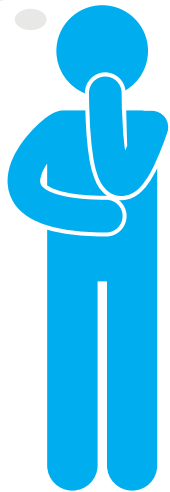


After



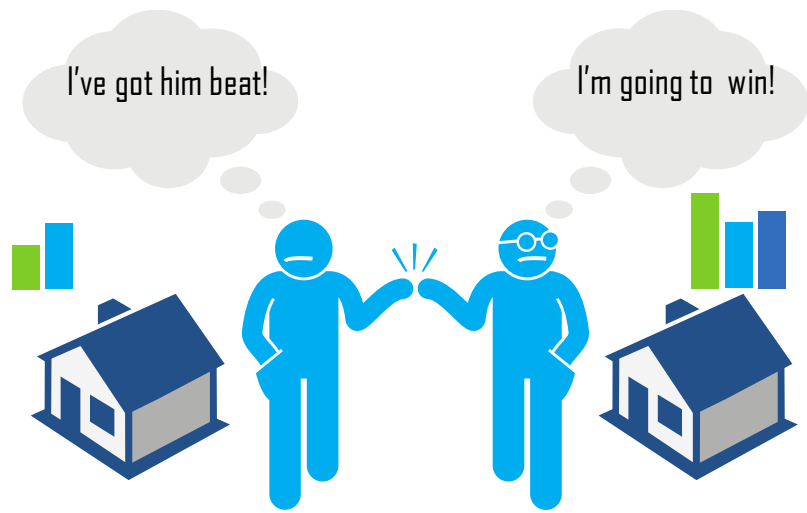
Is that more than
2019?

How much water
are we using?



Or maybe you want to compare how much water you used this year versus last year?

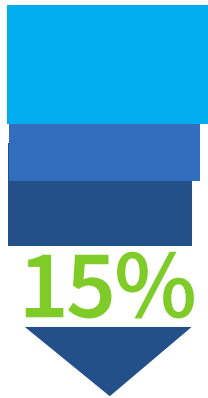




Or maybe you've got a friendly water conservation competition going with the Joneses next door each month?

We've got you covered.





Most customers with access to their daily water data can reduce their overall usage by 15% or more.
Saving Water. Saving Money.





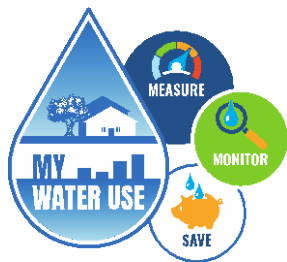
Are you ready to tap into the power of the *My Water Use* portal?





TAP INTO THE POWER OF THE PORTAL





Access MyWaterUse Portal



- > Online BillPay Home
- > View Bills
- > View Online Payments
- > Payment Profiles
- > AutoPay
- > Enroll Additional Accounts
- > Bill Notices
- > User Settings
- > Customer Service
- > Logout

Account Overview

Account Number	Account Balance*	Last Bill Due Date	View Your Water Use	Enrolled For AutoPay
0000123-456789 <i>1234 Mainstreet Encinitas CA 92024</i>	\$0.00 Pay	December 25, 2020 View	View Usage	No Sign Up

Click to add more accounts to view and pay with your login.



*Account Balance may take up to 2 business days to reflect recent payments.



Personalize your settings

OLIVENTHAIN Municipal Water District Powered by AquaHawk

Dashboard Home **Water** Electric Natural Gas Utility Meter Database My Usage Support Account Management Conservation Tools Statements Management Reports Help AquaHawk Support

Account Information

OMWD Customer
1234 Mainstreet Ave.
Encinitas, CA 92024

Phone
Cell Phone
Email Address

Registered Users No Registered Users [\[Register New User\]](#)

Current Billing Period
Nov 2, 2020 - Dec 2, 2020 (Day 4 of 30)

Estimated Bill (as of 11/5/2020 4:00 AM)	\$168.91
Projected Bill (at last reported use rate)	\$2,242.18
Water Use (as of 11/5/2020 4:00 AM)	2,162 CF
Projected Water Use (at last reported use rate)	34.7k CF
Last 24 Hours: 2.070	Last Day: 671.6
	Meter Read: 513,744

[Export](#) [My Thresholds](#) [Remote Disconnect](#)

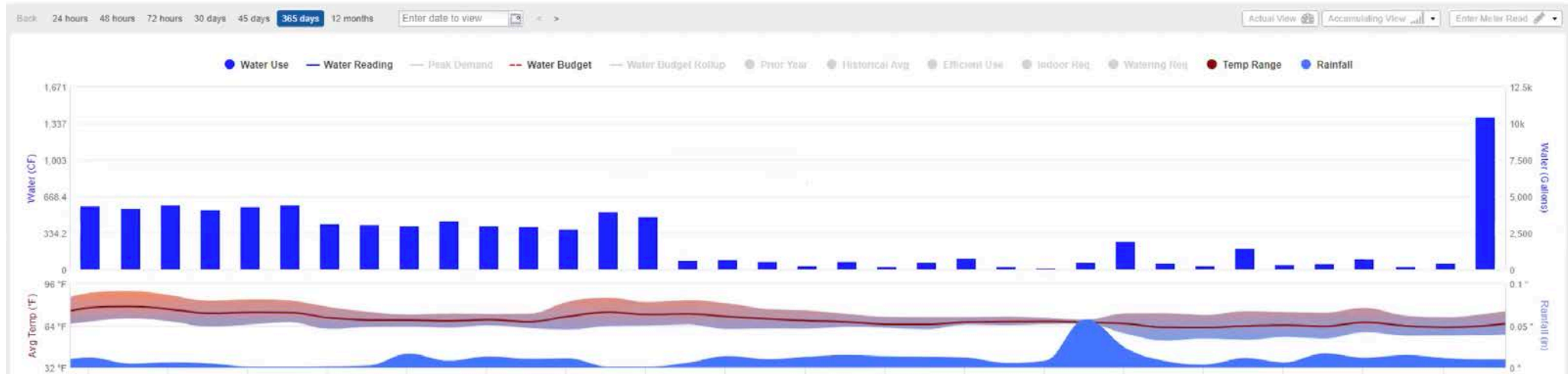
1234567890

■ 11/05/2020 Water Use: Abnormal water use detected

Meter #000001 Radio # 12345678 Water-Residential-Active

36 Days (Wed Sep 30, 2020 1:00 AM - Wed Nov 4, 2020 1:00 AM)

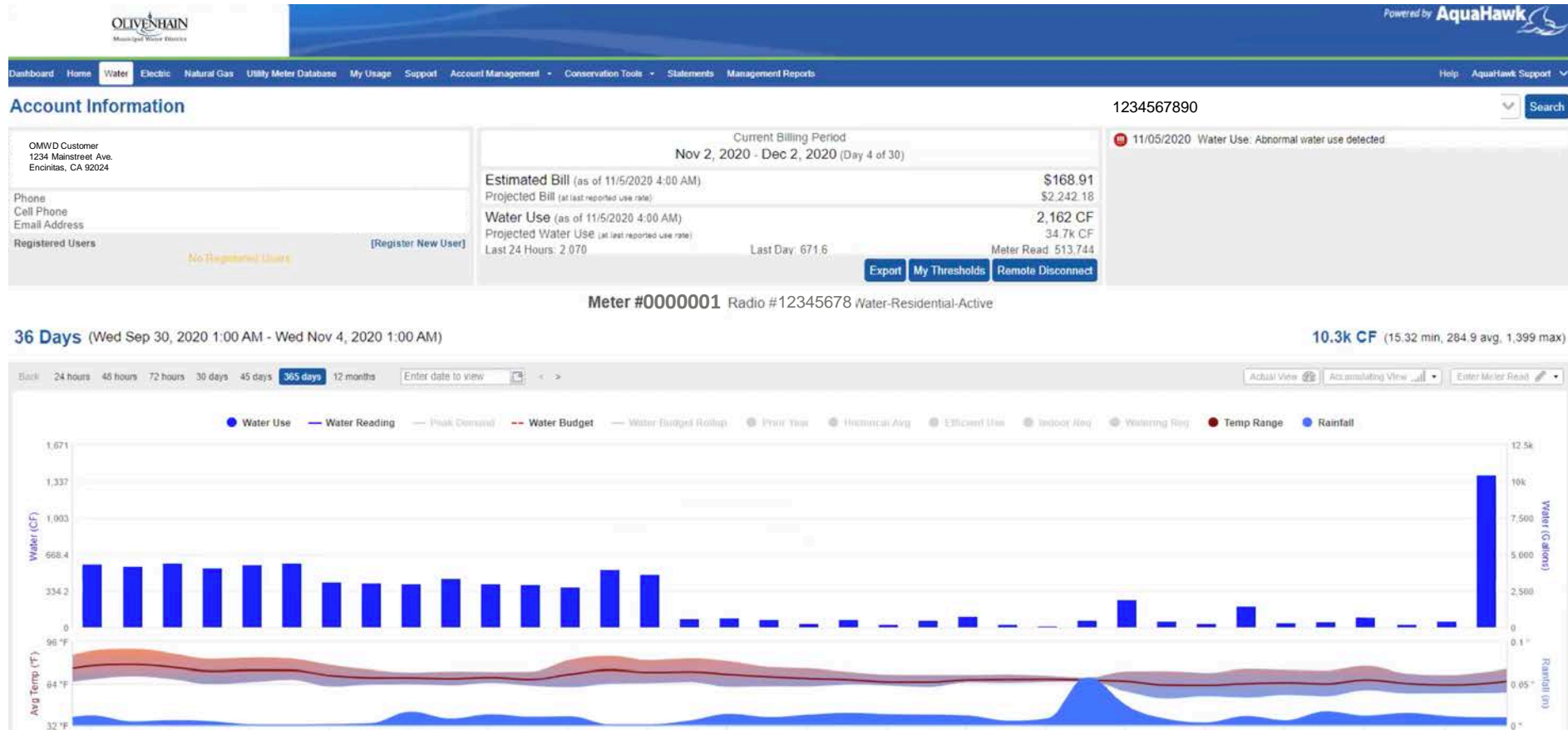
10.3k CF (15.32 min, 284.9 avg, 1,399 max)





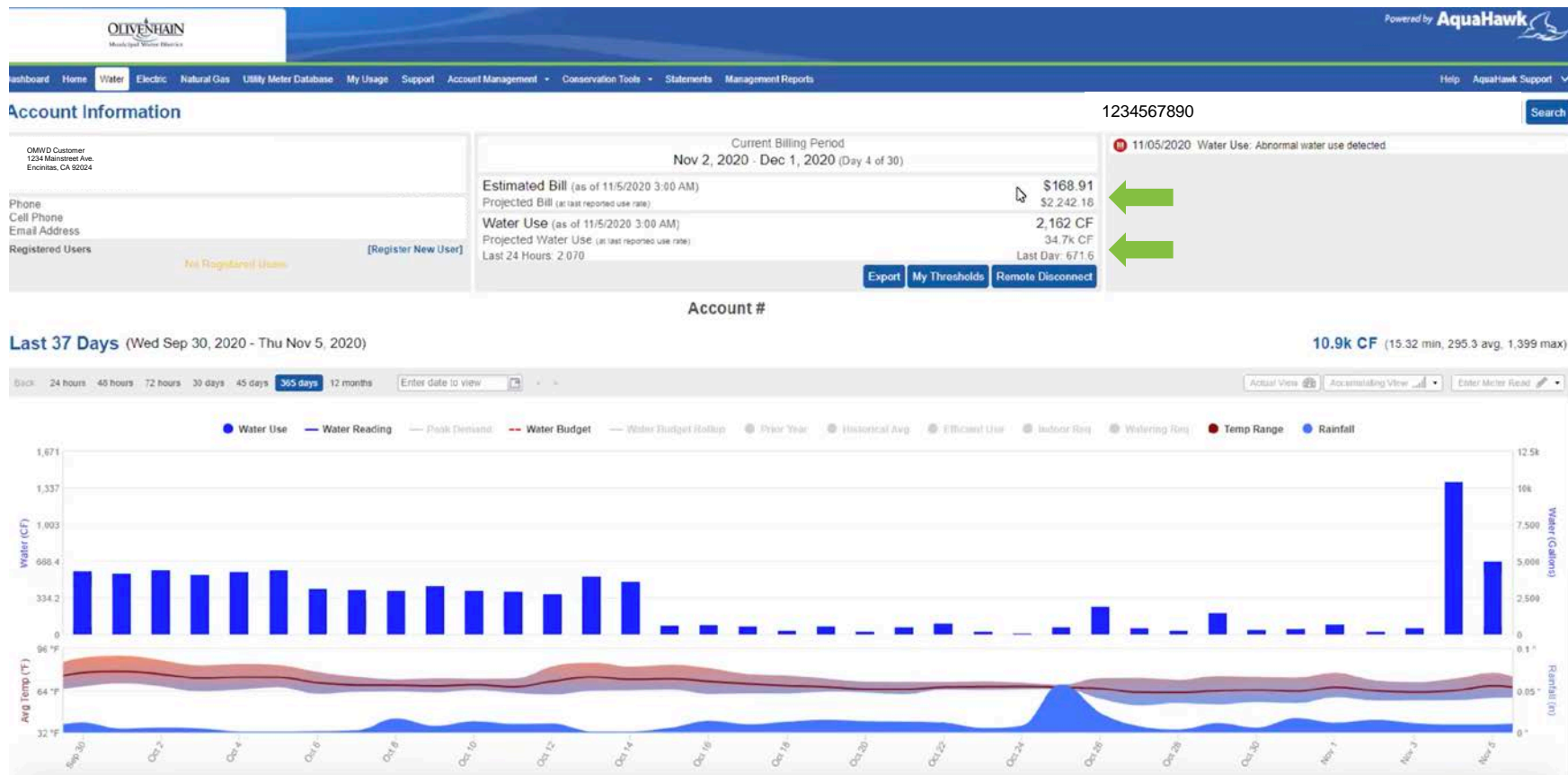
Personalize your settings

Here you'll find your account information, contact information, and other registered users on your account.



Measure your water use

You can see how much water you've used at any given point in time. You can also see an estimate of how much your monthly water bill will be IF you continue to use water at the same rate throughout the remainder of your billing cycle.

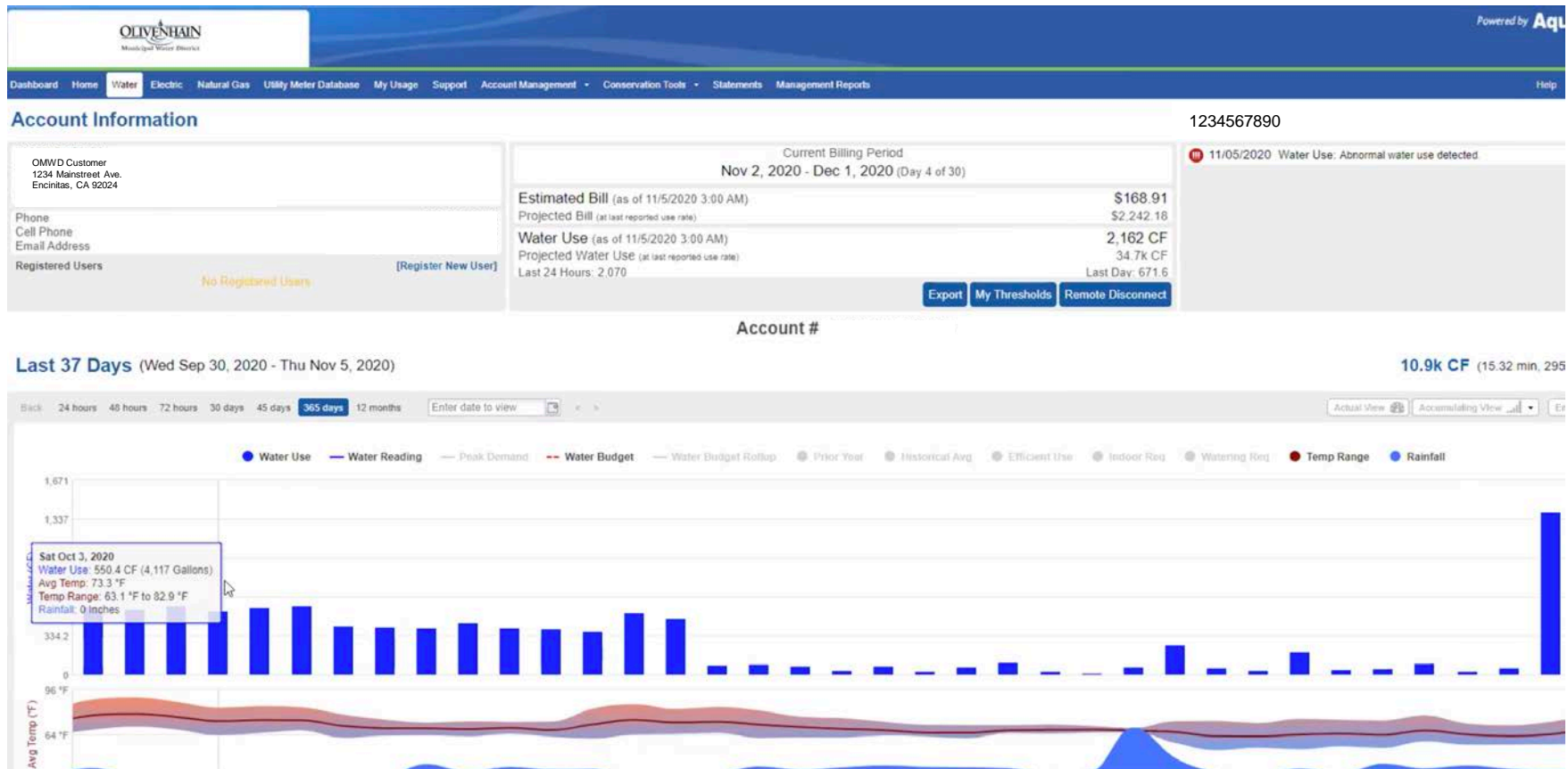




Measure your water use

In the portal you can measure your water use by hour, day, week, month, or year.

For your monthly totals, keep in mind it's normal to see a spike in water use over the summer months vs. winter months. Customers tend to water more when temperatures are warm.



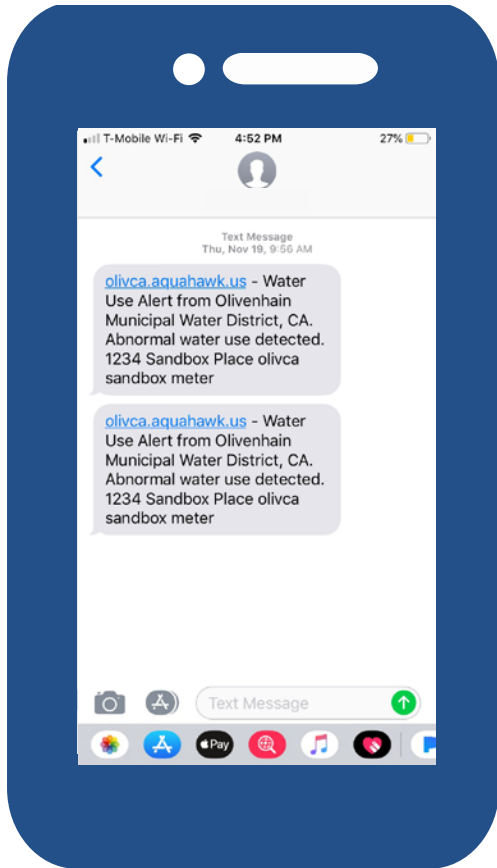
Measure your water use

By reviewing this information, you can avoid those pesky surprises on your water bills.





Set up alerts

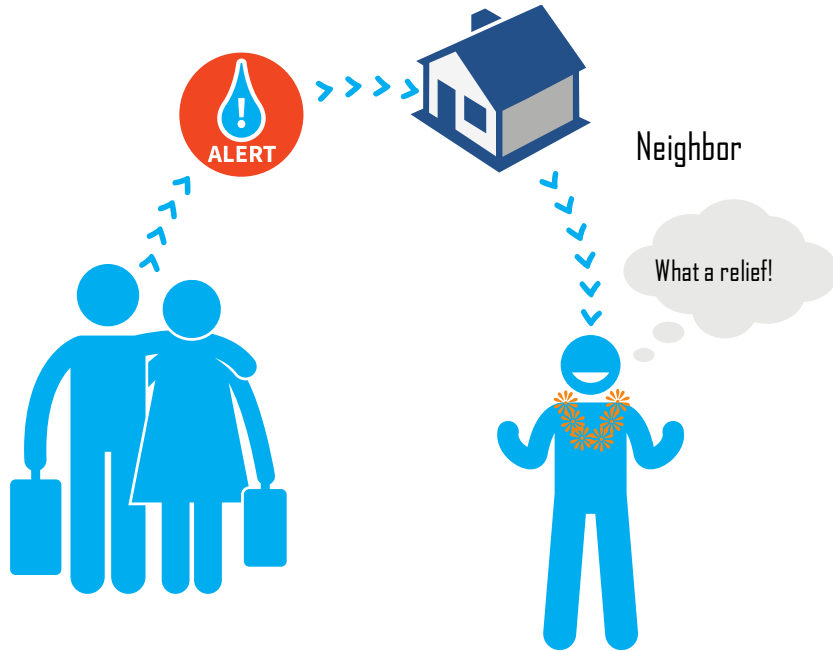


In the portal, you can monitor your water use and sign up for alerts, so you'll know if there's a sudden spike in your water use. Before it's too late.

Think of these as your targets for water use. This gives DMWD permission to send you a message when you've gone over your set targets.



Setup alerts



You can even set vacation alerts that will send notices to a designated neighbor if something happens to your water system while you're gone.

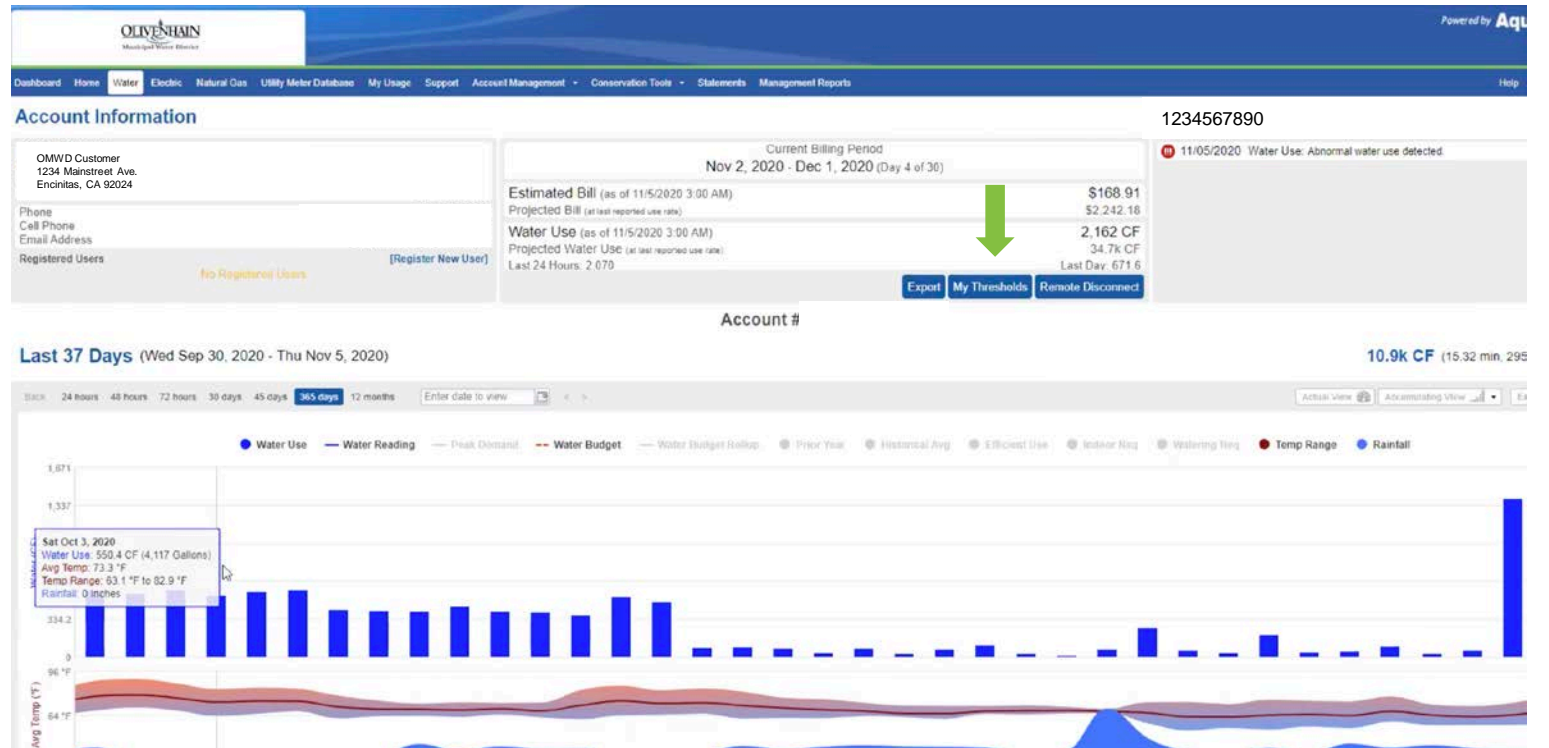
That way you come back from vacation, happy and rested. And not to an expensive, messy water leak.



Set a billing threshold

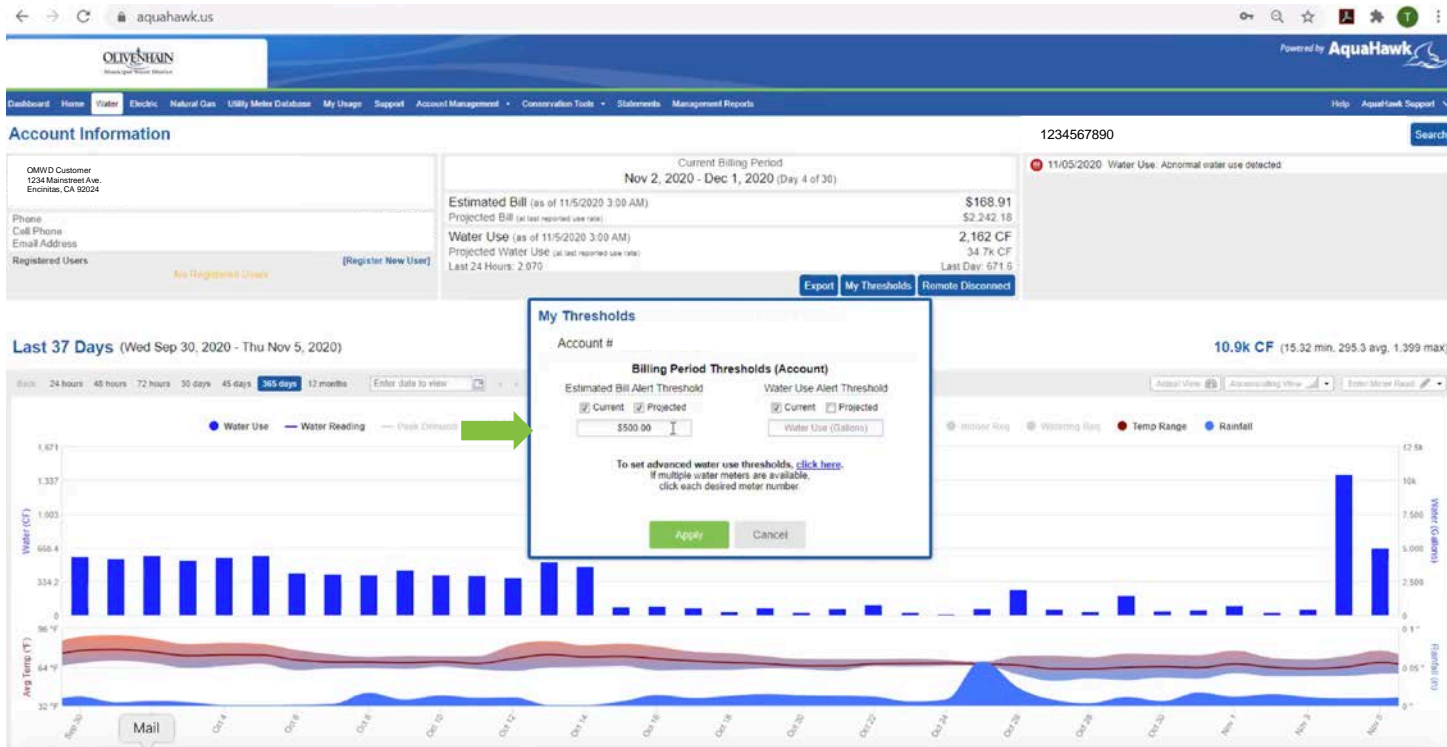
Most people set up alerts to be notified if they reach a certain billing threshold.

To set this up, click on My Thresholds.





Set a billing threshold

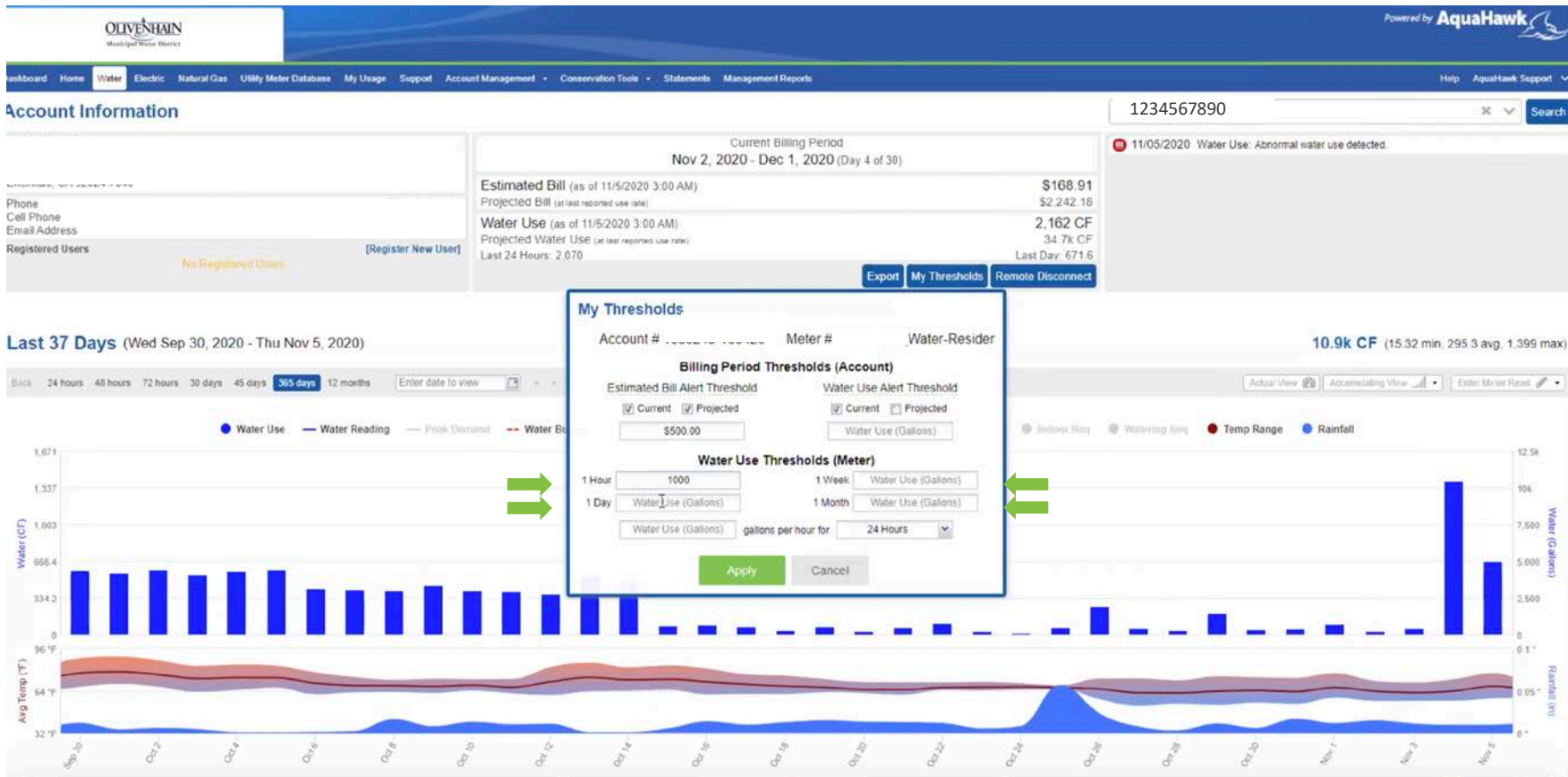


Let's say you want to be notified if your bill exceeds \$500.

You can set that threshold by entering the dollar amount here.



Set a billing threshold

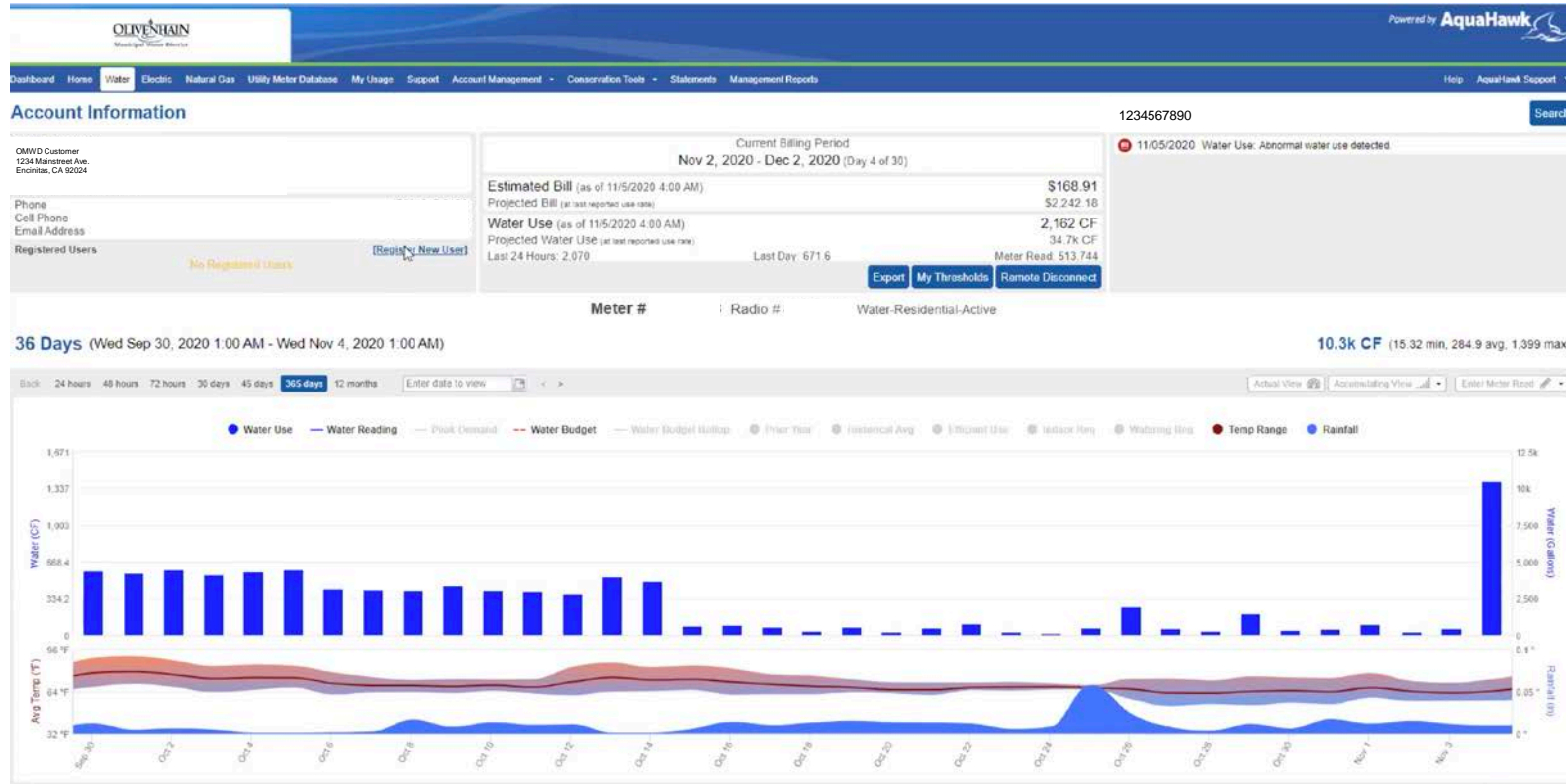


Let's say you have a more specific threshold in mind.

You can set an hourly, daily, monthly or yearly threshold here.



Register a new user

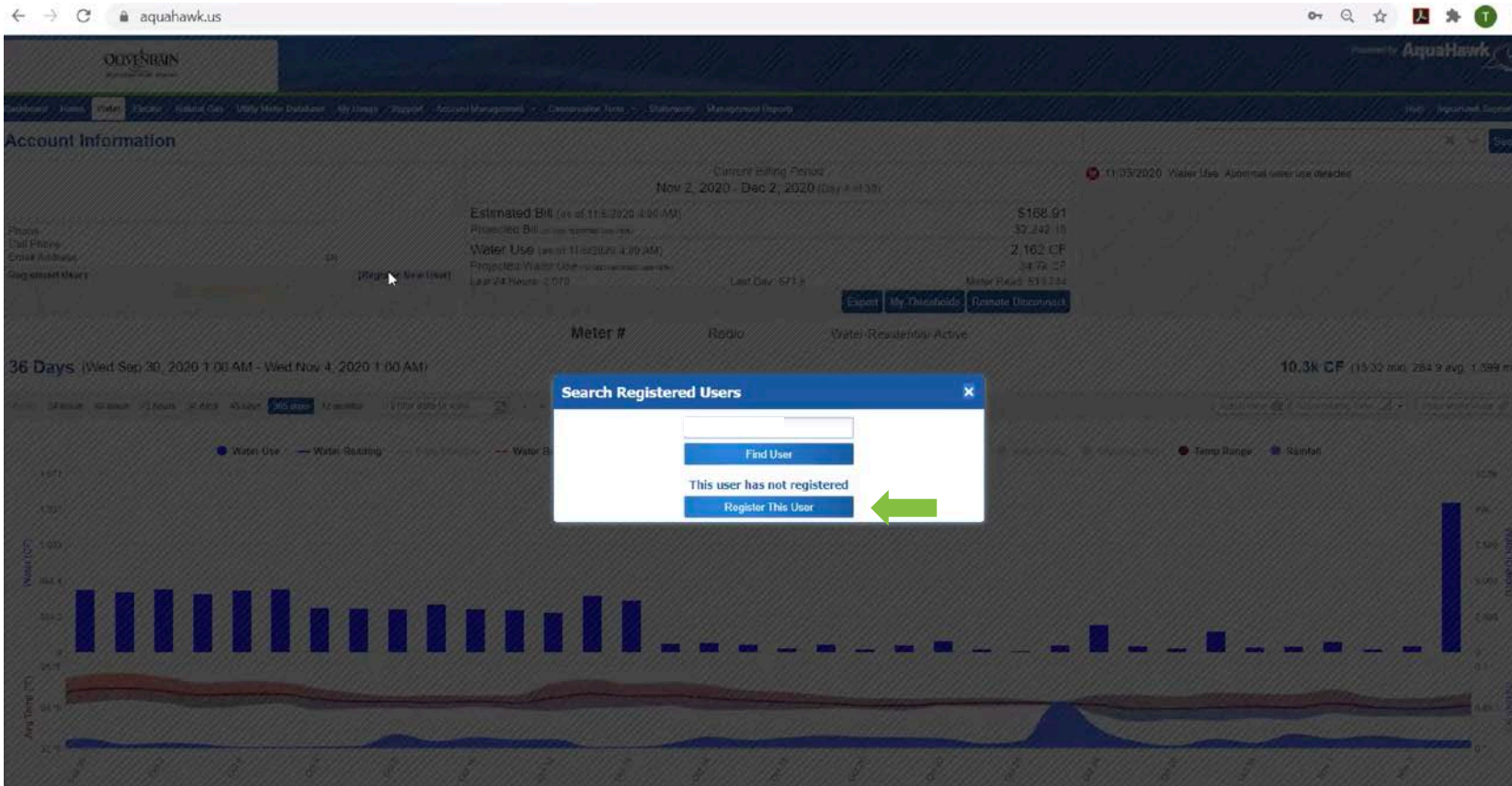


Some people choose to add additional user, such as another household member or irrigation specialist, to their account, so they can jointly view data and receive alerts.

STEP 1:
Click on "Register New



Register a new user



STEP 2:
Enter new email address,
“Register this User”



Register a new user

The screenshot displays the AquaHawk web application interface. A 'Register' modal form is centered on the screen, overlaid on a dashboard. The dashboard background shows 'Account Information' on the left, a 'Current Billing Period' (May 2, 2020 - May 2, 2020) in the center, and a 'Water Use' chart on the right. The 'Register' form includes the following fields and options:

- Email Address:** Input field
- Confirm Email:** Input field
- Password:** Input field with a note: "If you do not enter a password, a temporary one will be emailed to you."
- Confirm Password:** Input field
- First Name:** Input field with the value "Steph"
- Last Name:** Input field
- Phone:** Input fields for Call, Home, and Work numbers. A note states: "At least one phone number is required."
- Mailing Address:** Input field with "Encinitas" and "CA" selected.
- Contact Preference:** Radio buttons for Email (selected), Text Message, Call Phone, Home Phone, and Work Phone.

At the bottom of the form, there is a green arrow pointing to a green 'Register' button and a grey 'Cancel' button.

STEP 3:
Complete information.

Click register.

Need a hand?



SUPPORT





SUPPORT



Click help

Account Information

1234567890

Search

<p>OMWD Customer 1234 Mainstreet Ave. Encinitas, CA 92024</p> <p>Phone Cell Phone Email Address</p> <p>Registered Users No Registered Users [Register New User]</p>	<p>Current Billing Period Nov 2, 2020 - Dec 2, 2020 (Day 4 of 30)</p> <p>Estimated Bill (as of 11/5/2020 4:00 AM) \$168.91 Projected Bill (at last reported use rate) \$2,242.18</p> <p>Water Use (as of 11/5/2020 4:00 AM) 2,162 CF Projected Water Use (at last reported use rate) 34.7k CF Last 24 Hours: 2,070 Last Day: 671.6 Meter Read: 513,744</p> <p>Export My Thresholds Remote Disconnect</p>	<p>11/05/2020 Water Use: Abnormal water use detected</p>
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Meter # Radio # Water-Residential-Active

36 Days (Wed Sep 30, 2020 1:00 AM - Wed Nov 4, 2020 1:00 AM)

10.3k CF (15.32 min, 284.9 avg, 1,399 max)





OLIVENHAIN
Municipal Water District

Have questions?

customerservice@Olivenhain.com
760-753-6466

A graphic of a blue water drop falling into a pool of water, creating concentric ripples. The drop is positioned above the letter 'V' in the word 'OLIVENHAIN'.

OLIVENHAIN

Municipal Water District

A decorative graphic in the bottom left corner consisting of a cluster of overlapping circles in various shades of blue, ranging from light to dark. One large circle in the foreground has a white border.

www.olivenhain.com