VILLAGE OF NEWARK WATER CUSTOMERS APRIL 2015

Dear Village of Newark Water Customer:

Welcome to EyeOnWater! Manage Your Own Water Account!!

Now you can view your water usage in few easy steps:

- 1. Visit <u>https://eyeonwater.com/signup</u> on your computer using a supported web browser.
- 2. Enter your service area zip code: 14513
- 3. Enter your billing account number: For example: 60041
- 4. Enter your email address.
- 5. Create and confirm a password.
- 6. You will get a confirmation email from BEACON. You must verify your email address by clicking on this link. Once you do, you can sign in using your email and password.

<u>Please Note:</u> Currently a customer can use the process above if it is a one email/user to one account ID relationship. The account can have several locations and meters.

If you want to set up a single customer email to view several accounts it can be set up by the utility.

- First have your customer set up their logon to view 1 account to establish their logon.
- Next the Utility looks up the additional accounts under Assets>Account.
- Then search for the EyeOnWater user you wish to associate with the account.
- Click on Update account.
- Repeat for each BEACON account that needs to be connected to the customer email and EOW account.

For the list of supported web browsers please read:

http://blog.beaconama.net/browser-compatibilityaquacue-wave-web-browsercompatibility/ We look forward to getting your feedback.

Phone App Instructions:

- 1. Go to the App Store on your Android or iPhone and search for "eye on water".
- 2. Download the free App to your iPhone or Android Phone.
- 3. Open the App.
- 4. Tap on the Register button.
- 5. Tap on "Enter your account information Manually".
- 6. Enter your Zip Code.
- 7. Select your water provider.
- 8. Enter your Account ID.
- 9. Tap on the Next button.
- 10. Enter a valid e-mail address.
- 11. Create and confirm a password.
- 12. Verify that you have read the Terms of Service.
- 13. Tap on the Next button.
- 14. An email will be sent to the address you provided.
- 15. Click or tap on the link in the email to verify it is valid.
- 16. You can now sign in to your account.

ALSO AVAILABLE ON OUR WEBSITE AT:

<u>www.villageofnewark.com</u> and also at the Village Office at 100 East Miller Street, 3rd Floor