



My Water Advisor User Guide

ONLINE ACCESS TO YOUR WORLD OF WATER™

VERSION 2.0 | JUNE 2024

TABLE OF CONTENTS

CREATING AN ONLINE ACCOUNT..... 4
 REGISTRATION INSTRUCTIONS..... 4

USING THE WEB PORTAL..... 7
 HOME TAB..... 7
 SETTINGS TAB..... 13
 ALERTS TAB 14

MY WATER ADVISOR 2.0 APP..... 16

CREATING AN ONLINE ACCOUNT

CREATING AN ONLINE ACCOUNT

In order to use any of the features offered by My Water Advisor 2.0, users must first register either through the web portal or mobile app.

REGISTRATION INSTRUCTIONS

To create an account, utility customers can easily follow the steps outlined below to register for My Water Advisor 2.0.

1. To register through the web portal, please visit <https://mywateradvisor2.com/register>
2. To register through the mobile app, download the My Water Advisor App either in Google Play or the iOS App Store
3. Select either one of the following options:
 - Sign up with cell phone number OR
 - **Sign up with account number** [Select this option for City of Norwich](#)

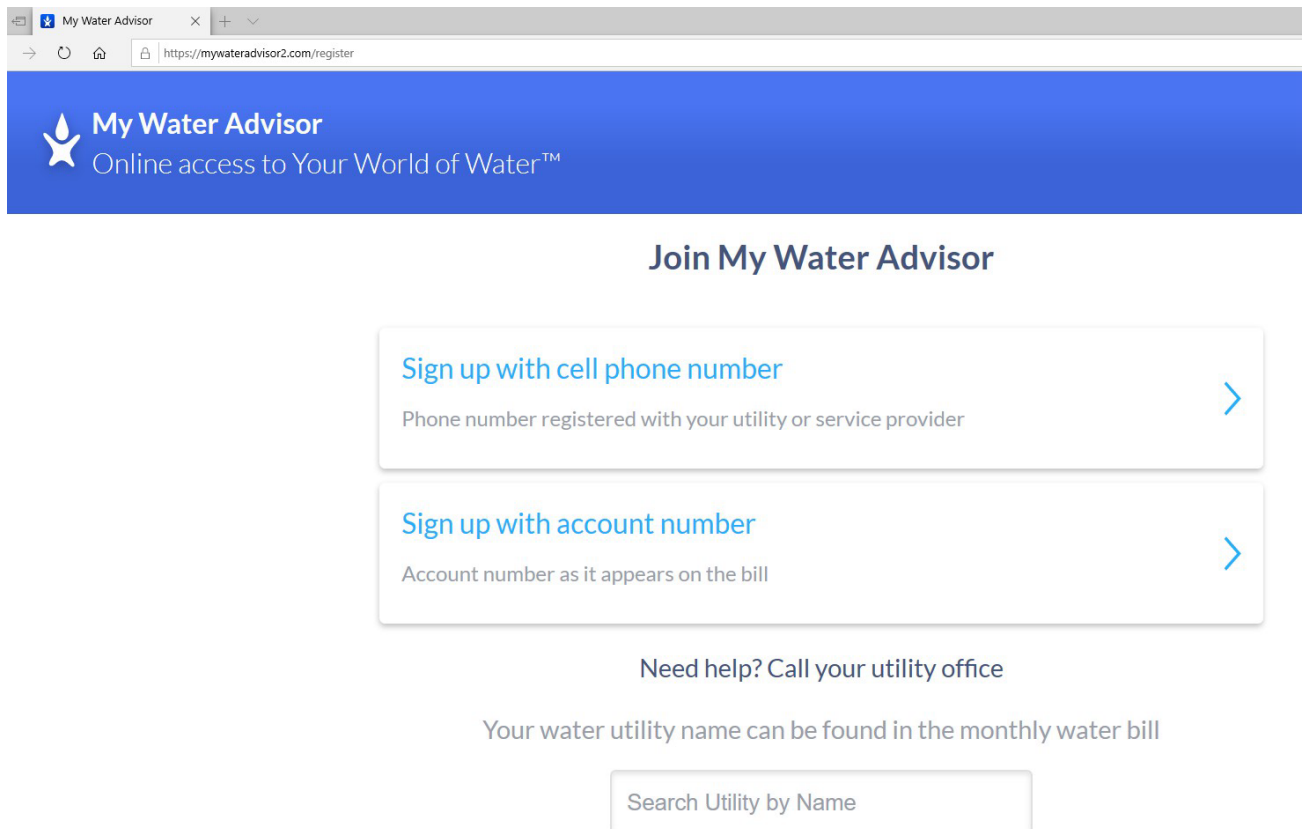


Figure 1 – My Water Advisor Registration

If you are signing up for an account and using a cell phone number, but encounter issues, try using your account number instead.

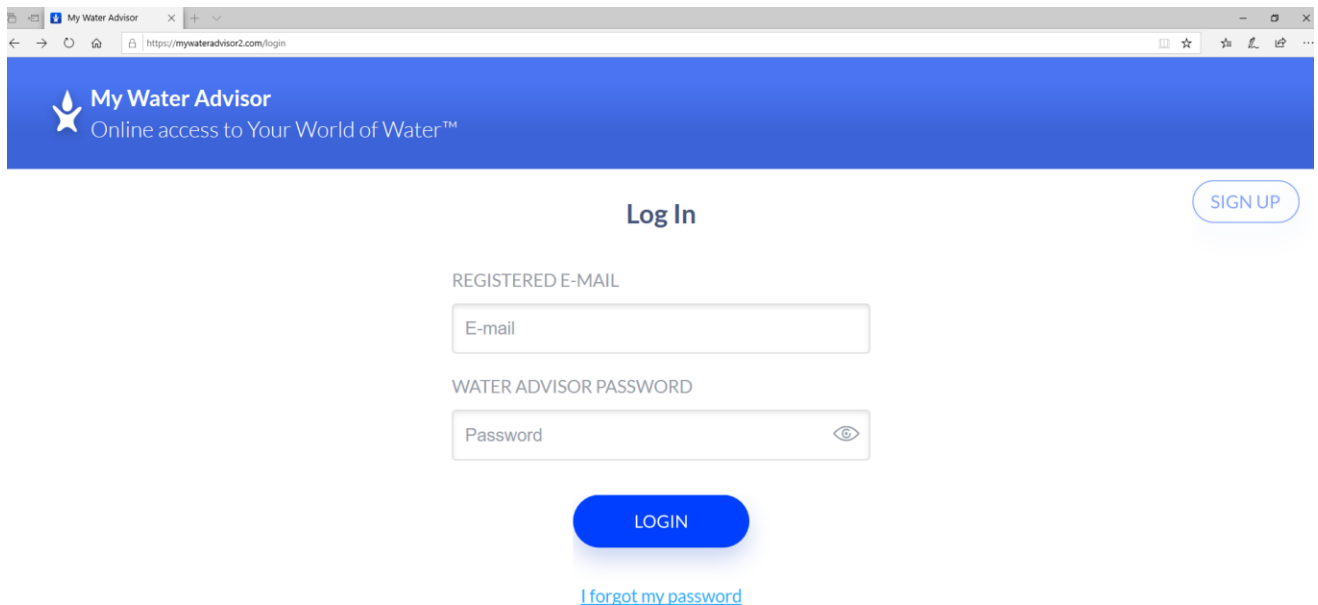
- This is likely because the water utility may not have your phone number stored in their database.

Double-check all the information you entered before submitting it.

- Make sure your account number is correct and that your full name matches exactly how it appears on your water bill.

Then, enter a valid email address and create a password.


- Remember to save this information for later use.



My Water Advisor
Online access to Your World of Water™

Log In SIGN UP

REGISTERED E-MAIL
E-mail

WATER ADVISOR PASSWORD
Password 

LOGIN

[I forgot my password](#)

Figure 2 – My Water Advisor Login Page

Access your account using your web browser or the mobile app.

Use the email address and password you created during registration.

USING THE WEB PORTAL

USING THE WEB PORTAL

After logging in, your account dashboard will display the following:

- **Average Monthly Consumption:** See how much water you typically use each month.
- **Household Usage Insights:** Gain a better understanding of your water consumption patterns.
- **End-of-Month Forecast:** Get an estimated water usage prediction for the current month.
- **Comparative Monthly Average:** Compare your current water usage to your historical average.

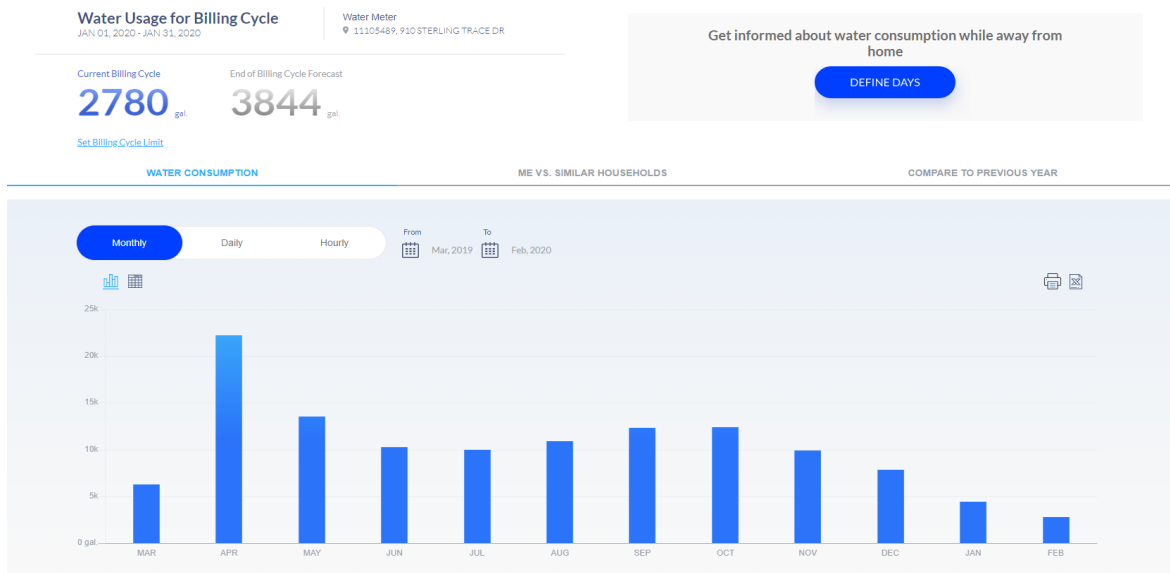


Figure 3 – My Water Advisor Portal Dashboard

HOME TAB

The **HOME TAB** shows an overview of your water usage and account details.

A. Consumption and Account Overview

- **Billing Cycle:** This section shows the dates of your current billing cycle and the total water consumption used so far.
- **Water Meter:** This section displays the physical address where your water meter is located and its corresponding serial number.
- **Consumption Widget:**
 - **Current Billing Cycle:** This number shown in **BLUE FONT** provides you with how many gallons of water you've used since the beginning of your current billing cycle.
 - **End of Billing Cycle Forecast:** This number shown in **GRAY FONT** provides a forecasted consumption amount for the end of your current billing cycle, based on your past usage patterns and current consumption.

Water Usage for Billing Cycle

Water Meter

9387801, 2134 ANDOVER DR

Current Billing Cycle

576 gal.

End of Billing Cycle Forecast

4020 gal.

Billing Cycle Limit: 5000 [Update](#)

Billing Cycle Date: 04-10-2024 - 05-09-2024

Figure 4 – My Water Advisor Upper Portal Dashboard

NOTE: You can set water consumption and a monthly budget by selecting the “Set Billing Cycle” hyperlink underneath the Current Billing Cycle widget.

1. Enter the maximum water consumption.
2. Once the consumption reaches the specified limit, the user can choose to receive alerts via SMS and/or email.

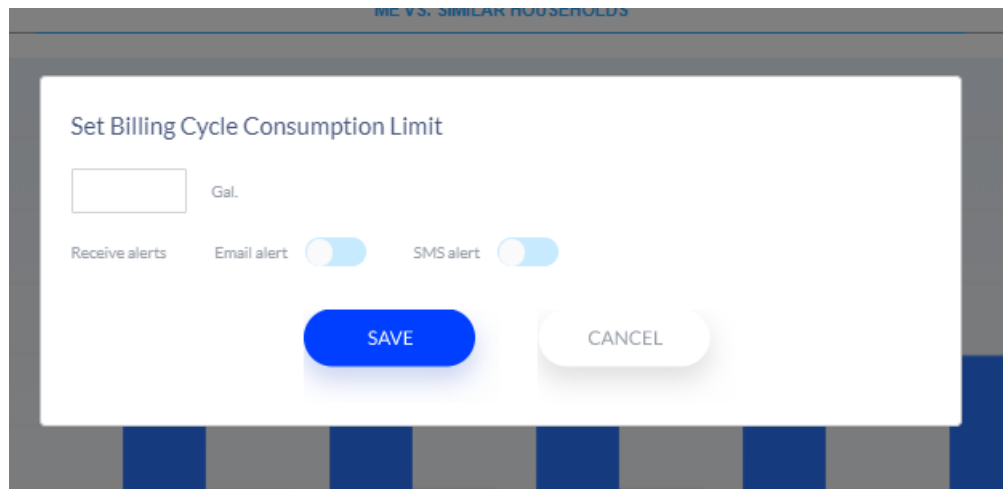


Figure 5 – Set Billing Cycle Consumption Limit

My Water Advisor 2.0 now includes a feature that notifies users of unauthorized water usage at their property while they are away. Below are a few screenshots demonstrating this feature.

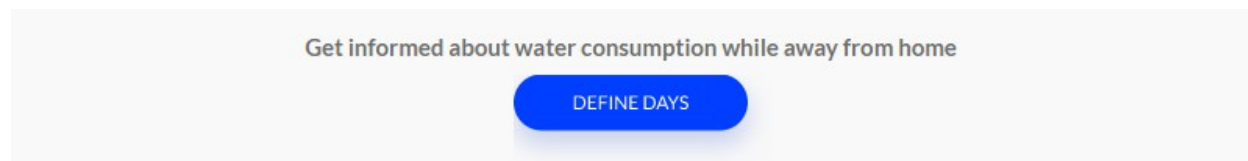


Figure 6 – Define Days Feature

Figure 7 – Define Usage Limit While Away

Users have the option to set their consumption threshold, choose alert types (SMS, email), and specify vacation dates. The alert notification feature will automatically deactivate when the vacation dates expire.

B. Consumption Charts and Tables

On the web portal, there are three main consumption charts/tables that the user can select.

- I. Water Consumption
- II. Me vs. Similar Households
- III. Compare to Previous Year



Figure 8 – Consumption Chart Over Different Timeframes

I. **WATER CONSUMPTION**

In this feature, users can select and view their water usage at monthly, daily, or hourly intervals.

The default view for Monthly Consumption shows water usage for the last 12 months. Additionally, users can adjust the view by selecting "FROM" and "TO" buttons to show consumption for any given number of months.

NOTE: For any selected timeframe and chart time, the system automatically calculates the minimum, maximum, average, and total consumption.

Similarly, the Daily Consumption option shows users their daily water usage. The default view displays the previous billing cycle, but users can also choose to display daily consumption for any other daily range.

The Hourly Consumption option focuses on showing hourly consumption for up to 24 hours, starting at 12 AM for the selected day.

NOTE: To see the calculations, the user MUST first select a day before hourly consumption is displayed.

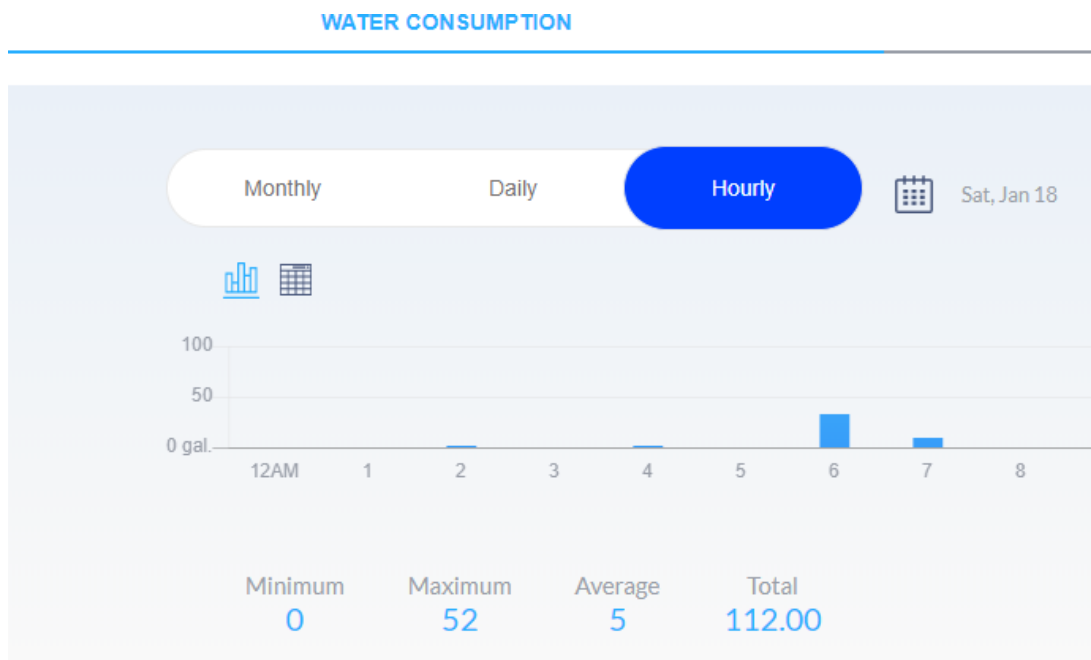


Figure 9 – Hourly Consumption

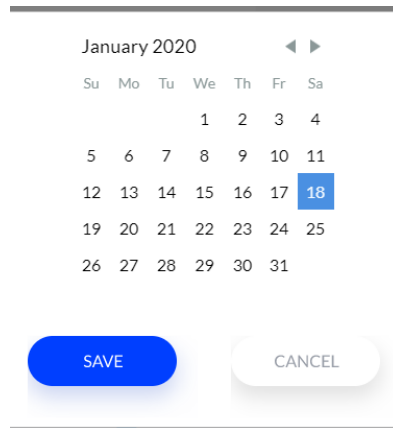


Figure 10 – Daily Consumption

II. ME VS SIMILAR HOUSEHOLDS

This tab displays a monthly water usage comparison chart for similar households, covering the past 12 months.

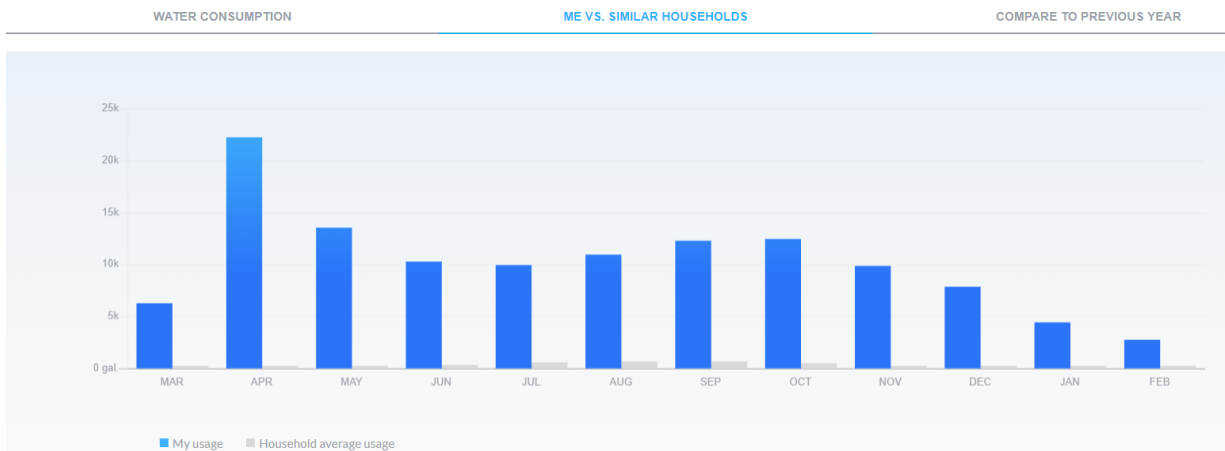


Figure 11 – Monthly Water Usage Comparison Chart

III. COMPARE TO PREVIOUS YEAR

This option displays water consumption on a yearly basis, covering the past 2 years.

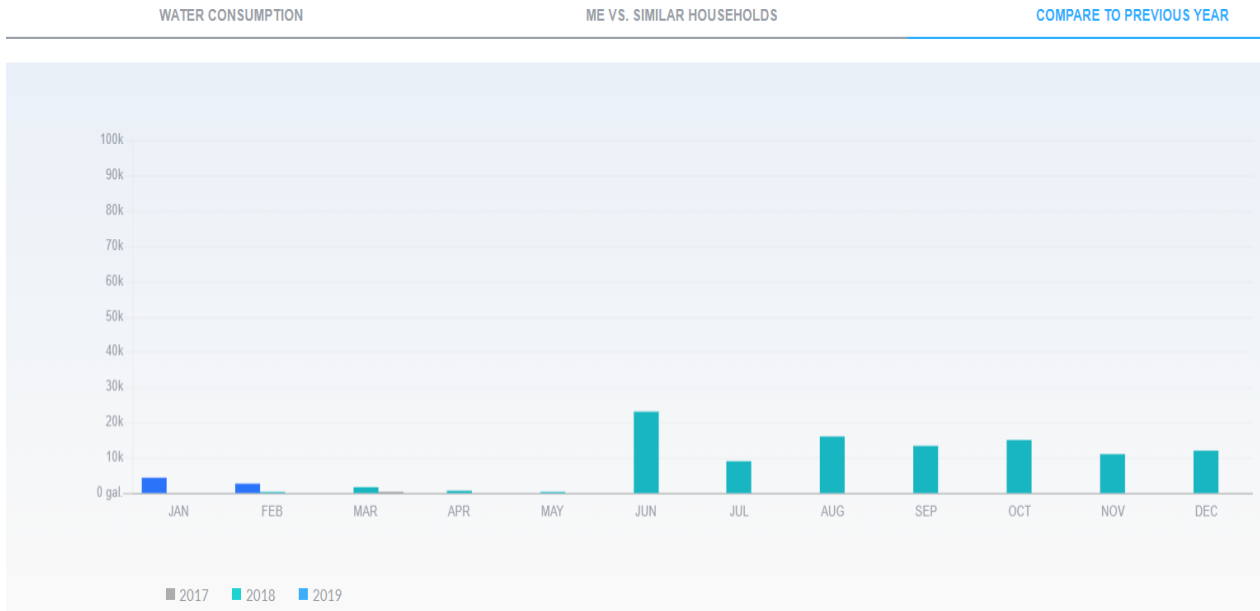


Figure 12 – Year-by-Year Consumption Chart

NOTE:

1. The user can choose to view either a chart or a table by clicking on either the **GRID** or the **BAR** icons.
2. Additionally, the current screen can be printed or saved as an Excel Spreadsheet by selecting the **PRINT** or **EXCEL** icons at any point.

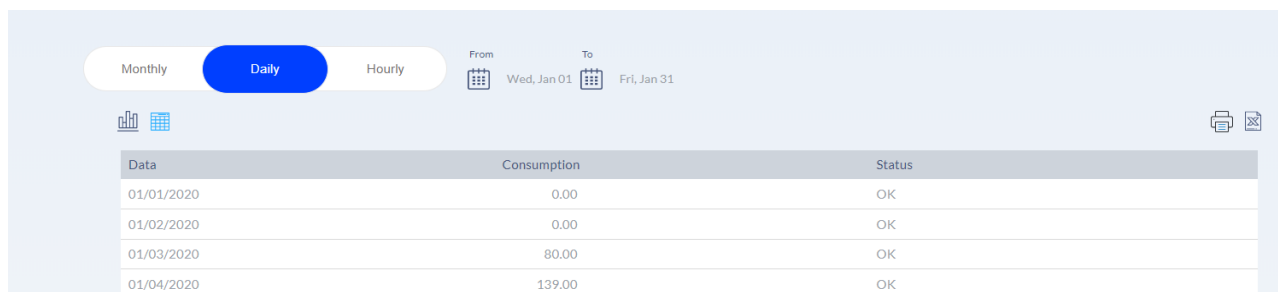
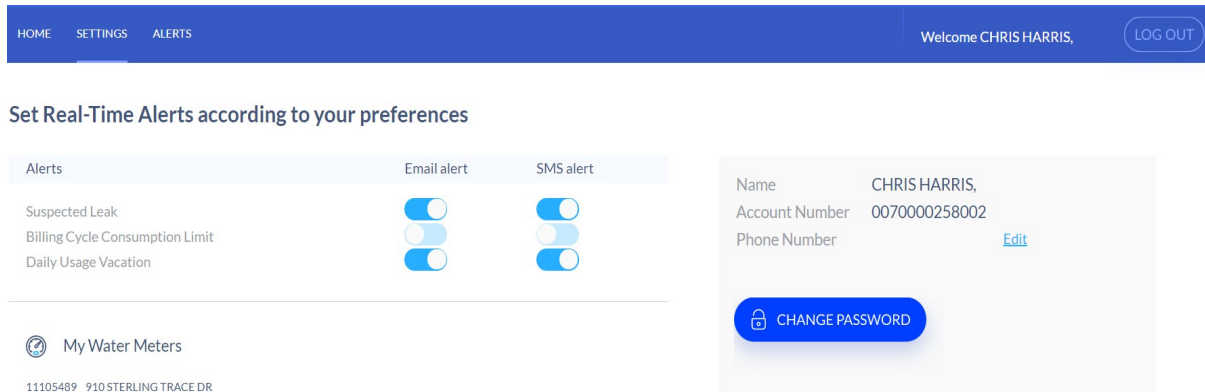


Figure 13 – Table vs Chart Options

SETTINGS TAB

In the **SETTINGS TAB**, users can enable real-time **Alert Settings** via **Email** or **SMS** by selecting the preferred notification method(s) and entering the cellular phone number.



The screenshot shows the 'SETTINGS TAB' interface. At the top, there are navigation links for 'HOME', 'SETTINGS', and 'ALERTS'. A welcome message 'Welcome CHRIS HARRIS,' and a 'LOG OUT' button are visible on the right. The main heading is 'Set Real-Time Alerts according to your preferences'. Below this, there is a table for alert settings:

Alerts	Email alert	SMS alert
Suspected Leak	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Billing Cycle Consumption Limit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Daily Usage Vacation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Below the table, there is a section for 'My Water Meters' with a meter icon and the address '11105489 910 STERLING TRACE DR'. To the right, a user profile card displays: Name: CHRIS HARRIS, Account Number: 0070000258002, and Phone Number with an 'Edit' link. A 'CHANGE PASSWORD' button is also present.

Figure 14 – Set Real-Time Alerts

Once the Alert Settings are personalized, My Water Advisor 2.0 will start sending direct alerts to help users conserve water and save money. These personalized alerts include:

1. **Suspected Leak** – The water meter sends an alert if continuous 24-hour consumption is detected.
2. **Billing Cycle Consumption Limit** – Activated when water usage exceeds the consumer-defined limit.
3. **Daily Usage Vacation** – Define an absence or holiday period to receive a water usage alert during a specific time frame.

NOTE: The consumption limit for the billing cycle is configured under the **HOME TAB**.

This tab also allows users to change their password and edit the cellular phone number to which SMS texts should be sent.

ALERTS TAB

The Alerts Tab will show any active alerts for the corresponding account.



Real Time Alerts

Alerts

Figure 15 –Real-Time Alerts Tab

If there are any active alerts, users should contact their water utility for assistance in resolving the issue(s).

MY WATER ADVISOR
2.0 APP

MY WATER ADVISOR 2.0 APP

My Water Advisor 2.0 features are available as mobile apps for both iOS and Android platforms. Key features include **consumption details**, **leak**, and **budget alerts**, as well as **SMS text** and **Email notifications**. To download the app, simply search for "**My Water Advisor 2.0**" on the **Google Play Store** for Android devices or the **App Store** for Apple/iOS devices. *Note: To enable SMS text alerts on your phone app, you must add your cell phone number on the web portal.*

FUNCTIONALITY NOTE: Please be aware that there are some functionality differences between the mobile apps and the web portal. Due to limited screen size, the mobile apps do not allow users to:

- Complete the My Water Advisor 2.0 registration procedure
- View, download, or print hourly and daily consumption charts or tables
- Compare current consumption to previous year's consumption

DOWNLOAD NOTE: If My Water Advisor has two different versions available on the App Store or Google Play Store, please select My Water Advisor 2.0, as the previous version is now retired.

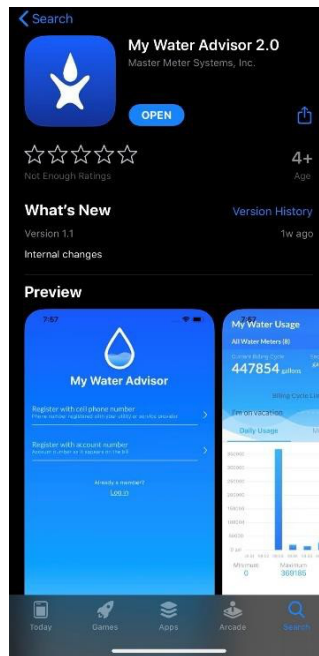


Figure 16 –My Water Advisor 2.0 App

If you have any questions or need assistance, please contact your local utility company or water supplier.

Enjoy Saving Water!