



MY WATER ADVISOR 2™

FREQUENTLY ASKED QUESTIONS

Document Rev 1.1

A. INSTALLATION QUESTIONS

Q: How much will the new smart water meter cost me?

A: There is no charge for the new meter.

Q: Will my water bill increase?

A: As meters age, they tend to run slower and may not measure the water going through them. Depending on the age and accuracy of your existing meter or undetected leaks, you may experience a higher bill due to the accuracy of your new meter. The new meters will simply record consumption more accurately.

Q: Will my water service be interrupted during installation?

A: Yes, there will be a temporary service interruption while the meter is replaced, but typically less than 30 minutes. A project representative will notify each resident prior to the installation of the new meter.

Q: Do I need to be home for the meter replacement work?

A: No, you do not need to be home.

Q: Once the new meter is installed, is my water ready and safe to use?

A: Yes. If there is any air in the lines, flush your sink and/or shower on the cold-water side until the air has been cleared out of the lines.

Q: What is the technology that reads my meter?

A: The Master Meter AMI network is an RF (radio frequency) communication network. The network will capture meter data, such as water flow, reverse flow detection, and other operating data in real-time.

B. PORTAL QUESTIONS

Q: How do I access the online portal for the first time?

A: Utility customer can easily create an account through My Water Advisor's online portal at <https://mywateradvisor2.com/> by following these simple steps:

1. Click on the Account Number field, located in the Sign Up window on the right portion of your screen.
2. Once selected, a new Sign Up window will appear. Enter your Account Number, as well as your



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First and Last Name currently listed on your water bill.

3. Enter a valid Email Address and create a Password.
4. Once registered, you can access your account by computer or smartphone using your email and password.

Q: Where can I find my account number?

A: Your account number can be found in the latest water bill or invoice sent to you by your utility provider.

Q: How do I access the smartphone app?

A: The mobile app is available for iOS and Android users and can be downloaded from the App Store or Google Play by searching My Water Advisor 2.0. Once downloaded, the app can be easily accessed with your email address and password.



Q: I have a question about my bill. Who should I contact?

A: Please contact your water utility directly via the phone number, website, or email information as provided in your water bill.

Q: What types of water usage data will I find in the portal?

A: Once registered, you will have access to up-to-date information regarding your water consumption, your water meter readings*, and your expected water consumption forecast up to the end of the current month. You can also find a comparison between your water consumption and the median water consumption across all local water authority accounts.

***Note:** given System Data Availability, Environmental Factors and other Engineering Constraints, hourly consumption data is usually updated twice per day, around noon and midnight. For example, if logging in at 4 PM, typically, the most updated hourly data consumption data is from 12 PM that same day.

Q: How do I create a customized alert about my water consumption?

A: Easily customize your online account by selecting the Settings tab on the menu at the top of the screen. Once selected you will be able to create a personal Consumption Limit. You can then enable real-time Alert Settings via Email or SMS by selecting your preferred notification preferences and entering your cell phone number.

Q: What types of alerts can be set from the portal?

1. Suspected leaks: An alert sent directly by the meter when continuous 24-hour consumption is detected.
2. Consumption Above Average: This alert is activated if there is irregular water usage compared to the same period's average usage the previous year.
3. Consumption Above Maximum: This alert is activated when water usage is above your



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consumer-defined limit.

4. Consumption While Absent (Vacation): Receive a water usage alert during a specific timeframe by defining an absence or holiday time period.

Q: I am going on vacation, how do I set specific alerts about water consumption in my absence?

A: Under the HOME tab on the main dashboard, click the “DEFINE DAYS” button. Here you can update the dates you will be on vacation and the system will monitor the water consumption while you are away. If irregular water consumption is detected during your absence, you will receive an alert to your cell phone.

Q: I want help managing my water usage; is there a way to set consumption threshold limits?

A: Under the HOME tab on the main dashboard, click “SET BILLING CYCLE LIMIT”. From there, you can select the daily maximum water consumption amount, as well as how you would like to be notified once that usage threshold has been met. The notification options are “email” and “SMS alert”.

C. NOTE TO USER

Many of our utilities’ customers have found using My Water Advisor very beneficial in their efforts to conserve water and manage their water consumption footprint. There are questions about the underlying information, how it is collected, and displayed. Most of the common questions are previously available in our FAQ. The information below serves as an update to this.

System Data Availability – consumption information is made available to the water utility and user through a communication network that continually monitors consumption through the water meter. Occasionally, rain, snow, or electronic noise can interfere with the timely flow of information, making it temporarily unavailable. Data is stored locally inside the water meter, which can be re-sent to correct any communication gaps.

Estimation Purposes Only – Always keep in mind that the information displayed in My Water Advisor 2.1 is for estimation purposes only. It is to advise the utility’s customer of current consumption, which may not reflect any potential delays in the transmission of usage information.

Accurate Billing – The user consumption information shared throughout the month through our My Water Advisor is not the same data used to generate the water bill. The information used for billing purposes comes directly from the water meter at the time of generating month-end billing. The hourly information that consumers can access during the month are for informational and general budgeting purposes.

TAKEAWAY NOTE: Because of system data availability, your consumption data is for estimation purposes only. However, accurate billing data is still retained.