Badger Meter

BEACON® AMA Training Manual:

EyeOnWater Management

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Making Water Visible®

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EyeOnWater Basics

EyeOnWater (EOW) is a customer portal website that allows your end users to create a login ID so they can see the water usage on their meters and accounts.

Your end users are responsible for creating their login IDs and in most cases no intervention by the Utility is required. Just send them to https://eyeonwater.com

To set up an EyeOnWater (EOW) login your end user needs their zip code and their BEACON Account ID. Full instructions are available at https://helpeyeonwater.com/creating-an-account/

> **Note:** The BEACON Account ID may or may not match the Account ID in your billing software. The Billing software my call that particular ID by a different name.

If multiple meters are associated with a single BEACON Account ID all of those meters will automatically be associated to a single logon on EyeOnWater (EOW).

If the end user has multiple meters associated with multiple BEACON Account IDs then some intervention is required by the utility to ensure that all of those accounts are associated with the same EyeOnWater (EOW) login.

If the BEACON Account IDs automatically change whenever there is an ownership or tenant change, then the EyeOnWater (EOW) accounts for the previous owner automatically lose access to water usage data when the new BEACON Account information is uploaded into BEACON. If the BEACON Account IDs do not change then the utility is responsible for breaking the connection with the previous EOW user and the meter.

EyeOnWater Page Breakdown

1. The EyeOnWater Help page is an excellent resource and functions as a complete user manual available on line.

2. The basic account details are listed at the top of the page. If the account has access to more than one meter, clicking on the drop down arrow allows the user to toggle between the various meters.

3. The Leaks section of the page displays a leak if water is flowing through the meter nonstop for 24 hours. A Leak Alert can be set so EyeOnWater will send out an email or text message when a leak occurs.

4. This section of the EyeOnWater display provides a snap shot of this week's water use compared to the previous week. It also lists the average use per day over the last 30 days.

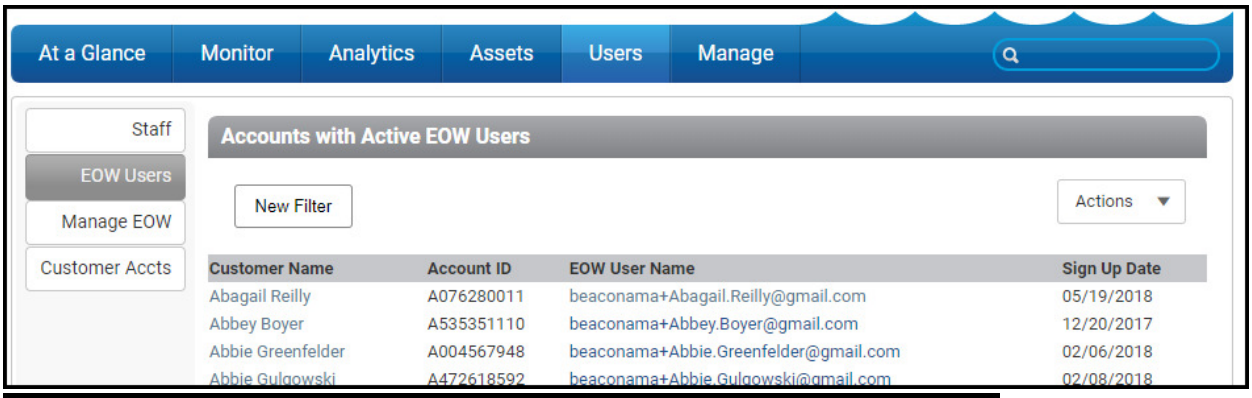
5. In the Your Meter section, see how often your meter is read, the last time it was read, the current reading and when the next reading is scheduled.

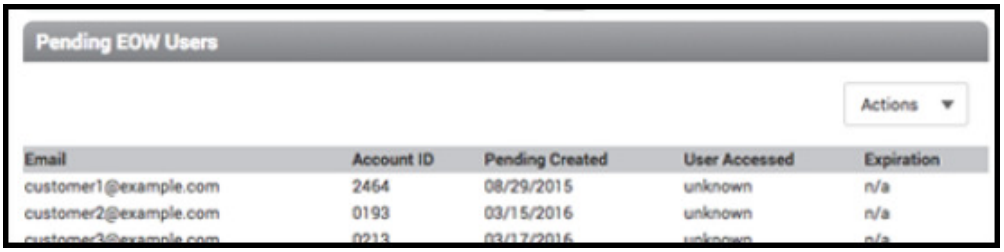
6. The consumption graph lets you see your water use for a period of time. Whenever you login to EyeOnWater, the Consumption Graph defaults to displaying your daily water use.

7. It is possible to export the data shown in the consumption graph into a .csv file that can be opened in spreadsheet management software.

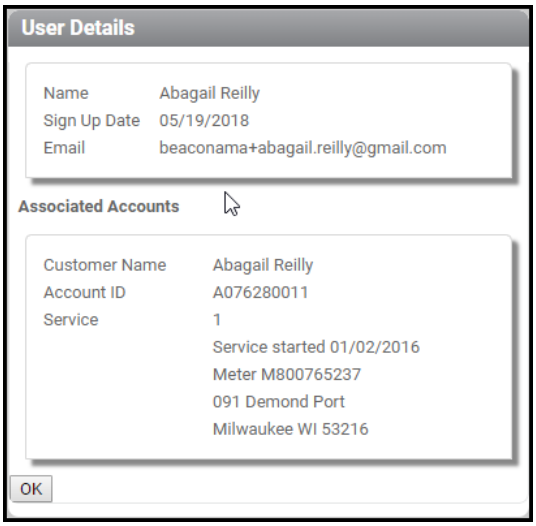
Users Tab in BEACON

EOW Users allows the BEACON user to see a list of customers with active and pending EOW accounts. The list auto populates as your customers sign up for EOW. Pending users are individuals who completed the first part of signing up at eyeonwater.com but have not yet clicked the verification link in the email from the system.





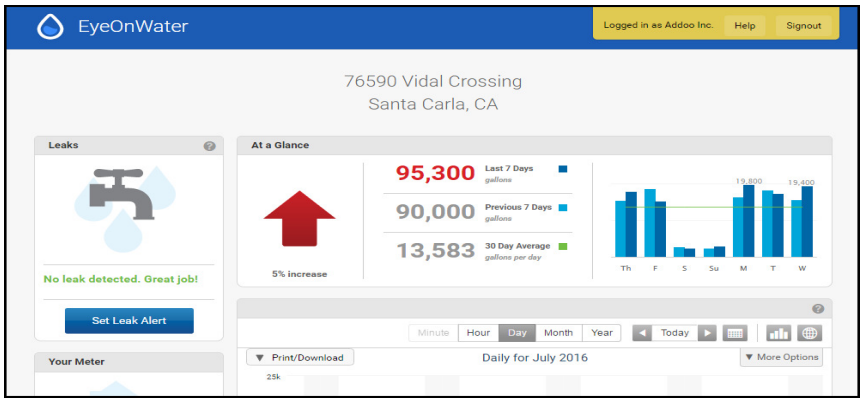
Click on a **Customer Name** and the EyeOnWater (EOW) User Details display.



Click on a customer **EOW User Name** and you are logged into their EyeOnWater (EOW) page.

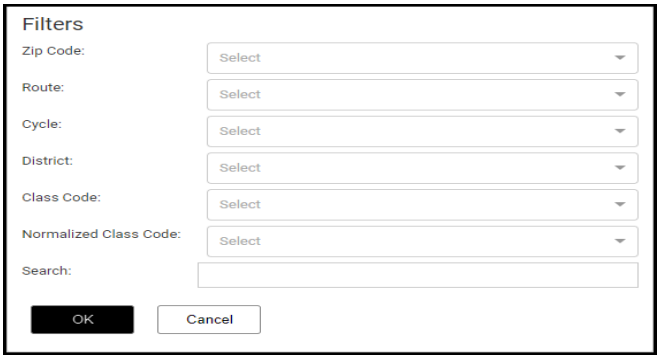
The Yellow highlighting around the user name Help and Signout buttons indicate you are looking at a customer's page.

To leave the customer's EOW page and return to BEACON click on the **Signout** button.



The **New Filter** button allows users to filter the active EOW accounts by Zip Code, Route, Cycle, District, or Class Code. It also has the option to search for specific key words.

Please Note: Filter items will only populate with data if it is being passed to the BEACON database during the file import process.



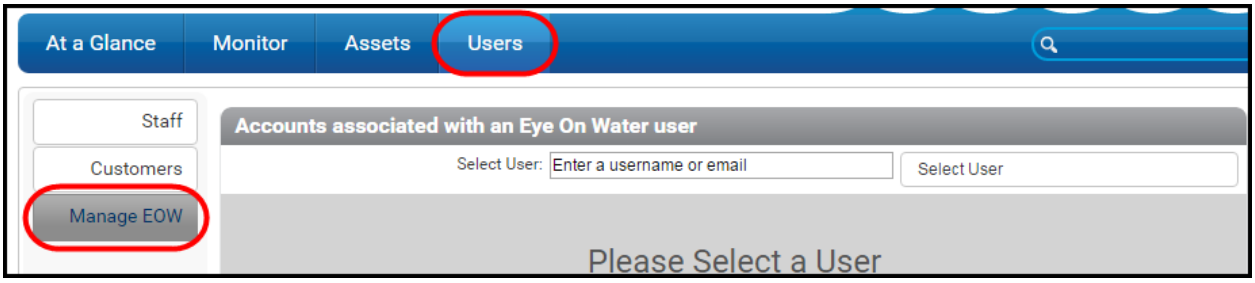
The **Actions** button to export data to a file and get a list of your customers along with their user name, email address, user status, signup date, their Account ID and Account Name.

Manage EOW

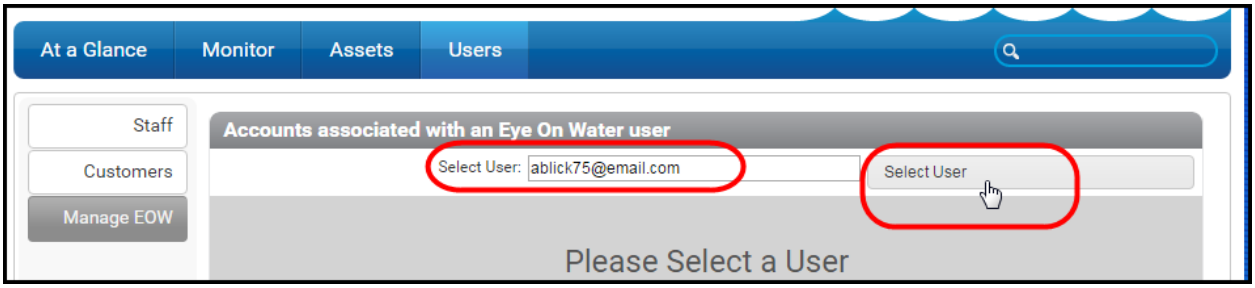
Removing EyeOnWater Access

If your Utility Account IDs do not change when there is a tenant or ownership change on a property it is necessary to manually remove the EOW access of the previous tenant/owner at the same time you process the final read and close their account.

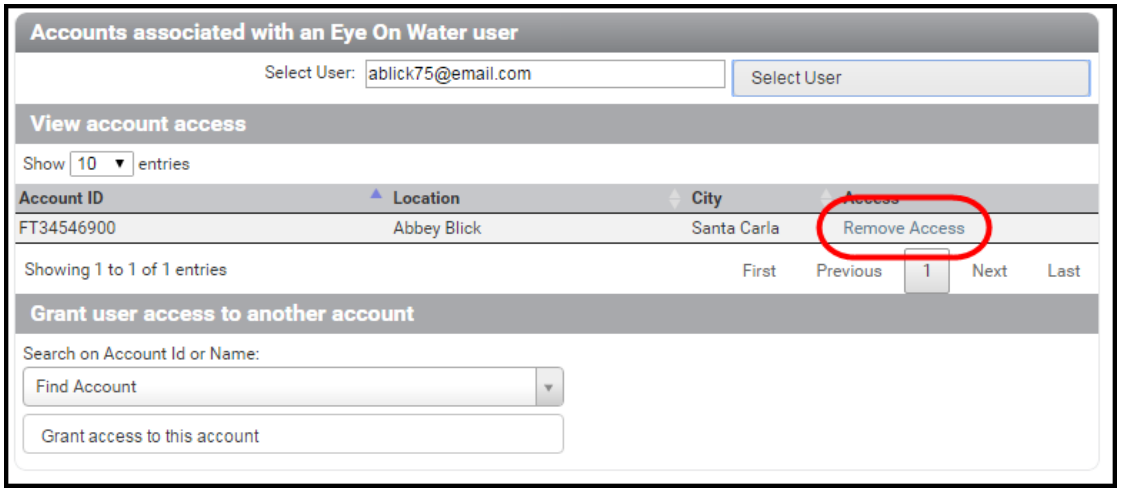
1. Go to the **Users>Manage EOW** page



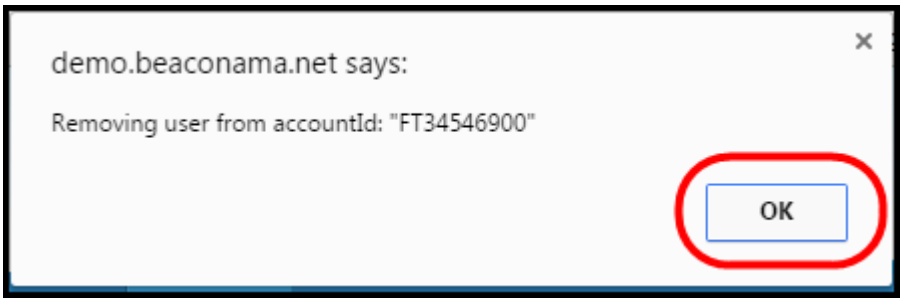
2. Look up the EOW User ID. (Usually this is the customer's email address.) The entire user ID must be entered. Then click on the **Select User** button.



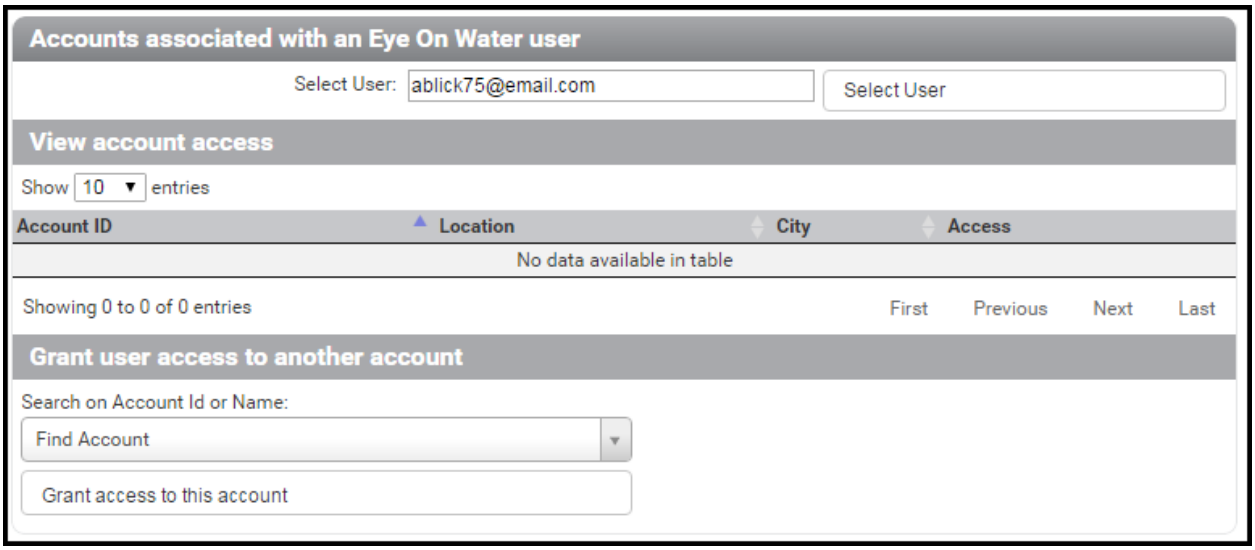
3. Click on the **Remove Access** link.



4. Click on **OK**.



5. The user no longer has access to the account and meter.



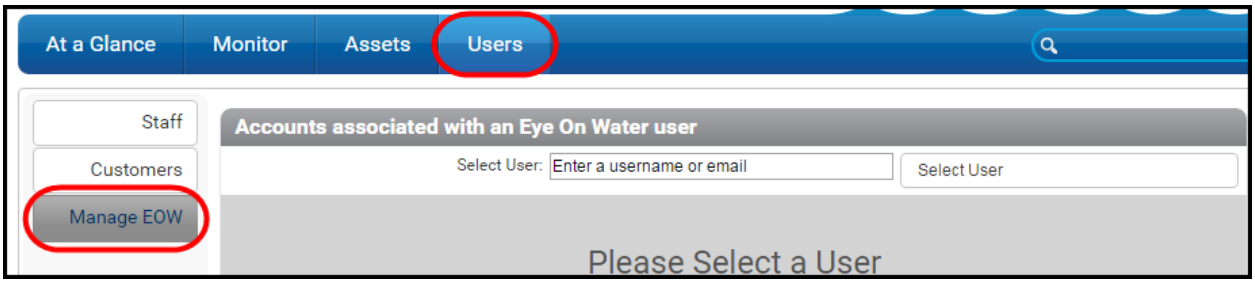
Granting EyeOnWater Access

Sometimes it is necessary to grant an EOW user access to view an account manually.

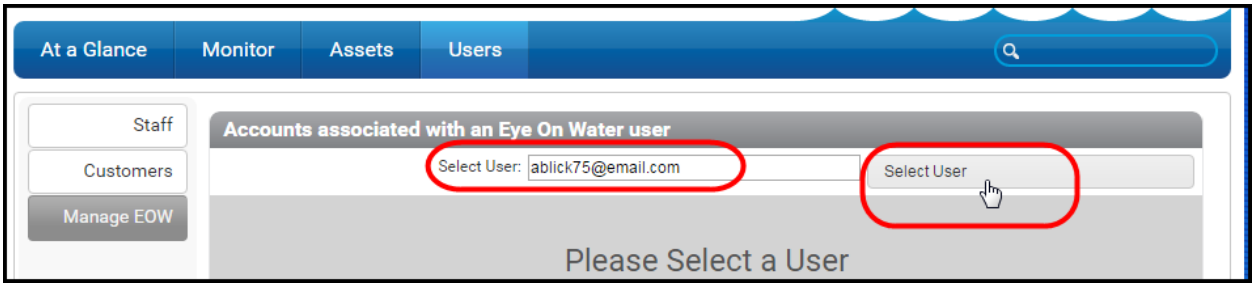
Some examples of why this might be needed include the following:

- A single user needs to see meters that are attached to several different BEACON Account IDs.
- A customer that had an existing EOW account and login for an old residence wants to use that same EOW login to access the meter info at their new residence and account.

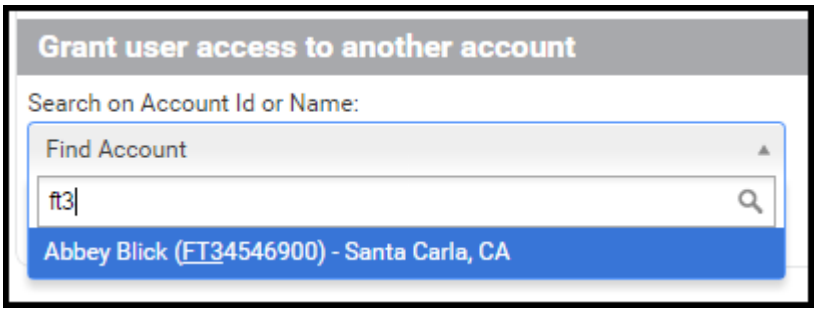
1. Go to the **Users>Manage EOW** page



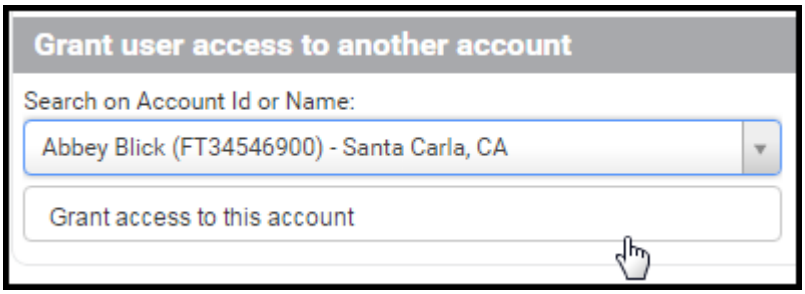
2. Look up the EOW User ID. (Usually this is the customer's email address.) The entire user ID must be entered. Then click on the **Select User** button.



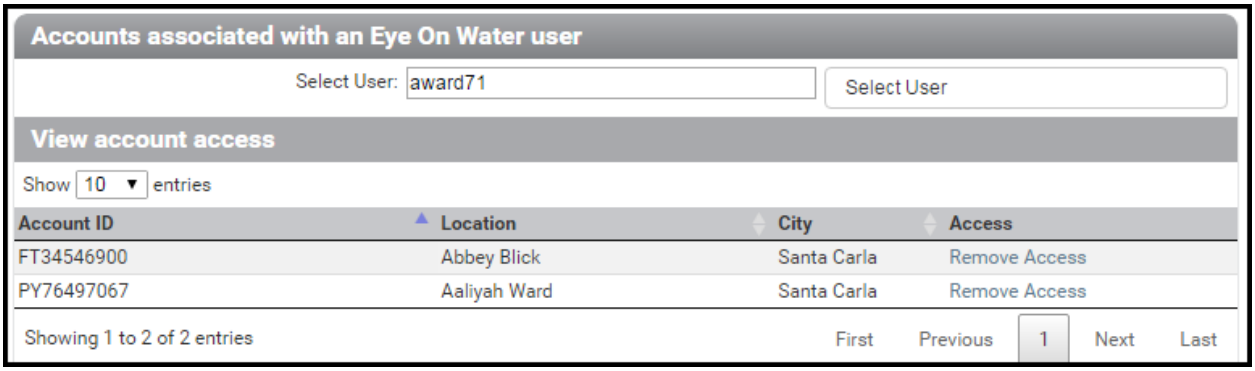
3. Search for the BEACON Account ID you wish to grant the EOW user access to view.



4. Click on the **Grant access to this account** button.



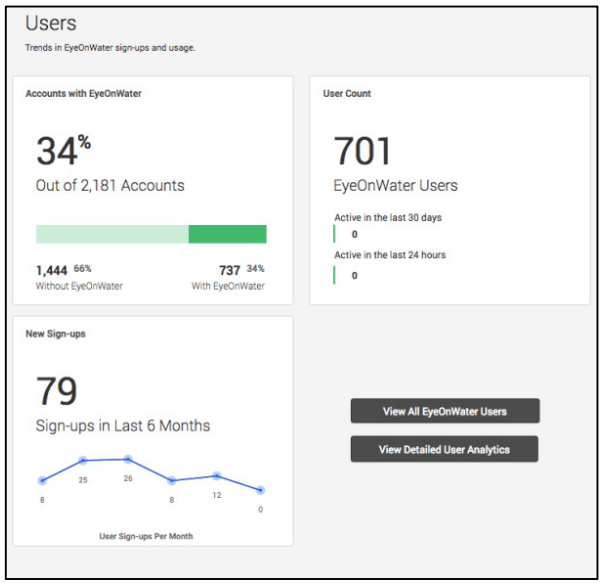
5. The account displays for the user in the View account access list.



Analytics Tab

Users

The Users section is divided into quadrants:



- **Accounts with EyeOnWater**–Displays the number of EyeOnWater accounts as a percentage of total accounts along with a breakdown of accounts with and without EyeOnWater.

- **User Count**–Displays the total number of users with EyeOnWater accounts and shows the number of active monthly users that visited EyeOnWater in the last 30 days and the number of active daily users that visits the site in the last 24 hours. **Note**: Users can have more than one account linked to EyeOnWater, so the total number of accounts and users may not match.

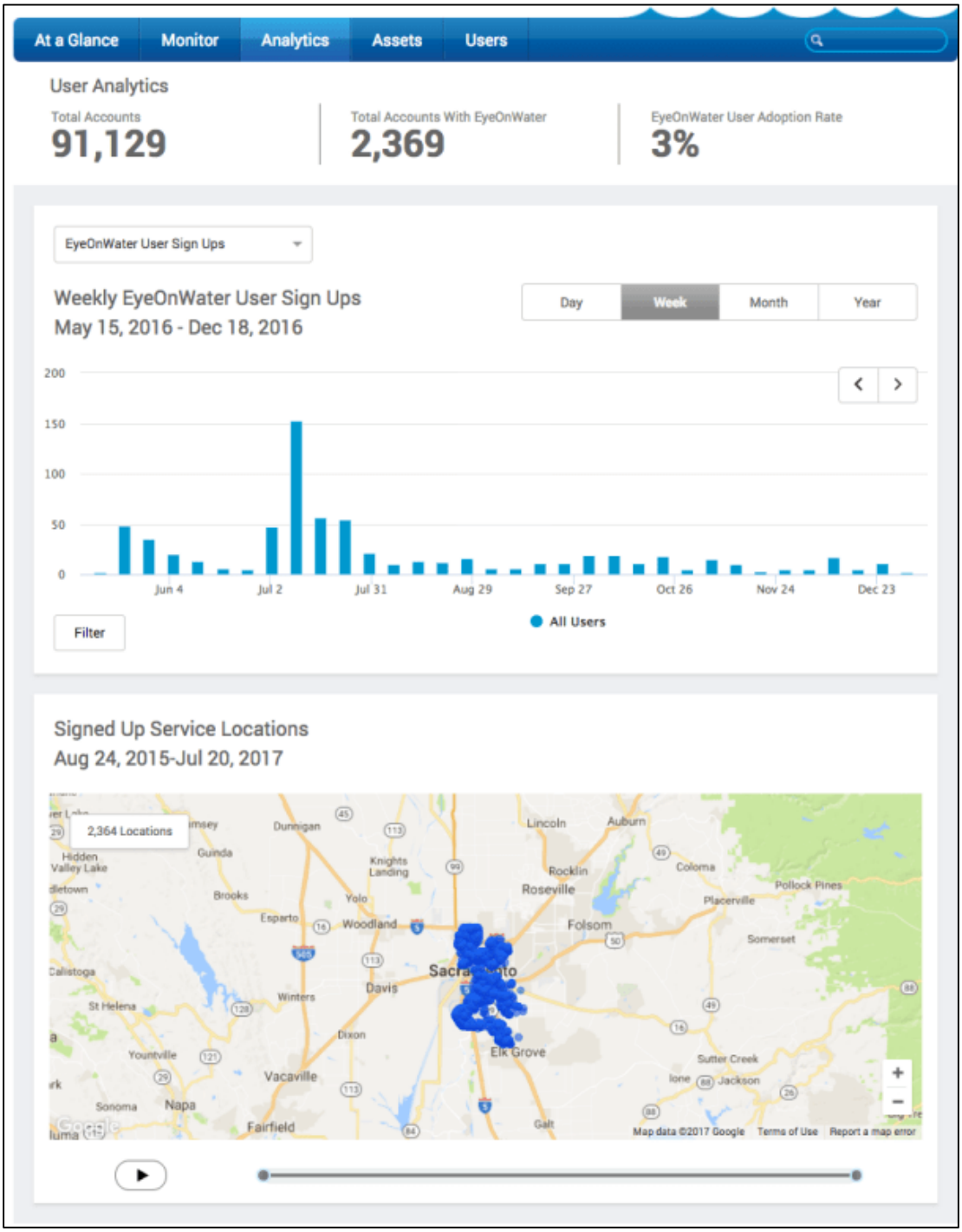
- **New Signups**–Displays the number of new EyeOnWater accounts created in the previous six months along with a breakdown of signups per month. The current month is the right-most point on the graph.

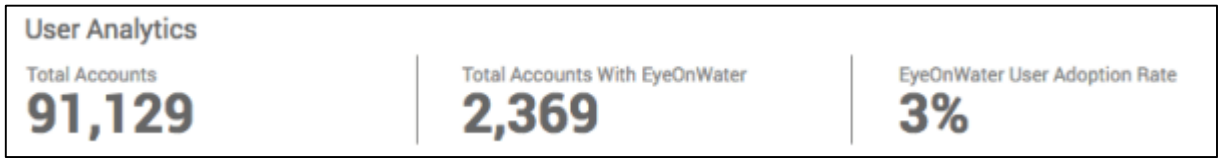
- **View All EyeOnWater Users**–Click the button to jump to the EOW Users tab on the Assets page.

- **View Detailed User Analytics**–Click the button to jump to the Detailed User Analytics page.

Detailed User Analytics Page

Available to utilities that offer EyeOnWater, the **Detailed User Analytics** page provides visibility into EyeOnWater (EOW) user activity. Quickly see the total number of distinct accounts in your BEACON portfolio, the number of distinct accounts accessible via EOW and the EOW adoption rate. In addition, the page lets you chart user activity and watch an animated map of EOW signups over time.



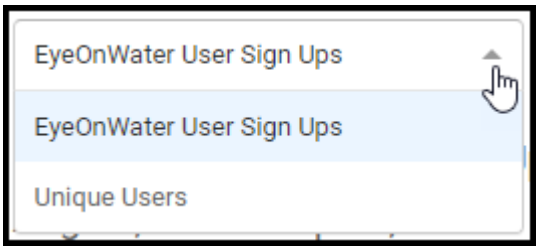


The top of the **Analytics** page lets you quickly see:

- The number of distinct user accounts in your BEACON portfolio
- The number of distinct accounts that can be accessed via EyeOnWater
- The EyeOnWater adoption rate as a percentage of total users in your portfolio.

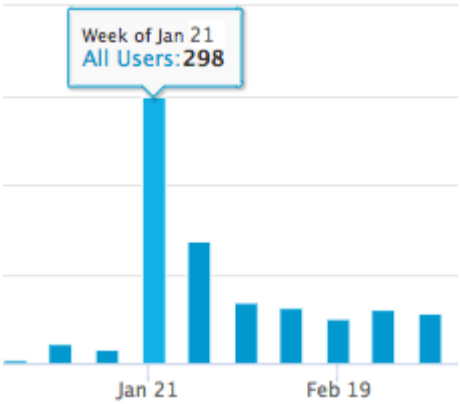
The graph section lets you use a drop-down menu to chart:

• The number of user sign ups
• The number of unique user visits to EyeOnWater.com
• User activity level, that is the total number visits to EyeOnWater.com.



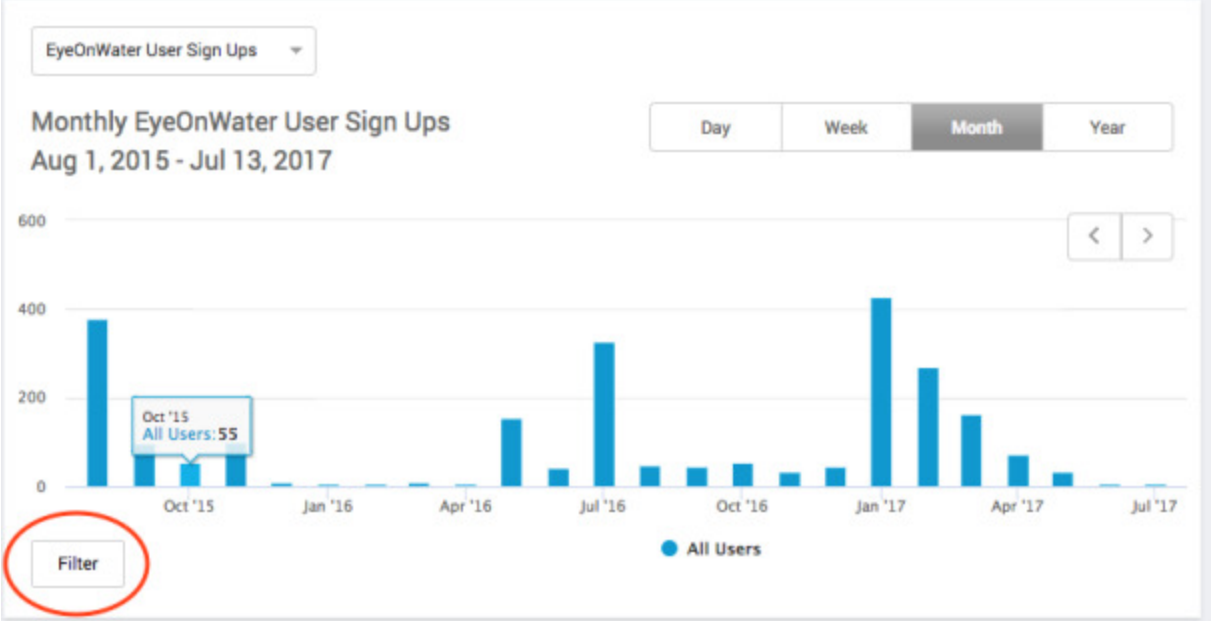
Use **Day**, **Week**, **Month** and **Year** buttons to select the timeframe represented by each bar in the graph. In the example above, the selected timeframe is **Week**. Each bar in the graph represents one week. Similarly, if **Day** had been selected, each bar would represent one day. If **Month** is selected, each bar represents one month. When **Year** is selected, each bar represents one year.

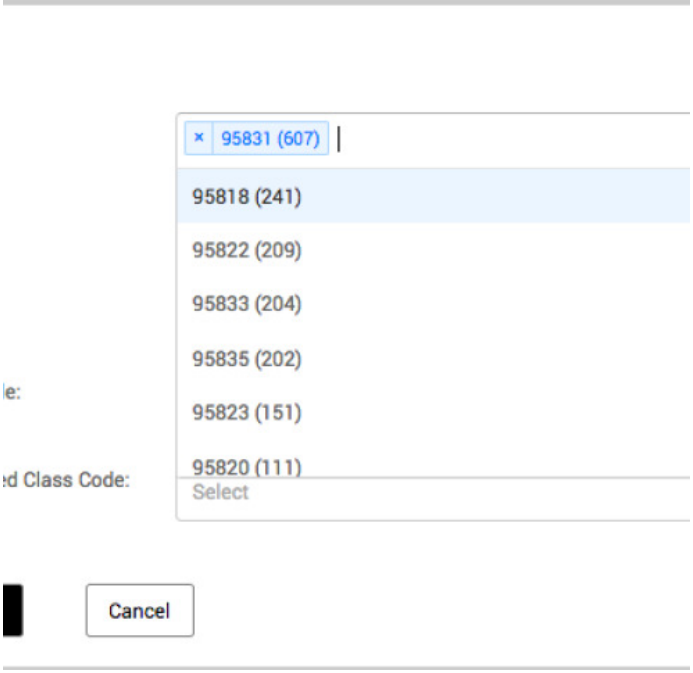
Hovering the cursor over a bar in the graph reveals more details. In the example below, the cursor is hovering over Jan. 21, revealing that 298 users signed up for EOW during the week of January 21.



After clicking a timeframe button, the right-most date defaults to “today.” Click the arrows to step backward and forward.

Click the **Filter** button to compare your selection to all other accounts or search for specific accounts or account characteristics (for example, all Gmail addresses) and compare them to all other accounts.



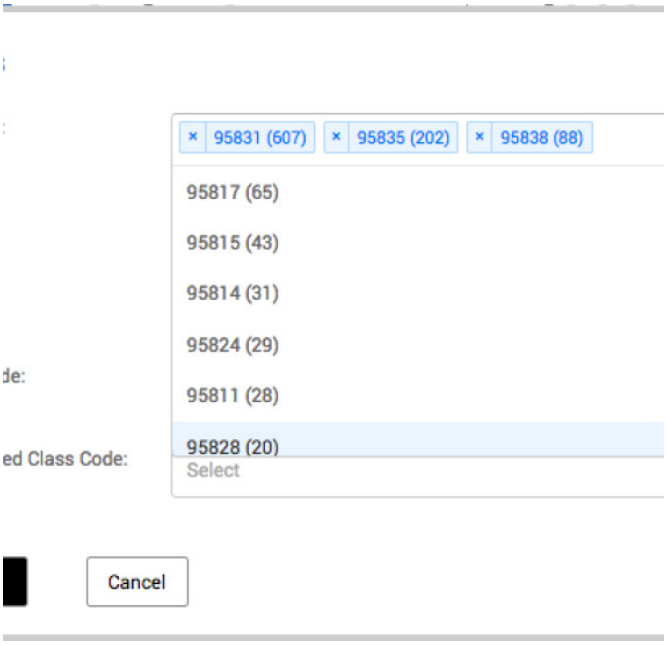


Each drop-down menu lets you filter results based on your selection(s). The number in parenthesis indicates the number of service points that can be accessed via EOW that are associated with the selection.

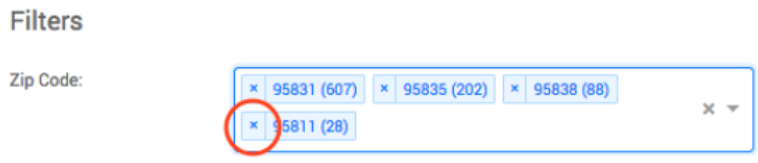
After making your selection(s), click **OK**.

To pick multiple entries, highlight and select them one at a time. In the example below, three (3) Zip codes are selected. To add another, highlight and click it.

To sort by a specific location or other criteria (for example, Internet service provider), enter a user name, account ID, etc. and click **OK**.

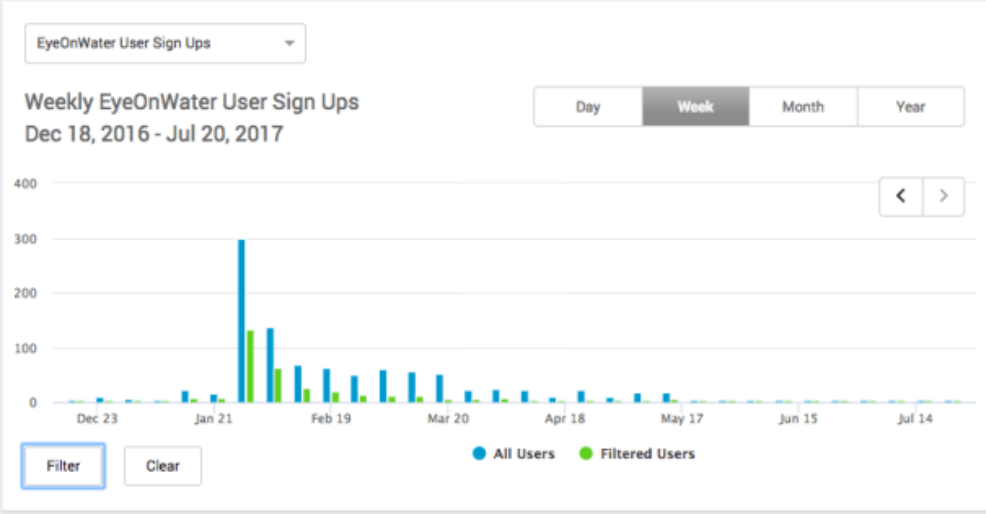


To remove an entry, click the corresponding X.

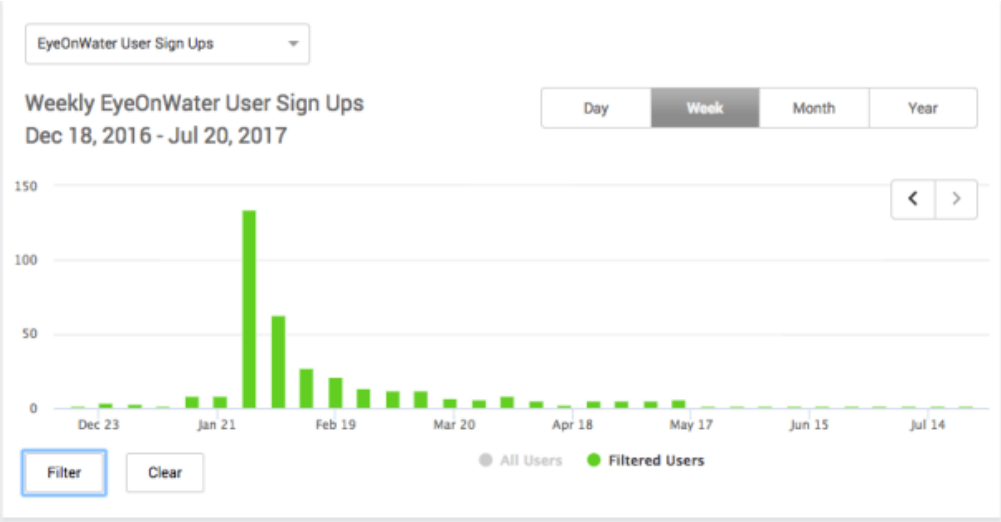


NOTE: Only data entered via Data Exchange file is included in the drop-down filter menus. If you do not see a filter category, it means that no corresponding data was entered in BEACON.

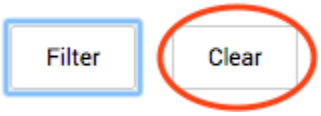
The image below shows a comparison of All Users (in blue) and a filtered selection (green).



To toggle data on and off, click its name. In the example below, **All Users** has been toggled off.



To remove all filters, click **Clear**.

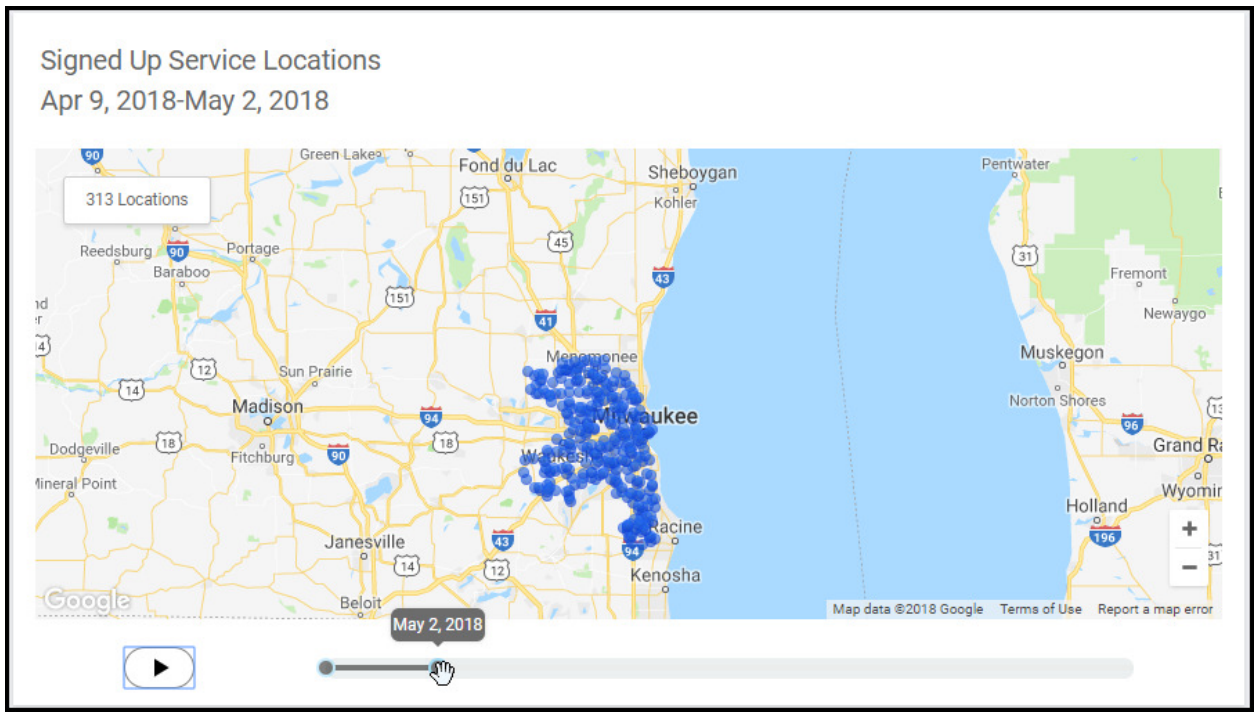


Signed Up Service Locations

The **Signed Up Service Locations** animated map lets you visualize signups by location over time. Each blue dot represents a new EOW account. Click **>** to play the animation.

Drag the ends of progress bar to change the animation date range. When selected, the date is displayed in a popup.

When you click **Play**, the animated map in this example shows the signups from April 9, 2018 to May 2, 2018. The number of signups represented by the selected date range is displayed in the upper left corner of the map.



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