



MY WATER ADVISOR

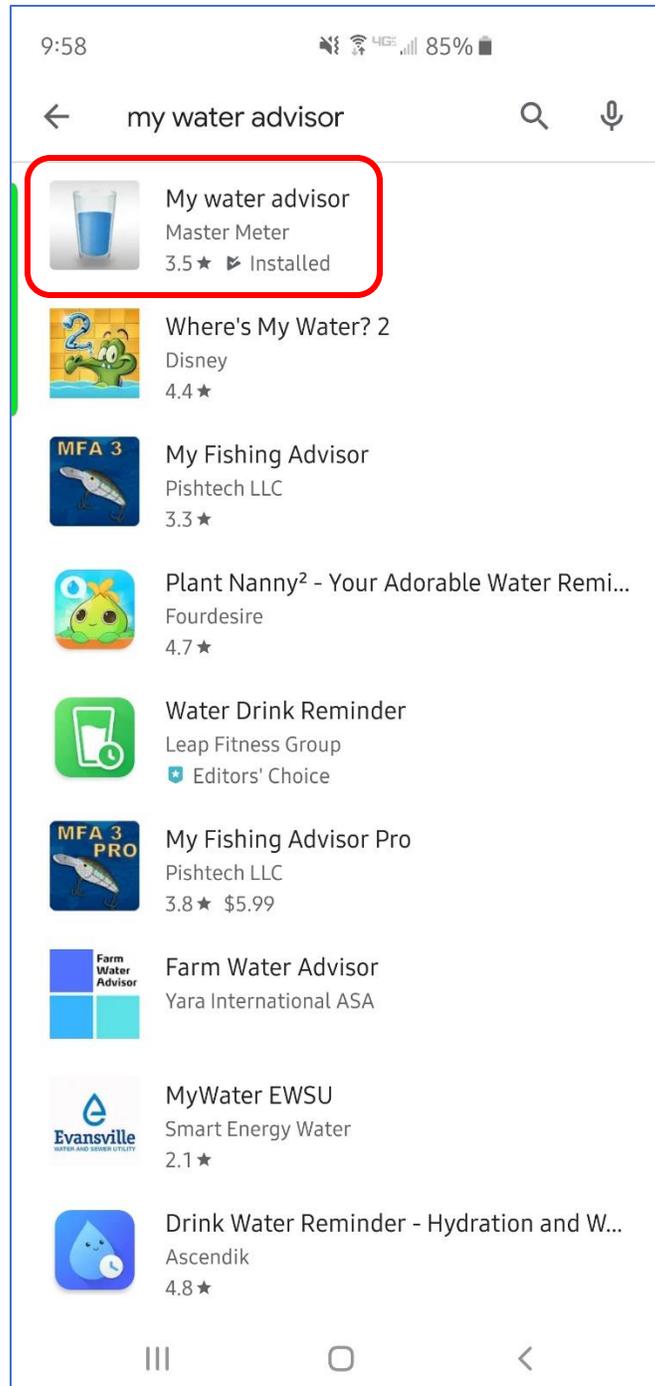
SMARTPHONE APP USER GUIDE





DOWNLOAD MY WATER ADVISOR

My Water Advisor's mobile app is available for both iOS and Android and features include leak and budget alerts, as well as text notifications. Enter **My Water Advisor** into your **App Store** search engine. Select and download the app created by 'Master Meter', as shown in the image below.





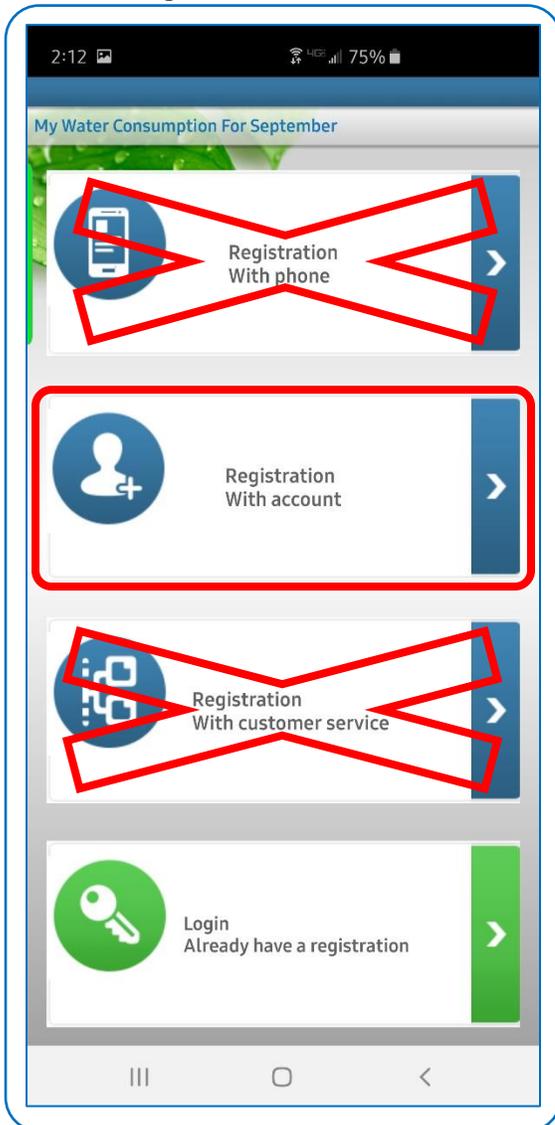
CREATING AN ONLINE ACCOUNT

Sign Up Instructions

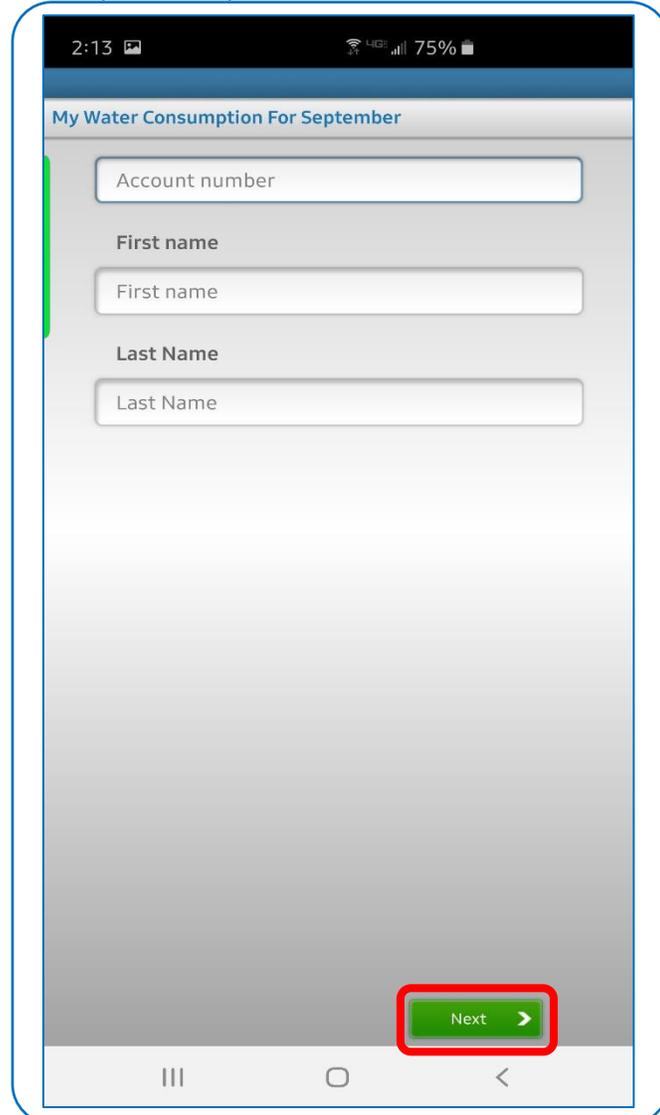
Please NOTE: The sign-up feature that allows you to create an account by using your cellular phone number, and registration with customer service, is not available at this time.

Utility customers can easily create an account through My Water Advisor's online portal by following these simple steps:

1. Click 'Registration with account'.

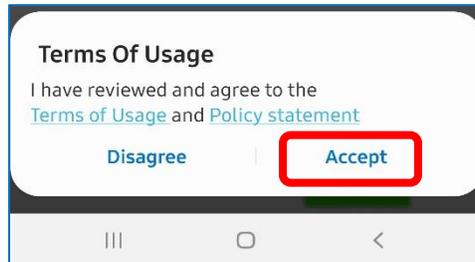


2. Once selected, a new **Sign Up** window will appear. Enter your **Account Number**, as well as your **First name** and **Last name** currently listed on your water bill. Then click 'Next'.

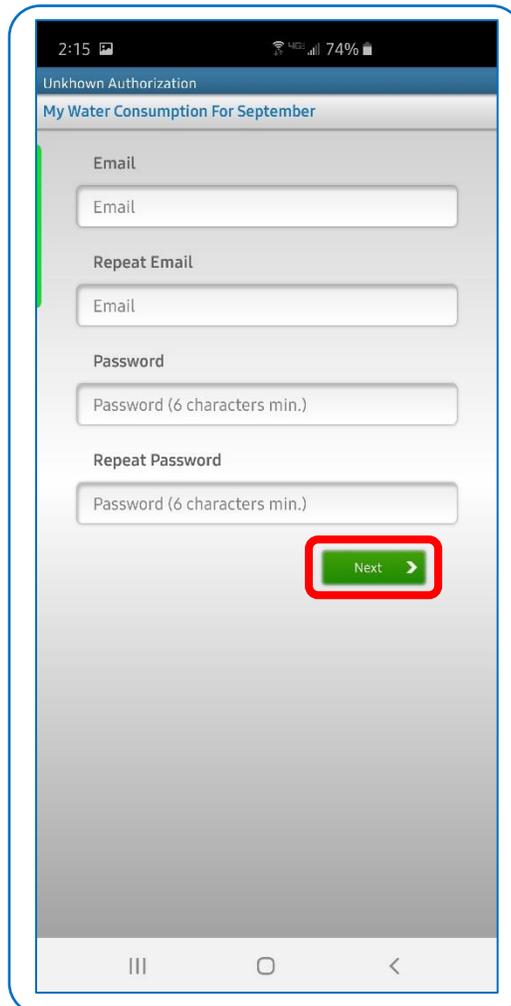




3. If your name and account number are valid, a 'Terms of Usage' box will pop up at the bottom of your screen. Accept the Terms of Usage.



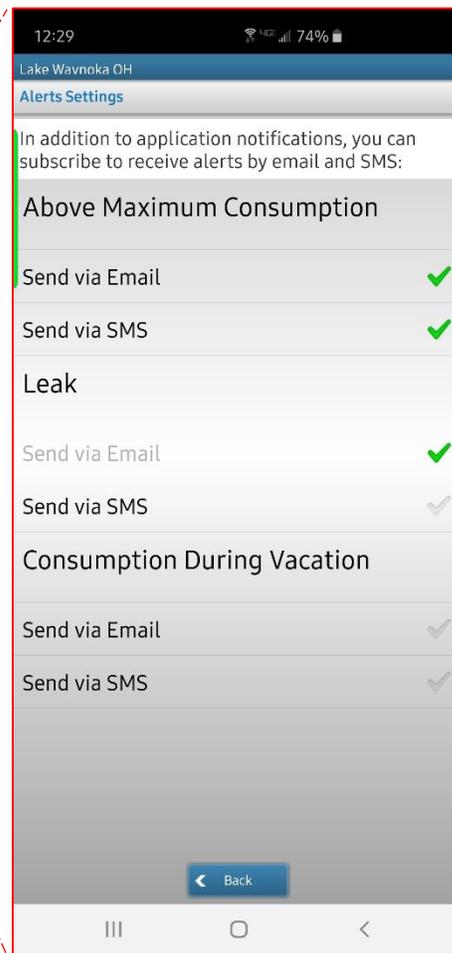
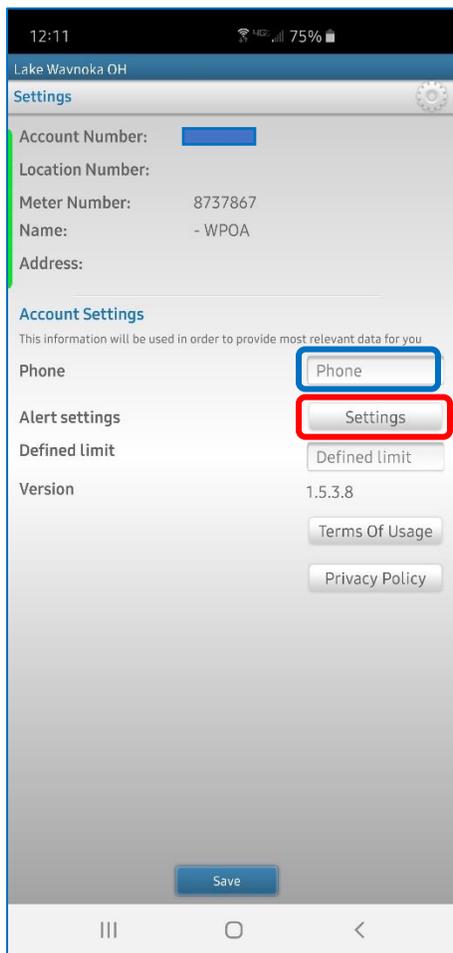
4. Enter a valid **Email Address** and create a **Password**, then click 'Next'.
*Once registered, you can access your account by computer (www.mywateradvisor.com) or smartphone (My Water Advisor) using your email and password.





5. Once registered, you will be taken to your 'Settings' page, where you can configure alerts. Regardless if you set up alerts or not, click 'Save' at the bottom of the page when you are finished, and you are ready to start monitoring your meter.

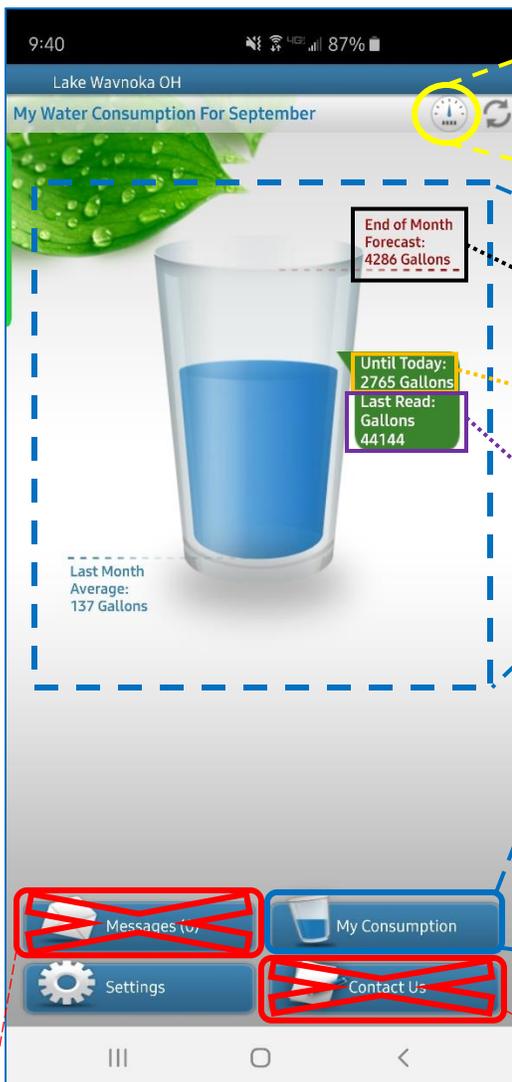
Here you can set your email/text alert settings. The 'Settings' button (red box in the left image below) is where you will set up whether you wish to be alerted by text, email, or both, for '**Above Maximum Consumption**', '**Leaks**', and '**Consumption During Vacation**'. If you wish to be alerted via SMS for alerts, you must specify a phone number (blue box in the left image below). 'Defined limit' textbox is where you will enter a consumption limit, so once your meter hits that amount, you will be notified. For example, if you wish to be notified when you have used over 4,000 gallons of water, you will enter 4000 into the 'Defined limit' textbox.





OVERVIEW/IMPORTANT NOTES:

** Your water meter reports its data twice a day, once at 2 am, and once at 2pm. This app and the website DO NOT reflect real time usage. For example, if you use 5,000 gallons of water after 2pm, and then check your usage, you will not see that usage till the next time your water meter reports (i.e. after 2 am next day). **



If you own multiple lots with water meters, this is the button you will click on to switch between your water meters to view that lot/water meters consumption.

Your water consumption Overview:

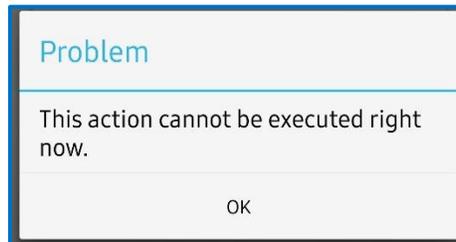
- Projected consumption for the month using your current monthly usage
- Total water consumption for the month (what you are billed)
- Last Read your water meter has reported (this figure is used to calculate your consumption). This is NOT your total consumption for the month.

This will give you a more detailed look at your water meter. Your consumption can be broken down on daily, weekly, monthly, and yearly basis. As well as a comparison to previous year usage, and comparison to similar households.

DO NOT use 'Messages' or 'Contact Us'. If you need to speak with someone regarding your water consumption please call the WPOA Office, at 937-446-3232.



TROUBLESHOOTING



- If you see the error above when logging in, registering, or attempting to go anywhere inside the app, exit out of the app and try again in about 5 minutes.
- If the app crashes on you, it will prompt you to close the app, or report the issue. Please report the issue so Master Meter techs can find and fix the bug asap. As this app was created and is maintained by Master Meter, there is nothing WPOA/WRWSD staff can do if you run into these two issues.

FAQS

Q: I can't log in, I forgot my email, what do I do?

A: The WPOA office can look your account up, and tell you what email was used to register. We cannot reset your password. The WPOA/WRWSD staff can either change the email your account used to register, or unregister you completely, which then allows you to register again.

Q: I can't log in, I forgot my password, what do I do?

A: You will need the email used to register in order to change your password. If you do not know it, call the WPOA office, and we can tell you what email was used to register. From there, you will navigate to the log in screen, enter your email address, and the click on the 'Forgot Password' button. The system will then email you a new permanent password.