

STEP BY STEP GUIDE TO WATERSMART FEATURES



This step-by-step guide will help you view and pay your bill, track your water usage, and explore some of the other great features that Watersmart has to offer.

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VIEW OR PAY MY BILL

- There are a couple of ways to view and pay your bill. Once you are in the Portal, click on the Billing tab and then on Payment on the drop-down menu, then click on View Bill or Pay Bill. You can also click on the blue View Bill button on the Homepage.

Home **Billing** Track Take Action Settings

SERVICE ADDRESS 123 Anywhere Lane 7504 ACCOUNT NUMBER 00000000-00000000

Payment
Evaluate Bill
Bill Settings

View Bill

Account Balance

\$0.00
DUE MAY 1, 2024

Balance as of May 8, 2024 at 12:46 AM
Account Number: 00000000-00000000

View bill Pay Bill

Billing History

Date	Type	Amount	
Apr 19, 2024	Payment	-\$22.08	
Apr 17, 2024	Bill	\$22.08	View

- Select the account you want to make a payment on
- Click Pay Selected Accounts

Payment
View Bill
Pay Bill
AutoPay
Payment Options

Pay Bill

Accounts Due

Select bills to pay by clicking the checkboxes.

Account	Address	Balance Due	Account Balance
<input checked="" type="checkbox"/>	00000000-00000000 123 Anywhere Lane	May 13, 2024	\$24.14

Sub-total: \$ 24.14
Estimated Fees: TBD
Fees are determined by payment method.

USD \$ 24.14

Pay Selected Accounts

UNDERSTANDING MY BILL

- Click on Understand Bill to see a more detailed view of your water use.

Payment

- View Bill
- Pay Bill
- AutoPay
- Payment Options
- Evaluate Bill**
- Understand Bill
- Compare Bill
- Forecast Bill

Bill Settings

- Bill Delivery Method

Evaluate Bill

Understanding Your Bill: Your Use vs. Rate Tiers

COST (DOLLARS) **CONSUMPTION (K GAL)**

Period	Base Rate	Tier 1	Tier 2	Tier 3	Total Cost (\$)
May 25 '23	15	5	0	0	20
Jun 22 '23	15	5	0	0	20
Jul 24 '23	15	5	5	0	25
Aug 21 '23	15	5	5	0	25
Sep 22 '23	15	5	10	0	30
Oct 23 '23	15	5	0	0	20
Nov 22 '23	15	5	0	0	20
Dec 22 '23	15	5	0	0	20
Jan 24 '24	15	5	0	0	20
Feb 23 '24	15	5	0	0	20
Mar 22 '24	15	5	0	0	20
Apr 22 '24	15	5	0	0	20

● Base Rate ● Tier 1 ● Tier 2 ● Tier 3

Medford Water has a tiered rate structure
During the last billing period you used 5 kGal.

[Download your data](#)

Compare Billed Water Use

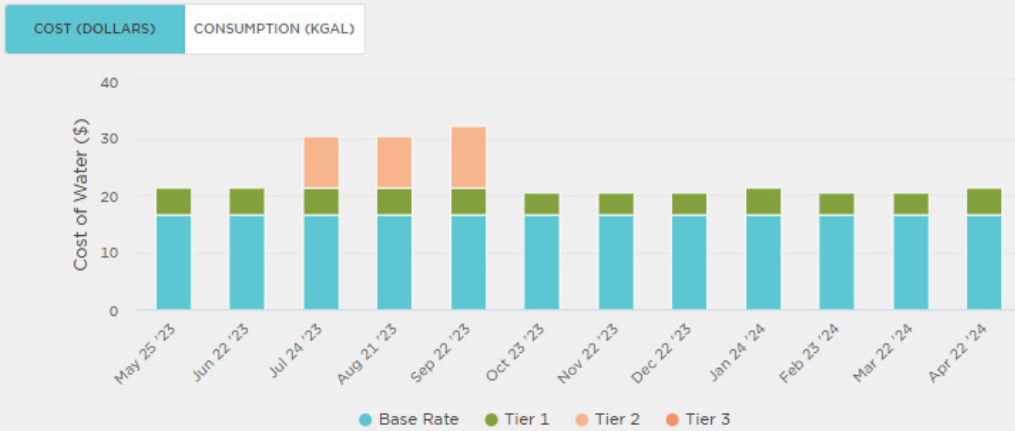
PREVIOUS YEARS **PREVIOUS PERIODS**

Period	Water Use (k gallons)
Mar 24, 2023-Apr 24, 2023	3.0
Mar 23, 2024-Apr 22, 2024	5.0

Your use was about 72% higher than your typical use for this time of year.

[Concerned about your bill?](#)

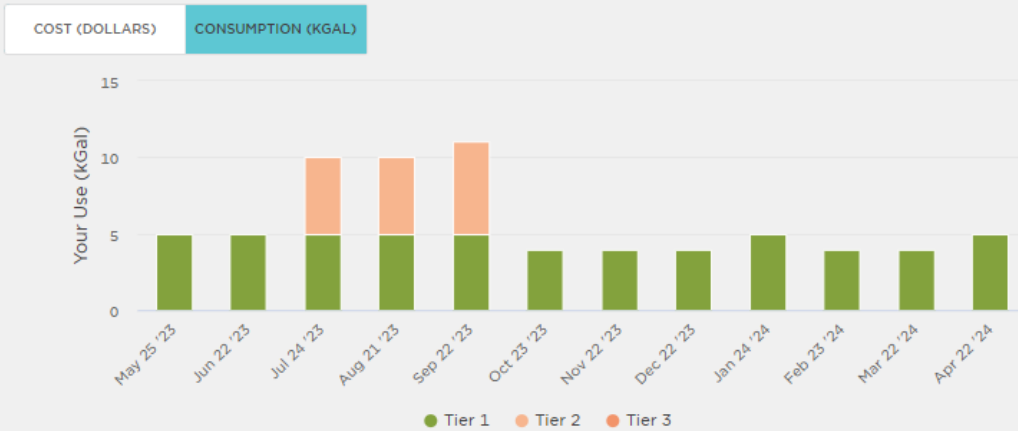
Understanding Your Bill: Your Use vs. Rate Tiers



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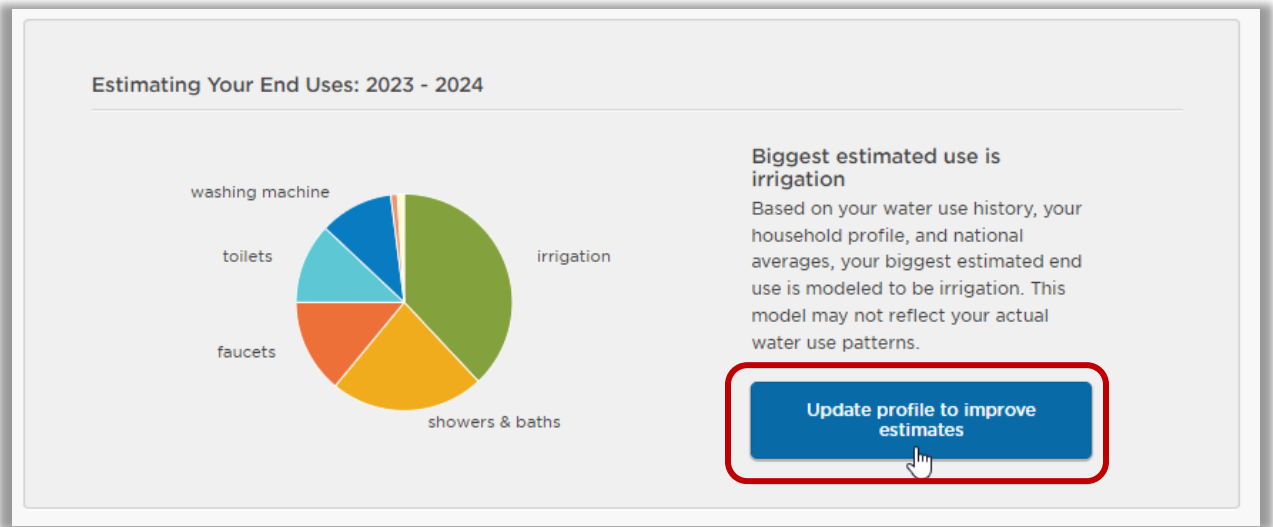
Understanding Your Bill: Your Use vs. Rate Tiers



Medford Water has a tiered rate structure
 During the last billing period you used 5 kGal.

[Download your data](#)

- Click on Update Profile to input your information. This will give you a more accurate view of how your household uses water.



TAKE ACTION

For recommendations on how to reduce water use inside and outside your home.

- Click on Take Action for recommendations.
- Click on the icons for more details and information on rebates.

The screenshot shows a navigation bar with 'Home', 'Billing', 'Track', 'Take Action', and 'Settings'. The 'Take Action' menu is highlighted with a red box and a cursor. Below is a 'Recommended (6)' section with filters for 'Cash Back (3)', 'Outdoor (33)', 'Indoor (24)', 'Resources (3)', and 'All (60)'. The 'All Actions' section lists six water-saving tips, each with a 'Read more' button and savings information.

Action	Savings up to...
Stop Irrigating When It Rains	14 GPD \$41/yr
Upgrade Your Irrigation Control	14 GPD \$41/yr
Wash Dishes Efficiently	11 GPD \$32/yr
Water at Dawn or Dusk	10 GPD \$31/yr
Don't Waste Cold Water	9 GPD \$27/yr
Don't water if soil is moist	9 GPD \$27/yr

HOW TO CHECK FOR A LEAK

- From the Homepage, scroll down to the I Want To... section, and click on Check if I have a leak.

The screenshot shows the utility portal homepage with several sections:

- View & Pay Bills:** Current bill amount is \$24.14 as of May 3, 2024. A bar chart shows bills for Feb 2024 (\$21), Mar 2024 (\$23), and Apr 2024 (\$24). A 7% increase is noted.
- My Daily Use:** Current usage is 161 Gallons Per Day. A bar chart shows usage for Mar-Apr 2023 (93 GPD) and Mar-Apr 2024 (161 GPD). A 73% increase is noted.
- Notifications:** Includes an "Alert - April 24" for "Unusual Use Notification" stating that usage on Sun., Apr 21, 2024 was 211 Gallons Per Day, 2.3 times higher than normal. It also includes an announcement about learning to view and track usage.
- I Want To...:** A list of options including "Understand a high bill", "Sign up for unusual use alerts", and "Check if I have a leak" (highlighted with a red box and a mouse cursor).
- Recommended:** A section titled "Don't Waste Cold Water" showing savings up to 9 GPD and \$27/year.

- Click on Start checking and follow the prompts.

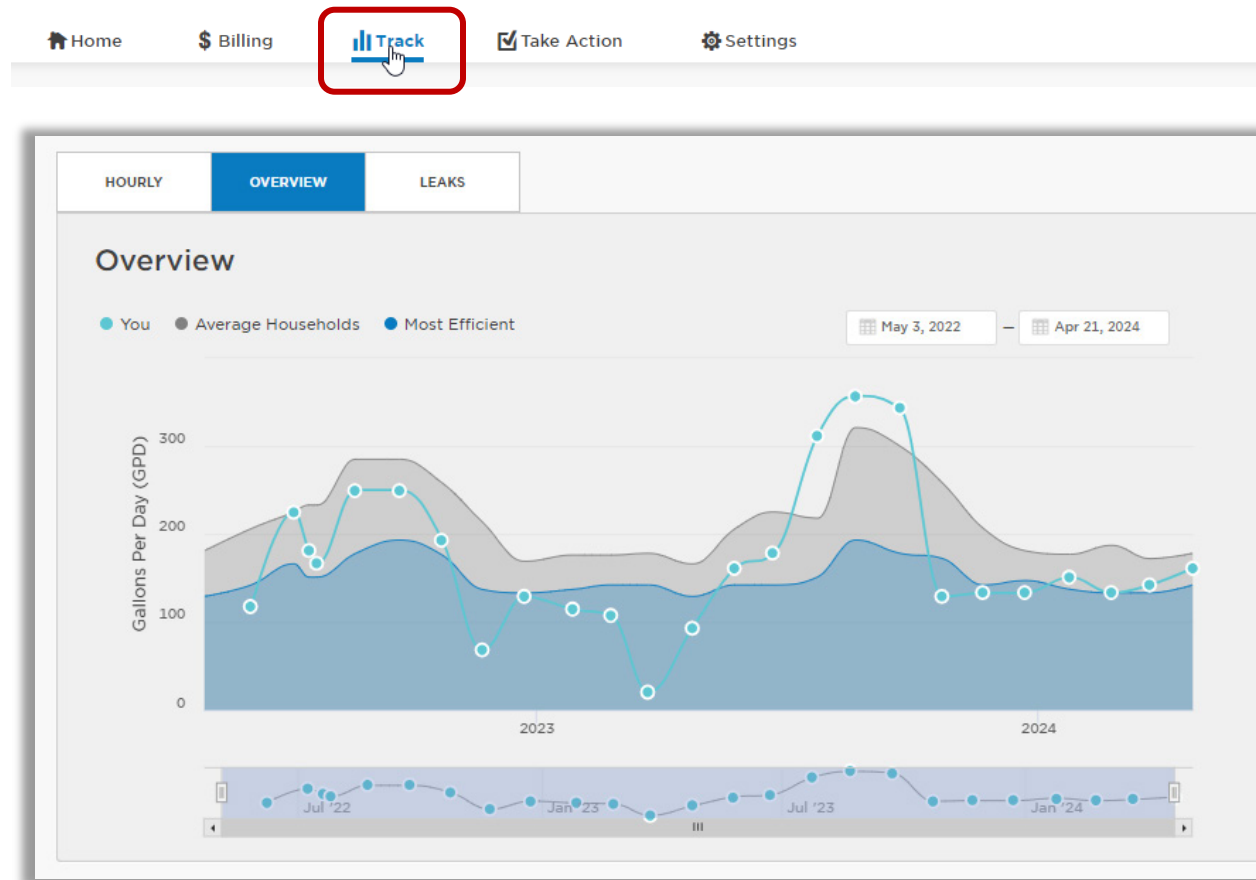
The screenshot shows the "Check if I have a leak" prompt screen with the following content:

- A calendar icon.
- Text: "Your use is 72% above typical for April".
- Text: "Your current use pattern is not necessarily indicative of a significant leak. There are many things that can cause this! It can be a leak that you see or a hidden problem that you don't easily see or hear. Let us help you find it."
- A red box highlights the "Start checking" button.
- On the right side, there are two sections:
 - Already Found a Leak?** "Let us know what it was." with a "Found a leak" button.
 - Protect Your Property** "Not all leaks are easily visible. We'll contact you when we spot irregular water use." with a "Set alerts" button.

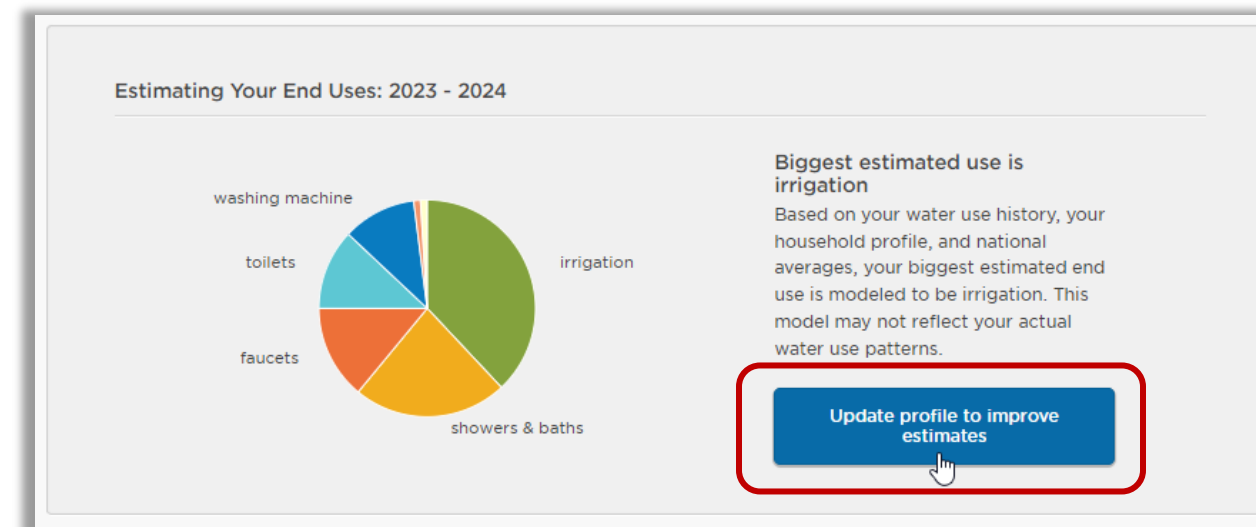
UPDATE MY PROFILE

Updating your water profile will give you a more accurate view of how your household uses water.


- Click on the Track tab and scroll to the bottom of the page until you see the pie chart.



- Click on Update profile to improve water estimates.



- Below are some example questions about using water inside and outside your home.




Knowing more about fixtures in your home can help us estimate where the most water is being used.

How many toilets are in your home?

1 2 3 4 5+


How many of your toilets are high efficiency?
If your toilets have an EPA WaterSense label, have been replaced since 1994, or use less than 1.6 gallons of water per flush, they are high efficiency.

0 1 2 3 4 5+ Not sure



What type of washing machine do you have?
Front-loading models are usually high-efficiency (HE). Top-loading models can be either HE or conventional. Look for the HE logo.

High-efficiency (HE) Conventional
 Not sure None



Are any of your bathroom faucets older than 1994?
Faucets purchased prior to 1994 typically have higher flow rates.

Yes Not sure
 No

What type of dishwasher do you have?
Dishwashers purchased in 1994 or later are about twice as efficient as older models.

Older model from 1994 or before Not sure
 Newer model from 1994 or after None

Does your home have any of the following items?
Mark all that apply.

High-efficiency showerheads Faucet inserts, such as aerators or restrictors
 Not sure None of the above

Back

Continue

SET COMMUNICATIONS PREFERENCES AND ALERTS

- Click on the Settings tab, then click on Communication Preferences from the drop-down menu. You can:
 - Set up Bill Delivery Method,
 - Set Notifications and Alerts, and more.

