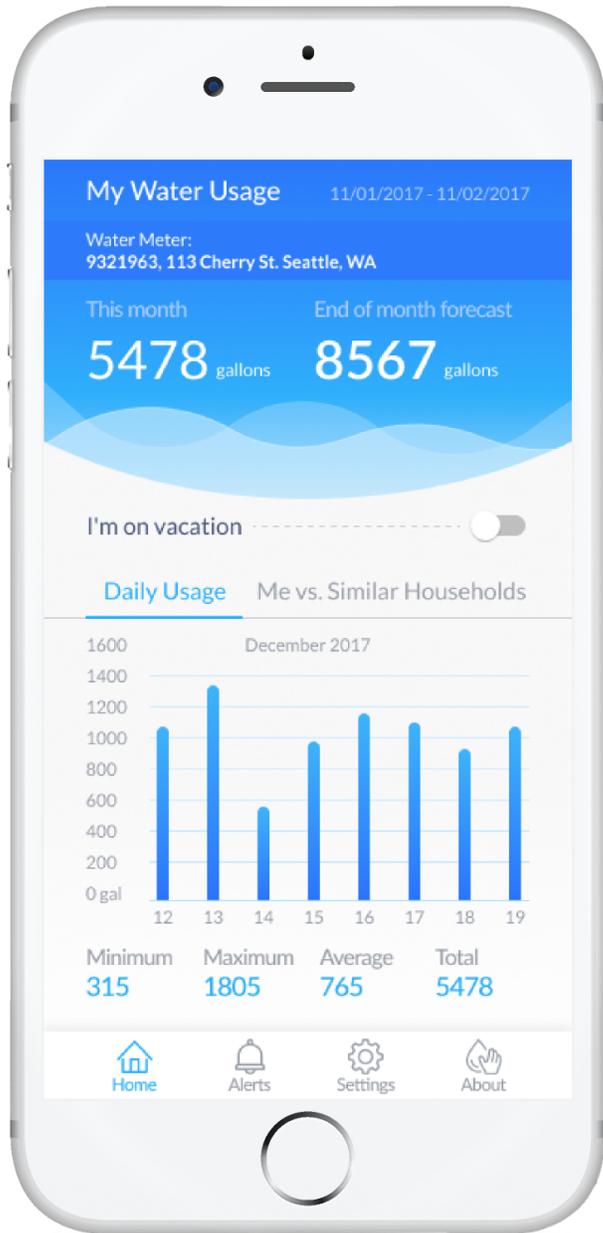


MY WATER ADVISOR

A NEW CUSTOMER PORTAL TO TRACK YOUR WATER CONSUMPTION

YOU CAN NOW LOOK UP YOUR DAILY WATER CONSUMPTION, SIGN UP FOR LEAK ALERTS, AND MORE



In 2022, the City embarked on implementing the new **Advanced Metering Infrastructure (AMI) Project**, which effectively replaced all water meters throughout the City with smart technology meters capable of daily consumption reads. Prior to the project, water meters were manually read every two months. With the recent completion of this project, **a new customer portal, My Water Advisor, is now available to all utility customers beginning May 2023.** The My Water Advisor portal will allow customers to view their daily water consumption, set up leak alerts, and more.

Please see reverse side of this flyer for instructions on how to access My Water Advisor.

NEW FEATURES



ALERTS

Get leak & consumption alerts via text & email



DAILY WATER USAGE

See your daily water consumption



DOWNLOAD THE APP

Available in the Apple App Store and Google Play Store



YOUTUBE VIDEOS

Easy to follow videos as you learn how to use My Water Advisor





YOU CAN NOW LOOKUP YOUR DAILY WATER CONSUMPTION, SIGN UP FOR LEAK ALERTS, AND MORE

WITH THE RECENT COMPLETION OF THE CITY'S NEW AMI SMART WATER METER PROJECT, ALL UTILITY CUSTOMERS NOW HAVE THE ABILITY TO ACCESS DAILY WATER CONSUMPTION INFORMATION

TO GET STARTED, FOLLOW STEPS BELOW:

1 VISIT THE "MY WATER ADVISOR" CUSTOMER PORTAL HTTPS://MYWATERADVISOR2.COM

Set up your account by clicking, "Join my Water Advisor"

Monitor your daily water consumption data, alerts and analytics.

JOIN MY WATER ADVISOR

LOG IN

2 SELECT THE OPTION TO SIGN UP WITH ACCOUNT NUMBER.

Join My Water Advisor

Sign up with cell phone number

Phone number registered with your utility or service provider

Sign up with account number

Account number as it appears on the bill

3 PROCEED TO ENTER YOUR ACCOUNT NUMBER AND NAME JUST AS IT APPEARS ON YOUR UTILITY BILL AND CLICK CONTINUE.

Join My Water Advisor

ACCOUNT NUMBER AS IT APPEARS ON YOUR BILL

123456789

FULL NAME AS IT APPEARS ON YOUR BILL

JOHN DOE

CONTINUE

4 CREATE AN ACCOUNT

Log In

REGISTERED E-MAIL

JOHNDOE@GMAIL.COM

WATER ADVISOR PASSWORD

LOGIN

5 PROCEED TO SET REAL-TIME ALERTS.

Customers can set up email or text alerts for:

- Suspected Leaks
- Consumption Limits
- Daily Usage during Vacation

My Water Advisor

Online access to Your World of Water™

HOME SETTINGS ALERTS

Set Real-Time Alerts according to your preferences

Alerts

Email alert

SMS alert

Suspected Leak

Billing Cycle Consumption Limit

Daily Usage Vacation

6 VIEW DAILY WATER CONSUMPTION DATA BY VISITING THE HOMPAGE ON THE MY WATER ADVISOR PORTAL.

Water Usage for Billing Cycle

APR 1, 2020 - APR 11, 2020

YOUR HOME

12345678901234567890

Get informed about water consumption while away from home

DEFINE DAYS

Current Billing Cycle

2780 gal

Estimated Consumption

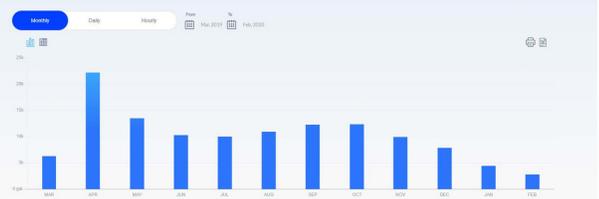
3844 gal

Set Billing Cycles

WATER CONSUMPTION

MY WATER ADVISOR HOUSEHOLD

COMPARE TO PREVIOUS YEAR



NOTE: YOU CAN ALSO VIEW AN INSTRUCTIONAL VIDEO ON HOW TO SIGN UP BY TYPING "INTRODUCING MY WATER ADVISOR" ON YOUTUBE

Questions? Visit www.manhattanbeach.gov/ami or Call (310) 802-5304

