

# Travis County WCID No. 19

500 N Capital of Texas Hwy. Bldg 1 Suite 125

Austin, TX 78746

Office: 512-422-1990

Dear Customer,

Congratulations on your new electronic water meter! Your new electronic meter offers the following advantages over the previous mechanical meters.

1. Meter reads are electronic instead of manual
2. Electronic meters offer a 10-year warranty
3. More accurate water reading than mechanical meters
4. Customers can view their water usage 24/7

With electronic water meters, you now have direct access to your water usage data via a mobile and desktop application called, **EyeOnWater**. The District's EyeOnWater tool provides a platform for residents to review and analyze their usage patterns. The application also offers the ability to identify and monitor potential leaks and set notification alerts.

To access the website and set up your personal account, simply click on the link below <https://eyeonwater.com/signup> and follow the instructions to create your personal account.

You will need the following to get started.

1. Zip code
2. Email address
3. Account number from your water bill (ex. X-XX-XXXXX-XX)

*If you do not have your water bill, you can call the water utility office at 512-402-1990  
M-TH from 8am-4:30pm, or Friday until 4pm*

You can also download the EyeOnWater app from Apple App Store or Google Play.

Below are helpful YouTube videos on how to set up and use the EyeOnWater software for both mobile and desktop applications.

Desktop: [https://www.youtube.com/watch?v=I\\_7L6fnDi\\_I](https://www.youtube.com/watch?v=I_7L6fnDi_I)

Mobile: <https://www.youtube.com/watch?v=9xzSZ0lml-s>

We encourage you to take advantage of the EyeOnWater application.

Sincerely,

Travis County WCID No. 19



# EyeOnWater

## See Your Water Usage

Follow these simple instructions to see your water usage information online.

**1**

**Steps to Create an EyeOnWater Account**

1. Enter your service or billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the Terms of Use.
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

Service or Billing ZIP/Postal Code

Account Number

Some utilities use a customer number, others omit hyphens, trailing zeros and non numeric characters. When in doubt, consult your utility to learn which number to use when creating an EyeOnWater account.

**Next**

Already have an account? Sign in here.

Visit <https://eyeonwater.com/signup> to create your online account. Enter your service or billing ZIP/postal code and your account number.

**4**

Welcome, please activate your water account

**Water Utility**  
to me

Hi Jane Smith,

You're almost finished signing up for online access to your Water Utility account. Please click the verification link below to activate your account and sign in.

[Click here](#) to verify your email address.

Click on the link in the email to verify your email address.

**2**

**Steps to Create an EyeOnWater Account**

1. Enter your service or billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the Terms of Use.
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

Full Name

Email Address

Confirm Email Address

Password

Password Strength:

Confirm Password

I have read the Terms of Use for this application and agree to the provisions.

**Next**

Already have an account? Sign in here.

Enter your name and email address. Confirm the address, and then create and confirm a password. Passwords must be 8 to 16 characters long.

**5**

**Did you know?**

One in eight people worldwide do not have access to clean water, according to the World Health Organization.

**My Account**

Email Address:

Password:

**Sign In**

After clicking the link in your email, enter your email address and password to sign in.

**3**

**Did you know?**

One in eight people worldwide do not have access to clean water, according to the World Health Organization.

We have sent a verification email to the following address, please open the link in the email and return to this app to complete the sign up process.

Email Address:

**Resend Email**

Check your email for the verification message that has just been sent.



Once you're logged in, you'll be able to view your water consumption and even set a leak alert.