



Water staff is currently changing out the water meter transmitters to new cellular devices. With this new technology there are some new opportunities for our customers to be in control of their water usage. EyeOnWater® is a consumer engagement application offered through Badger Meter that offers customers the opportunity to view and understand your water usage profile through graphs and provides you with a simple option to establish alerts to better manage your water usage in the palm of your hand, quite literally! The EyeOnWater® mobile app allows you access to the online portal through your smartphone.

We are still installing transmitters, so not everyone has this opportunity, yet. We anticipate all transmitters to be changed over by June 2026. That date of course, is dependent on product availability. We have found that some of our orders have taken longer than others due to supply chain shortages.



**Badger Meter**

**BEACON® Software as a Service (SaaS)  
EyeOnWater® Consumer Engagement**



EyeOnWater® is a consumer engagement application that goes beyond traditional monthly statements to connect utilities with their customers like never before. Available exclusively through BEACON® SaaS, EyeOnWater enables utility customers to view and understand their usage profile through easy-to-understand consumption graphs and provides a simple method to establish alerts to better manage their water use.

Literally putting water usage data in the palm of consumers' hands, EyeOnWater mobile apps bring the power of the online portal to your customer's iOS device or Android smartphone.

**Direct Water Consumption Data**  
Gives utility customers direct access to their water consumption data, allowing them to easily view, understand and manage their water usage.

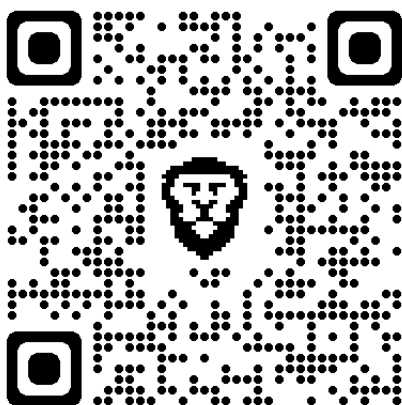
**Improved Customer Service**  
Improved customer service and reduced calls to the utility.

**Promotes Water Conservation**  
Promotes changes in behavior related to water conservation.

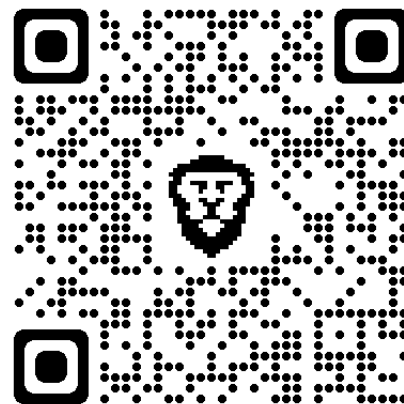
**Features:**

- Secure, cloud-based – ISO 27001 certified and SOC 2 exams for security, availability and confidentiality
- Hourly, daily, monthly, and yearly data and charts
- Temperature and precipitation overlays
- Week-over-week consumption comparisons
- Configurable leak alerts by email or SMS text
- Web-based consumer portal, plus Android and iOS mobile

**Better information. Better utility management.  
Clearly Better.**



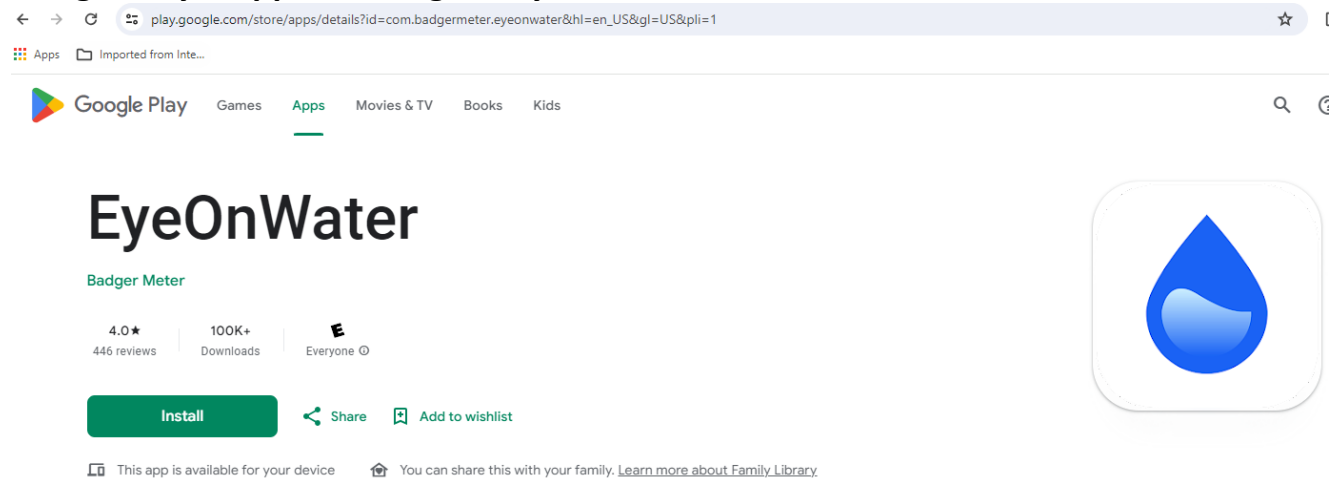
**Google Play Store**  
Scan QR Code with your Android phone



**Apple App Store**  
Scan QR Code with your iPhone

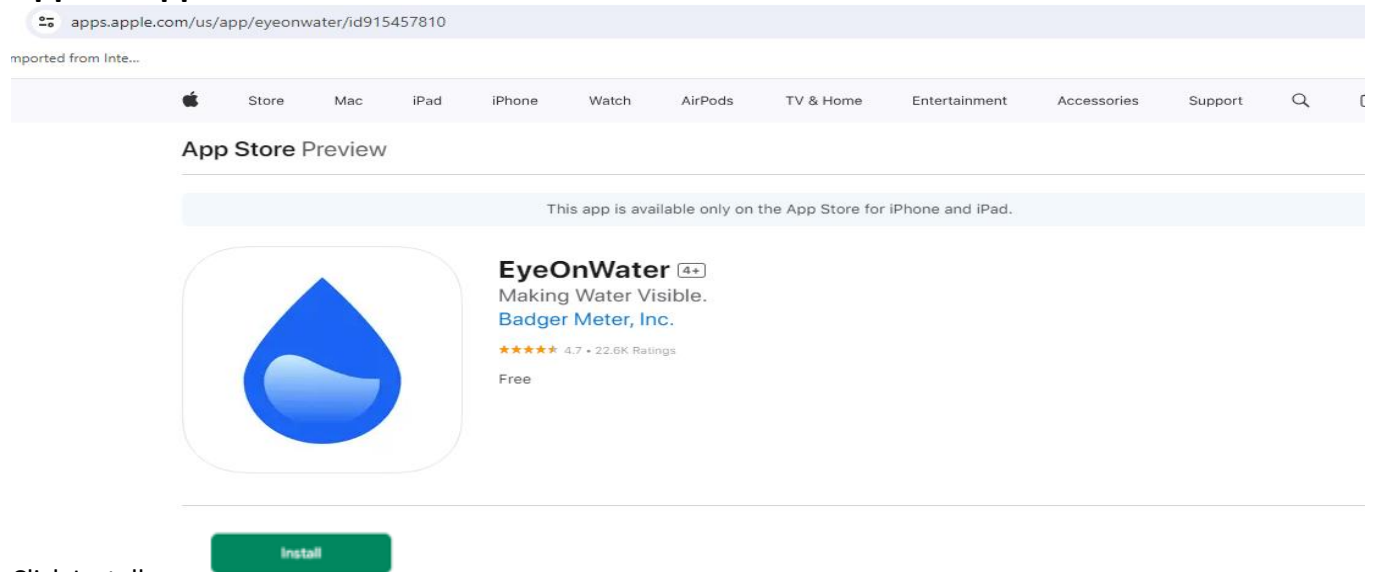
# How to download the App on your smart mobile device:

## Google Play – Apps on Google Play



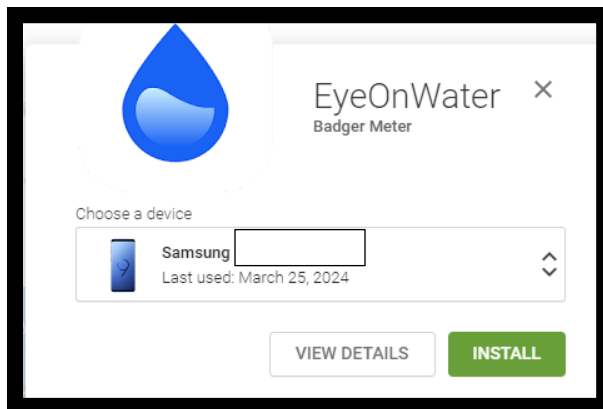
The screenshot shows the Google Play Store interface for the 'EyeOnWater' app by 'Badger Meter'. The app's icon, a blue water drop, is displayed on the right. The title 'EyeOnWater' is prominently featured at the top left. Below the title, the developer name 'Badger Meter' is listed. The app has a 4.0 star rating based on 446 reviews and over 100K downloads. It is rated for 'Everyone'. A green 'Install' button is visible, along with 'Share' and 'Add to wishlist' options. At the bottom, there are two informational messages: 'This app is available for your device' and 'You can share this with your family. Learn more about Family Library.'

## Apple – App Store



The screenshot shows the Apple App Store page for the 'EyeOnWater' app. The app icon is on the left. The title 'EyeOnWater' is followed by a '4+' age rating. The subtitle is 'Making Water Visible.' and the developer is 'Badger Meter, Inc.'. The app has a 4.7 star rating from 22.6K ratings and is free. A green 'Install' button is located below the app information. A banner at the top states 'This app is available only on the App Store for iPhone and iPad.'

Click Install



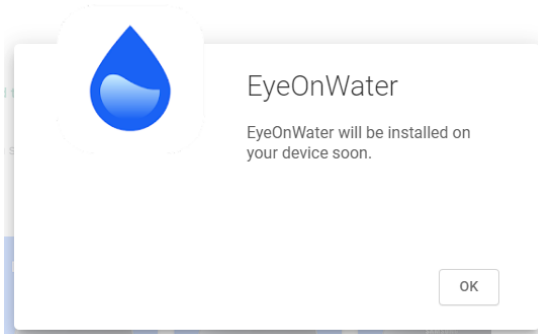
This screenshot shows the device selection screen for installing the EyeOnWater app. The app icon and name are at the top. Below, there is a 'Choose a device' section with a dropdown menu currently showing 'Samsung' and 'Last used: March 25, 2024'. At the bottom, there are two buttons: 'VIEW DETAILS' and a green 'INSTALL' button.

Choose a device to install the app to – this should bring up your phone.

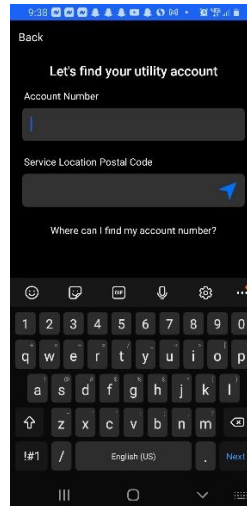
Click Install



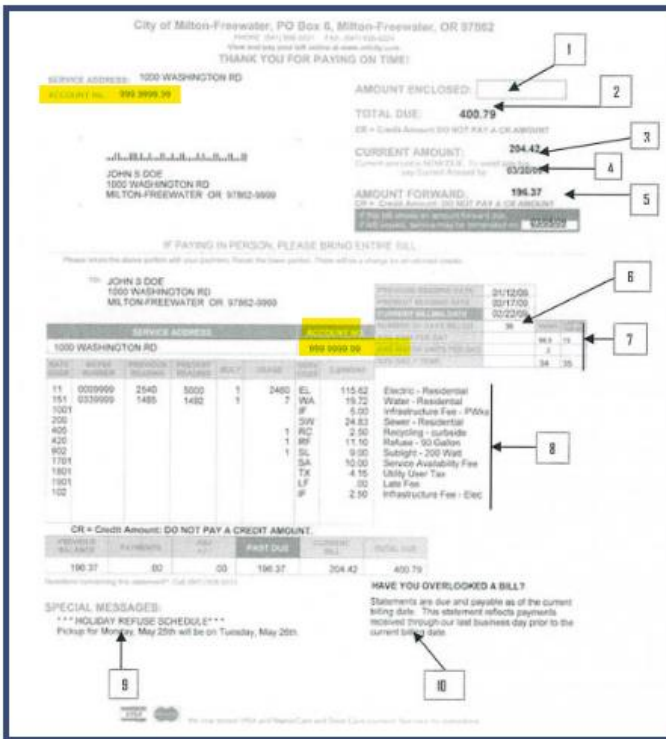
Login with your private information – your E-mail and Password



Click Sign Up



Enter your City Utility Account Number - you can find this on your utility bill



Your account number is highlighted to the left. Or you can get it by calling our Finance Department at 541-938-5531 during regular business hours.

Enter our Zip Code – 97862

And your water information should come up. Feel free to explore the app and make your own settings. This will be exclusive to your account settings for you only and does not affect our billing or our information we can access regarding your water usage.

## FAQ's

**Q: How do I know I have a new cellular transmitter?**

**A:** On your utility bill you will have a water line on your bill. The second column from the left shows your meter number. If that number begins with a 2, then it has a new transmitter installed. If not, we haven't gotten to changing yours out yet. We do not have a timeline of when specific meters will be changed out, but staff is working hard to get these changed over for the transmitters purchased this current fiscal year. We will place another order for transmitters for July 1 and at this time, we do not know when those will be received but our goal is to have this program switched over sooner than later.

**Q: What if my meter shows a leak?**

**A:** Customers are responsible for their water from the back side of the meter to their property. We suggest you turn everything off to try to isolate where the issue may be or contact a plumber to help you out.

**Q: Will I be responsible for water used due to a leak?**

**A:** Yes. If the water flows through your meter, you are responsible for payment in full of all the water that ran through your meter.

**Q: Help! I have a huge water bill and cannot pay it. What can I do?**

**A:** Contact our Finance Department at 541-938-5531. There are funding assistance programs out there that may be available such as our Utility Bill Assistance Program, CAPECO and possibly even payment arrangements. Don't wait until it is past due and subject to disconnect.

**Q: Do I have to sign up and use this app?**

**A:** No. This app is voluntary and can help notify you in the case of a leak before you get your next water bill. It allows for you to find out before the bill comes so you can get it fixed sooner, rather than later.

For more information you may contact the Public Works Department at 541-938-8270, 8272 or 8274.