AquaHawk Frequently Asked Questions

General

Q: What is AquaHawk?

AquaHawk is the City of Davis' new online customer water use portal. With AquaHawk you may view your hourly water consumption, manage your water usage and set and customize alert settings. If you had previously been registered for the WaterSmart portal, you will need a new registration to access the AquaHawk portal.

Q: Will I automatically receive alerts if I register for AquaHawk?

No. AquaHawk is an opt-in program; customers must register for the water use portal and set their own usage alerts (called My Thresholds). AquaHawk does not send automatic alerts. To receive usage alerts, these user-defined thresholds must be set. Learn more about setting usage alerts (My Thresholds) at https://www.cityofdavis.org/city-hall/public-works-utilities-and-operations/water/water-conservation/water-use-portal/set-usage-alerts.

Q: How often is hourly data transferred to AquaHawk?

The hourly meter reads are transmitted 4 times per day. There is an approximately 6 hour lag time in data transmissions and the availability of those readings in the portal. Historic usage (usage data recorded *before* the installation of the city's new water meters in 2018) is shown in monthly increments, so if you click on the hourly or daily usage for those historic reads, you will see water usage averaged out over that time period (and it will appear orange) because only monthly reads are available.

Q: What browsers does AquaHawk support?

AquaHawk supports the two most recent versions of the browsers listed below:
- Mozilla Firefox
- Google Chrome
- Apple Safari
- Microsoft Edge

Q: How do I connect directly to the Davis AquaHawk site?

Go to https://davica.aquahawk.us/login. You can also bookmark this page for easy access in the future.

Q: Does AquaHawk have a help page?

Yes. The AquaHawk help site can be accessed at http://help.aquahawk.us/water-usage-graph. The site provides information on system requirements, registration and an overview of the customer water use portal.

Q: Does AquaHawk have a smartphone app?

AquaHawk does not have a smartphone app but does offer a mobile browser-friendly view of key data and existing alerts. The mobile friendly site is accessed through the same web link as the full AquaHawk site, https://davica.aquahawk.us/login. AquaHawk is supported on Android tablets and the Apple IOS iPad as well as the Apple IOS iPhone, Android phones and Windows Mobile.

Q: Can I pay my bill through AquaHawk?

No, you cannot pay your city water bill through AquaHawk. To pay your utility bill please visit https://cityofdavis.org/city-hall/finance/electronic-payments.

Registration

Q: Who can register?

All property owners or city utility billing account holders are encouraged to register with AquaHawk. The account holder who receives the monthly utility bill from the City may choose to provide access to others (tenants, landscapers, etc.) to view the water usage for the account. Each user may set-up his/her own login with AquaHawk but will need permission from the account owner and the account information to complete the registration process.

Q: How do I register?

Go to the City of Davis AquaHawk page (https://davica.aquahawk.us/login). Click the Register button and fill in your personal contact information. The information does not have to match the contact information on your utility bill. Alerts will be sent to your preferred contact method.

After a few minutes, you will receive an e-mail confirmation with your login information and will be redirected to the City of Davis AquaHawk portal page where you can sign in. If this is the first time signing in, the Add Account box pops up. Enter the Account Number, Account Name and Service Address listed on your utility bill

Q: What information do I need when I register?

You will need the account number, name and service address listed on your utility bill. If your account number contains leading zeros and is not being accepted during the registration process, remove the leading zeros and try again. If your account number is still not accepted, please contact Public Works Utilities and Operations staff at (530) 757-5686 or SaveWater@CityofDavis.org.

Q: How do I switch between views of accounts and meters?

Click on the down arrow in the search box (upper right corner of AquaHawk page), select the account or meter you would like to review. The account/meter number above the usage graph will change to show the meter or account that you have selected.

Q: How do I view multiple accounts under one registration?

Click the "X" in the search box (upper right corner of the AquaHawk page); select an account from the drop down list. The Account # above the usage graph will change to show the account you are viewing.

Public Works Utilities & Operations
(530) 757-5686
SaveWater@CityofDavis.org

Viewing Data

Q: What time periods can I view on the graph?

The selection bar above the water usage graph allows you to select a time view of 24 hours, 48 hours, 72 hours, 30 days, 45 days, 365 days and 12 months.

Q: How do I view daily and hourly data on the graph?

Click on any monthly bar graph and you will see daily data. Select any single day bar graph and you will see hourly usage. Hover over a blue bar to see consumption details.

Q: Can I search for use on a particular day?

Yes. In the bar at the top of the graph, enter the date you which to view in the search field. You can also scroll forward and backward from that date with the arrows to the side of the search bar.

Q: Why do I see orange bars on my usage graph?

The orange bars on the graph indicate "spanning". If a meter doesn't report for several time intervals, AquaHawk "spans" or averages the retrieved data over the timeframe between reports. Click on "Actual" to view your water use data without spanning.

Q: How do I export my water usage data?

Water usage data can be downloaded into a .csv file that can be opened with Microsoft Excel and other applications. To download water usage data, follow the steps below:

1. Click the blue **Export** button in the water usage panel (top center of the AquaHawk page).
2. Select the account you which to download information for or choose all registered accounts.
3. Select a start and end date for the data you wish to export.
4. Select hourly, daily or monthly data. If downloading hourly data please note that hourly information can only be downloaded for a seven day time period.
5. Click download.

Thresholds

Q: What are thresholds, or 'My Thresholds'?

'My Thresholds' are the billing and water usage alerts that you set for yourself. When the threshold(s) you set is exceeded you will receive a notification via your chosen contact method.

Q: How do I set thresholds?

- Click the blue **My Thresholds** button in the water usage panel (top center of the AquaHawk page) to open your alert options.
- Choose the types of alerts that you would like to set and click apply.

Q: What types of thresholds can I set?

You have the option to set an estimated bill alert threshold, a water use threshold, thresholds for water use in gallons over a 1 hour, 1 day, 1 week or 1 month time period and an amount of water in gallons per hour for a specified amount of time. Water running continuously over longer periods of time, particularly throughout the night, can be a sign of a leak. Setting this alert for continuous water use over a period of 24 hours is highly recommended. Find more information on customizing alert settings in this PDF https://cityofdavis.org/home/showdocument?id=10772.

Q: When I open the thresholds tab, I only see an estimated bill alert threshold and a water use alert threshold. Where are the other threshold options?

To view the entire list of threshold options that can be set, click on the link in the My Thresholds box that reads "To set advanced water use thresholds, click here." You will be asked to choose a meter from the available meters list. The majority of accounts will see two meters listed and, you will want to choose the meter that reads "Water-Residential-Active" (this is your active water meter). If you have multiple accounts or meters for a property you will see additional options in this list. Click on the meter and the advanced threshold options will appear in the box.

Q: What levels should I use when setting thresholds?

We suggest you monitor your account and your typical daily usage for 2 weeks to help to determine appropriate thresholds for your individual property and use patterns. You may wish to choose an amount of water (in gallons) that is higher than your typical water consumption on your monthly utility bill, so that you only receive an alert if you exceed this amount. The month of highest water usage is typically July. If you wish to receive alerts only when exceeding your typical highest use, you can look at the monthly, daily and hourly water usage in July and setting thresholds based on these amounts. You may wish to change the usage thresholds by season with water usage typically being lower in the winter compared to the summer. If you are receiving more alerts then you would like you can change your threshold levels at any time.

Q: How do I set an alert for continuous water usage?

The last row in the box under advanced water use thresholds allows you to set an amount of water in gallons per hour for a specified amount of time. Water running continuously over longer periods of time, particularly throughout the night, can be a sign of a leak. Setting this alert for continuous water use over a period of 24 hours is highly recommended.

Q: AquaHawk requires thresholds in gallons, how do I convert the units on my bill to gallons?

The units shown for water usage on your city utility bill are in CCF (hundred cubic feet). 1 CCF = 748 gallons. Average single-family residential use in winter 2017-2018 (Nov. - Feb.) was 8 CCF per month (5,984 gallons). Average single-family residential summer use for 2018 (May - August) was 16 CCF per month (11,968 gallons).