

# Customize Alert Settings in AquaHawk

Set-up personalized text or e-mail notifications based on water consumption or projected water use charges. Set thresholds to be notified if there is continuous water use indicating a potential leak on your property so that leaks can be found and repairs can be made more quickly. Water use data is transmitted to the customer water use portal 4 times per day and there is an approximately 12 hour lag time in data transmissions and the availability of those readings. This also affects the timing of alerts you will receive.

## Set Automatic Alerts

- Sign in to your account on the City of Davis AquaHawk page (<https://davica.aquahawk.us>).
- Click the blue **My Thresholds** button in the middle of your home page to open your alert options.
- Choose the types of alerts that you would like to set and click **Apply**.

**My Thresholds**

Account #

**Billing Period Thresholds (Account)**

<u>Estimated Bill Alert Threshold</u>	<u>Water Use Alert Threshold</u>
<input checked="" type="checkbox"/> Current <input type="checkbox"/> Projected	<input checked="" type="checkbox"/> Current <input type="checkbox"/> Projected
<input type="text" value="Bill Amount (dollars)"/>	<input type="text" value="Water Use (gallons)"/>

To set advanced water use thresholds, [click here](#).  
If multiple water meters are available, click each desired meter number.

## Set an Estimated Bill Alert Threshold

- To specify an amount you don't want the water charges on your bill to exceed, enter a dollar value for your **Estimated Bill Alert Threshold**.
- Click the **Current** box if you want to be notified when the water charges on your bill have exceeded your threshold.
- Click the **Projected** box if you want to be notified when your estimated water use charges will exceed your threshold by the end of the water use period.
- Click **Apply** to save.

**Tip: Choose an alert that is higher than the typical water charges on your monthly utility bill.**

View more information on the AquaHawk Help Site (<http://help.aquahawk.us>)

## Set a Water Use Alert Threshold

- To specify an amount you don't want the water usage on your bill to exceed, enter an amount of water (in gallons) for your **Water Use Alert Threshold**.
- Click the **Current** box if you want to be notified when your water usage has exceeded your threshold.
- Click the **Projected** box if you want to when your estimated water usage will exceed your threshold by the end of the water use period.
- Click **Apply** to save.

### Tips:

- **Monitor your account and your typical daily usage for 2 weeks before setting thresholds to have a better idea of appropriate thresholds for your individual property.**
- **Choose an amount of water (in gallons) that is higher than your typical water consumption on your monthly utility bill.**

You may wish to change this threshold by season with water usage typically being lower in the winter compared to the summer. The units on your utility bill show usage in hundred cubic feet (CCF). 1 CCF = 748 gallons. A tool for general information on how much water your household uses is the [Alliance for Water Efficiency Home Water Works Calculator](#).

## Set Usage Alerts

- Click on the **Advanced Water Use Thresholds** settings link in the My Thresholds box.
- There are multiple options in this box. Alerts can be sent if water use in gallons exceeds a user set amount of water in 1 hour, 1 day, 1 week or 1 month.
- The last row in the box 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.
- Click **Apply** to save.

**My Thresholds**

Account # \_\_\_\_\_ Meter # \_\_\_\_\_

**Billing Period Thresholds (Account)**

Estimated Bill Alert Threshold	Water Use Alert Threshold
<input checked="" type="checkbox"/> Current <input type="checkbox"/> Projected	<input checked="" type="checkbox"/> Current <input type="checkbox"/> Projected
Bill Amount (dollars)	Water Use (gallons)

**Available Meters**

01362036 • Water-Inactive  
17130922 • Water-Municipal-Active

**Water Use Thresholds (Meter)**

1 Hour	_____	1 Week	_____
1 Day	_____	1 Month	_____
Water Use (gallons)	gallons per hour for	24 Hours	▼

**Apply** **Cancel**