AquaHawk Information Session

Dawn Calciano – Updated April 2020

Water Meter Upgrade Project

- Meter replacement began in January 2018 and was completed in 2019.
- Old meters had manual monthly reads
- The new meters have Advanced Metering infrastructure (AMI)
  - Low-powered communication device that transmits hourly water use information over a secure network
  - Data transmitted four times per day
  - This data is then brought into the AquaHawk online customer water use portal
- The AquaHawk portal replaces the previous WaterSmart portal

www.cityofdavis.org/watermeterupgradeproject

What is AquaHawk?

- The City of Davis' customer water use portal.
- Allows customers to:
  - View hourly water consumption
  - Manage Water Usage
  - Customize Alert Settings
- Must be the account holder on record or have permission from the account holder to register.
  - Can provide access to others.
- The ability to **Set a Usage Alert** is one of the primary benefits of the water user portal.
  - Setting alerts to be notified of continuous water usage over a 24-hour time period or less is recommended.

Customer Benefits

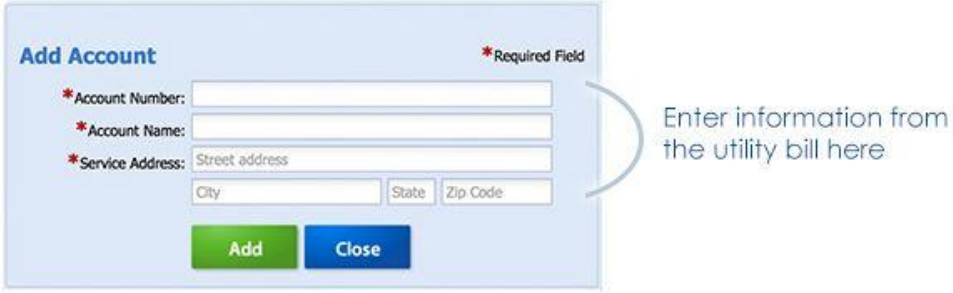
- **Access to your water usage data 24/7.**
  - The online customer water use portal will show you how much water you're using on a daily and hourly basis.

- **Save Money.**
  - Knowing your daily and hourly water use can help you make informed decisions about using water efficiently. This can help you save money on your next bill.

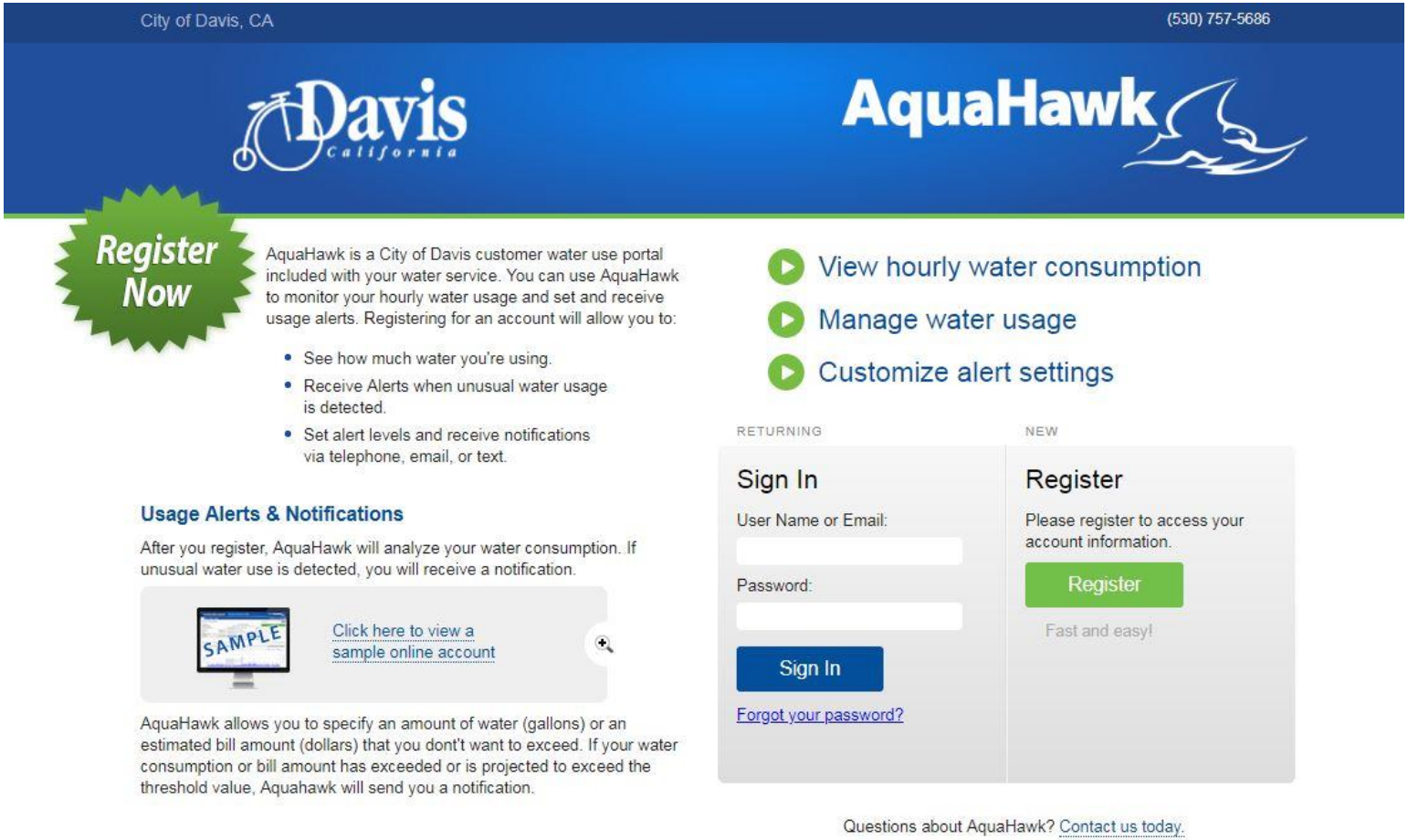
- **Spot and stop leaks.**
  - You can set up water alerts that will notify you about continuous water flow that could be from an undetected leak. If it's a leak, you can make repairs more quickly.

Register for AquaHawk

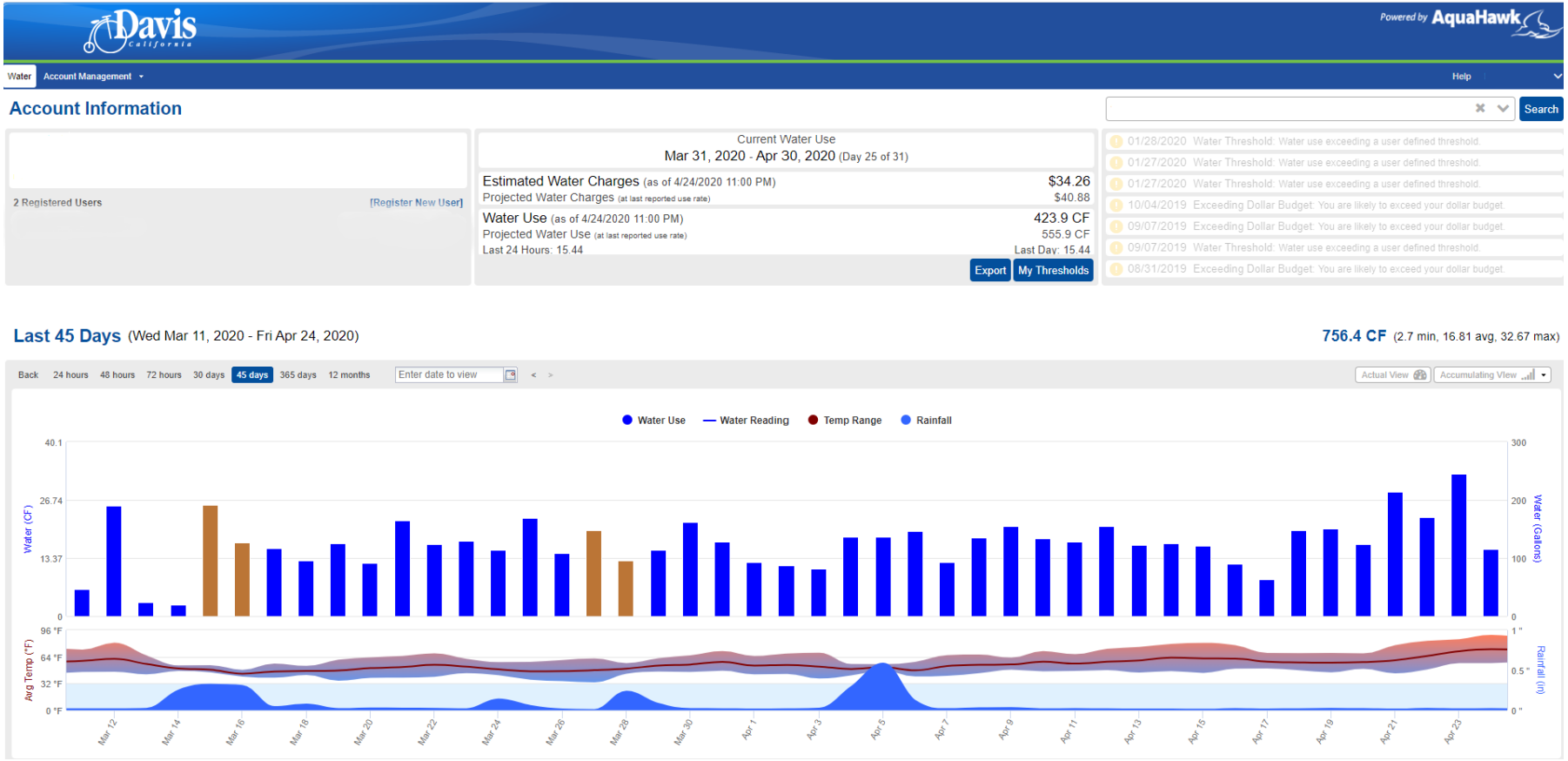
- Go to https://davica.aquahawk.us
- Click the **Register** button.
- Fill in your personal contact information. The information does not have to match the contact information on your utility bill. Alerts will be sent to your preferred contact method.
- Click the **Register** button to complete registration.
- After a few minutes, you will receive an e-mail confirmation with your login information.
- You'll 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 us. Enter the Account number, Account Name and Service Address listed on your utility bill.
- Click **Add** to finish the setup.



AquaHawk Registration Page

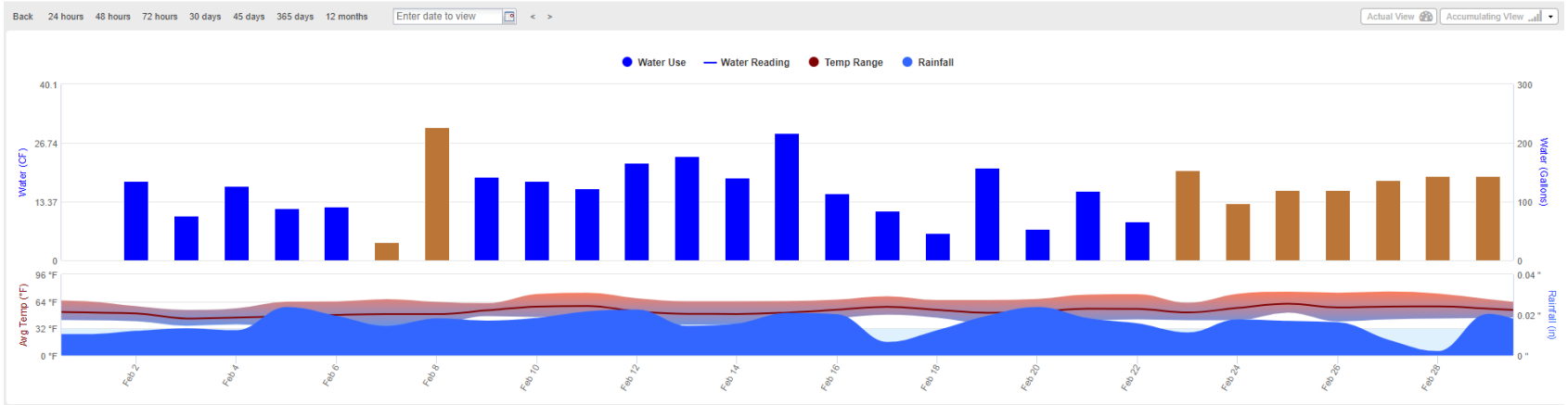


Site Layout


Davis
California
Powered by AquaHawk
Water
Account Management
Help
Account Information
Search
2 Registered Users
[Register New User]
Current Water Use
Mar 31, 2020 - Apr 30, 2020 (Day 25 of 31)
Estimated Water Charges (as of 4/24/2020 11:00 PM) $34.26
Projected Water Charges (at last reported use rate) $40.88
Water Use (as of 4/24/2020 11:00 PM) 423.9 CF
Projected Water Use (at last reported use rate) 555.9 CF
Last 24 Hours: 15.44
Last Day: 15.44
Export
My Thresholds
01/28/2020 Water Threshold: Water use exceeding a user defined threshold.
01/27/2020 Water Threshold: Water use exceeding a user defined threshold.
01/27/2020 Water Threshold: Water use exceeding a user defined threshold.
10/04/2019 Exceeding Dollar Budget: You are likely to exceed your dollar budget.
09/07/2019 Exceeding Dollar Budget: You are likely to exceed your dollar budget.
09/07/2019 Water Threshold: Water use exceeding a user defined threshold.
08/31/2019 Exceeding Dollar Budget: You are likely to exceed your dollar budget.
Last 45 Days (Wed Mar 11, 2020 - Fri Apr 24, 2020)
756.4 CF (2.7 min, 16.81 avg, 32.67 max)
Back
24 hours
48 hours
72 hours
30 days
45 days
365 days
12 months
Enter date to view
Actual View
Accumulating View
Water Use
Water Reading
Temp Range
Rainfall
Water (CF)
Water (Gallons)
Avg Temp (°F)
Rainfall (in)
Mar 12
Mar 14
Mar 16
Mar 18
Mar 20
Mar 22
Mar 24
Mar 26
Mar 28
Mar 30
Apr 1
Apr 3
Apr 5
Apr 7
Apr 9
Apr 11
Apr 13
Apr 15
Apr 17
Apr 19
Apr 21
Apr 23

Water Consumption Graph

- When you login, you will see a bar graph:
  - Default graph shows usage over the last 365 days.

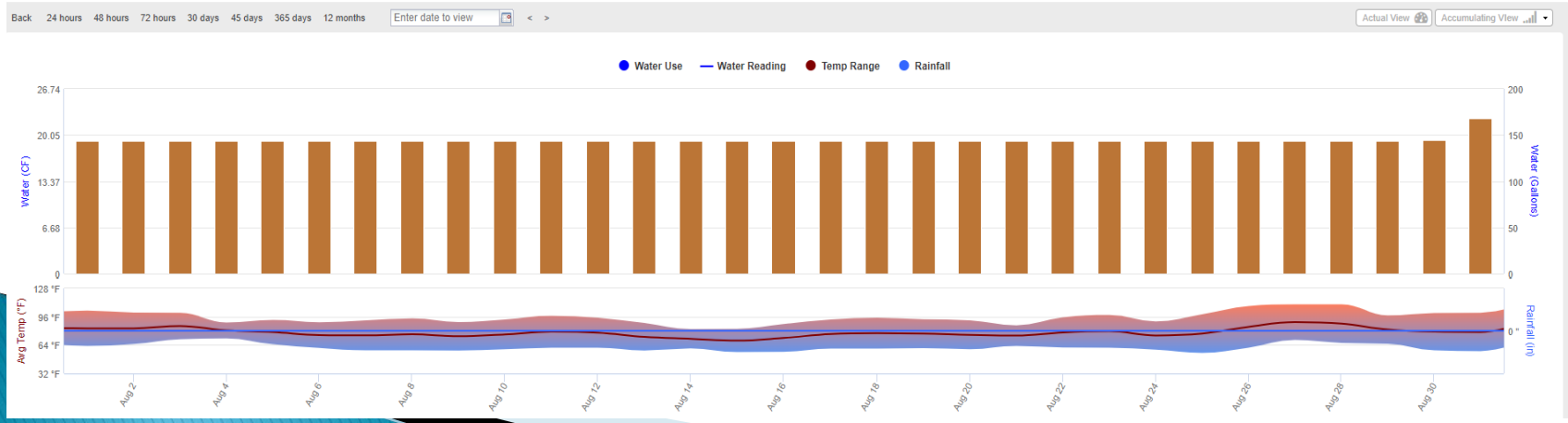


  - The orange bars indicate spanning.

  - The dark blue bars show actual usage. Choose “Actual” on the graph to see only actual and not averaged usage.

Spanning

- Occurs when a meter doesn't report for several time intervals and then reports a read.
- AquaHawk averages the data over the missing intervals.
- You will see orange bars on the graph when this occurs.
- You will also see this if you look at daily and hourly data for months before the AMI meter was installed.



Hourly Water Consumption

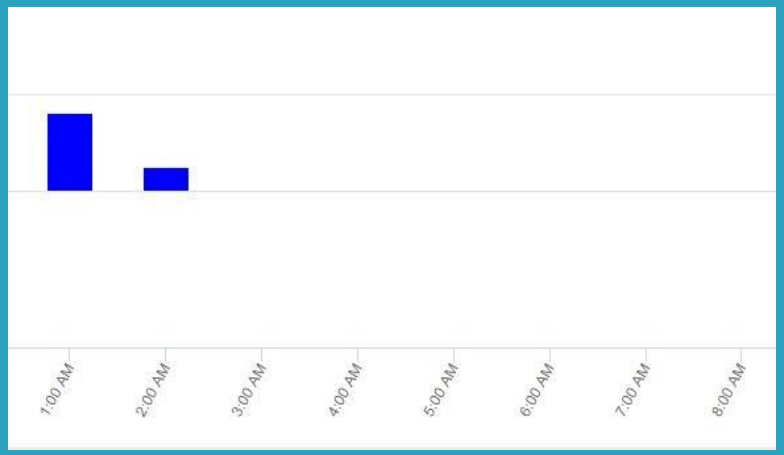
- View different time periods by clicking above the graph.

- Enter a specific date to view.
- Hover over the bar to view consumption data.
- Click on a bar to view the hourly usage for that date.
- The graph also shows temperature and rainfall data.

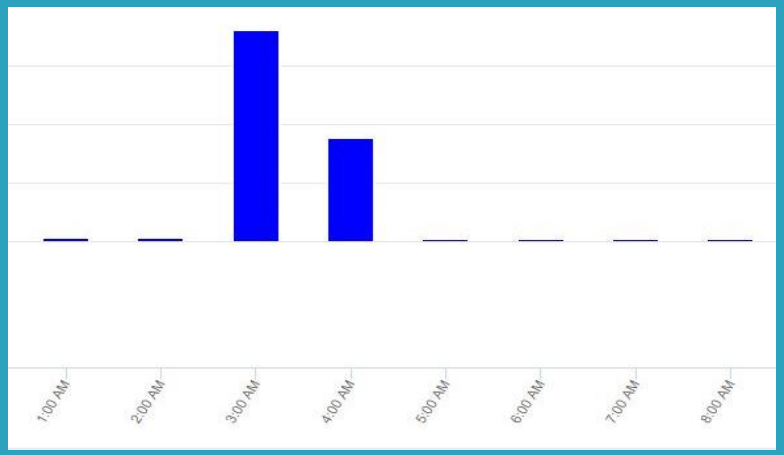
Continuous Usage

- Look for continuous hourly usage especially during the middle of the night.

Account without hourly nighttime usage

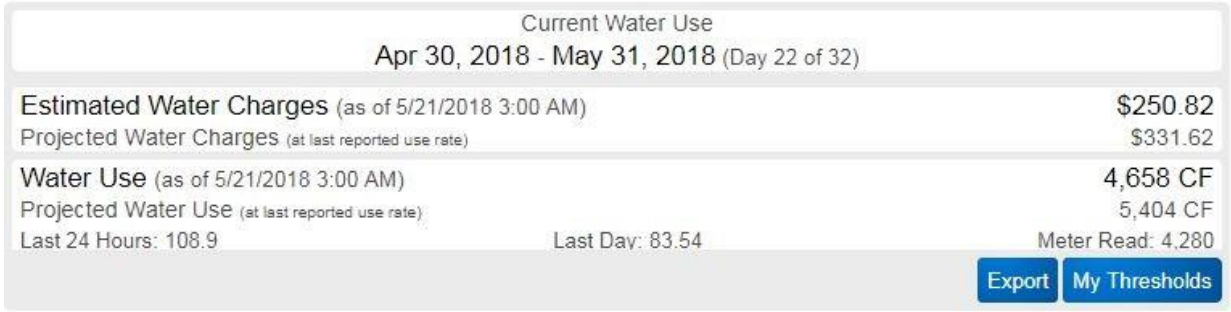


Account with hourly nighttime usage



Manage Your Water Usage

- View the table in the center of the screen.



  - Estimated water charges – estimate to date of how much you currently owe for the water portion of the utility bill.
  - Projected water charges – estimated amount you will owe by the end of the water use period.
  - Water use – water use to date within the current water billing period.
  - Projected water use – the estimated amount of water you will use by the end of the water use period.

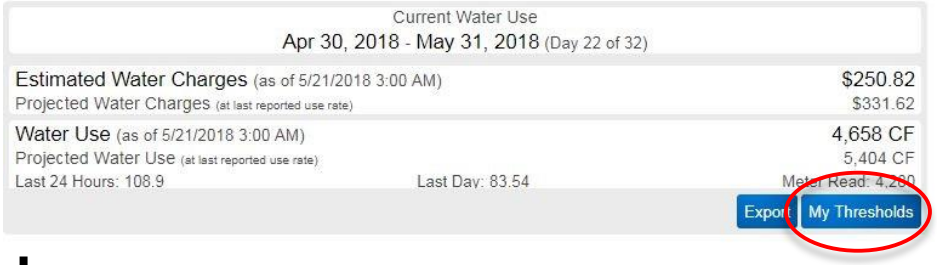
Customize Alert Settings

- Set-up personalized texts 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.

Automatic Alerts

- 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**.
  - Estimated Bill Alert Threshold
  - Water Use Alert Threshold

Tip

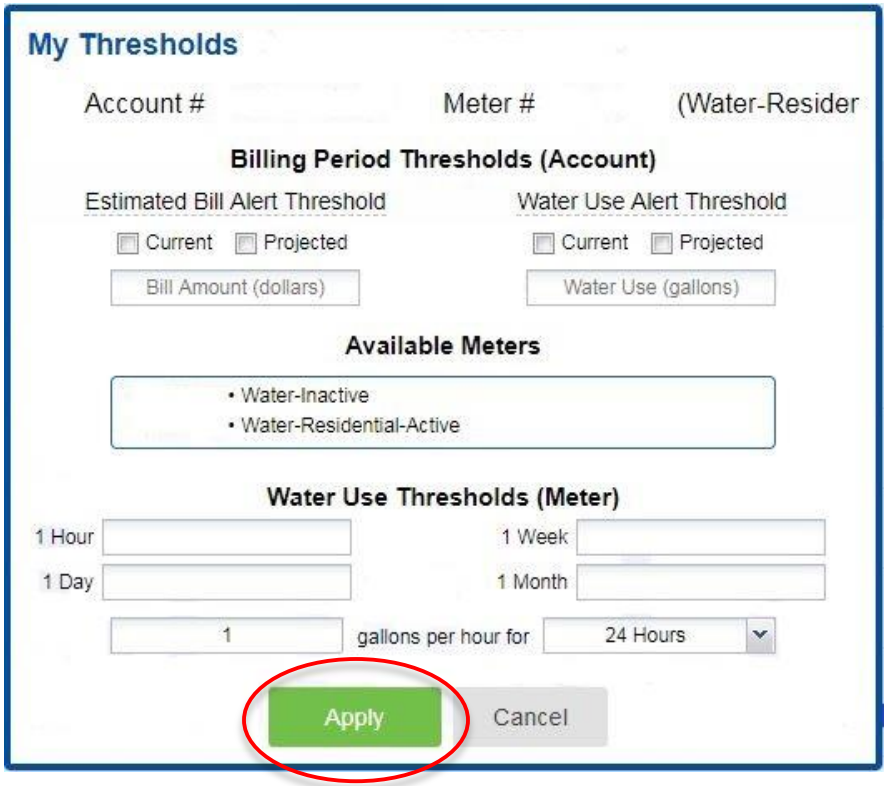
Use a threshold higher than your typical water consumption on your monthly utility bill.

Set a Usage Alert

- 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.

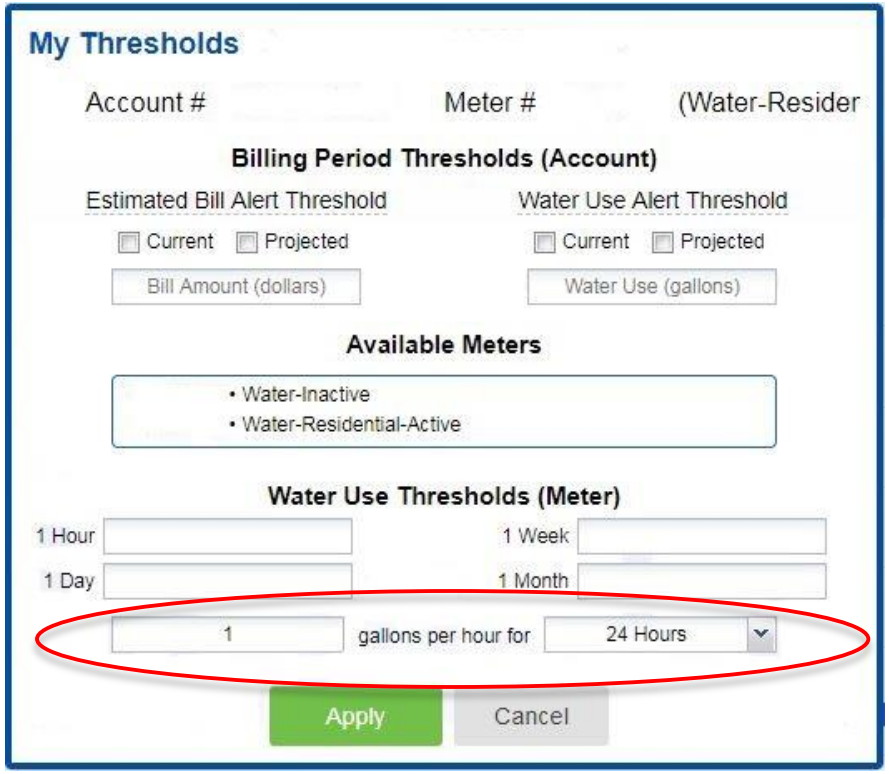
- Click **Apply** to save.



Continuous Use Threshold

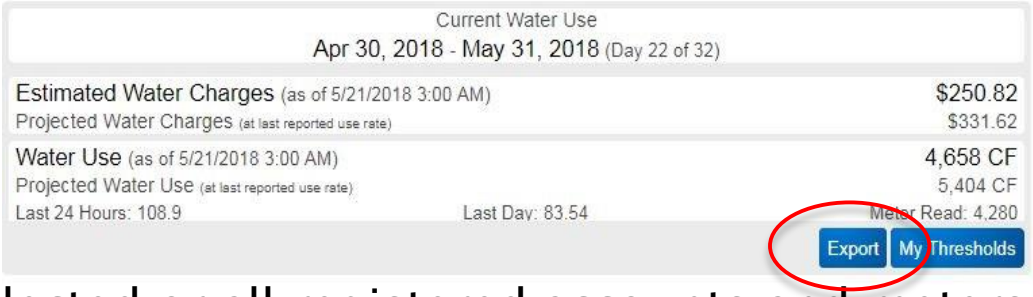
- The last row in the advanced thresholds box allows you to set an amount of water in gallons per hour for a specified amount of time.

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 or less is highly recommended.

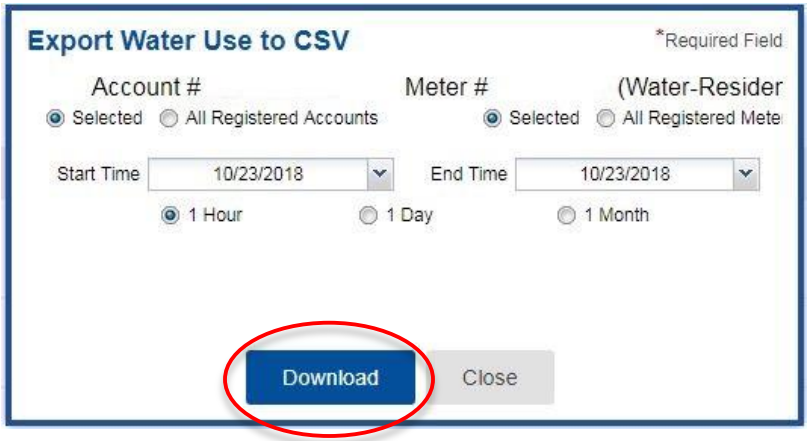


Exporting to Excel

- Click the export button on the current water use panel.

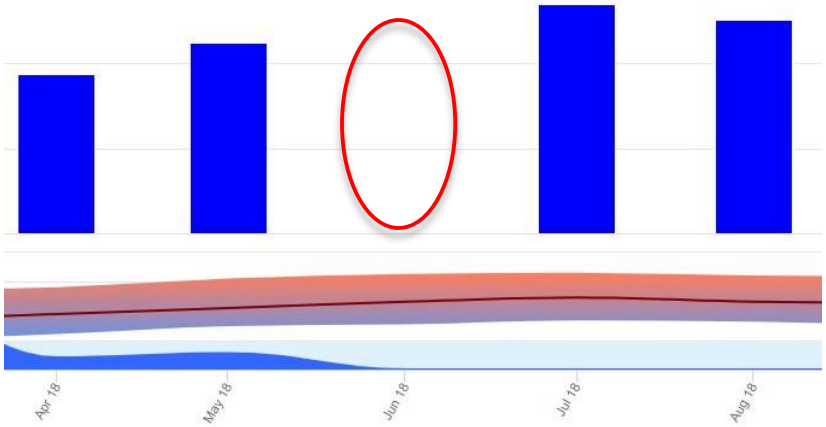


- Choose selected or all registered accounts and meters.
- Select the start and end time for the export.
- Select hourly, daily or monthly data.
  - Hourly water usage can be exported for up to 7 day time intervals.
- Click download. Report will export as a .csv file which can be opened in Excel.

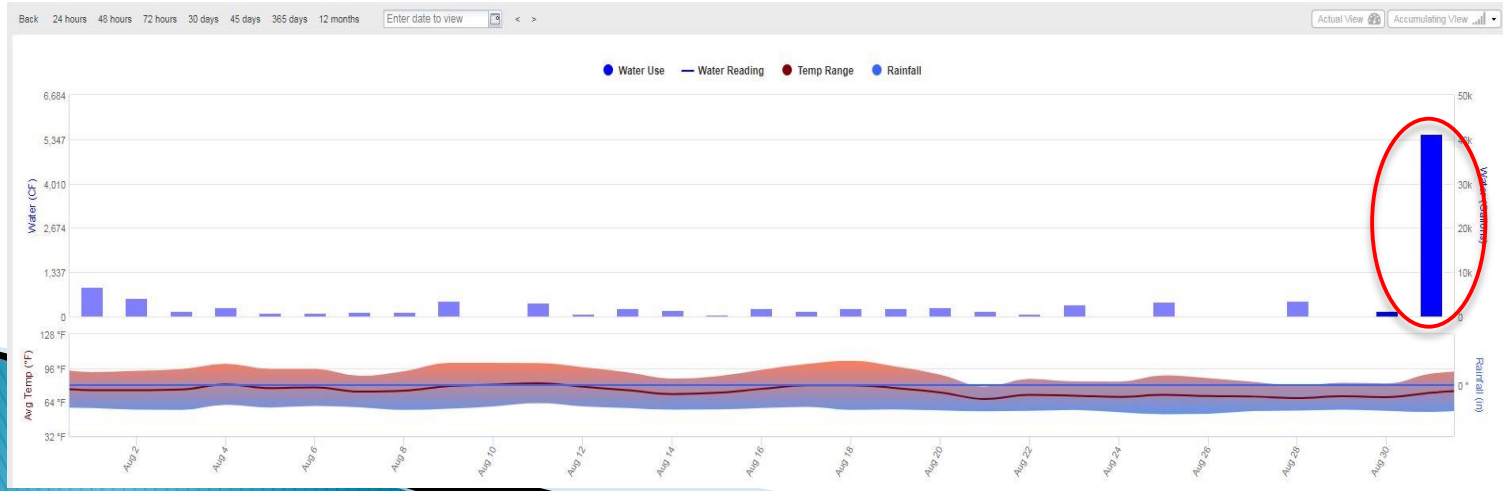


Meter Transition

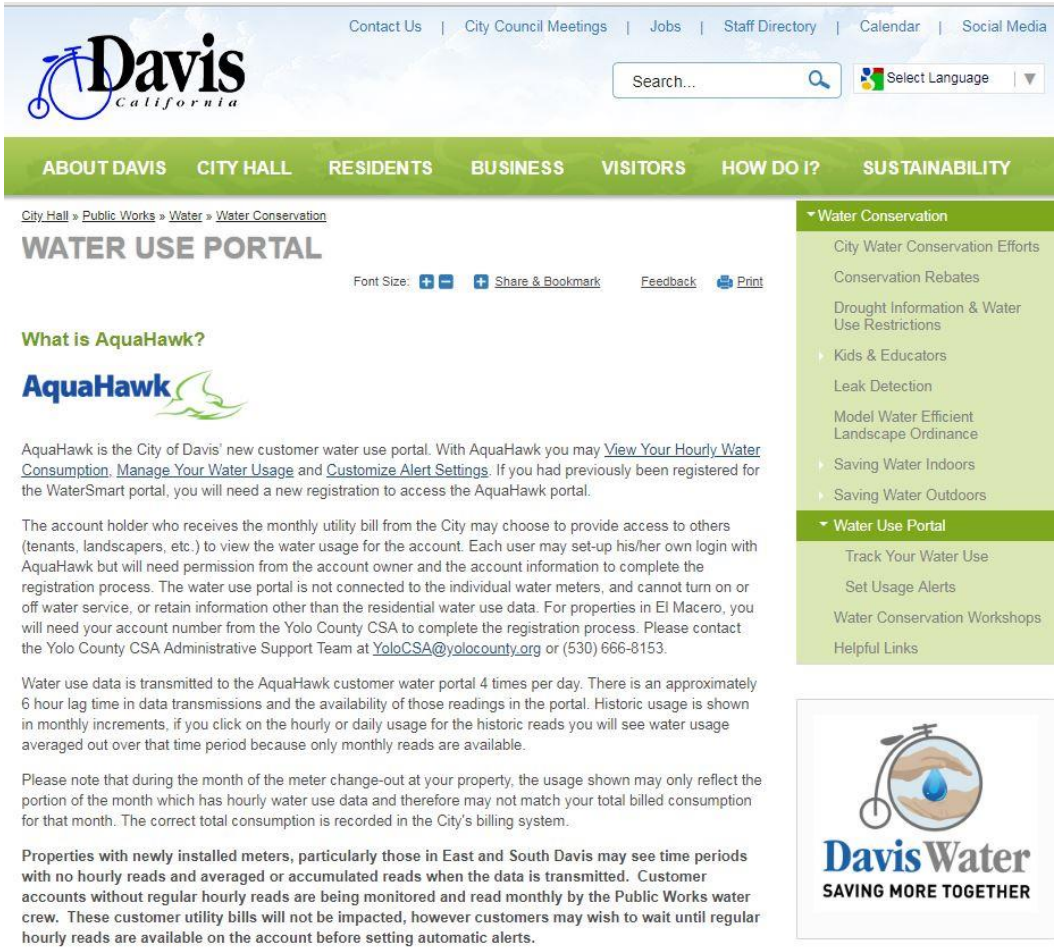
- Meter transition month
  - You may see a missing month of usage. It is recorded in the city's billing system.



  - You may see hourly usage and the total monthly use on the last day of the month. This usage may appear higher than what is billed due to the additional data.



AquaHawk Resources



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WATER USE PORTAL

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What is AquaHawk?

AquaHawk

AquaHawk is the City of Davis' new customer water use portal. With AquaHawk you may View Your Hourly Water Consumption, Manage Your Water Usage 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.

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. The water use portal is not connected to the individual water meters, and cannot turn on or off water service, or retain information other than the residential water use data. For properties in El Macero, you will need your account number from the Yolo County CSA to complete the registration process. Please contact the Yolo County CSA Administrative Support Team at YoloCSA@yolocounty.org or (530) 666-8153.

Water use data is transmitted to the AquaHawk customer water portal 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 is shown in monthly increments, if you click on the hourly or daily usage for the historic reads you will see water usage averaged out over that time period because only monthly reads are available.

Please note that during the month of the meter change-out at your property, the usage shown may only reflect the portion of the month which has hourly water use data and therefore may not match your total billed consumption for that month. The correct total consumption is recorded in the City's billing system.

Properties with newly installed meters, particularly those in East and South Davis may see time periods with no hourly reads and averaged or accumulated reads when the data is transmitted. Customer accounts without regular hourly reads are being monitored and read monthly by the Public Works water crew. These customer utility bills will not be impacted, however customers may wish to wait until regular hourly reads are available on the account before setting automatic alerts.

- Water Conservation
  - City Water Conservation Efforts
  - Conservation Rebates
  - Drought Information & Water Use Restrictions
  - Kids & Educators
  - Leak Detection
  - Model Water Efficient Landscape Ordinance
  - Saving Water Indoors
  - Saving Water Outdoors
- Water Use Portal
  - Track Your Water Use
  - Set Usage Alerts
  - Water Conservation Workshops
  - Helpful Links

Davis Water
SAVING MORE TOGETHER

SaveDavisWater.org

AquaHawk Resources

System Requirements

Supported Browsers

The two most recent versions of each of the following browsers is supported:

- Mozilla Firefox - Download here
- Google Chrome - Download here
- Apple Safari - Download here
- Microsoft Edge - Download here

Other Supported Platforms

Tablets

- Apple IOS iPad
- Android

Smart Phones

- Apple IOS iPhone
- Android
- Windows Mobile

To see a video of the Registration process, click below. Written instructions follow.

Water Portal Overview

View detailed information about each section:

- Account Information Panel
- Bill & Water Use Panel
- Event Log Panel
- Water Usage Graph
- Leak Alerts
- Alert Settings - Threshold Alerts
- Export
- Switch Between Multiple Accounts & Meters

AquaHawk Help Site: help.aquahawk.us