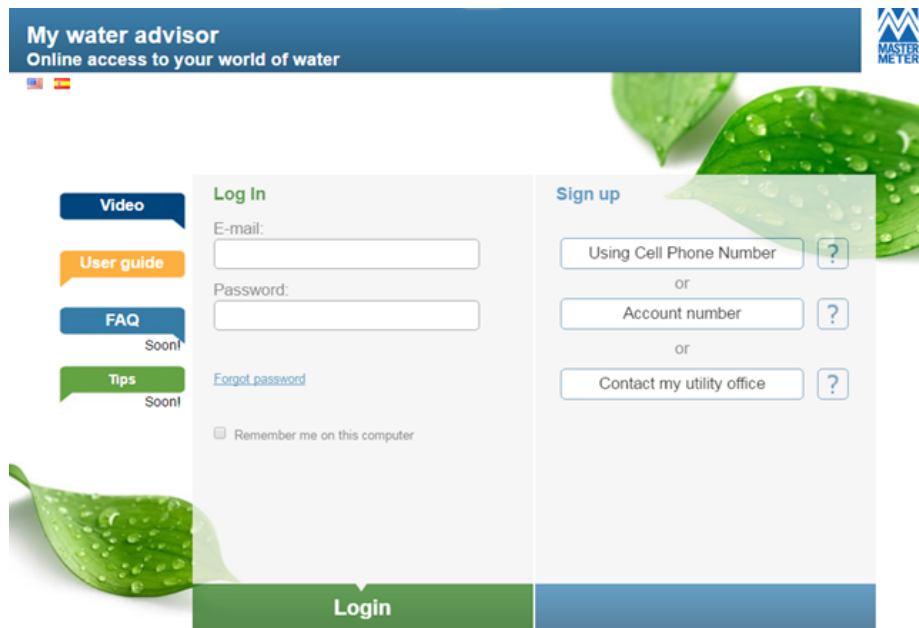


MY WATER ADVISOR USER GUIDE

CREATING AN ONLINE ACCOUNT

Sign Up Instructions

Utility customers can easily create an account through My Water Advisor's online portal (www.mywateradvisor.com) by following these simple steps:

A screenshot of the 'My water advisor' website. The header includes the text 'My water advisor' and 'Online access to your world of water' with a small Master Meter logo. Below the header, there are navigation links: 'Video', 'User guide', 'FAQ', and 'Tips', each with a 'Soon!' indicator. The main content area is divided into two sections: 'Log In' and 'Sign up'. The 'Log In' section has fields for 'E-mail:' and 'Password:', a 'Forgot password' link, and a 'Remember me on this computer' checkbox. The 'Sign up' section has three options: 'Using Cell Phone Number', 'Account number', and 'Contact my utility office', each with a question mark icon. A large green 'Login' button is at the bottom of the 'Log In' section. The background of the page features a close-up image of green leaves with water droplets.

Please **NOTE**: The sign up feature that allows you to create an account by using your cellular phone number, is not available at this time.

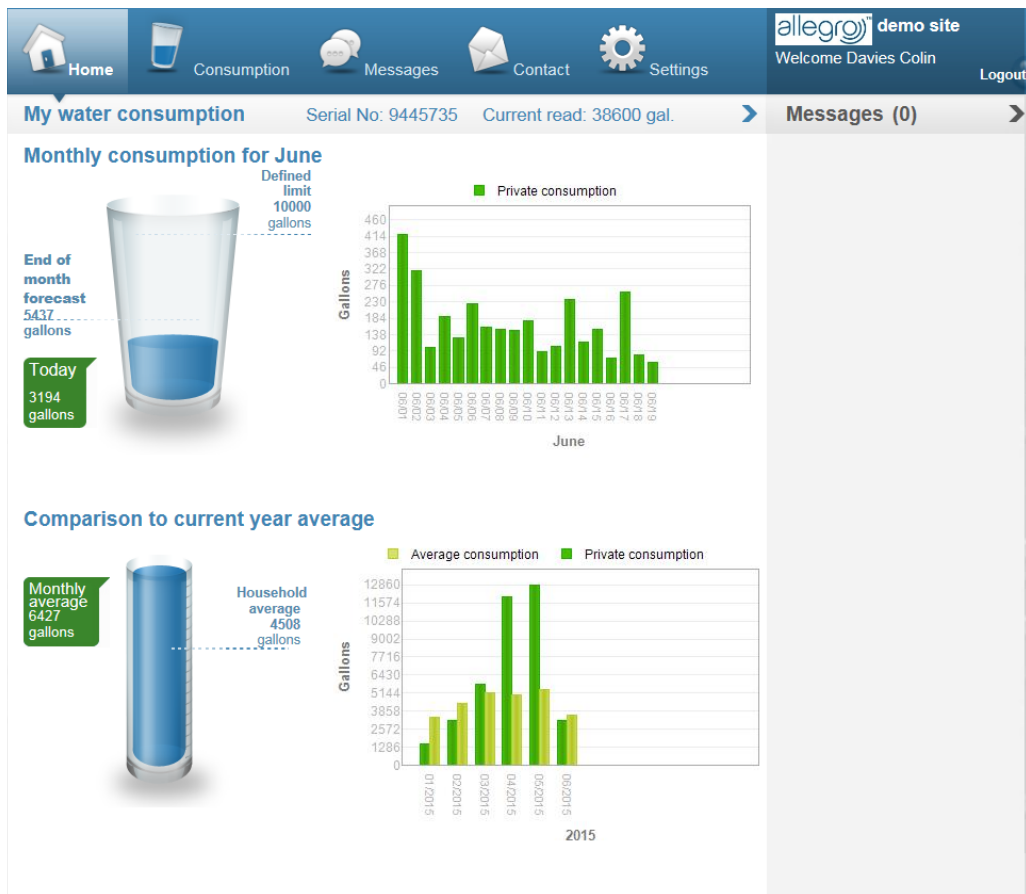
1. Click on the **Account Number** field, located in the **Sign Up** Window on the right portion of your screen.
2. Once selected, a new **Sign Up** window will appear. Enter your **Account Number**, as well as your **First name** and **Last name** currently listed on your water bill.
3. Enter a valid **Email Address** and create a **Password**.

Once registered, you can access your account by computer or smartphone using your email and password.



MY WATER CONSUMPTION

Monthly Usage Data



Once logged into your account you will be able to view your average **Monthly Consumption**, gain insight into your average household usage, be provided with an **End of Month Forecast**, as well as a comparative **Monthly Average** based on your current consumption behavior.



GENERAL SETTINGS

Real-Time Alert Preferences

Home

Consumption

Messages

Contact

Settings

General settings

Change password

Set future holiday

Save

Easily customize your online account by selecting the **Settings** tab on the menu at the top of the screen. Once selected you are able to create a personal **Consumption Limit** and enable real-time **Alert Settings** via **E-Mail** or **SMS** by simply selecting your preferred notification preferences and entering your cellular phone number.



MESSAGE CENTER

Contacting Your Utility

Contact utility

Here you can get answers from your utility

Subject

Content of message

List of previous messages

Leak Alert

Question How do you recommend I find the leak?
10/04/2016 00:12

Response Hello and thank for your message. We recommend you take a look at the read on your meter then close any water source on your property. Take a look at the reading on the meter afterwards and if any usage has occurred, try to find another source that might be consuming water (toilet, outdoor faucet, dripping sink, etc). If you still cannot locate a source, we suggest you contact a plumber to investigate further.
10/04/2016 00:17

Send direct messages to your utility through the My Water Advisor portal by simply clicking on the **Contact** tab located on the menu bar.

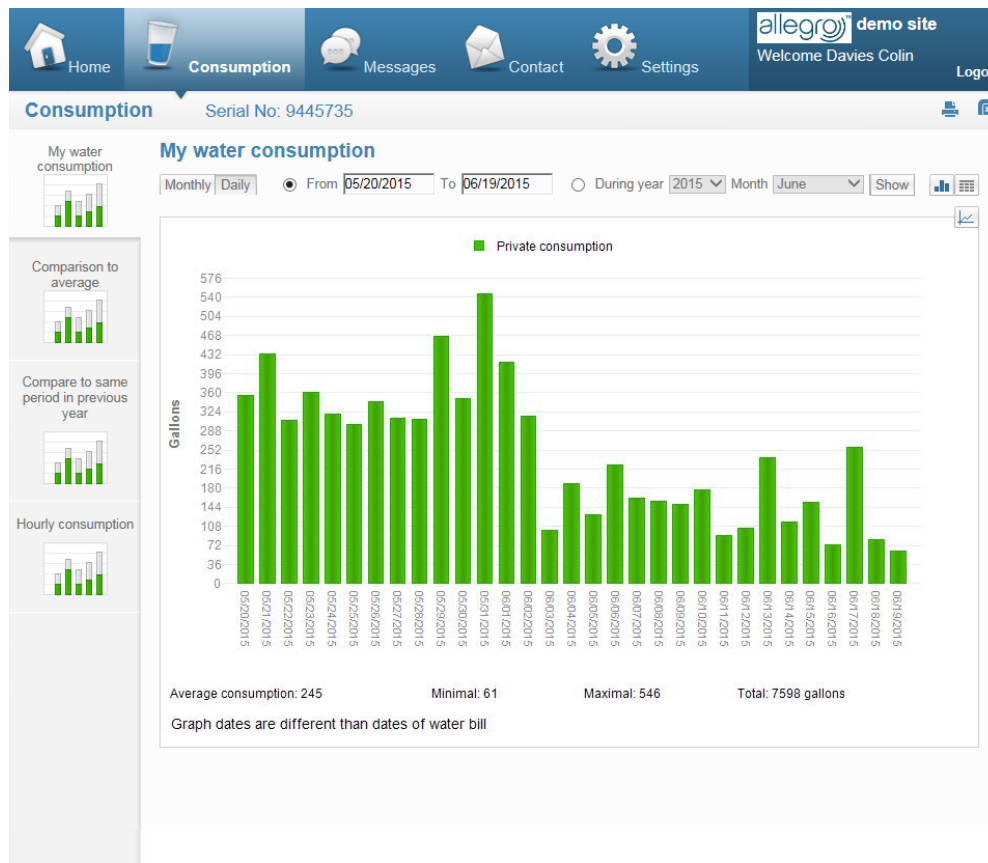
Responses from your utility can be accessed via email, through your mobile phone app, or through My Water Advisor's online portal on the **Messages** tab. Viewable items include:

- Meter or system alerts (water leaks, irregular consumption, consumption during absence, etc.)
- Direct messages from the utility customer to all users
- Specific messages to you or answers to your questions



AVERAGE DATA USAGE

Personal Consumption Behavior



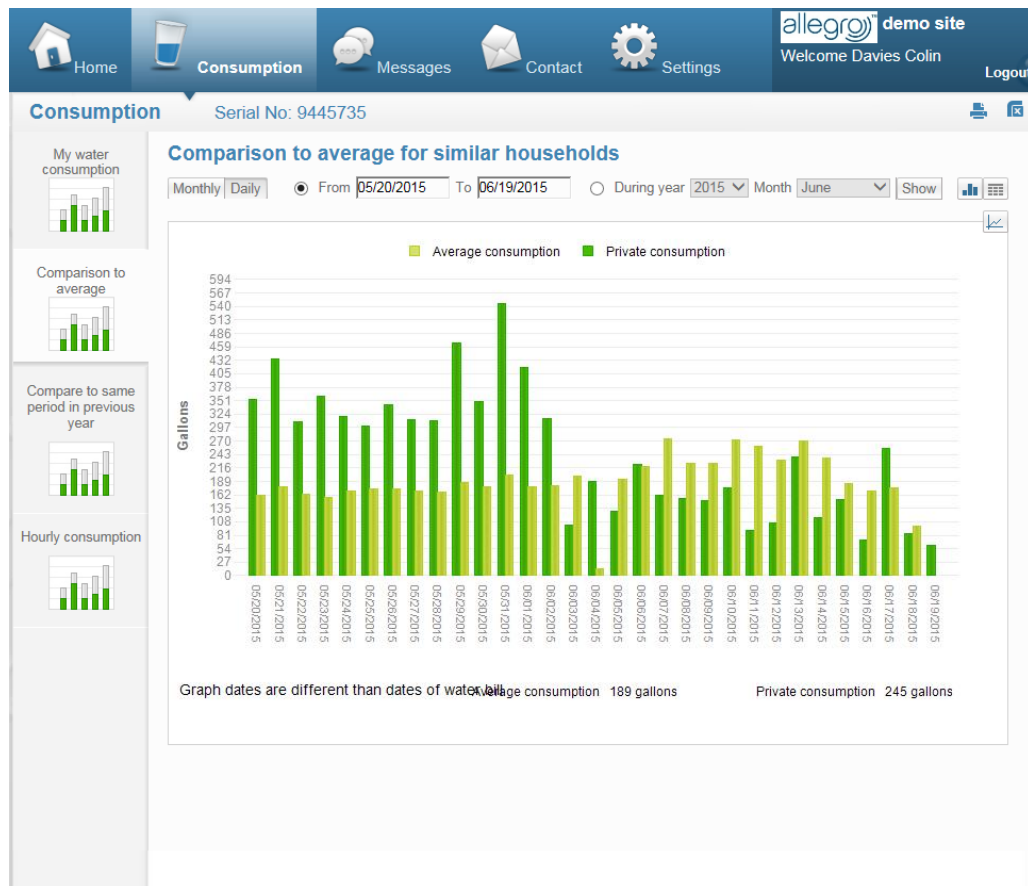
Dive a little deeper into your current water consumption behavior by clicking on the **Consumption** tab located in your menu at the top of the screen. Here, you are able to view your current monthly water consumption. You can also access past history on a **Monthly**, **Daily**, **Hourly** or **Yearly** basis by selecting one of four tabs located in the **Consumption** menu window.

The consumption charts default to display your monthly usage. You can select a specific range of months and click **Show** to view only that data or you can click the **Daily** button to search and view usage for specific dates, such as your utility's specific billing period or a date range when you suspect your usage was abnormal.



COMPARATIVE USAGE

Personal Consumption in Context to Others



This exciting feature produces powerful conservation effects because as a homeowner, you can now understand how your personal consumption footprint is relative to an average of other ratepayers within your area. To access this feature select the **Comparison To Average** tab located in the **Consumption** menu window.

MY WATER ADVISOR ALERTS

Various Alert Notifications



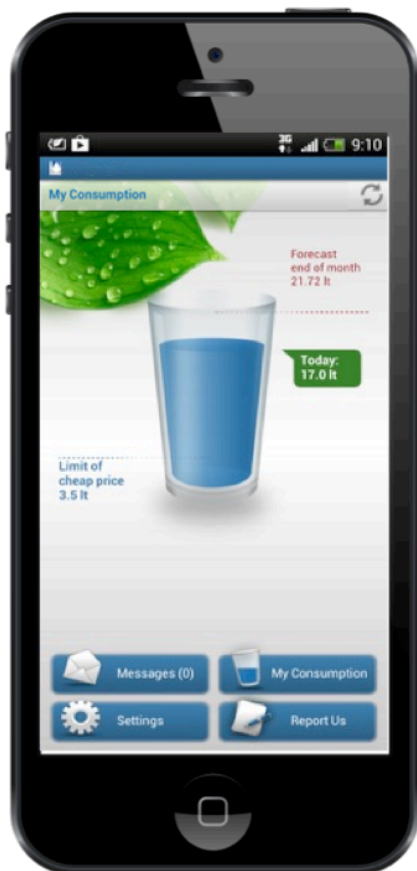
Once your Alert Settings are personalized My Water Advisor will begin sending you direct alerts to help you conserve water and save money. These alerts include:

- **Suspected Leak** – An alert sent directly by the meter when a continuous 24 hour consumption is detected.
- **Consumption Above Maximum** – This alert is not currently used.
- **Consumption During Vacation** – Define an absence or vacation period and a maximum usage for that time period. You will receive an alert if usage exceeds the defined amount during the date range selected.
- **Monthly Consumption** – Define amount of usage that you do not expect to exceed in a calendar month and receive an alert if you do.



MY WATER ADVISOR APP

Available for Download



My Water Advisor's mobile app is available for both iOS and Android and features include leak and budget alerts, as well as text notifications. To download this app simply enter **My Water Advisor** into your App Store search engine.



Enjoy Saving Water!



For questions or service, please contact your local utility company or water supplier.