



## What is Eyeonwater.com?

Eyeonwater is a website that allows consumers to monitor their water usage. City meters are currently being upgraded to Automated Meter Reading Systems.

This new technology transmits consumption data every 24 hours and the data can be viewed on the Eyeonwater.com website. Consumers can set leak alerts, monitor their usage and compare usage to daily precipitation and temperatures received from the National Weather Service.

To create an account on Eyeonwater.com, the water billing account number, zip code and a valid email are required. A mobile app is also available for download.



## CONTACT US

Public Works Department  
1813 Reliance Parkway  
(817) 952-2200

Customer Service  
2000 Forest Ridge Drive  
(817) 952-2112

## Email

[PW.PERMITS@BEDFORDTX.GOV](mailto:PW.PERMITS@BEDFORDTX.GOV)

## Website

[EYEONWATER.COM](http://EYEONWATER.COM)

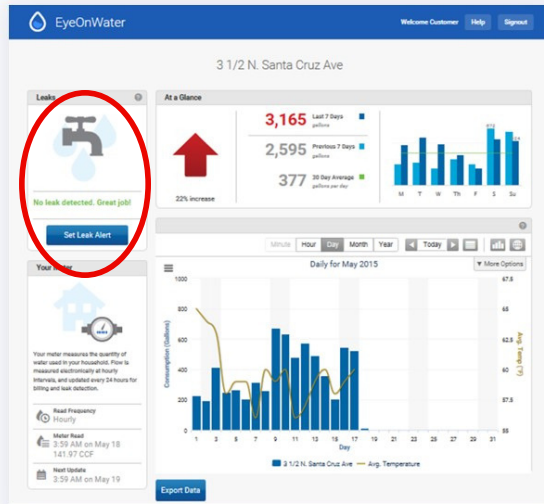


**UNDERSTANDING LEAKS  
WITH EYEONWATER.COM**



# Leak Alerts: Did you know?

Leak alerts can be set by consumers on their personalized eyeonwater account.



From the main page, click on the blue "Set Leak Alert" button on the upper left (circled above), and follow the step by step instructions.

## What is a continuous flow alert?

Residential consumers will receive the most benefit from selecting a "Continuous Flow" alert. This type of alert will notify the consumer when there is water flowing through the meter on a continuous basis for more than 24 hours, with no break in consumption.

## What is an intermittent flow alert?

Alerts can be set by residents for intermittent flow. This feature will allow residents to set an alert that will send notification when a specified amount of gallons are utilized in a 24 hour period. The amount of gallons are determined by the consumer when the alert is initially set.



# Troubleshooting minor water leaks

Identifying the source of a leak can be difficult, but with the following general guidelines from Public Works staff, residents can often find the source of the leak without the need to hire a professional.

Setting a leak alert on Eyeonwater.com notifies the consumer of a potential leak before the leak continues for an extended amount of time. Early detection aids the consumer in potential cost savings from unexpected plumbing and utility bills.

### Leaks of .10 - 1.0 gallons:



This can be a small drip at a faucet, sink, valve, soaker hose, etc. Check faucets and under sinks for slow drips. Outside: Check faucets and hoses.

### Leaks of .50 - 3.0 gallons:



Leaks within this range could be the result of faucet drips, valve concerns, irrigation/soaker hose damage or toilets. Check to see if the following are in proper working condition:  
Handle operations  
Sealed flapper valve  
Float operations

Public Works staff can supply toilet test tablets if consumers suspect a leak.



# Determining flow values

## Continuous flow alert values

### Send an alert when

hourly flow exceeds  Gallons/hr for 24 consecutive hours.

Hourly continuous flow drops below  Gallons/hr

It is recommended that alerts should be set between 3-5 gallons/hour for a 24 hour period.

Setting the alert at a lower volume allows consumers to monitor, investigate and repair minor leaks before they become large scale concerns.

## How can I receive the alert?

Alerts can be received via email or text message.

Please see the picture below for how to enter information to receive texts based on your telephone carrier. If a carrier is not listed below, please check with your phone company to obtain the proper format to receive text alerts.

To get notification delivered as text messages to your mobile phone, please check + Wikipedia + to find out how for your carrier. Here are the formats for popular carriers in the US:

|            |                                    |
|------------|------------------------------------|
| AT&T       | cellnumber@txt.att.net             |
| Verizon    | cellnumber@vtext.com               |
| T-Mobile   | cellnumber@tmomail.net             |
| Sprint PCS | cellnumber@messaging.sprintpcs.com |

Day 2 Days 3 Days