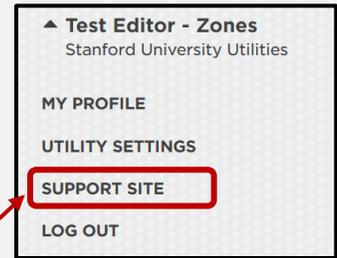


WaterSmart Dashboard Highlights

QUICK TIPS & LINKS

- Dashboard: admin-suwater.watersmart.com
- Issues, feedback, and requests to add Dashboard users: Contact the WP&S Team at suwater.stanford.edu/wps
- Message WaterSmart staff: Use blue button 
- WaterSmart support site: Access using lower left menu

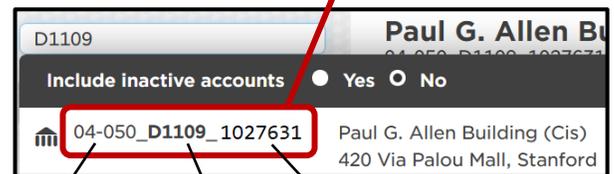


SEE WATER USE & LEAKS FOR ONE METER

Account number

Search for a Meter's Account Page

Search by quad building #, physical meter ID, PTA, building name, address, serial #, or ERT #.

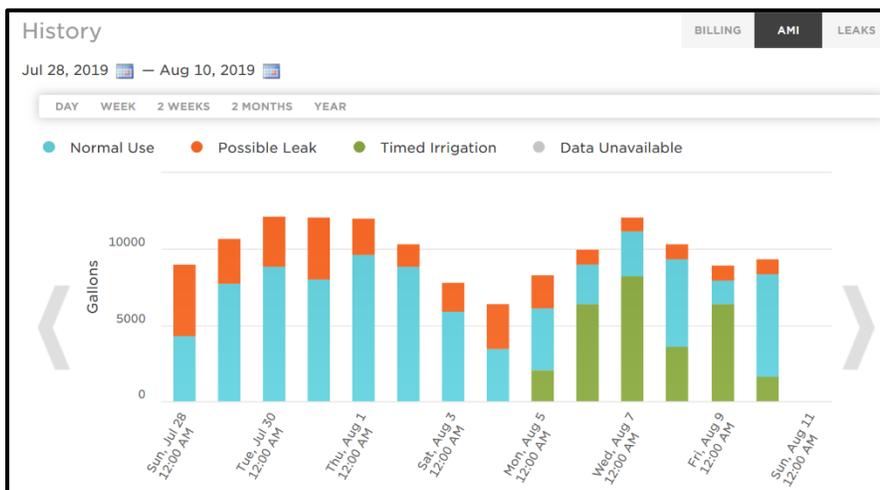


Quad building number

Physical meter ID

PTA (or tenant ID)

Water Use History and Leak Detection



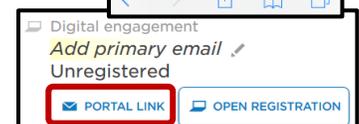
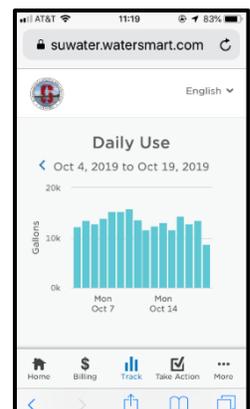
The account page shows hourly / daily use (AMI tab) and monthly use (Billing tab).

WaterSmart analyzes your hourly use to flag potential continuous and burst leaks. Take notes on leaks in the Leaks tab.

Customer Portal

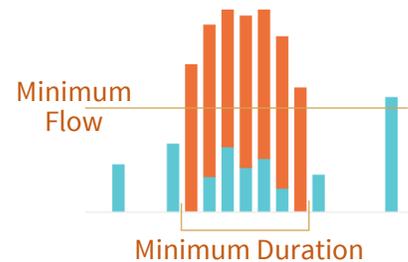
The Customer Portal is a user-friendly view of the account page intended for homeowners or building managers who only need access to one meter. Preview it using the “Open Portal” button.

Grant access to the Portal by emailing the Portal Link. Once registered, the Portal User can receive automatic leak alerts and notifications for that meter. You can also add an email or phone number directly through the account page under *Primary Account Preferences* to get leak alerts only.



Automatic Leak Alerts

Leaks are detected when a meter's hourly use exceeds both the minimum flow and duration thresholds. The default thresholds, set at the Utility level, are:



Leak Type	Meter Classes	Minimum Flow (GPH)	Minimum Duration (Hours)
Continuous	Irrigation-Only	0	72
Continuous	All except Irrigation-Only	10.0	72
Burst	Single Family, Irrigation-Only	74.8	8

If you expect continuous use for a particular meter (e.g. for lab equipment), you can adjust the minimum flow threshold for that specific meter under *Primary Account Preferences*.

Leak Alerts	Email	default
	302 gallons per hour continuous use is normal	updated via Dashboard by Ed. Oct 21, 2019

Leak alerts are sent to the email address and/or phone number listed on each meter's account page. Because each meter can only have one email address and one phone number, we typically put down an email listserv (e.g. som_watersmart@list.stanford.edu) that multiple people can subscribe to.

High Use / Bill Forecast Notifications

In addition to leak alerts, there are also two types of notifications available to Customer Portal Users only:

1. *High use*: Notifies user when daily use is much higher than typical.
2. *Bill forecast*: Notifies user if they are on track to greatly exceed their typical use by the end of the billing period.

High Use Notifications	Email
	When use is 2.5 times typical seasonal use (15,699 GPD)
Bill Forecast Notifications	Voice & Text Message
	When use is 1.5 times typical seasonal use (484,453.6 Gallons)

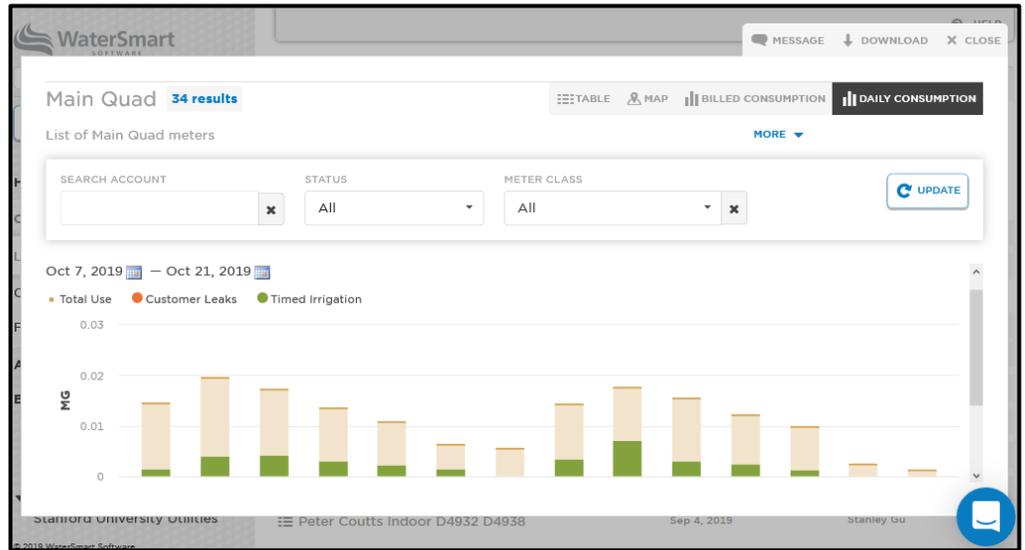
Note: Only Portal Users of a meter can get high use / bill forecast notifications for that meter. To become a Portal User for a specific meter, register through the Portal Link (see page 1). It is not possible to enable high use / bill forecast notifications for all meters at once.

SEE WATER USE & LEAKS FOR MULTIPLE METERS

Use Lists and Reports to see water use for multiple meters.

Lists

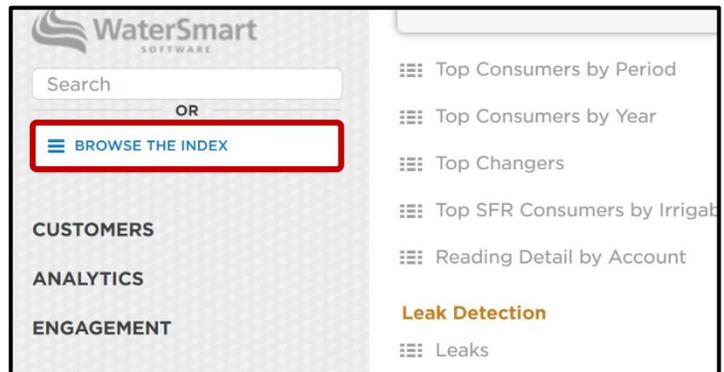
Lists (under Customers) let you group meters. Open a List in Full Screen and select “Billed” or “Daily Consumption” to see aggregated water use for meters on that List.



Reports

Click “Browse the Index” to see all available reports. They include:

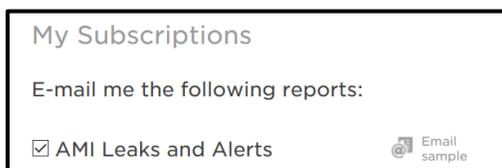
- Leaks
- Reading Detail (shows total use)
- Top Consumers By Period / Year
- Top Changers
- High Bill Last Period
- On Track for High Bill
- Suspect Meter Readings Detail
- New Accounts



Similar to Lists, you can open the Report in Full Screen and select the “Billed” or “Daily Consumption” tabs to see aggregated use for meters in that Report.

Weekly Leaks Email

Dashboard users can get a weekly snapshot of leaks via email. Subscribe by going to *My Profile* (in lower left menu)



The screenshot shows the 'AMI Leaks' report for Tuesday, May 24. It displays 22 open leaks, with a total of 1.77 gallons per hour. The report includes a table of the biggest open leaks.

VOLUME (gal)	RATE (gph)	START	ALERT & STATUS
21.58	207	May 15	Not a Leak
6.62	30	May 11	Not Alerted
4.68	7	Apr 27	Found Leak
3.48	521	May 18	Not Alerted
3.31	15	May 11	Email Alert Opened
3.31	15	May 11	Email Alert Sent
2.65	7	May 6	Not Alerted
2.41	180	May 18	Voice Alert Answered
1.55	7	May 11	Checking for Leak
1.55	7	May 11	Text Alert Sent

OTHER TIPS & FAQs

Is the hourly data real-time?

It usually takes 3 – 4 hours for hourly data from Stanford’s Advanced Metering Infrastructure (AMI) system to be uploaded to WaterSmart. Thus, usage for 7 am – 8 am should be available by 11 am – 12 pm.

Why is my data not up to date?

If recent data is missing for a particular account, there may be a problem with that meter or transmitter (e.g. a truck parked over it), and data may be backfilled in the next day’s upload. If it is missing for all accounts, the data may have failed to upload and you should contact the WP&S Team for help.

How do I make notes on leaks and leak alerts?

Make notes on the status of specific leaks and leak alerts through the Leaks tab of the account page. Notes made by Customer Portal Users and other Dashboard Users are visible to you.

The screenshot shows the 'History' tab with columns: LEAK TYPE, DATES, LEAK RATE, VOLUME, ALERT, STATUS, and CAUSE. A modal form is open for editing a leak entry. The form includes a 'Leak' radio button (selected 'Found leak'), a 'Cause' dropdown menu (set to 'Pipes'), a 'Customer's Explanation' text area, and a 'Utility Note' text area containing the text 'Pipe was burst'. A blue checkmark button is at the bottom right of the modal.

You can also add notes on an account (as opposed to a specific leak), using the “Add Note” button at the top. All notes and leak responses will be recorded in the Activity pane to the left.



The Activity pane shows a list of events under the heading 'LAST 30 DAYS':

- Leak Alert Oct 16, 2019
- Account reset Oct 14, 2019
- Question About Water Use Oct 14, 2019

Finally, you can view and edit notes for all accounts using the Leaks report (viewed through the *Index* or the *Leak Detection* page).

The screenshot shows a table with columns: ACCOUNT, ESTIMATED RATE, ALERT STATUS, LEAK STATUS, and WHY NOT ALERTED. A modal form titled 'UTILITY LEAK NOTE' is open, showing a dropdown for 'Toilet leak' and a text area for 'Utility Note' containing 'Pipe burst'. A blue checkmark button is at the bottom right of the modal.

Can I access WaterSmart on my phone or tablet?

The Dashboard can be accessed through a browser on a mobile device, but it is not mobile-friendly. The Customer Portal can also be accessed through a mobile browser by going to suwater.watersmart.com. You can bookmark the Portal webpage to your device's home screen so it is easily accessible.

Why are there multiple accounts with the same meter?

Sometimes, multiple buildings share a single meter, in which case water use is split by a pre-defined percentage. This is called a virtual split. For example, one meter might serve two buildings. Because of this, the billed water use is based on a pre-determined percentage; both the hourly AMI and monthly billed use will reflect this split in the Dashboard.

However, there are also times where one meter will serve a building that is occupied by two separate groups. When one meter serves a building with multiple occupants, then the PTA is split proportionally by the amount of space that each group occupies. This is called a PTA-split; the monthly billed use will reflect the split in the Dashboard, however, the hourly data will show the full consumption without the split allocation applied.

Why doesn't my meter's hourly AMI use match its monthly billed use?

There may be a "submeter" installed downstream of your meter. Submeters measure a portion of the total flow from the main "parent" meter, such as for an irrigation system or fountain. The parent meter's AMI data includes the total flow, while billed consumption excludes any flow that passes through the submeter. While this isn't a common meter set up, please reach out to WP&S if you would like to know if your account has this type of meter set up.