

As part of our commitment to assist customers with the best tools to manage their water use, the City of Newport has been offering a free online water management tool.

With WaterSmart you can:

View your water use in near real-time

Set-up leak, water use, and bill forecast alerts

Get personalized, step-by-step savings tips

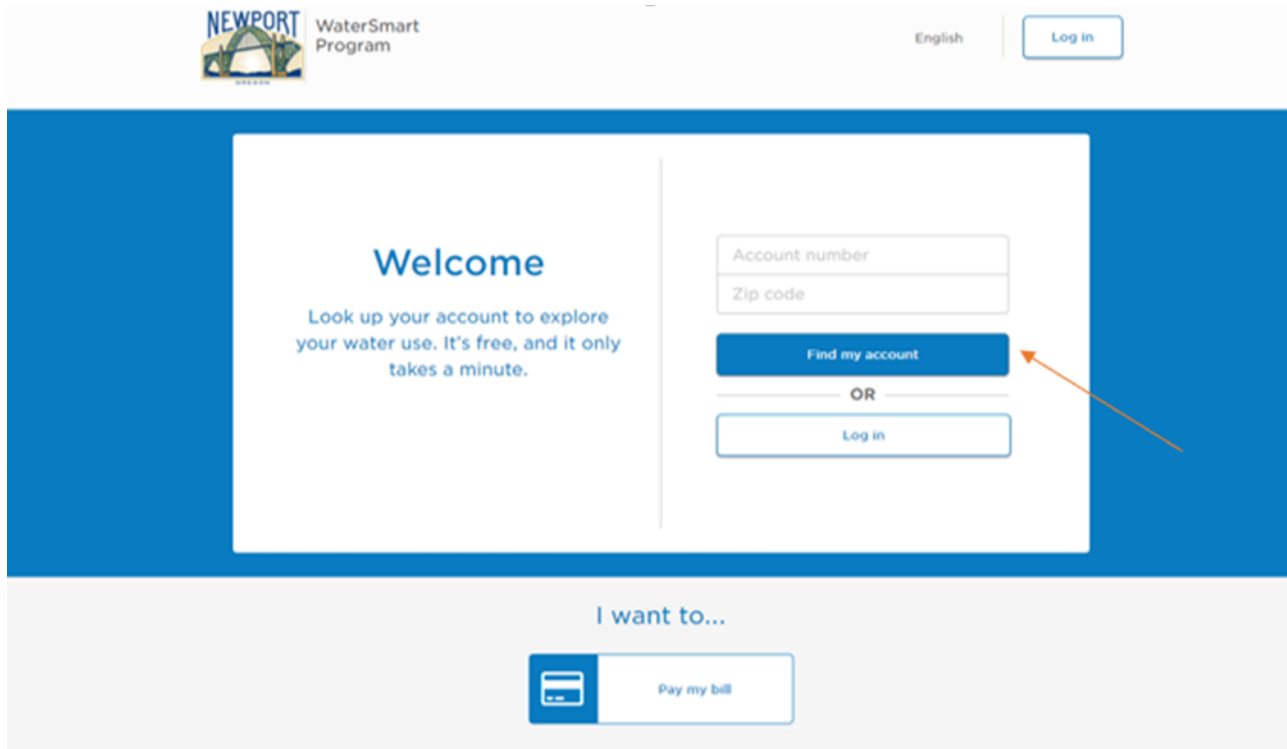
Compare your usage to similar Newport households

### **HOW TO GET STARTED/CREATE A WATER SMART ACCOUNT**

GO TO: <https://newportor.watersmart.com/index.php/welcome> on your computer, tablet, or mobile phone.

REGISTER with your account number found on your water bill and zip code to begin your account

PERSONALIZE: Get the most out of WaterSmart. Complete your user profile for more accurate water-use comparisons and water saving tips.



### What you'll get

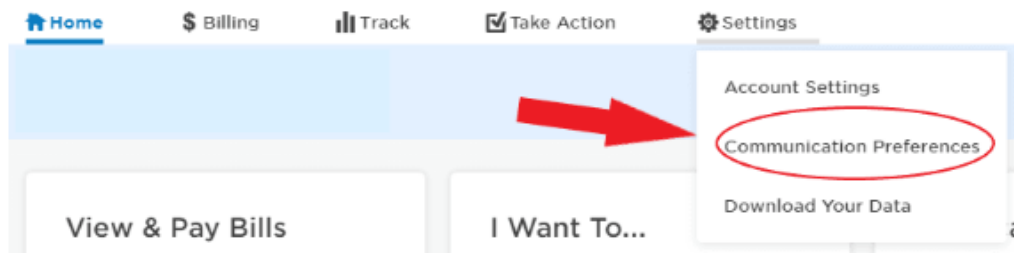


## GET NOTIFIED

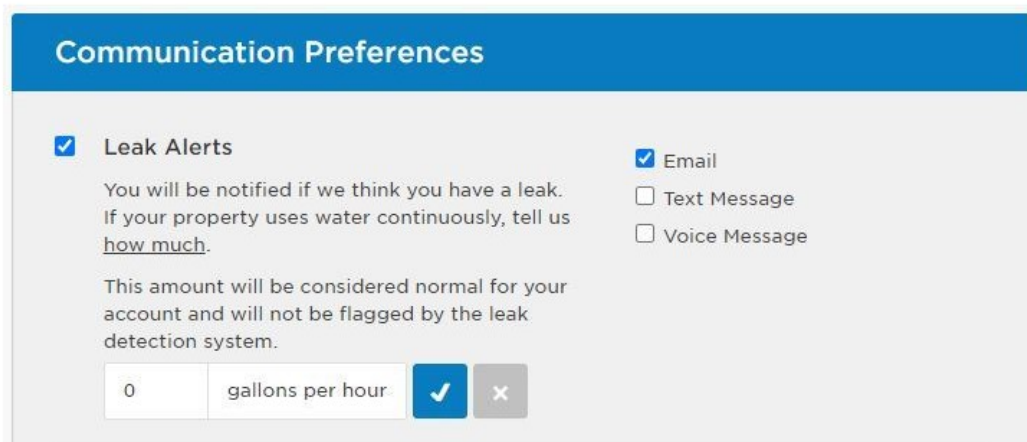
Through WaterSmart you can set the following notifications about your water use:

- **Leak Notifications** - After you create your account, you will automatically receive alerts for continuous water use, which may indicate a leak. You may opt-out at any time by unchecking "Leak Alerts" in Communication Preferences.
- **High Use Notification** - Use the slider to be notified when you use more than a specified amount of your normal seasonal use. Receiving a High Use Notification does not mean you have a suspected leak, but rather that you are using more than is typical for your household at this time of year.
- **Bill Forecast Notifications** - Be notified when your use in the current billing period is on track to exceed the amount you specify.
- **NEW: Unplanned Use Notifications** - Going out of town or have a vacant house? Select the date and set your gallons threshold to be notified if any water use happens while your house is empty.

To set notifications, open the **SETTINGS** tab, then choose **COMMUNICATION PREFERENCES**



Then, in the Communications Preferences settings, select the alert and then choose your preferred notification method (you can choose more than one)

A screenshot of the 'Communication Preferences' settings page. The page has a blue header with the title 'Communication Preferences'. Below the header, there are two columns of settings. The first column has a checked checkbox for 'Leak Alerts' with the text: 'You will be notified if we think you have a leak. If your property uses water continuously, tell us [how much](#). This amount will be considered normal for your account and will not be flagged by the leak detection system.' Below this text is a slider control with a value of '0' and the unit 'gallons per hour'. The second column has three notification method options: 'Email' (checked), 'Text Message' (unchecked), and 'Voice Message' (unchecked).

**Pay Online with Credit Card:** Customers can now make payments by credit card online with no fees. From WaterSmart, click on the "Billing" tab, then select "Payment" from the drop-down menu. Next, choose "Pay Bill" to be redirected to the payment processor.

Please note the payment processor is a separate system(Invoice Cloud) from WaterSmart. Have your account number handy or refer to WaterSmart page for the account number. The WaterSmart username and password are not stored or transferred to the payment processor.