



Laie Water Company, Inc.  
55-510 Kamehameha Hwy.  
Laie, HI 96762  
(808) 293-7017

November 25, 2019

***RE: Online Access to Water Meter Information***

Dear Customer:

We are pleased to inform you that we recently completed installation of new water meters for nearly all residential customers.

One of the benefits of the new meters is that they allow you to monitor your usage online and set leak alerts to notify you of continuous water use situations, such as a leak.

Here is how you log into your account online:

1. Type the following into your computer search engine: [eyeonwater.com](http://eyeonwater.com)
2. Underneath the blue "Sign In" button, click on "Create Account" just below the button
3. On the next screen input the Laie zip code: 96762
4. Then type in the four-digit Water Account Customer Number that is located on your water billing statement in the box below the dashed perforation line. (See Image 1 of letter enclosure)
5. You should next see a screen that shows your account name and asks if the information is correct; if it is, click "Next"
6. The next screen asks for your full name, email address and a password; input those items, check the Terms of Service, and click Next
7. Congratulations, you should now see a dashboard that shows your water usage in bar graph form

Important items to review:

1. Click on the "Minute" button and you should see your 15-minute water usage. Look at the early 1AM to 5AM period to see if your flow goes to zero during that time. If it shows water usage during that time when typically no one is awake in your home, then you have a leak (or water was left on). How much is being used continuously is an indication of how big a leak you have. (See Image 2 of letter enclosure)

2. Next set your leak alert by clicking on “Set Leak Alert” in the blue button on the upper left-hand corner of the screen. (See Image 3 of letter enclosure)
  - a. It will ask for the “expected flow type for this meter” -- select “Intermittent Flow”, meaning that you expect that your flow will be zero at some times during the day or night.
  - b. Then it will ask for an “hourly flow exceeds” amount, this is the minimum amount of continuous flow that you want the program to alert you about (note: you could input any number here, starting with “1” gallon per hour – a good recommended starting point). Click the next arrow in the lower righthand corner.
  - c. Next it will ask for your notification email address. You can also input additional email notification addresses, and you may opt for text messages to your phone.

You can download “eyeonwater” at your App Store to view your usage information on your cell phone by logging into your account. Note that while the information is the same, the formatting for the graphs on the cell phone App is slightly different than the computer desktop version.

Please contact us at 293-7017 should you have any questions or need assistance.

Sincerely,

Jeffrey Tyau  
Vice-President of Operations  
Laie Water Company

# Screenshot Images

Image 1:

 <b>Laiie Water Company</b> 55-510 KAMEHAMEHA HWY., SUITE 12 LAIE, HI 96762 Phone: (808) 293-7017	Service Address <b>55-522 IOSEPA STREET</b>
	Location Number   LIC0522
	Service Dates 9/16/19 - 10/15/19
	Invoice Date   11/01/2019
CUSTMER NAME 55-999 IOSEPA ST LAIE, HI 96762	TOTAL AMOUNT DUE: <b>\$63.72</b>  AMOUNT ENCLOSED <input type="text"/>  DUE DATE: <b>11/25/19</b>
Please detach above portion and return with your payment. Customers that have signed up for Auto Bill Pay, please do not send payment.	
 <b>Laiie Water Company</b> 55-510 KAMEHAMEHA HWY., SUITE 12 LAIE, HI 96762 Phone: (808) 293-7017	Service Address <b>55-999 IOSEPA STREET</b>
CUSTOMER: <b>JEFFREY TYAU</b>	Account Number   9999
	Meter Number   531999
	Invoice Date   11/01/2019

Image 2:

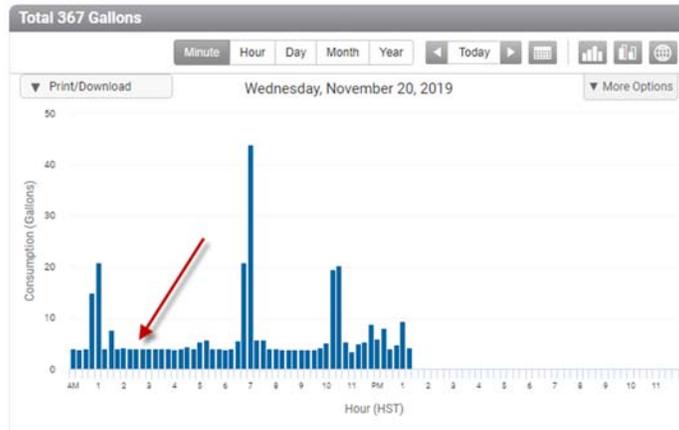


Image 3:

