

I registered on AquaHawk Alerting, now what?

Which settings will help me be notified of unusual use?

When you register, please fill out the “Settings” completely. The “Contact Preference” will **only** be used by AquaHawk or the City of Golden to send consumption alerts to the registered user. “Login View Preference” should be set to “Water” and “Alert View Preference” should be set to “Standard Alerts”.

How often does the data update?

AquaHawk is not a real time data display. The data normally updates several times a day but can lag due to environmental factors that can block signals from the meter. Cars, trash cans, snow etc. can temporarily block data transmissions.

Is the data exact as far as read times?

The data can be transmitted a few minutes before or after the hour so there normally is some offset in the graphs related to the hourly reads.

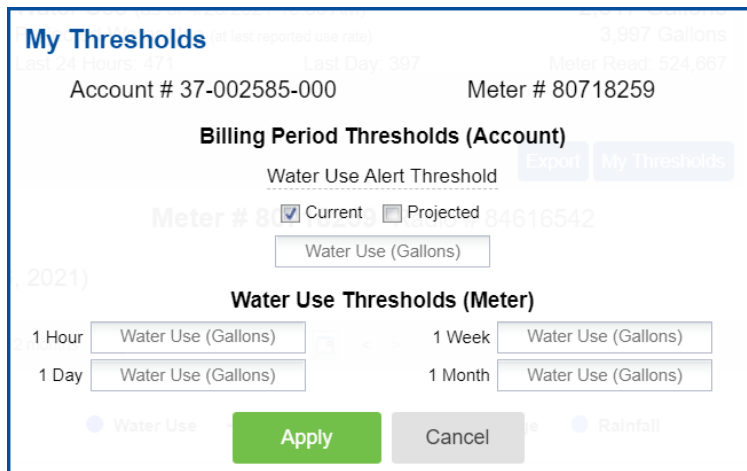
How do I see different time spans for my meter?



Use your mouse to select one of the options in the grey bar above the consumption graph. You can also use the “Enter Date to View” to look at individual dates.

What is the “My Thresholds” button?

This allows you to set consumption levels that, if exceeded, will automatically send an alert to the registered user. **The City recommends setting a threshold 10% above the usual normal consumption.** For example, if you look back over your daily consumption for the last month or two and see that you never exceeded 200 gallons per day, enter 220 in the “1 Day” box and then if you exceed that amount you will receive an automated alert from AquaHawk. Remember to change this if your daily use increases from irrigation, house guests, extended vacations, etc. You can use the “**Water Budget Calculator**” on the city website to help calculate your irrigation needs.



My Thresholds (of last reported use rate) 3,897 Gallons
Last 24 Hours: 471 Last Day: 397 Meter Reset: 524,067
Account # 37-002585-000 Meter # 80718259

Billing Period Thresholds (Account) Export My Thresholds
Water Use Alert Threshold
Meter # 80718259 Current Projected 84616542
Water Use (Gallons)

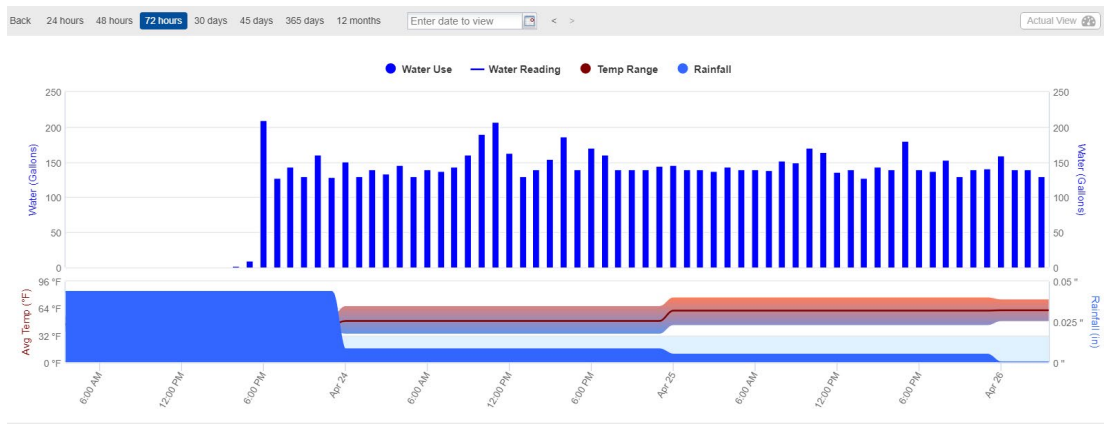
Water Use Thresholds (Meter)
2021
1 Hour Water Use (Gallons) 1 Week Water Use (Gallons)
1 Day Water Use (Gallons) 1 Month Water Use (Gallons)

Water Use Rainfall
Apply Cancel

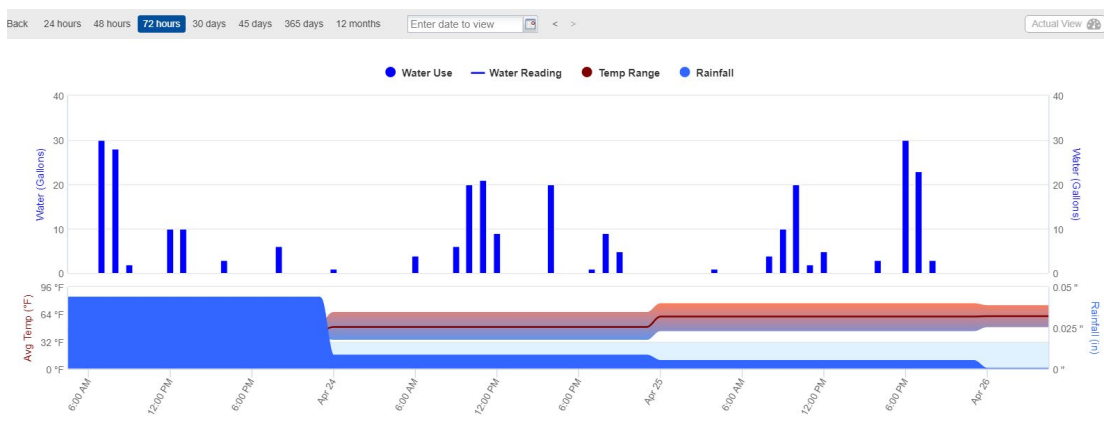
What does a leak look like on the AquaHawk website?

Leaks show as continuous water use every hour of the day. Looking at the nighttime hours (midnight to 4:00 am) are the best times to check since consumption is expected to be zero. This changes during irrigation season but as a general rule that is a good time span to check.

The graph below reflects a leak for several days. Notice that every hour shows consumption, even when water use would be expected to be zero.



The graph below shows no leak and this looks like normal household consumption. All residences are different in volume but the pattern is similar.



Why do I care about this data?

A leak or any sort of continuous use, even at a low flow rate, costs you money. A toilet that leaks one gallon per minute from the tank to the bowl will waste over 1,400 gallons per day. At the current Tier 1 rate of \$4.96, that is about \$7.00 per day.

Irrigation systems with failed or incorrectly set timers, leaky zone valves or broken heads are very common and easy to find through AquaHawk. Compare your timer settings to the AquaHawk data and see if they match. The City of Golden also offers free irrigation system audits that can help you identify these issues. Go to cityofgolden.net/savewater for more information on this program.