

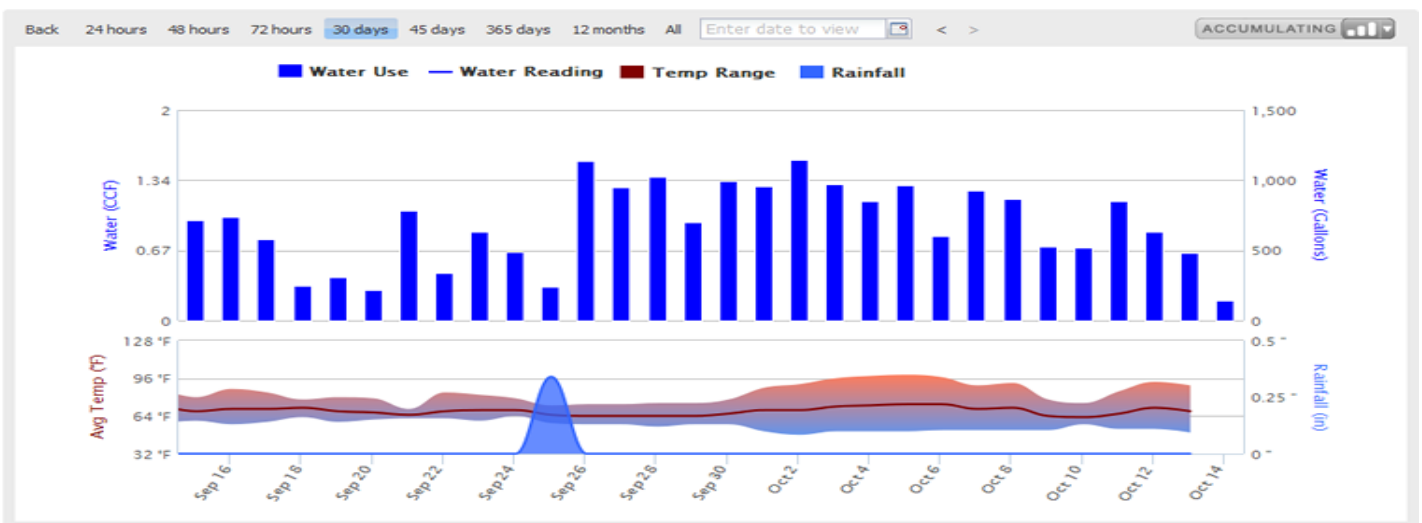
# COMING IN 2019 TO RICHMOND COUNTY WATER CUSTOMERS



Water Electric Natural Gas	Help AquaHawk Support	
07-72- JOSE 2112 f SAN f Email Address Phone 1 Registered Users Joseph <a href="mailto:ley@yahoo.com">ley@yahoo.com</a>	Current Billing Period Aug 15, 2014 - Oct 15, 2014 (Day 61 of 60) Estimated Bill (as of 10-14-14 8:00 AM) <b>\$305.70</b> Projected Bill (at last reported use rate) \$312.05 Water Use (as of 10-14-14 8:00 AM) <b>41.8k Gallons</b> Projected Water Use (at last reported use rate) 42.4k Gallons Last 24 Hours: 471 Last Day: 142 Meter Read: 165,887 <a href="#">Pay Online</a> <a href="#">Export</a> <a href="#">Alert Settings</a>	Oct 10, 2014 Water Threshold: Water use exceeding a user defined threshold. Oct 2, 2014 Water Threshold: Water use exceeding a user defined threshold. Sep 27, 2014 Water Threshold: Water use exceeding a user defined threshold. Sep 26, 2014 Water Use: Abnormal water use detected. Sep 11, 2014 Water Threshold: Water

Register ID 60778 RADIO # 191

Last 30 Days (Mon Sep 15, 2014 1:00 AM - Tue Oct 14, 2014 1:00 AM) **20.6k Gallons** (142 min, 686 avg, 1,145 max)



## What is Aquahawk and how does it benefit me as a customer?

Aquahawk is a customer portal that will allow all of our water utility customers the ability to monitor their water account 24/7. No more guessing at what your water bill may be or trying to figure out why your bill is higher than normal. Customers will have all this information at their fingertips.

## How can I make sure I don't get surprised with an increased bill?

Control of your water bill will be up to you the customer. Aquahawk will allow you the ability to set up your own alert parameters related to your water usage. Customers will have the option to be notified via text / email / phone when a bill reaches a certain \$ figure or customers can also set up their own leak alert parameters to notify them should their usage exceed a set # of gallons. (I.E. leak detection)

## Is there a cost for this service and do I have to sign up??

**No.** There will be zero cost to our customers for this service and sign up is not mandatory. **However, our current leak adjustment policy will be eliminated 6 months following implementation of Aquahawk. At the end of this six month timeframe there will be no more leak adjustments.** So, we do encourage every water customer to sign up and take advantage of this great opportunity that will allow you to monitor your usage and notify you of any issue you may have.

