

# GUÍA PASO A PASO DE LAS CARACTERÍSTICAS DE WATERSMART



*This step-by-step guide will help you view and pay your bill, track your water usage, and explore some of the other great features that Watersmart has to offer.*

## How Do I...

VER O PAGAR MI FACTURA .....	2
ENTENDIENDO MI FACTURA.....	4
SEGUIMIENTO DE MI USO DE AGUA .....	5
TOMAR ACCIÓN.....	8
CÓMO COMPROBAR SI HAY FUGAS.....	9
ACTUALIZAR MI PERFIL.....	10
ESTABLECER PREFERENCIAS DE COMUNICACIONES Y ALERTAS.....	12

# VER O PAGAR MI FACTURA

- Hay un par de formas de ver y pagar su factura. Una vez que esté en el Portal, haga clic en la pestaña Facturación o haga clic en el botón azul que dice Ver mi factura.

The dashboard shows account details: SERVICE ADDRESS (123 Anywhere L), ACCOUNT NUMBER (504 00000000-0000000), and a navigation menu with Home, Billing, Track, Take Action, and Settings. A dropdown menu is open under Billing, showing options: Payment, Evaluate Bill, and Bill Settings. The main content area is divided into three sections: 1. 'View & Pay' showing a current bill of \$24.14 as of May 5, 2024, with a 'View Bill' button highlighted in a red box. Below this is a bar chart comparing bills for Feb 2024 (\$21), Mar 2024 (\$23), and Apr 2024 (\$24), with a 7% increase. 2. 'My Daily Use' showing 161 Gallons Per Day (GPD) for Mar-Apr 2024, with a 'View use' button. Below is a bar chart comparing GPD for Mar-Apr 2023 (93) and Mar-Apr 2024 (161), with a 73% increase. 3. 'Notifications' showing an alert for April 24 about 'Unusual Use Notification' (211 GPD on Sun., Apr 21, 2024) and an announcement section.

- Haga clic en Pagar factura o Ver factura

The 'View Bill' page features a left sidebar with navigation options: Payment (View Bill, Pay Bill, AutoPay, Payment Options), Evaluate Bill (Understand Bill, Compare Bill, Forecast Bill), and Bill Settings (Bill Delivery Method). The main content area shows: Account Balance of \$24.14 due May 13, 2024, with a 'View bill' and 'Pay Bill' button highlighted in a red box. Below is a 'Billing History' table:

Date	Type	Amount	Action
Apr 29, 2024	Bill	\$24.14	<a href="#">View</a>
Apr 17, 2024	Payment	-\$22.61	
Mar 27, 2024	Bill	\$22.61	<a href="#">View</a>
Mar 19, 2024	Payment	-\$21.35	

- Seleccione la cuenta en la que desea realizar un pago
- Haga clic en Pagar cuentas seleccionadas

The screenshot displays the 'Pay Bill' interface. On the left is a navigation menu with sections: 'Payment' (containing View Bill, Pay Bill, AutoPay, Payment Options), 'Evaluate Bill' (containing Understand Bill, Compare Bill, Forecast Bill), and 'Bill Settings' (containing Bill Delivery Method). The main content area has a blue header 'Pay Bill' and a section 'Accounts Due' with the instruction 'Select bills to pay by clicking the checkboxes.' Below this is a table with columns: Account, Address, Balance Due, and Account Balance. One row is highlighted with a red box around its checkbox, indicating it is selected. The table shows one account with a balance due of \$24.14. To the right of the table, the sub-total is \$24.14 and estimated fees are TBD. At the bottom right, the total amount 'USD \$ 24.14' is displayed in large text, with a blue button labeled 'Pay Selected Accounts' below it, also highlighted with a red box.

Account	Address	Balance Due	Account Balance
<input checked="" type="checkbox"/>	00000000-0000000 123 Anywhere Lane	May 13, 2024	\$24.14

Sub-total: \$ 24.14  
Estimated Fees: TBD  
*Fees are determined by payment method.*

**USD \$ 24.14**

Pay Selected Accounts

# ENTENDIENDO MI FACTURA

- Haga clic en Comprender la factura para ver una vista más detallada de su uso del agua.

The screenshot displays the 'Evaluate Bill' interface. On the left is a navigation menu with the following items: Payment (View Bill, Pay Bill, AutoPay, Payment Options), Evaluate Bill (highlighted with a red box and a mouse cursor), Understand Bill, Compare Bill, Forecast Bill, Bill Settings (Bill Delivery Method).

The main content area is titled 'Evaluate Bill' and contains two sections:

### Understanding Your Bill: Your Use vs. Rate Tiers

This section features a stacked bar chart showing the 'Cost of Water (\$)' on the y-axis (0 to 40) and months on the x-axis (May '23 to Apr '24). The legend indicates four categories: Base Rate (teal), Tier 1 (green), Tier 2 (orange), and Tier 3 (red). The chart shows that water use in July, August, and September 2023 exceeded the Tier 1 limit, resulting in higher costs due to Tier 2 and Tier 3 rates.

Medford Water has a tiered rate structure  
During the last billing period you used 5 kGal.

[Download your data](#)

### Compare Billed Water Use

This section features a bar chart comparing water use in 'kgallons' on the y-axis (0.0 to 6.0) for two periods: 'Mar 24, 2023-Apr 24, 2023' and 'Mar 23, 2024-Apr 22, 2024'. The chart shows that water use in the current period (Mar 23, 2024-Apr 22, 2024) was significantly higher than in the previous period (Mar 24, 2023-Apr 24, 2023).

Your use was about 72% higher than your typical use for this time of year.

[Concerned about your bill?](#)

# SEGUIMIENTO DE MI USO DE AGUA

Vea el desglose de su uso de agua.

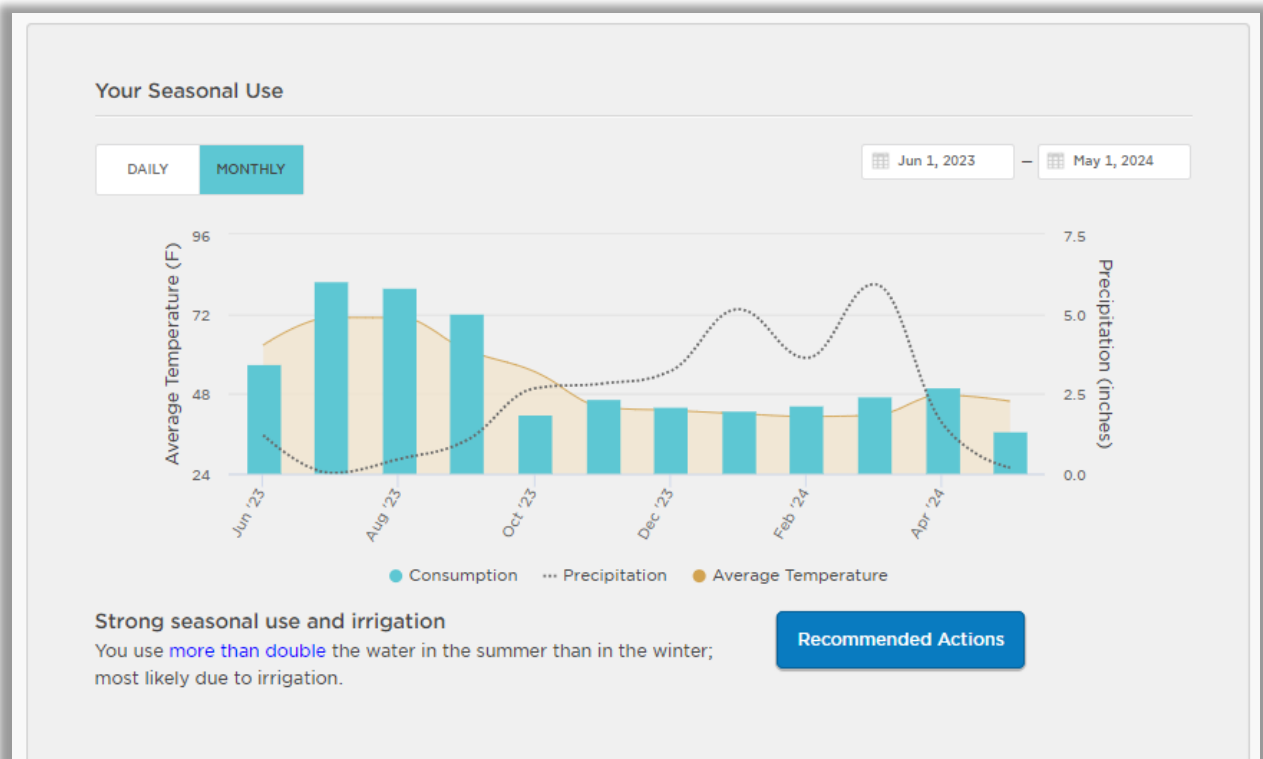
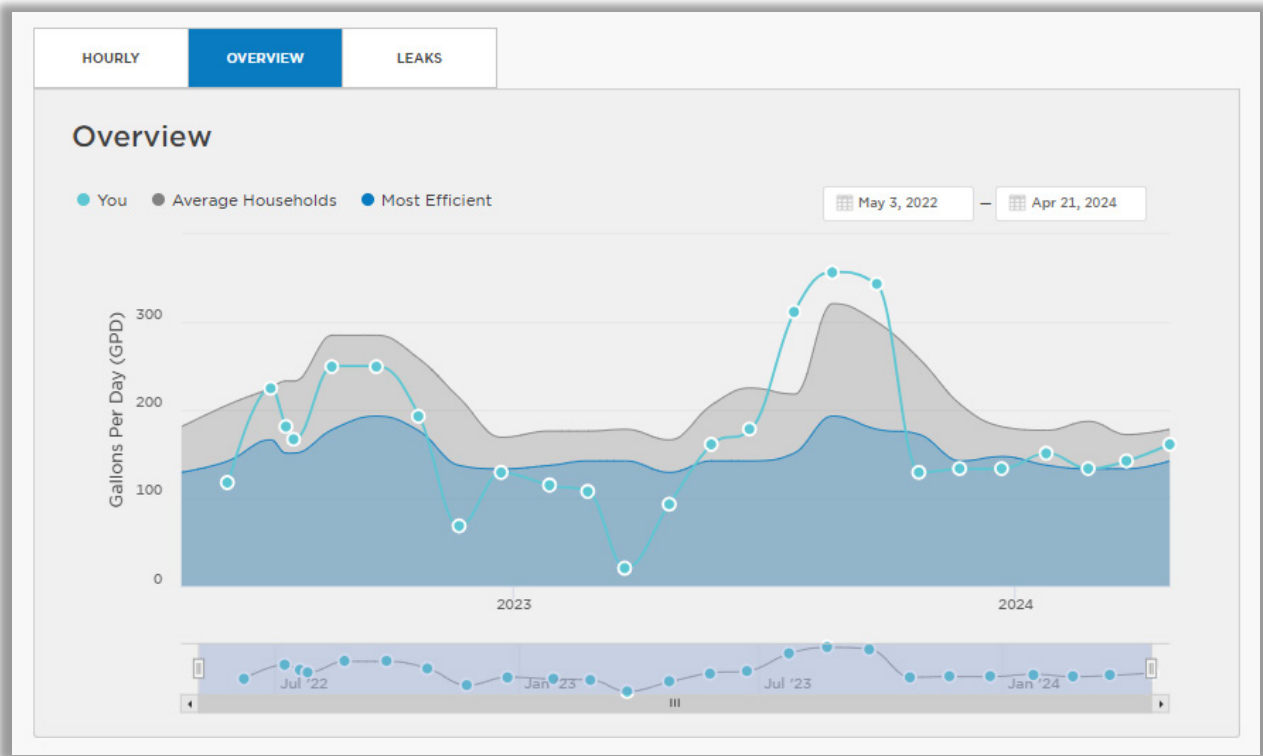
Home

Billing

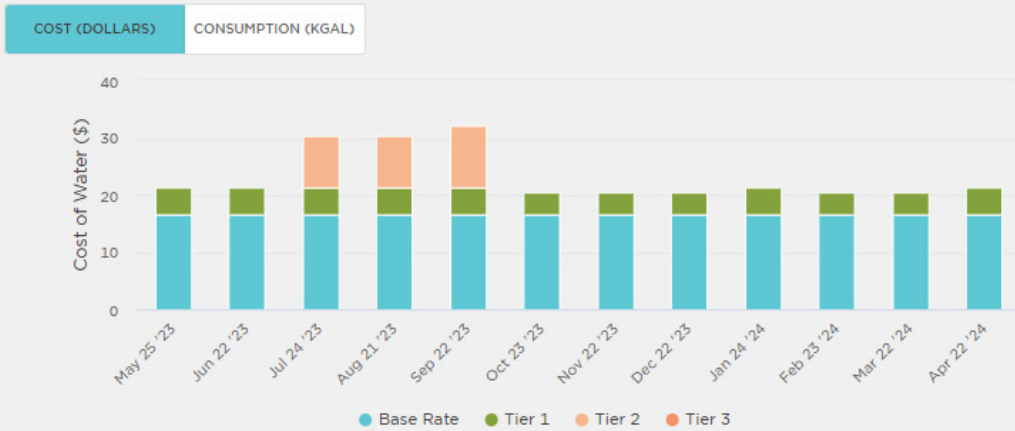
**Track**

Take Action

Settings



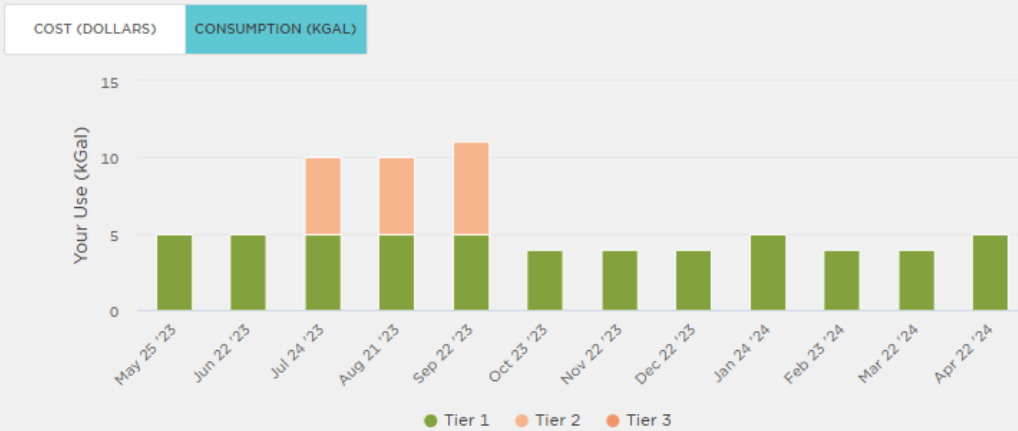
### Understanding Your Bill: Your Use vs. Rate Tiers



Medford Water has a tiered rate structure  
 During the last billing period you used 5 kGal.

[Download your data](#)

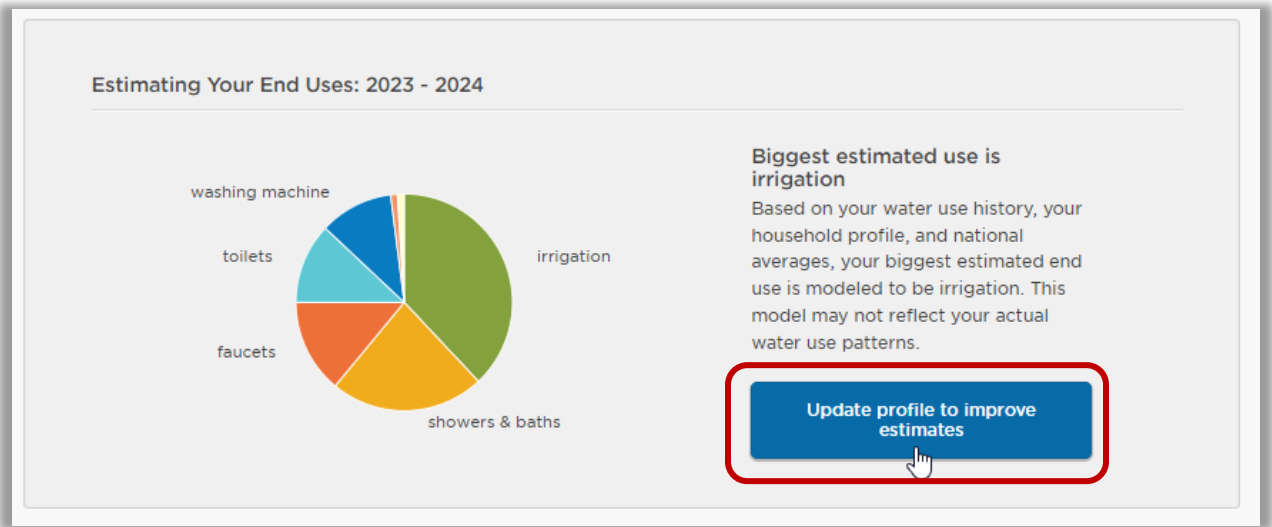
### Understanding Your Bill: Your Use vs. Rate Tiers



Medford Water has a tiered rate structure  
 During the last billing period you used 5 kGal.

[Download your data](#)

- Haga clic en Actualizar perfil para ingresar su información. Esto le dará una visión más precisa de cómo utiliza el agua su hogar.



# TOMAR ACCIÓN

Para obtener recomendaciones sobre cómo reducir el uso de agua dentro y fuera de su hogar.

- Haga clic en Tomar medidas para obtener recomendaciones.
- Haga clic en los íconos para obtener más detalles e información sobre reembolsos.

The screenshot shows a navigation bar with the following items: Home, Billing, Track, Take Action (highlighted with a red box and a mouse cursor), and Settings. Below the navigation bar is a section titled "All Actions" with a sub-header "All available water-saving actions." and a filter for "Gallons Per Day (GPD)". The actions are displayed in a grid of six cards, each with a "Read more" button and a summary of savings:

Action	Savings up to...
Stop Irrigating When It Rains	14 GPD \$41/yr
Upgrade Your Irrigation Control (with Rebate)	14 GPD \$41/yr
Wash Dishes Efficiently	11 GPD \$32/yr
Water at Dawn or Dusk	10 GPD \$31/yr
Don't Waste Cold Water	9 GPD \$27/yr
Don't water if soil is moist	9 GPD \$27/yr



# CÓMO COMPROBAR SI HAY FUGAS

- Haga clic en Comprobar si tengo una fuga.

The screenshot shows a dashboard with three main columns. The left column, 'View & Pay Bills', displays a bill of \$24.14 for May 3, 2024, with a 7% increase from previous bills. The middle column, 'My Daily Use', shows 161 Gallons Per Day, a 73% increase from the previous period. The right column, 'Notifications', contains an 'Unusual Use Notification' for April 21, 2024, stating that usage was 2.3 times higher than normal. Below the notifications are three 'Announcement' items. The bottom left section, 'I Want To...', lists three options: 'Understand a high bill', 'Sign up for unusual use alerts', and 'Check if I have a leak', which is highlighted with a red box and a mouse cursor. The bottom middle section, 'Recommended', features a 'Don't Waste Cold Water' tip with a savings potential of up to 9 GPD and \$27/year, also highlighted with a red box. The bottom right section contains more 'Announcement' items.

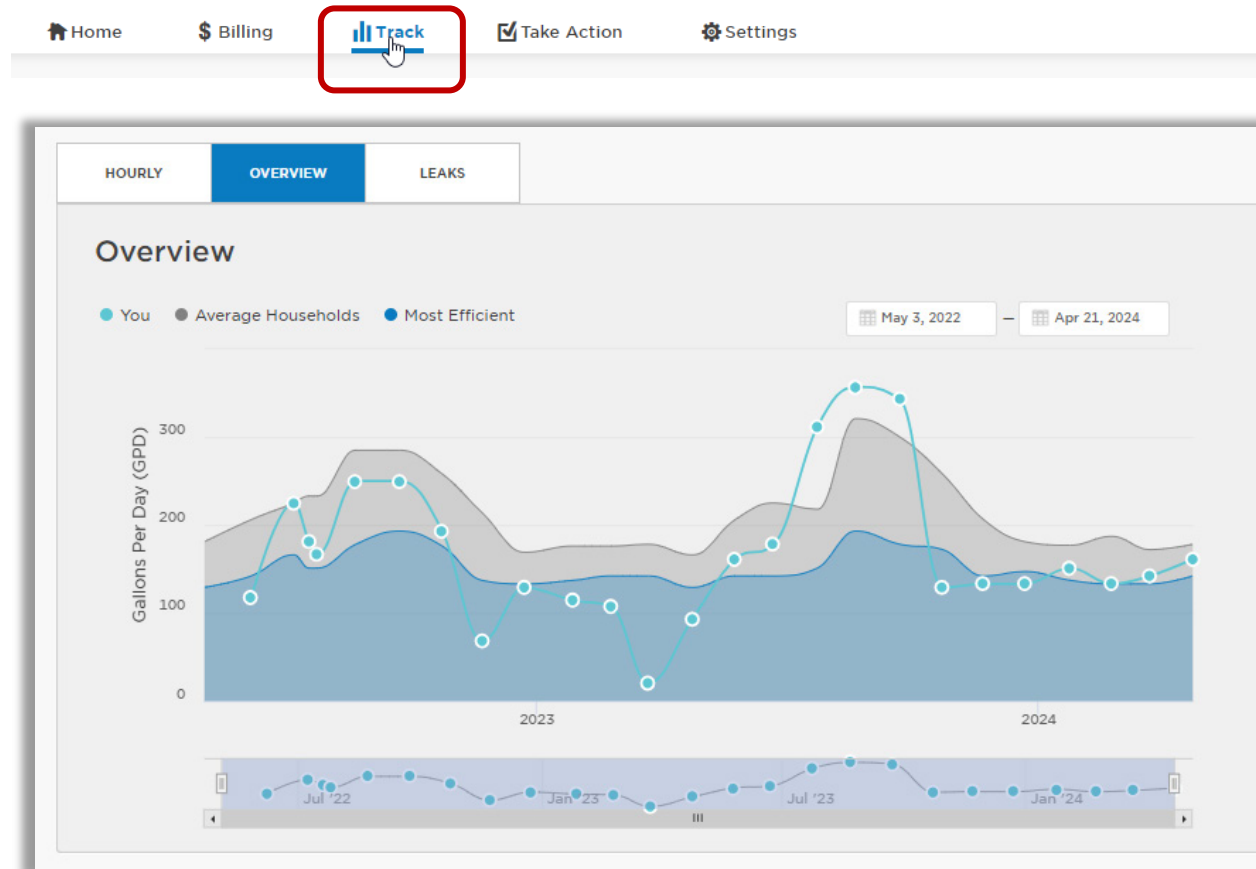
- Haga clic en Comenzar a verificar y siga las instrucciones.

This screenshot shows the 'Check if I have a leak' flowchart. On the left, a vertical axis labeled 'Gallons' ranges from 0 to 2. A calendar icon is shown above the text: 'Your use is 72% above typical for April. Your current use pattern is not necessarily indicative of a significant leak. There are many things that can cause this! It can be a leak that you see or a hidden problem that you don't easily see or hear. Let us help you find it.' Below this text is a blue button labeled 'Start checking', which is highlighted with a red box. On the right side, there are two sections: 'Already Found a Leak?' with a 'Found a leak' button, and 'Protect Your Property' with a 'Set alerts' button.

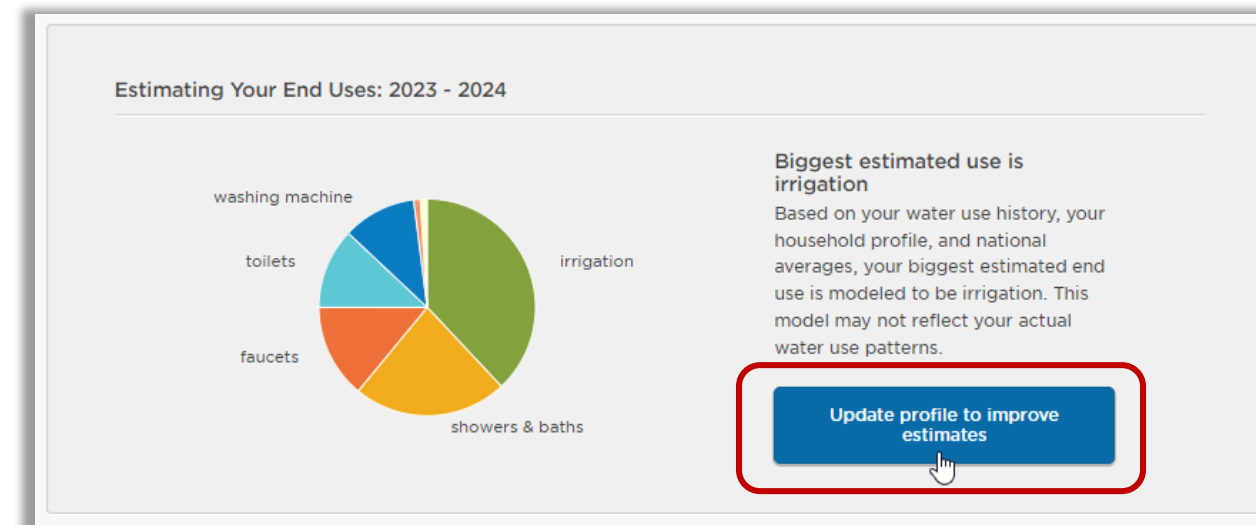
# ACTUALIZAR MI PERFIL

Actualizar su perfil de agua le brindará una visión más precisa de cómo usa el agua su hogar.


- Haga clic en Seguimiento y desplácese hasta la parte inferior de la página hasta que vea el gráfico circular.



- Haga clic en Actualizar perfil para mejorar las estimaciones de agua.



- A continuación se presentan algunos ejemplos de preguntas sobre el uso del agua dentro y fuera de su hogar.




Knowing more about fixtures in your home can help us estimate where the most water is being used.

**How many toilets are in your home?**

1  2  3  4  5+


**How many of your toilets are high efficiency?**  
If your toilets have an EPA WaterSense label, have been replaced since 1994, or use less than 1.6 gallons of water per flush, they are high efficiency.

0  1  2  3  4  5+  Not sure



**What type of washing machine do you have?**  
Front-loading models are usually high-efficiency (HE). Top-loading models can be either HE or conventional. Look for the HE logo.

High-efficiency (HE)  Conventional  
 Not sure  None



**Are any of your bathroom faucets older than 1994?**  
Faucets purchased prior to 1994 typically have higher flow rates.

Yes  Not sure  
 No

**What type of dishwasher do you have?**  
Dishwashers purchased in 1994 or later are about twice as efficient as older models.

Older model from 1994 or before  Not sure  
 Newer model from 1994 or after  None

**Does your home have any of the following items?**  
Mark all that apply.

High-efficiency showerheads  Faucet inserts, such as aerators or restrictors  
 Not sure  None of the above

Back

Continue

# ESTABLECER PREFERENCIAS DE COMUNICACIONES Y ALERTAS

- Configurar el método de entrega de facturas
- Establecer notificaciones y alertas

