

STEP BY STEP GUIDE TO WATERSMART FEATURES



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.

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VIEW OR PAY MY BILL

- There are a couple of ways to view and pay your bill. Once you are in the Portal, click on the Billing Tab or Click on the Blue Button that says View My Bill.

The screenshot shows the main portal dashboard. At the top, there are navigation tabs: Home, Billing (highlighted with a red box), Track, Take Action, and Settings. Below the tabs, there is a 'SERVICE ADDRESS' section with '123 Anywhere L' and an 'ACCOUNT NUMBER' section with '00000000-0000000'. A dropdown menu is open under 'Billing', showing options: Payment, Evaluate Bill, and Bill Settings. The main content area is divided into three columns. The left column shows a bill amount of '\$24.14 As of May 5, 2024' and a blue 'View Bill' button (highlighted with a red box). Below this is a bar chart comparing current bills to recent past bills. The middle column shows 'My Daily Use' with '161 Gallons Per Day' and a blue 'View use' button. Below this is a bar chart comparing past use for this billing period. The right column shows 'Notifications' with an 'Alert - April 24' and an 'Unusual Use Notification'.

- Click on Pay Bill or View Bill

The screenshot shows the 'View Bill' page. On the left, there is a sidebar menu with sections: 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 has a blue header 'View Bill'. Below the header, there is an 'Account Balance' section showing '\$24.14 DUE MAY 13, 2024'. Below this, there is a 'Billing History' section with a table of bills and payments. Two buttons, 'View bill' and 'Pay Bill', are highlighted with a red box.

Date	Type	Amount	
Apr 29, 2024	Bill	\$24.14	View
Apr 17, 2024	Payment	-\$22.61	
Mar 27, 2024	Bill	\$22.61	View
Mar 19, 2024	Payment	-\$21.35	

- Select the account you want to make a payment on
- Click Pay Selected Accounts

The screenshot displays a '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 blue background and has a checked checkbox in the first column. To the right of the table, the sub-total is \$24.14, estimated fees are TBD, and a note states 'Fees are determined by payment method.' At the bottom right, the total amount 'USD \$ 24.14' is displayed in large bold text, with a blue button labeled 'Pay Selected Accounts' below it.

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

UNDERSTANDING MY BILL

- Click on Understand Bill to see a more detailed view of your water use.

Payment

- View Bill
- Pay Bill
- AutoPay
- Payment Options
- Evaluate Bill**
- Understand Bill
- Compare Bill
- Forecast Bill

Bill Settings

- Bill Delivery Method

Evaluate Bill

Understanding Your Bill: Your Use vs. Rate Tiers

COST (DOLLARS) **CONSUMPTION (KGAL)**

Period	Base Rate	Tier 1	Tier 2	Tier 3	Total Cost (\$)
May 25 '23	15	5	0	0	20
Jun 22 '23	15	5	0	0	20
Jul 24 '23	15	5	8	0	28
Aug 21 '23	15	5	8	0	28
Sep 22 '23	15	5	10	0	30
Oct 23 '23	15	5	0	0	20
Nov 22 '23	15	5	0	0	20
Dec 22 '23	15	5	0	0	20
Jan 24 '24	15	5	0	0	20
Feb 23 '24	15	5	0	0	20
Mar 22 '24	15	5	0	0	20
Apr 22 '24	15	5	0	0	20

● Base Rate ● Tier 1 ● Tier 2 ● Tier 3

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

[Download your data](#)

Compare Billed Water Use

PREVIOUS YEARS **PREVIOUS PERIODS**

Period	Water Use (kgallons)
Mar 24, 2023-Apr 24, 2023	3.0
Mar 23, 2024-Apr 22, 2024	5.0

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

[Concerned about your bill?](#)

TRACK MY WATER USE

View your water use breakdown.

Home

Billing

Track

Take Action

Settings

HOURLY

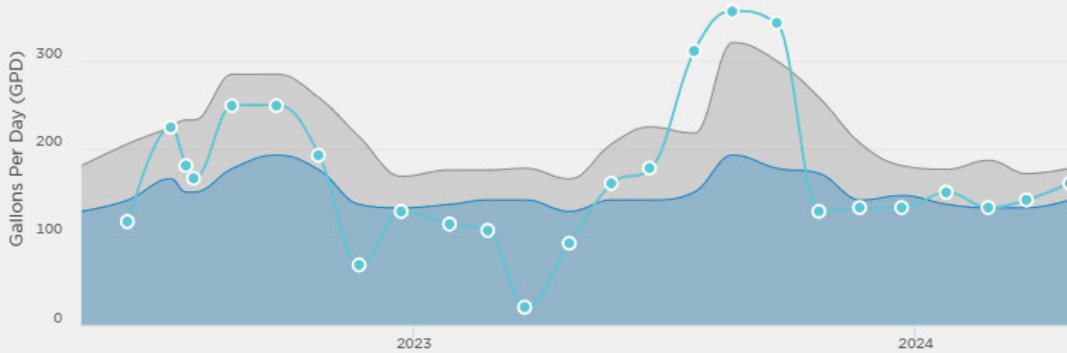
OVERVIEW

LEAKS

Overview

You Average Households Most Efficient

May 3, 2022 - Apr 21, 2024

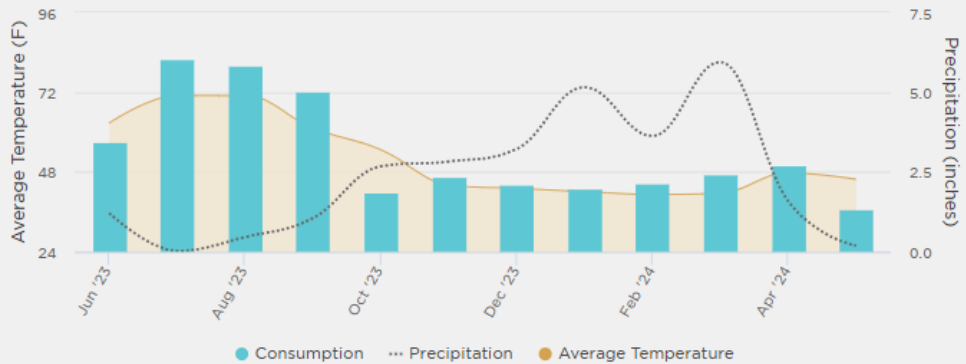


Your Seasonal Use

DAILY

MONTHLY

Jun 1, 2023 - May 1, 2024

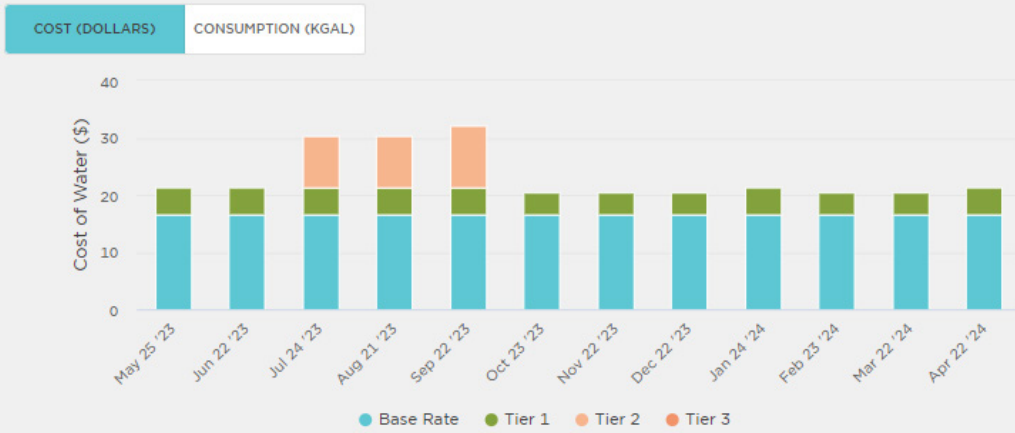


Strong seasonal use and irrigation

You use **more than double** the water in the summer than in the winter; most likely due to irrigation.

Recommended Actions

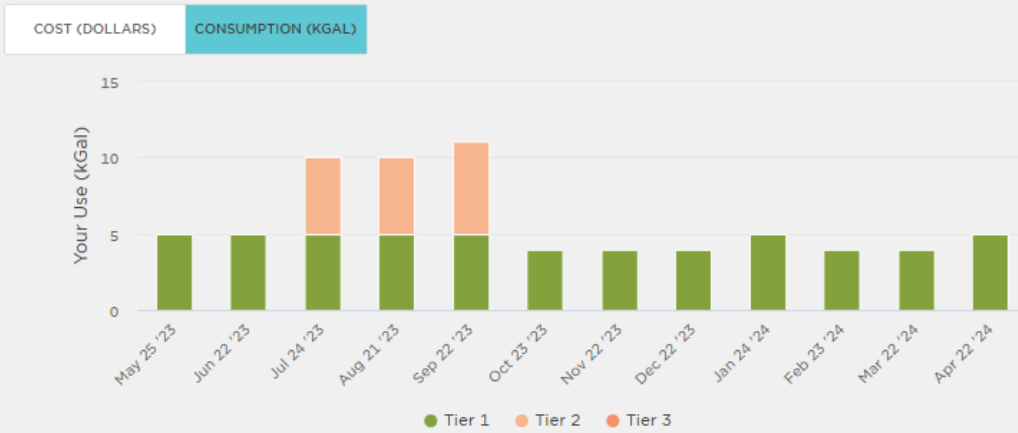
Understanding Your Bill: Your Use vs. Rate Tiers



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

[Download your data](#)

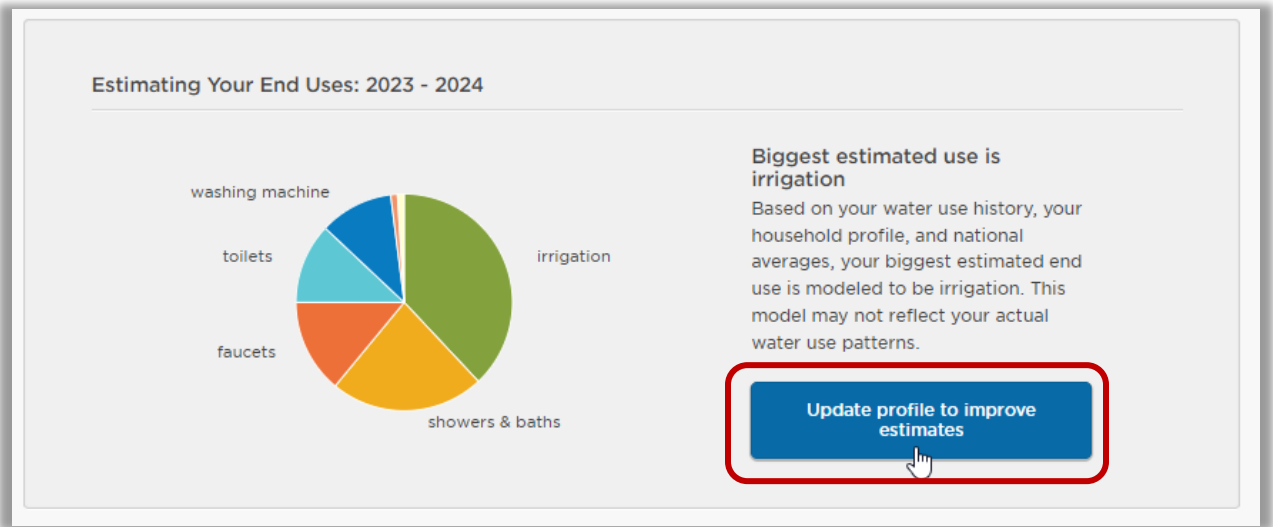
Understanding Your Bill: Your Use vs. Rate Tiers



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

[Download your data](#)

- Click on Update Profile to input your information. This will give you a more accurate view of how your household uses water.



TAKE ACTION

For recommendations on how to reduce water use inside and outside your home.

- Click on Take Action for recommendations.
- Click on the icons for more details and information on rebates.









Recommended (6) Cash Back (3) Outdoor (33) Indoor (24) Resources (3) All (60)

All Actions

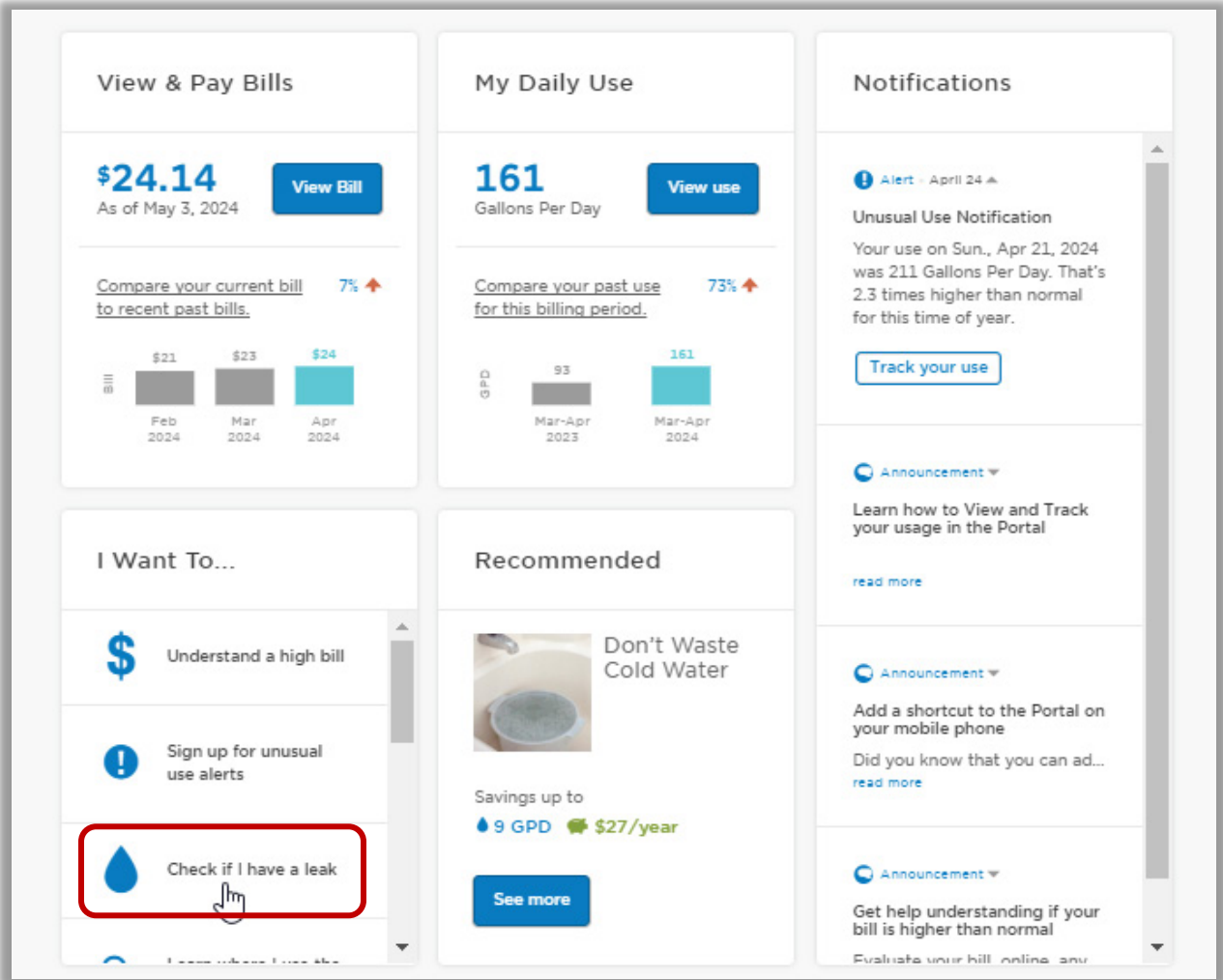
All available water-saving actions.

Gallons Per Day (GPD) ⓘ

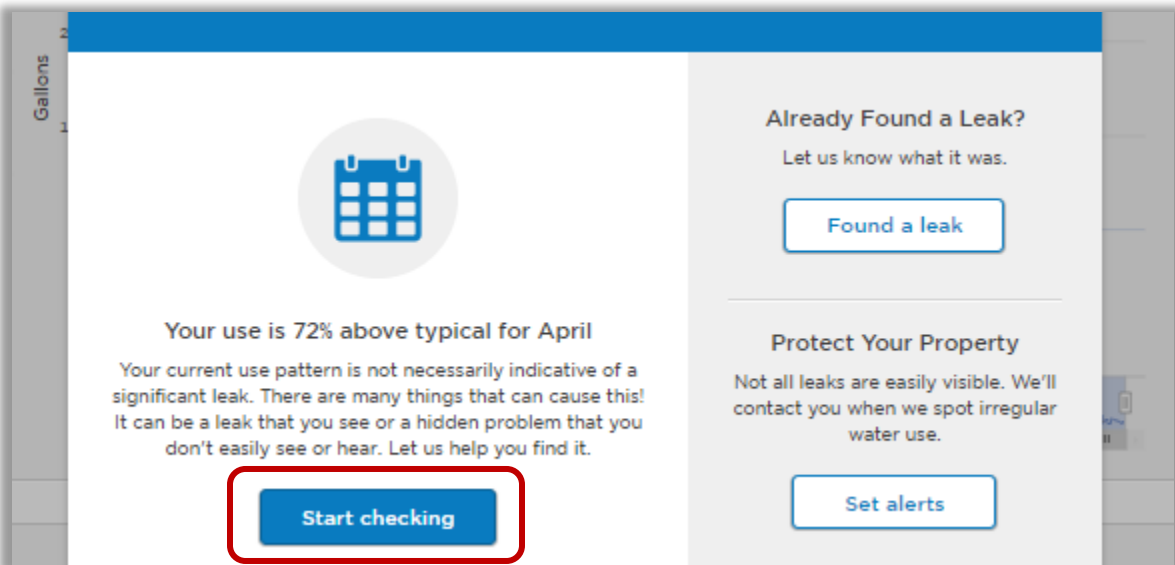
Stop Irrigating When It Rains  Read more Savings up to... 14 GPD \$41/yr	Upgrade Your Irrigation Control  Read more Savings up to... 14 GPD \$41/yr	Wash Dishes Efficiently  Read more Savings up to... 11 GPD \$32/yr
Water at Dawn or Dusk  Read more Savings up to... 10 GPD \$31/yr	Don't Waste Cold Water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

HOW TO CHECK FOR A LEAK

- Click on Check if I have a leak.



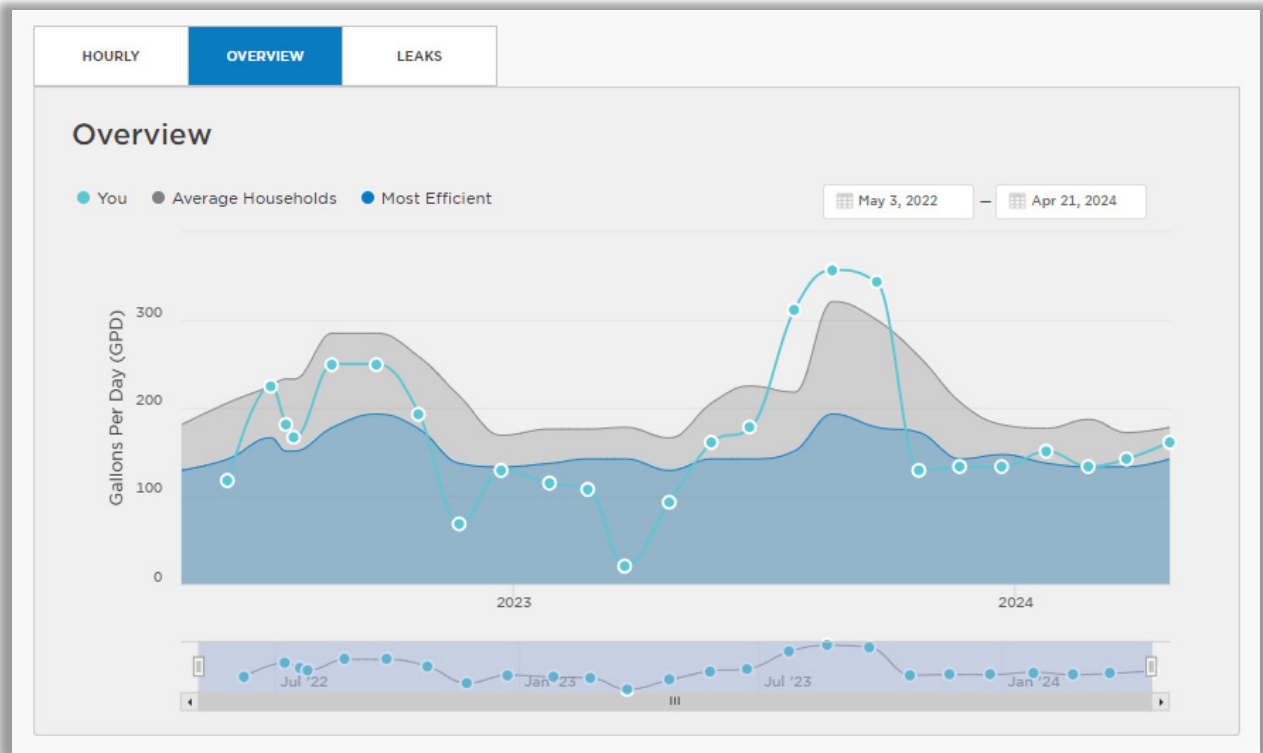
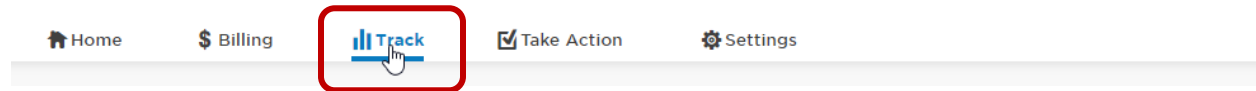
- Click on Start checking and follow the prompts.



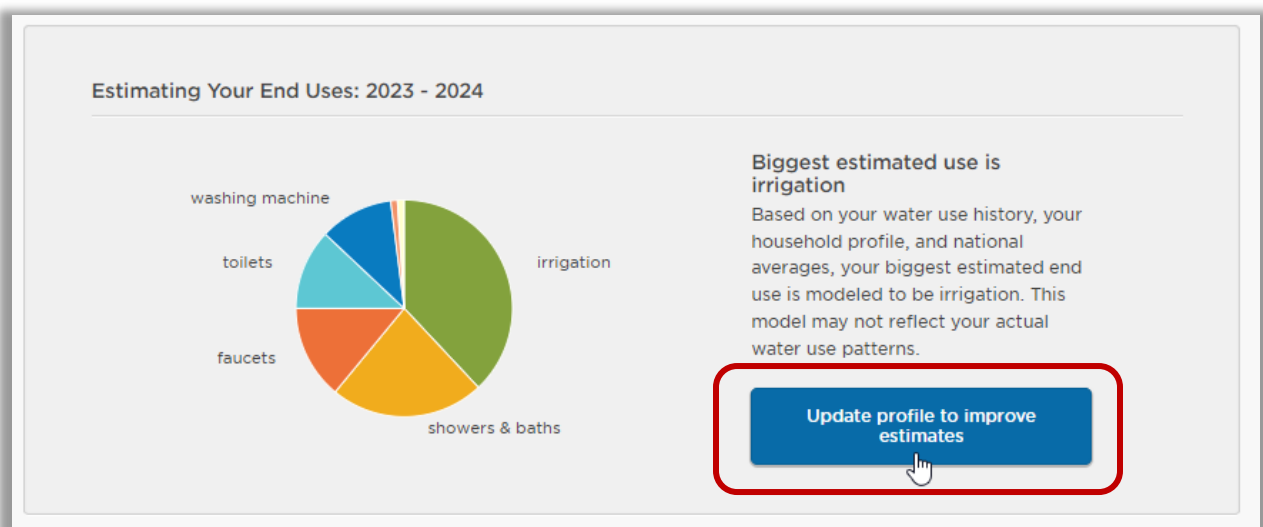
UPDATE MY PROFILE

Updating your water profile will give you a more accurate view of how your household uses water.


- Click on Track and scroll to the bottom of the page until you see the pie chart.



- Click on Update profile to improve water estimates.



- Below are some example questions about using water inside and outside your home.




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

SET COMMUNICATIONS PREFERENCES AND ALERTS

- Set up Bill Delivery Method
- Set Notifications and Alerts

