

# GUÍA PASO A PASO DE LAS CARACTERÍSTICAS DE WATERSMART



*Esta guía paso a paso lo ayudará a ver y pagar su factura, realizar un seguimiento de su uso de agua y explorar algunas de las otras funciones excelentes que Watersmart tiene para ofrecer.*

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# 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). 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). 3. 'Notifications' showing an alert for April 24 about 'Unusual Use Notification' and a 'Track your use' button.

- 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 blue background and has a checked checkbox in the first column. To the right of the table, the summary shows 'Sub-total: \$ 24.14', 'Estimated Fees: TBD', and '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

# 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

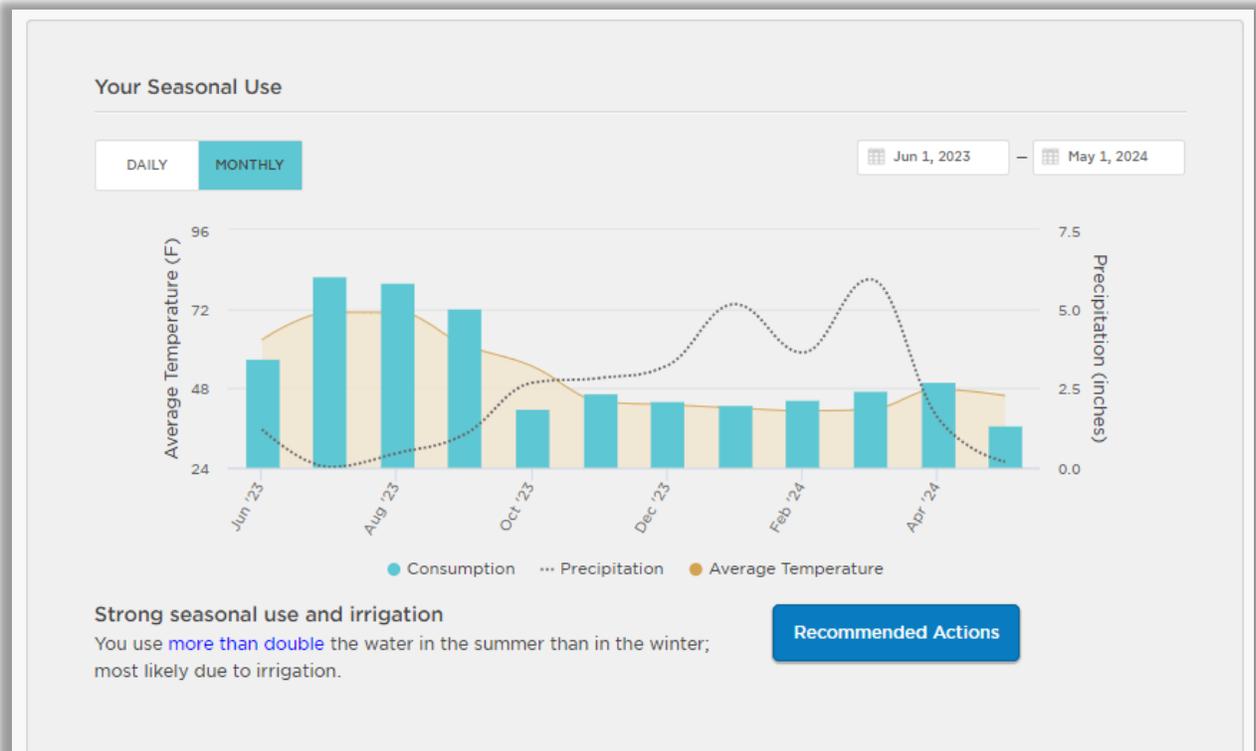
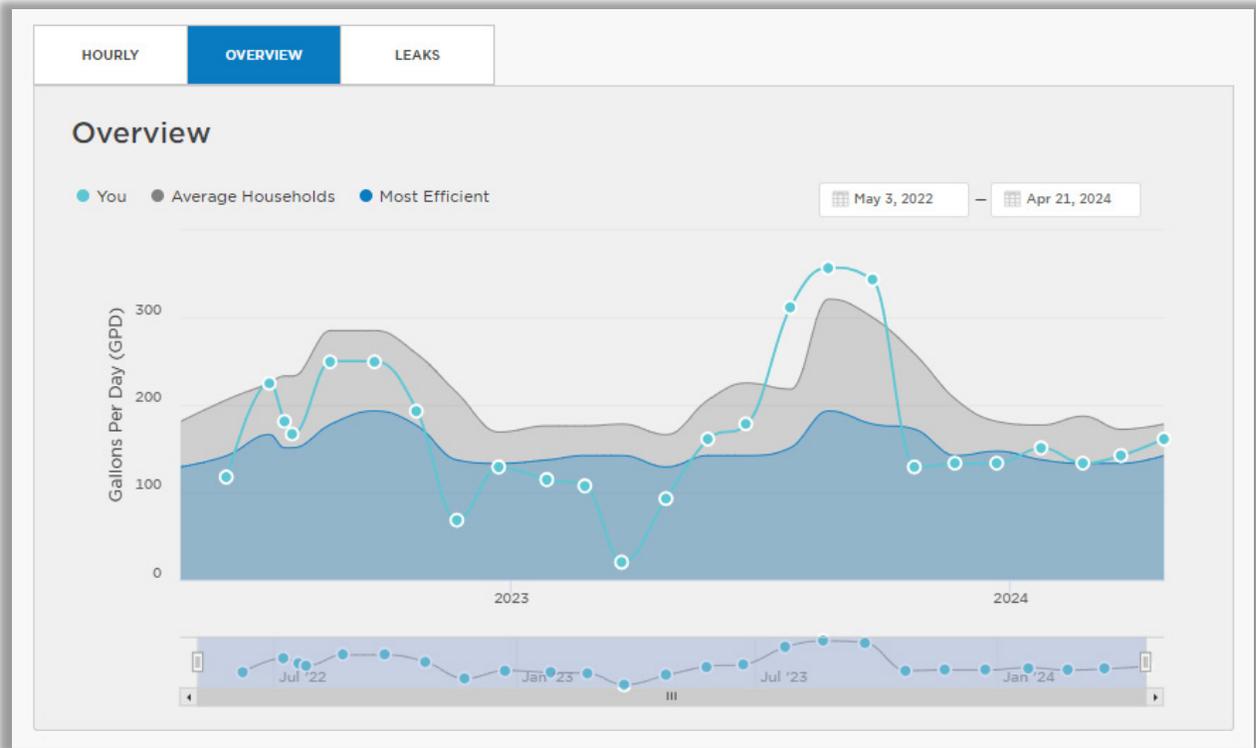
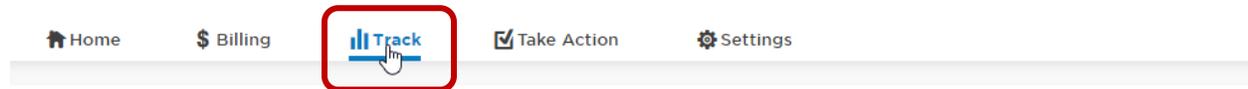
This section features a bar chart comparing water use in 'kgallons' on the y-axis (0.0 to 6.0) for two periods: 'Mar 24, 2023-Apr 24, 2023' and 'Mar 23, 2024-Apr 22, 2024'. The 2024 period shows significantly higher usage.

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

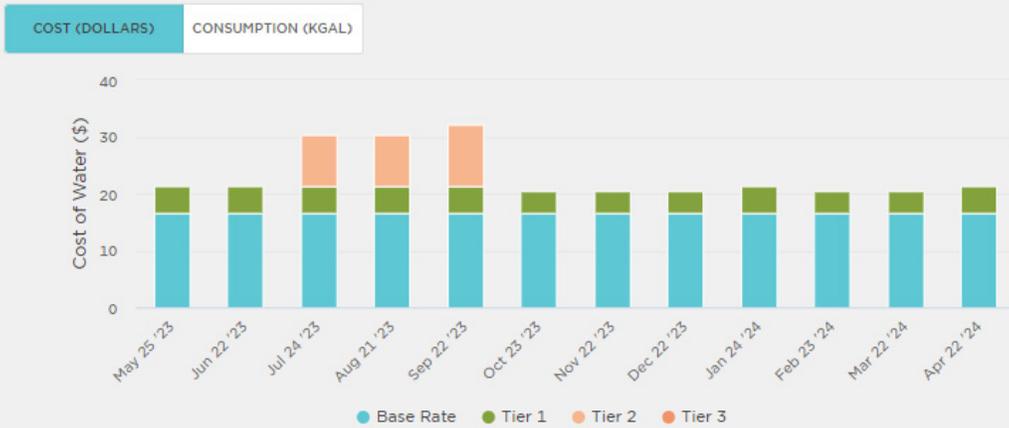
[Concerned about your bill?](#)

# SEGUIMIENTO DE MI USO DE AGUA

Vea el desglose de su uso de agua.



### 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](#)

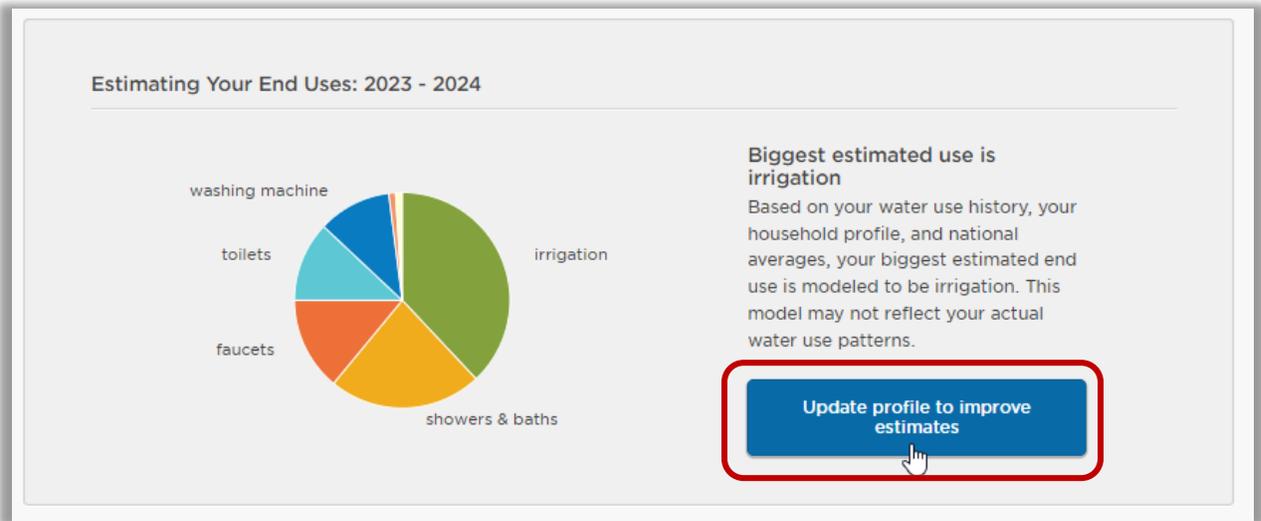
### Understanding Your Bill: Your Use vs. Rate Tiers



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.

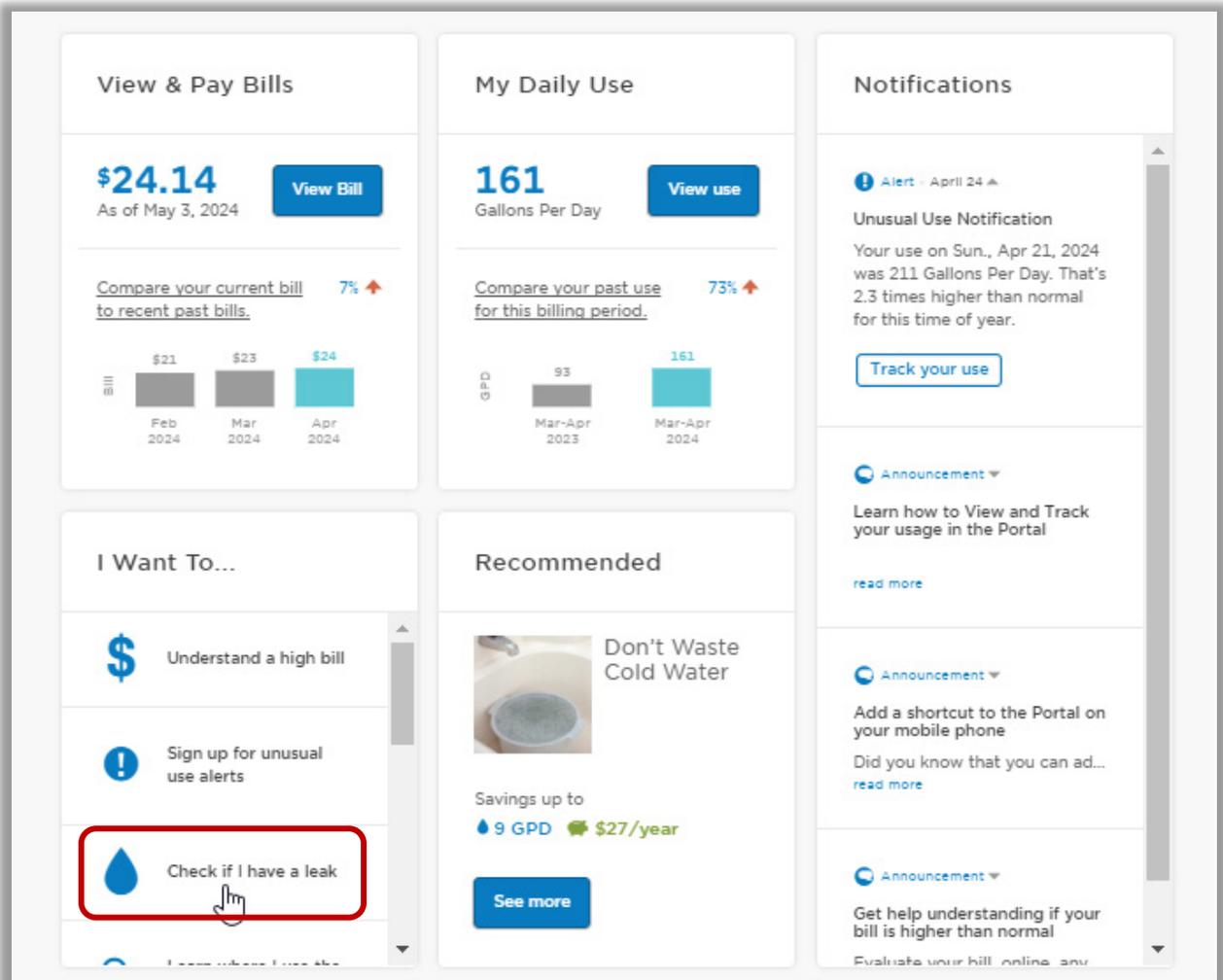
- Haga clic en Tomar medidas para obtener recomendaciones.
- Haga clic en los íconos para obtener más detalles e información sobre reembolsos.

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 main content area displays six action cards in a 2x3 grid:

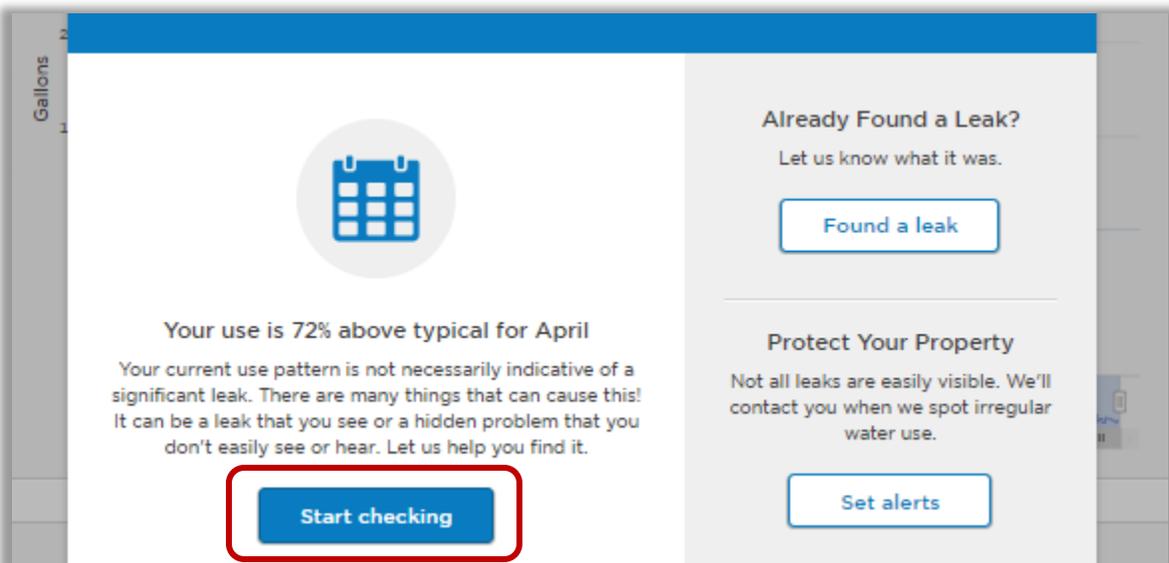
Action	Savings up to...
Stop Irrigating When It Rains	14 GPD \$41/yr
Upgrade Your Irrigation Control (with Rebate)	14 GPD \$41/yr
Wash Dishes Efficiently	11 GPD \$32/yr
Water at Dawn or Dusk	10 GPD \$31/yr
Don't Waste Cold Water	9 GPD \$27/yr
Don't water if soil is moist	9 GPD \$27/yr

# CÓMO COMPROBAR SI HAY FUGAS

- Haga clic en Comprobar si tengo una fuga.



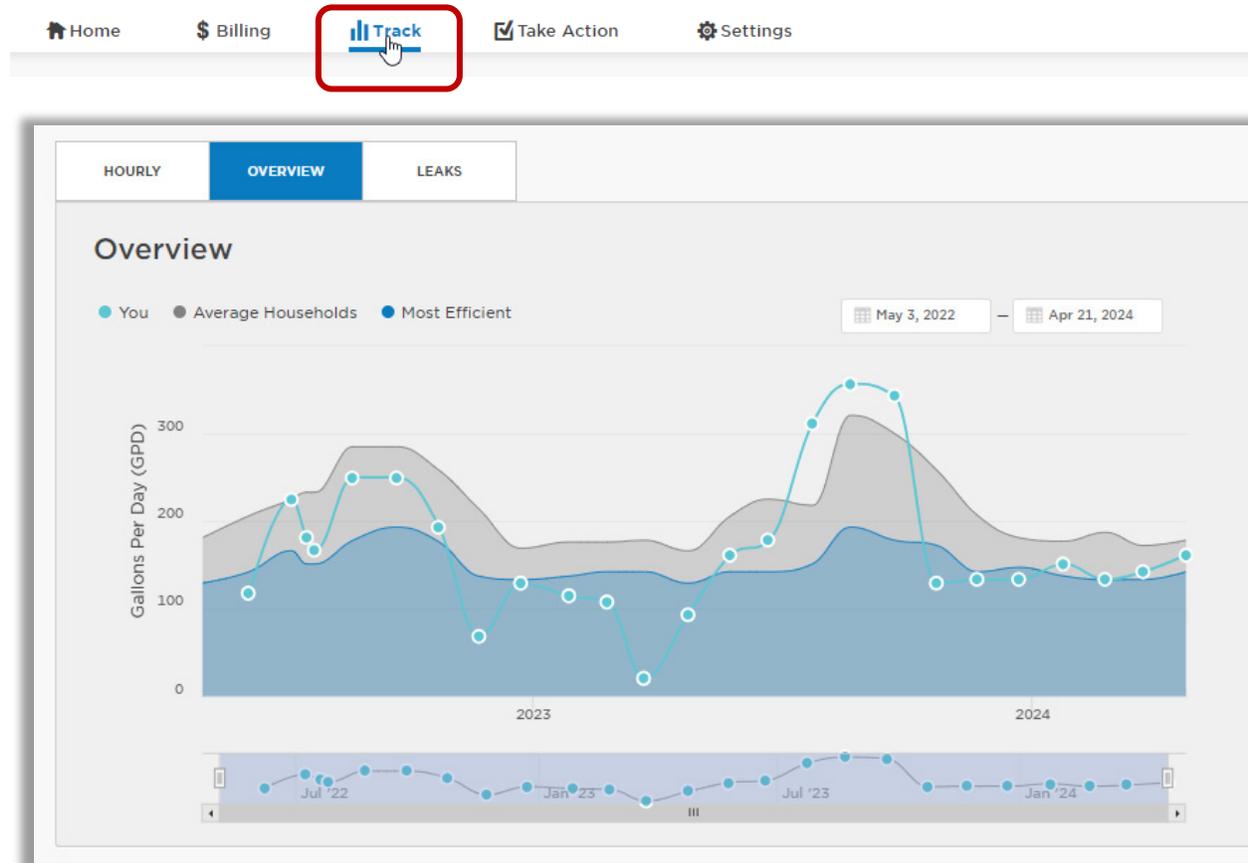
- Haga clic en Comenzar a verificar y siga las instrucciones.



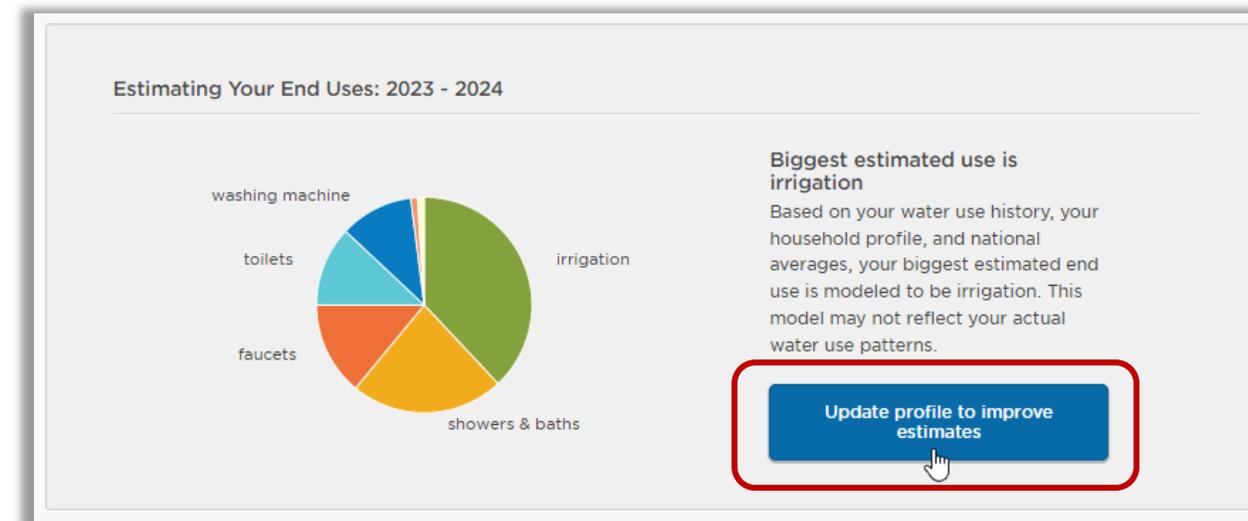
# ACTUALIZAR MI PERFIL

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

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# ESTABLECER PREFERENCIAS DE COMUNICACIONES Y ALERTAS

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

