

Water Utility Customer Portal

**Introduction of AquaHawk
For residents of the City of Birmingham**



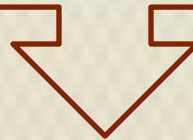
Department of Public Services

Background

- ❖ Between 2011 and 2013 DPS invested in a city-wide meter replacement program – **\$2.7 Million**

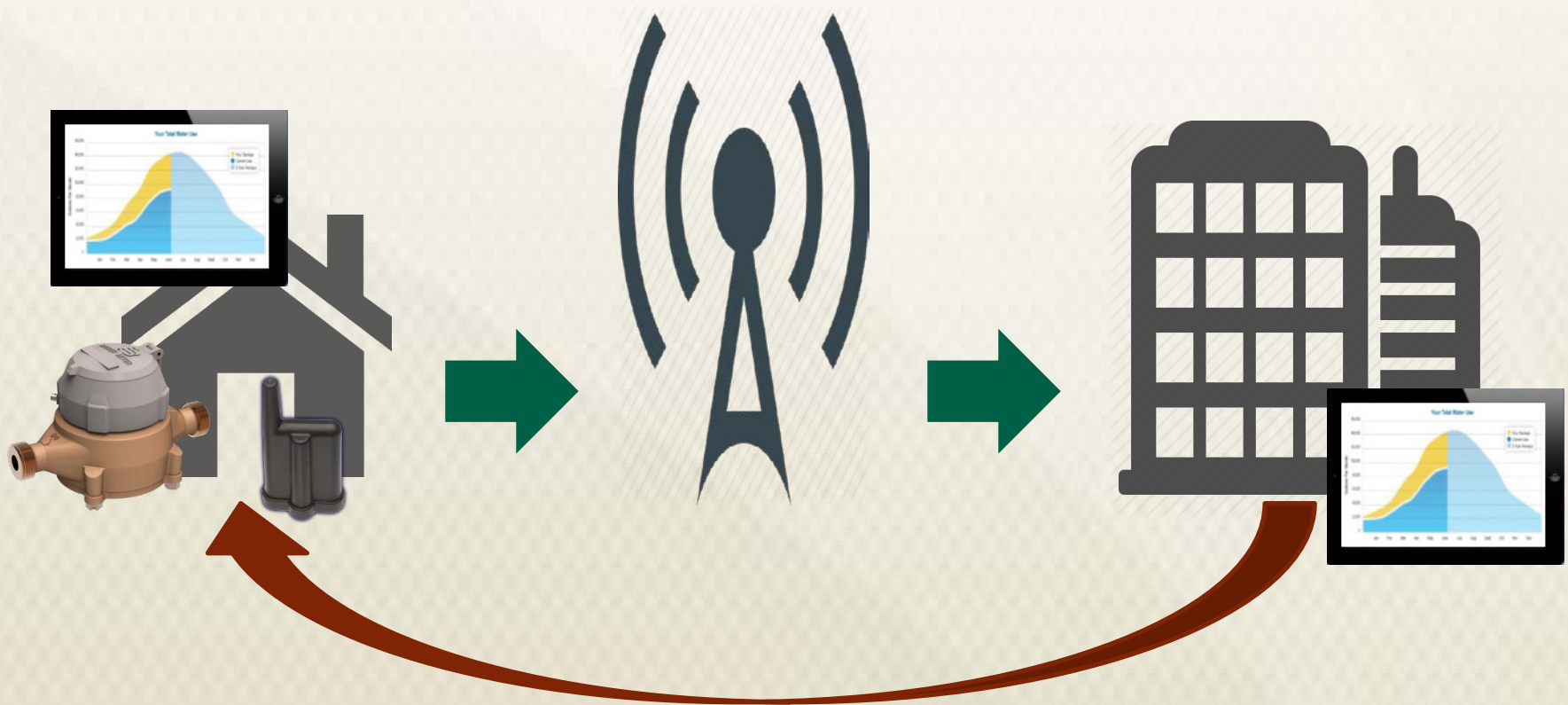


- Replacement of nearly 8,500 residential water meters
- Installation of radio transmitters on home exteriors
- Construction of network receivers
- Integrated billing and utility management software



Advanced Metering Infrastructure (AMI)



Advanced Metering Infrastructure





An online, user-friendly, customer portal that puts water usage and billing information at the residents' fingertips.

City of Birmingham (248) 530-1830


 **AquaHawk** 

It's Free The AquaHawk Alerting Customer Portal is a free service for City of Birmingham customers that allows the customer to monitor their own water usage, set and receive alerts, and gives them the tools to control monthly water bills. Customers interested in using the portal must register to create a new account.

- ▶ View your water consumption
- ▶ Receive timely leak alerts
- ▶ Customize alert settings
- ▶ Control your expenses

Leak Detection & Notification

After you register, AquaHawk will analyze your water consumption. If your usage indicates a water leak or other issue, you will receive a notification.

 [Click here to view a sample online account](#)

AquaHawk allows you to specify an amount of water (gallons) or an estimated bill amount (dollars) that you don't want to exceed. If your water consumption or bill amount has exceeded or is projected to exceed the threshold value, AquaHawk will send you a notification.

RETURNING **NEW**

Sign In

User Name or Email:

Password:

[Sign In](#)

[Forgot your password?](#)

Register

Please register to access your account information.

[Register](#)

Fast and easy!

Questions about AquaHawk? [Contact us today.](#)



Water Utility Customer Portal

An online, user-friendly, customer portal that puts water usage and billing information at the residents' fingertips.

- ❖ Create/view usage reports
- ❖ Estimate bills
- ❖ Set personalized alerts
 - Bill
 - Consumption
- ❖ Sent via:
 - Text
 - Email
 - Mail
 - Telephone



AquaHawk customer portal allows residents to view billing history and manage water usage



Unlike other utilities, water leaks can quickly add up to large bills and frustrated customers



EXAMPLES:

- A family leaves for a 7-day vacation without noticing a faulty toilet flapper that leaks $\frac{1}{2}$ gallon of water per minute.

Estimated cost of wasted water: **\$70**

- A toilet flapper, slowly leaking at a rate of $\frac{1}{4}$ gallon per minute, over the course of one billing cycle.

Estimated cost of wasted water: **\$455**

Proactive utility management:

- Helps avoid the shock of high bills
- Encourages conservation practices



Summer Water Bill Insert

NEW - View Water Consumption and Bill Information Online!

Access to detailed water account information is only a click away!

Let AquaHawk help you manage your water utility expenses - it's fast, easy, and FREE!

It's Free!



Manage water expenses.

View projected bill totals and set custom text, phone & email alerts.

Monitor your water usage.

Navigate easy-to-interpret graphic data of current and historical usage.

Learn ways to save.

See how small habit changes can make a big difference.

City of Birmingham

Powered by **AquaHawk**
INCORPORATED

The Goal is to be innovative and responsive in how services are provided to the community.