



How do I view and set alerts for my water in the Westy Water customer portal?

This guide will help you view, understand, and set alerts for your metered water use in the Westy Water app and web portal. The full Westy Water platform also lets you view bills and payments, receive leak alerts, explore efficiency programs, and more. Please visit the Westy Water homepage at www.CityofWestminster.us/WestyWater for additional instruction sheets like this one.

Background Information on Meters and Water Use:

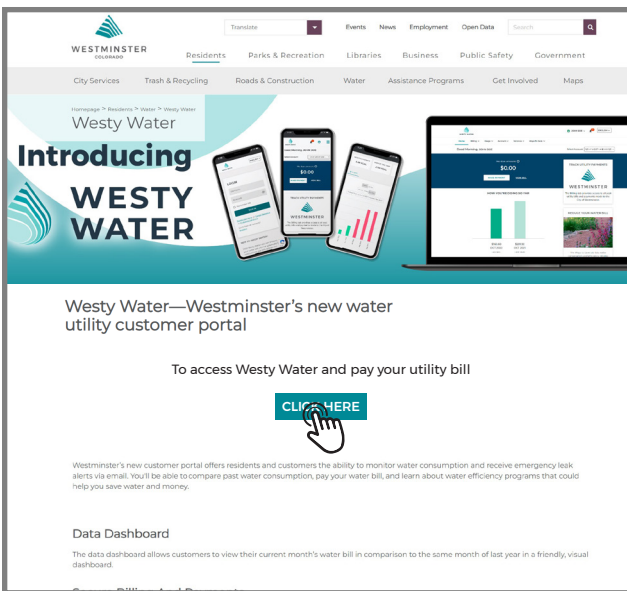
In 2019 and 2020, the City of Westminster's Public Works and Utilities department completed a \$14 million Capital Improvement Project (CIP) to replace all small water meters with new Automated Metering Infrastructure (AMI). About 31,000 of the city's 33,500 meters were replaced under this CIP, including all single-family customers' meters. Previously, these meters were read monthly by a utility truck driving down the street and receiving short-distance transmissions from the meter. Now, the new AMI meters record water use on an hourly basis and are in constant contact with cloud servers that allow staff and customers to view water use at any time through Westy Water.

Water use data is provided in 10-gallon increments in Westy Water. This level of detail will not show every individual water use action. For instance, flushing a toilet one time may only use 1.5 gallons of water, and washing your hands just another gallon, so it will take a few trips to the bathroom to register water use in the portal.

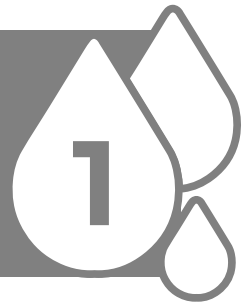
In addition, water use data is only uploaded into Westy Water one time per day in the early morning. So, it will not be possible to see how much water your bath just used, but you will be able to see that information the next day.



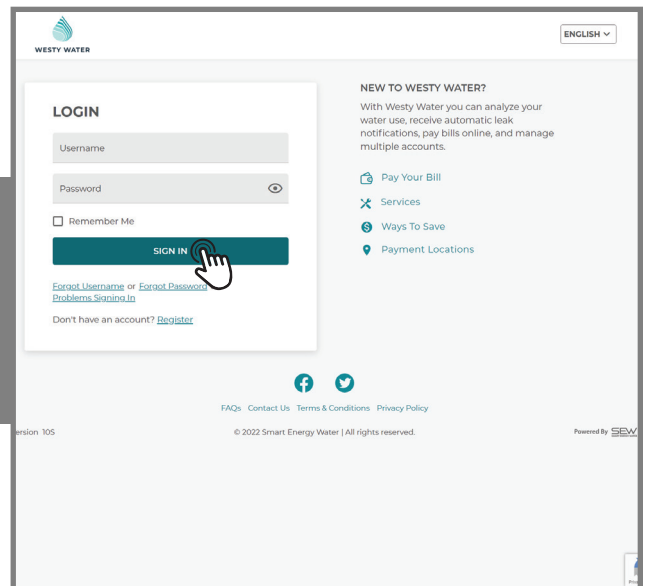
How can I view my water use?



Open your web browser to the main Westy Water page at www.CityofWestminster.us/WestyWater and click the “Click Here” button.

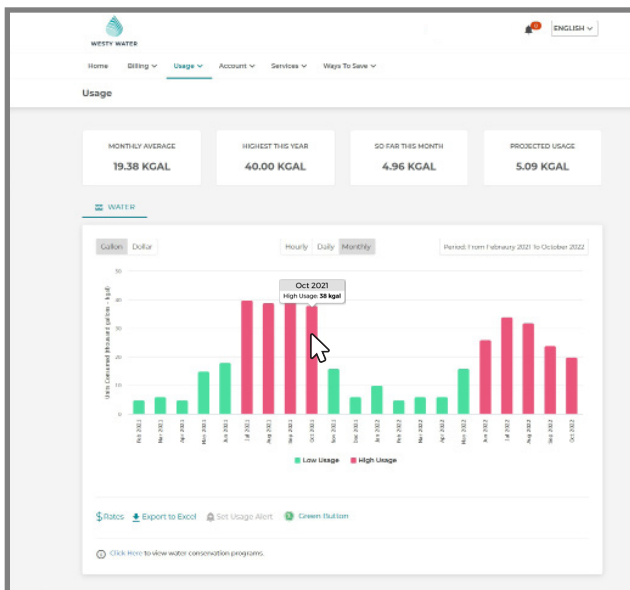
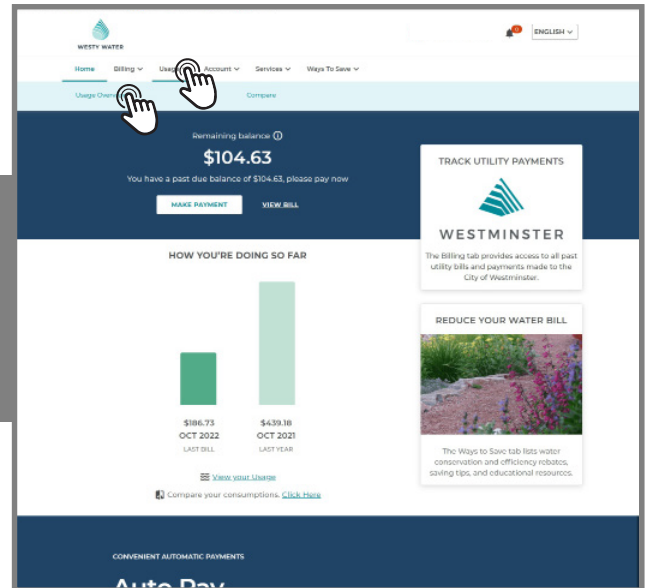


Enter your Westy Water login credentials and click “Sign In.”





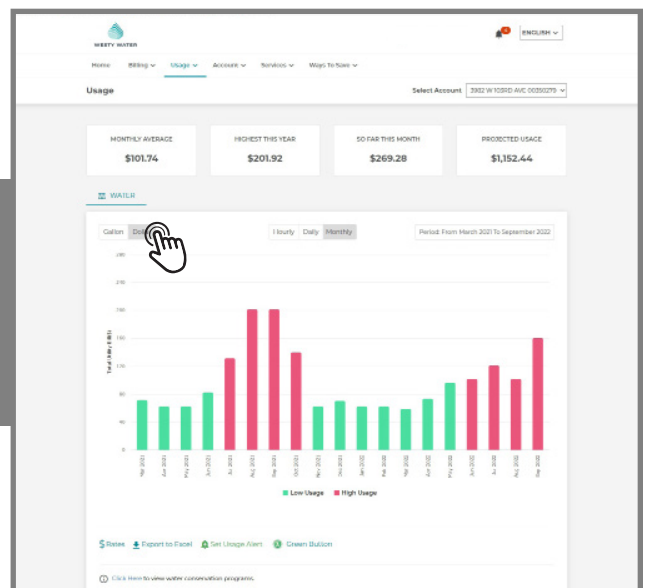
Click "Usage" then select "Usage Overview."



Hover your mouse over a bar for the specific value.

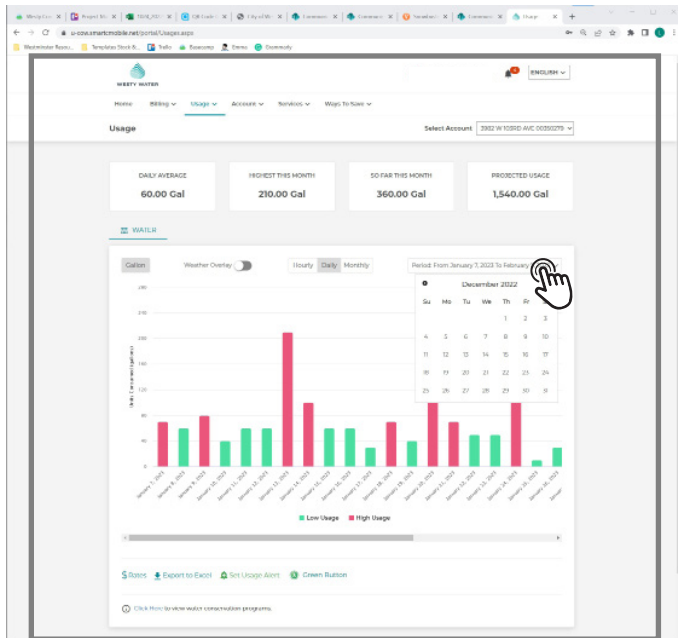
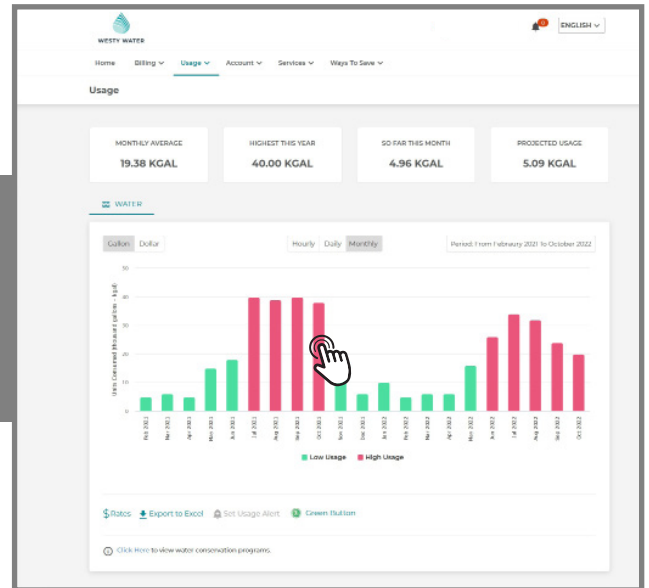


Click "Dollar" or "Gallon" at top left to switch between water use and bill cost.





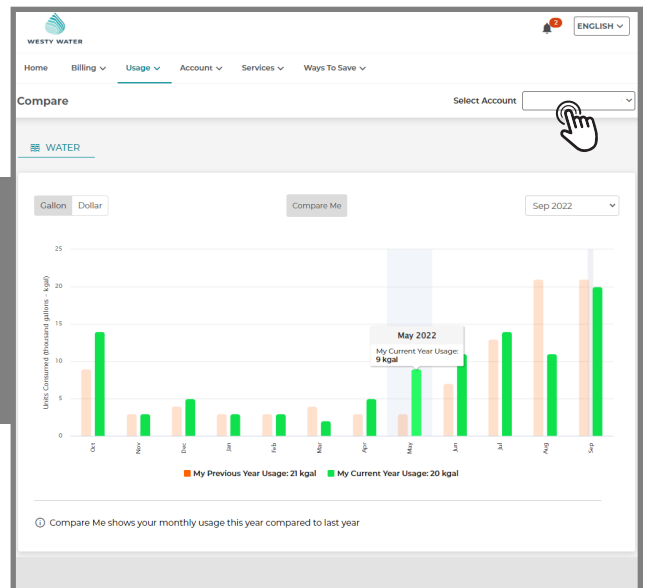
Click on a bar to get a more detailed view of the data in daily or hourly format.



Use the calendar in top right to select custom date ranges.

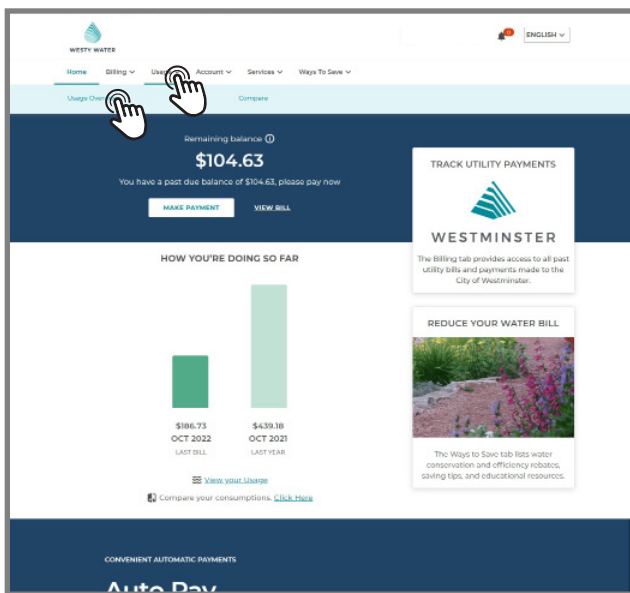


Switch between multiple accounts by clicking the "Select Account" drop down list above the chart on right.





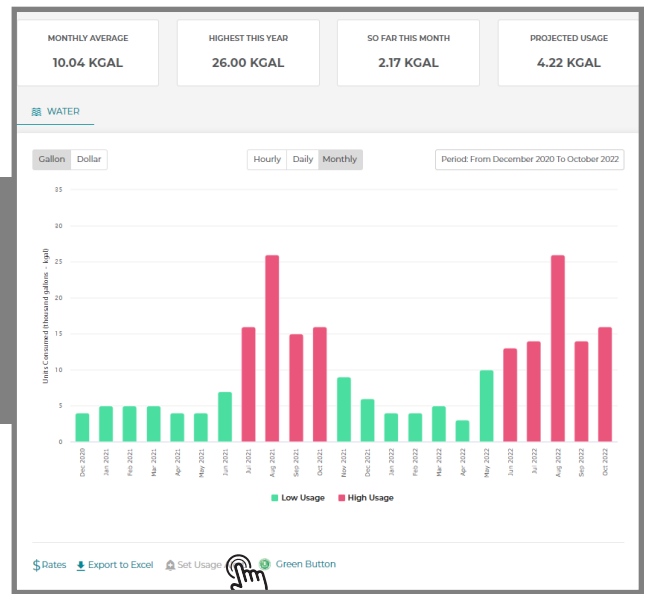
How can I set water usage alerts?



To view and set your individual usage alerts, click “Usage” and then select “Usage Overview.”



Click “Set Usage Alert” below the graph to set up an alert.





Input a daily and/or monthly volume limit in gallons, then select "Submit."

**For example, set to "0" for daily alert if going on vacation in the winter (no irrigation).*

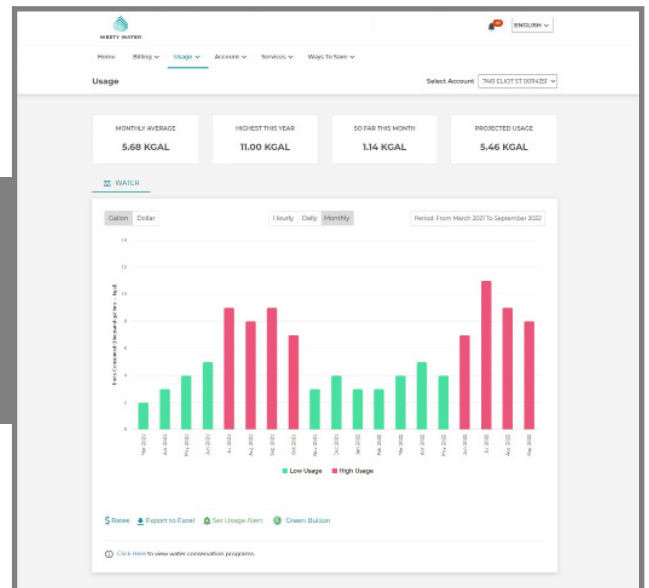
Next, ensure you will receive an email alert by clicking on "Account" and selecting "Notification Preferences."

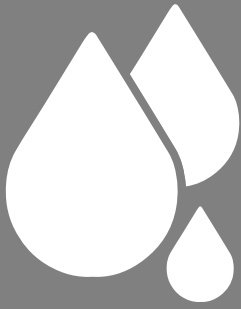


Click on "High Usage Alert" and enter an email address, check the box at left, then click "Save." A second email address can be added with the plus button on right.



High usage alerts are now successfully set up. You will now receive an email when water use exceeds the limit(s) you set.





Water Use Statistics

Below are average water use volumes for common fixtures around the house. Your home may use different volumes for a number of reasons, including the number of people in your household or the age of your toilets. Learn more about water use, water-saving tips, and fixing leaks in the Household Water Use section of our webpage www.cityofwestminster.us/Conservation.

Individual Fixture Use

- Toilet flush: 1.5 gallons
- Shower: 10 gallons
- Bath: 20 - 40 gallons
- Dishwasher: 5 - 15 gallons
- Clothes washer: 10 - 40 gallons
- One spray irrigation zone: 200 gallons
- Full irrigation system run: 500 - 2,000+ gallons

Hourly Water Use

0 - 50 gallons per hour is considered normal indoor water use:

- The hourly bars will likely be colored **green** in Westy Water, indicating that hour's water use is less than the hourly average of the past day.
- **Red** hourly bars in the winter may also be because it was laundry day, you hosted a family gathering, or increased your water use for some reason.

100 - 300+ gallons per hour is considered normal outdoor water use:

- Automatic irrigation systems normally run for a few hours late at night or in the early morning.
- The hourly bars will likely be colored **red** in Westy Water if the irrigation system ran, indicating that hour's water use is greater than the hourly average of the past day.

Daily Water Use

50-250 gallons per day is considered normal indoor water use:

- Typical usage comes from drinking water, toilet flushing, cooking, showers, laundry, and dish washing.
- This number fluctuates based upon the number of people in a household and the age of appliances.
- The daily bars will likely be colored **green** in Westy Water, indicating that day's water use is less than the daily average of the past month.
- **Red** daily bars in the winter may also be because it was laundry day, you hosted a family gathering, or increased your water use for any reason.

500-2,000+ gallons per day is considered normal outdoor water use:

- Irrigation of landscaping fluctuates based upon size of yard and type of landscaping.
- The daily bars will likely be colored **red** in Westy Water if the irrigation system ran, indicating that day's water use is greater than the daily average of the past month.

Winter Water Use

2,000 - 6,000 gallons per month is considered normal use during wintertime:

- Westy Water and your utility bill shows monthly water use in kgal, or thousand gallons.
- The Westminster single family average water use is 4 kgal per month.
- This amount fluctuates based upon number of people in household and age of appliances.
- The monthly bars will likely be colored **green** in Westy Water during the winter, indicating that month's water use is less than the monthly average of the past year.

Summer Water Use

10,000 - 30,000 gallons per month is considered normal during the summer:

- Westy Water and your utility bill shows monthly water use in kgal, or thousand gallons.
- The Westminster single family average water use is 16 kgal per month in peak summer months.
- Irrigation needs depend greatly on the size and type of landscaping.
- The monthly bars will likely be colored **red** in Westy Water during the summer, indicating that month's water use is more than the monthly average of the past year.

**Check out the City's water conservation programs if you are interested in reducing the amount of water used outdoors by clicking on the "Ways to Save" tab in Westy Water.*