

[Home](#) > [App](#) > Set Leak Alerts

# Set Leak Alerts

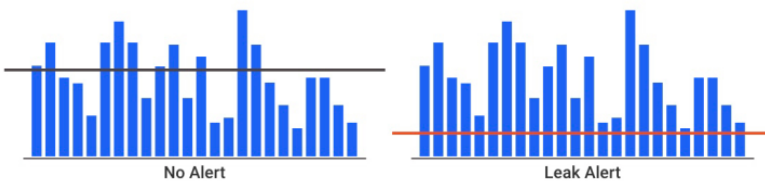
Posted on [May 24, 2018](#) by [dmlanobadgermeter](#)

## About Leak Alerts

While EyeOnWater is constantly on the look out for leaks, whether you are using EyeOnWater on the web or one of the mobile apps, to be notified that you have a potential leak, you need to set a Leak Alert. If you have more than one meter on your account, you will need to set an alert for each meter.

## Leak Detection

Because EyeOnWater has no way of knowing whether someone left the water on accidentally or turned it on intentionally, the system detects potential leaks by looking for 24 consecutive hours of flowing water above a specified limit called an *alert threshold*. When you set an alert threshold, the system looks back 24 consecutive hours from the most recent time your meter communicated with EyeOnWater. If your threshold was exceeded during that time, an alert will be sent. If flow dropped below the threshold or dropped to zero, even if your threshold was exceeded one or more times in that 24-hour period, no alert will be sent.



## What threshold should you set?

While there is no one-size-fits-all answer to that question, we recommend setting a threshold of 1 Gallon per hour. This will help you spot the most common sources of household leaks including dripping faucets, leaky toilets and broken sprinkler pipes.

## Setting a Leak Alert

To set a Leak Alert:

### iOS

Leak alerts are on by default.

To change a leak alert, do the following:

1. Tap the **Account** icon.
2. Tap the meter you would like to configure under the list of locations..
3. Tap **Edit Leak Notification Settings** at the top of the screen.
4. The Alert defaults to Normal. The value depends on the meter resolution (see below).
5. Tap **Configure** to customize the alert, and select one of the following alert options:

### Basic

#### Sensitive

Available for meters with less than 1.0 gallon resolution. Detects leaks greater than 0.010 gallons per hour or greater than the meter resolution, whichever is higher.

#### Normal (Recommended)

Detects leaks greater than 1.0 gallon per hour or greater than the resolution of the meter, whichever is higher.

#### Large Only

Detects leaks 10x greater than the value for Normal.

## Need Help?

[SIGN UP!](#)

## Get the Mobile App



Language Translation Disclaimer:  
We use an automated translation plug-in to make EyeOnWater help available to users from all over the world.  
Translation accuracy may vary.

<b>Enter a value greater than 0.</b>	Ignores leaks of less than the amount per hour specified.
--------------------------------------	---

EyeOnWater will notify you when a leak is detected.

Click **1 Day**, **2 Days**, or **3 Days** to set how often you want the system to notify you about new and ongoing potential leaks.

Use the **Contact Options** section to enable **Push Notifications** and to enter email addresses and phone numbers of the people you'd like to receive leak notifications.

Toggle Leak Notifications on/off with the Bell icon.

### Android

To configure or change a leak alert, do the following:

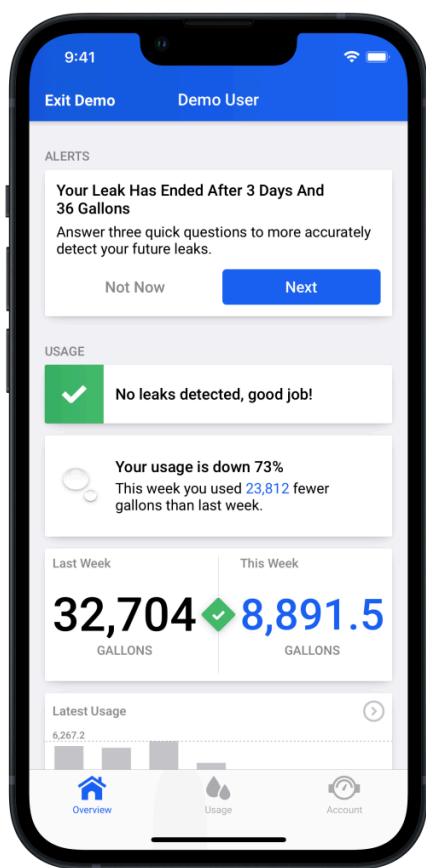
1. Tap the **Account** icon.
2. Tap the meter you would like to configure under the list of locations.
3. Tap **Alerts** at the top of the screen.
4. The Alert defaults to Normal. The value depends on the meter resolution (see below).
5. Tap **Configure** to customize the alert.
6. Select one of the following alert options:

Basic	
<b>Sensitive</b>	Available for meters with less than 1.0 gallon resolution. Detects leaks greater than 0.010 gallons per hour or greater than the meter resolution, whichever is higher.
<b>Normal (Recommended)</b>	Detects leaks greater than 1.0 gallon per hour or greater than the resolution of the meter, whichever is higher.
<b>Large Only</b>	Detects leaks 10x greater than the value for Normal.
Advanced	
<b>Enter a value greater than 0.</b>	Ignores leaks of less than the amount per hour specified.

EyeOnWater will notify you when a leak is detected by email/text message and Push Notification.  
**NOTE:** To receive Push Notifications, be sure to enable them from the **Settings>Notifications** page.

When a leak ends EyeOnWater tells you how long the leak lasted, its start and end date along with its base flow rate and how much water was lost.

Click **Next** to answer three brief questions. Your anonymous answers train our leak detection algorithms to spot leaks with similar characteristics and help identify the source of future leaks.



Tagged with: Leak Alerts, leak survey, Notifications, setting an alert, threshold  
Posted in App, EyeOnWater