

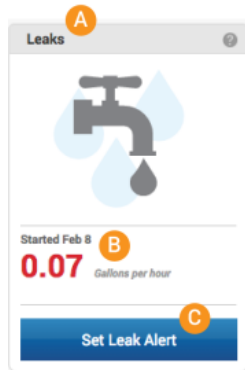
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Set Leak Alerts

Posted on [May 23, 2018](#) by [dmlanobadgermeter](#)

Leaks

When flowing water is detected every hour for 24 hours, the amount is displayed in the Leaks section of your personal EyeOnWater dashboard.



A Leak Module | **B** Leak Rate | **C** Set Leak Alert Button

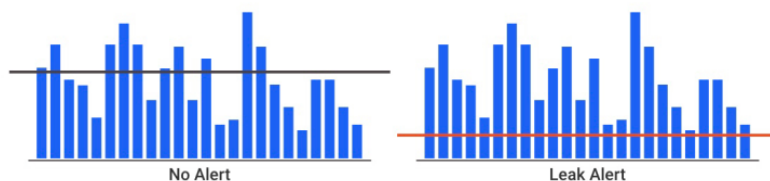
You can set EyeOnWater to send you Leak Alerts as email or text messages.

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 low threshold of no more than 1 to 5 gallons per hour. This will help you spot the most common sources of household leaks including dripping faucets, leaky toilets and broken sprinkler pipes.

Note: The leak rate displayed in the EyeOnWater Leak Module for meters that collect hourly

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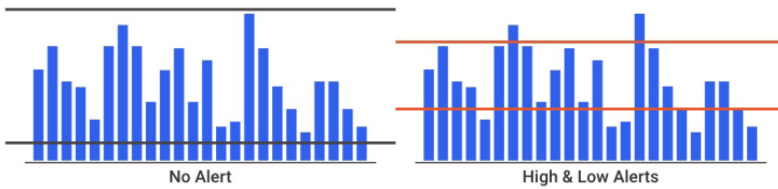


Language Translation Disclaimer:
We use an automated translation plug-in to make EyeOnWater help available to users from all over the world.
Translation accuracy may vary.

15 minutes, the leak rate is the lowest volume 15-minute flow segment in a given hour multiplied by four.

Continuous Flow Alerts

For meters that expect constant flow (such as climate control systems that are always on), you can set a minimum and maximum threshold to trigger an alert when flow exceeds or drops below the expected range. Like Leak Alerts, the system looks back 24 consecutive hours from the most recent time your meter communicated with EyeOnWater. Continuous flow alerts are more common in commercial applications.



Setting a Leak Alert

To set a Leak Alert, use a supported web browser to go to <https://eyeonwater.com>, sign in and do the following:

1. Click the **Set Leak Alert** button in the upper left corner. The Alert Configuration Wizard for your meter opens.
2. Set the expected flow type for your meter by choosing **Intermittent Flow**. (Continuous flow is virtually never expected in homes, so we advise against choosing this option.)

The screenshot shows a web interface for setting a leak alert. At the top, it says 'Alert configuration for' followed by a close button. Below that is a heading 'Set expected flow type for this meter'. There are two bar charts: 'Continuous Flow' and 'Intermittent Flow'. The 'Intermittent Flow' chart is selected. Below the charts is a navigation bar with tabs: TYPE, LIMITS, ALERTS, and SUMMARY. The 'TYPE' tab is active, and a blue arrow button is visible on the right.

3. Click the right **arrow** to move to the next step.
4. Set a maximum flow threshold. An alert will be sent when flow exceeds that threshold for 24 consecutive hours.
5. Click the right **arrow** to move to the next step or click the left **arrow** to go back one step.
6. Use the **Notification Type** drop-down menu and select one of:
 - **Email** – Enter the email address of the individual to get email notifications into the **Email** box and click **Add**. Repeat this step as many times as needed to add all the desired email addresses.
 - **Text Message** – Enter the phone number of the individual to get SMS text notifications into the **Phone Number** box and click **Add**. Repeat this step as many

times as needed to add all the desired phone numbers.

7. Click one of **Day**, **2 Days**, or **3 Days** to set how often you will receive reminder notifications for ongoing leaks. **Test Alerts**

When creating a new leak alert you can send a test alert by toggling the Test Alert to Active in the **Preview Alert** section of the Leak Alert wizard. When you click **Save** the test will be sent immediately.

From the **Preview Alert** menu:

- Click the **Start**, **Reminder** and **Stop** buttons to preview each notification.
- Use the **Alert Status** switch to activate and deactivate the alert.
- Use the **Test Alert** switch to send a test alert to all the email addresses and text numbers entered on the previous screen. Click **Save** to send the alert.

Note: The test message will only be sent if the Save was successful. When you are satisfied, click **Save**. Or click the left **arrow** to go back one step.

◀ Use EyeOnWater

Use the EyeOnWater App ▶

Tagged with: Alerts, Email, leak rate, Leaks, Notifications, text message

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