The MyWater web service can help you and your customers address local water concerns such as these and more.

The Texas Water Resources Institute team can also assist with research and help utilities with:

- High-resolution infrastructure modeling
- Lost water accounting and reduction
- Analytics on AMI data for utility decision support
- Social science and behavioral change research
- Conservation program evaluation
- Other technology research

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MyWater is a customizable, mobile friendly website developed by Texas A&M University that gives utilities’ customers access to daily Advanced Metering Infrastructure data and equips them to make informed water decisions.

The MyWater portal abilities:

• Graphic display of information in gallons used or cost to the customer
• Drill down feature for monthly, daily, hourly usage with associated costs in graphic or chart display
• Clear and effective presentation of usage information and cost
• Display of predicted billing cycle use and cost
• Ability to manage various accounts and set water use limits for each
• Notifications for high water use and potential leaks

MyWater helps utilities:

• Improve customer service by helping customers:
  • Access their own use information
  • Understand how they use water
  • Identify potential leaks and other problems
• Directly connect to customers with information about conservation and water education
• See what customers see, via the customer dashboard view, to improve service

MyWater enables customers to:

• View and download monthly, daily, hourly water use
• Move back and forth easily between multiple accounts
• Experience better customer service by understanding usage and how bills are calculated
• Verify usage and bills without having to contact a call center
• Identify usage trends, and when water and monetary savings may be achieved
• Identify high usage events
• Identify leaks
• Access conservation education materials
• Compare their use to similar users
• Have information pushed directly to them