



MyWaterTracker Frequently Asked Questions

Q: What is included in my water budget?

A: Your water budget is the total of your Tier 1 and Tier 2 budgets for the billing period.

Q: Why does my water budget seem to be different every day?

A: Your water budget is based on several factors including real time weather conditions, so your budget will vary day to day. On days that are hotter, your budget will be larger than on days that are cooler or when it rains.

Q: What time of day are the meter reads taken?

A: Typically, the meter reads are taken as close to midnight as possible. There may be times when reads are used from earlier in the day if there was a communication delay within the meter reading network.

Q: When is MyWaterTracker updated with yesterday's information?

A: MyWaterTracker is typically updated by 9:30am each day with the information from the prior day. This is subject to change based on when we receive data from our vendors.

Q: I know what MyWaterTracker means when it says I am "Under Budget" or "Over Budget", but what does "Monitor Your Use" mean?

A: "Monitor Your Use" will appear when your usage is within 20% of your budget. This is an indicator that you may be getting close to going over budget and that steps should be taken to ensure that you do not go over.

Q: How does MyWaterTracker project usage and budget for the remaining billing period?

A: A daily average is calculated for your usage and budget that has already occurred in the billing period. This info is then displayed as a straight line on the graph. Note: This is only an average and may not reflect your actual usage or budget for the billing period.

Q: How are the dates that MyWaterTracker uses determined?

A: The dates that are displayed on the graph for MyWaterTracker are your actual billing period read dates.