



Water Ways

Every drop costs

Smart Meters, Smart Customers

In order to provide a reliable, high-quality water supply, Oro Valley Water Utility continually upgrades and improves our water system and facilities. The Water Meter Replacement Program is an important part of upgrading our water system. The new meters are electronic and eliminate the need to manually read the meters.

Save Water Save Money

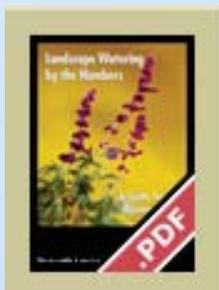


One of the most exciting benefits of these new meters is that water use data is more comprehensive and accessible to our customers than ever before. How many times have you received a water bill that was a real shocker? Having access to your water use puts the control at your fingertips and creates a proactive vs. reactive approach to manage your water use and your water budget. AquaHawk Alerting is our new customer portal where customers can view their water use on line and set water use targets or thresholds to receive high water use alerts and identify when and where they use water most. This free computer based program provides unique opportunities to our customers for early leak detection and water conservation.

Register online today! Visit the AquaHawk Web Portal on the Oro Valley Water Utility webpage at www.orovalleyaz.gov/aquahawk. Video and tutorials are available under "AquaHawk Online Help & Frequently Asked Questions".

How Often Should I Water?

The question seems simple enough but there are many factors that affect water requirements. Learn more about watering outdoors with *Landscape Watering by the Numbers* available in our office or in PDF from **Water Use it Wisely** at www.wateruseitwisely.com



Go Green with Paperless Bills!

Did you know that Oro Valley Water Utility offers paperless bills or E-bills? Using today's technology to conduct business is environmentally friendly, efficient and reduces costs associated with postage, pre-printed forms and envelopes. Once enrolled in the program, you will receive a monthly email notification alerting you that your E-bill is available for viewing. The E-bill will tell you the bill amount and due date of your water bill. This E-bill will also have a link to the Water-on-the-Web site where you can view your current water bill and pay it on-line if you choose.

Say YES to paperless! Register for E-bills on the following web site: www.orovalleyaz.gov Under **Town Government** scroll down and select **Water Utility**. Once on the Water Utility portion of the web site, click on **E-bill Registration** and follow the instructions. Registration must be completed online. Please allow approximately 1 month to begin receiving your E-bill. When you become an E-bill customer, you will no longer receive a paper bill. Should you want a copy for your records, you may print it from the web site. You may continue to pay your water bill as you currently do or you may opt to pay on-line or through an automated payment program. If you have questions regarding E-bills, please contact the Customer Service Department,

Open for Business!

The Oro Valley Water Utility has almost completed construction on our office. We remodeled the lobby to improve security for our employees and to comply with the American with Disabilities Act (ADA). The last of the security glass will be installed by the end of February; however, we have moved back in and are now conducting business in our office. Thank you for your patience during the construction.

