Welcome to the EyeOnWater Customer Portal!

Osceola Co Rural Water System now has the ability to grant you access to a customer portal which allows you to monitor your water usage. The water meter will be read on an hourly basis and once a day the readings will be will be posted to your account. To access your EyeOnWater account please follow the below instructions:
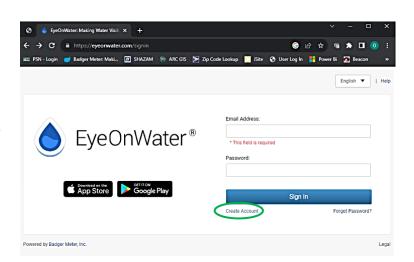

1. Accessing your Account

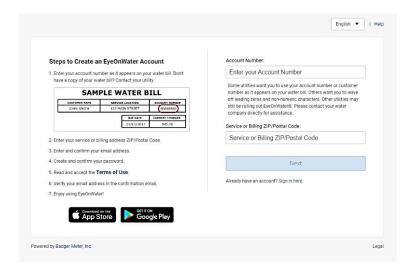On your computer using a web browser visit https://eyeonwater.com/signup
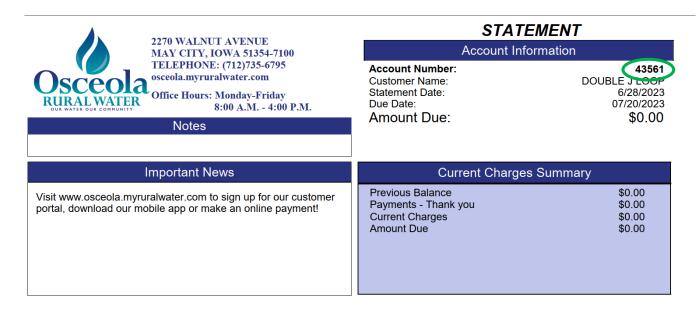
Click on "Create Account"

Using your Zip Code and water Account Number (found on the top right corner Of your most recent billing statement)
-click Next
Confirm the name of the account
-click Next

Please contact our office if you have trouble finding your account number at 712-735-6795.

Osceola RURAL WATER
OUR WATER OUR COMMUNITY

2270 WALNUT AVENUE
MAY CITY, IOWA 51354-7100
TELEPHONE: (712)735-6795
osceola.myruralwater.com

Office Hours: Monday-Friday
8:00 A.M. - 4:00 P.M.

Notes

Important News

Visit www.osceola.myruralwater.com to sign up for our customer portal, download our mobile app or make an online payment!

STATEMENT

Account Information

Account Number:	43561
Customer Name:	DOUBLE J LOOP
Statement Date:	6/28/2023
Due Date:	07/20/2023
Amount Due:	$0.00

Current Charges Summary

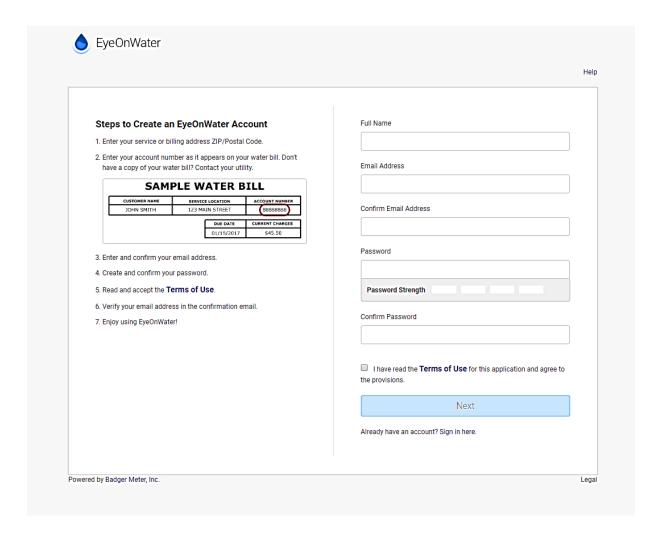|	
Previous Balance	$0.00
Payments - Thank you	$0.00
Current Charges	$0.00
Amount Due	$0.00

2. Create a Login

- Fill in your name, email address and create a password.

- Accept the Terms of Use – click Next

- You will need to confirm your access by going to your email and clicking the link back to "Eye on Water" website. (If you do not receive an email check your Spam and Junk folders.)

- After confirming your account, you can use your User ID (email address) and password to Login.

- If you have multiple accounts that you would like to attach to the same email, please contact our office and we will add them to your EyeOnWater account.

3. Main Account Screen

This is the main account screen. The top right shows a comparison of the last 7 days with the previous 7 days. The large graph shows daily usage for the current month. Top left indicates the leak alert area that you can set parameters. Bottom left gives information on reading frequency, last update and when the next update will occur.

4. Show Usage by Day

If you click on day it will show you the usage for that day. You can also use the arrows to toggle between days.

Click on the "?" for a tutorial video on how to navigate through the customer portal.

5. Hourly Water Usage

Clicking on hour and it will show you the hourly water usage for a certain day. You can use the arrows to look at various days. This chart is useful in showing a leak. No household without livestock should show continuous usage every hour of the day. If you do, something is probably leaking. Common culprits include dripping taps, hydrants or toilets running.

6. Set up Leak Notices

Regular service for a household – you would expect intermittent flow or usage – click on that.

Set expected flow type for this meter

Continuous Flow   Intermittent Flow

TYPE   LIMITS   ALERTS   SUMMARY

Send an alert when

Hourly continuous flow exceeds 10 gal/hr

Example Historical Flow

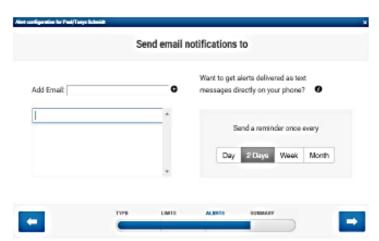TYPE   LIMITS   ALERTS   SUMMARY

7. Set Alarm

Enter your lowest flow to alarm at – here is showing to set at 10 gallons per hour or a little over a pint per minute – may not alarm a dripping tap, but would alarm a running toilet.

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8. Email Notifications

Enter how you wish to be contacted. They can email or text, and at what frequency.

Send email notifications to

Add Email:

Want to get alerts delivered as text messages directly on your phone?

Send a reminder once every

Day   2 Days   Week   Month

TYPE   LIMITS   ALERTS   SUMMARY

9. Preview your settings for alarms

Preview alert

Alert Settings		Notifications
Type of flow	Intermittent	Start Reminder Stop
Flow Threshold	Maximum 10 gal/hr	Subject: Leak Alert for Paul/Tanya Schmidt (Start)
Reminder Frequency	Every other day	Message: In the past 24 hours, BRACON has detected base flow of xxx gal/hr which exceeds the maximum threshold of 10 gal/hr.
Alert Status	Active	

TYPE   LIMITS   ALERTS   SUMMARY

Smartphone Users

There is an app for both iPhone and android available. Search "EyeonWater" in the Apple Store or Google Play Store.