

MyWater EWSU Is Customized For You!

Set Up Your Account

1. Visit <https://mywater.ewsu.com/portal/> or search for "MyWater EWSU" on the Google Play store or Apple store. You can even use the camera on your phone to scan the QR code to the right to download the app to your phone directly.
2. Click on "My Account" (Fig 1), then select "Register" on the pop-out. Provide your full 14-digit account number (and the dash), zip code and email to begin creating an account (Fig 2).
3. After you have registered for your account, check your email. Upon receiving an email from EWSU, you must activate your account. To activate your account, look for the words "click here" in the body of the email and click on the highlighted word "here" to activate your account.
4. Once you have activated your account, log in!

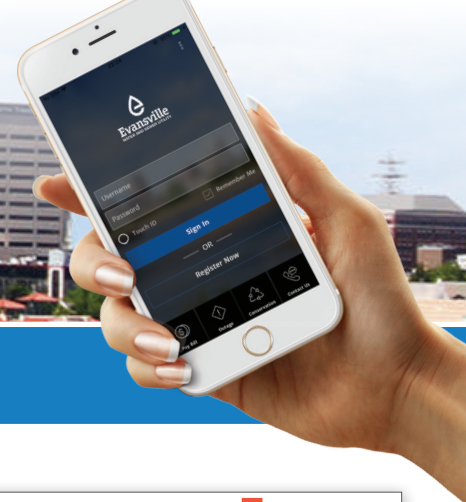
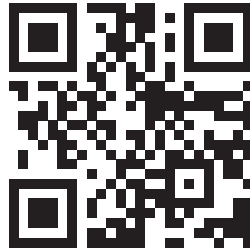


Fig 1

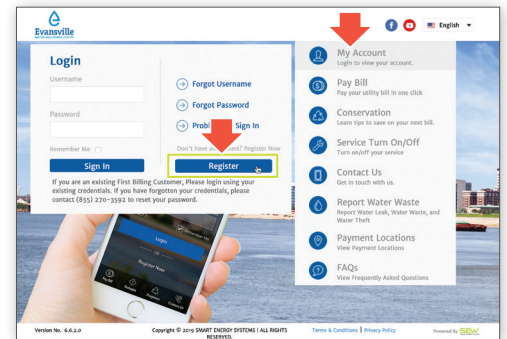


Fig 2

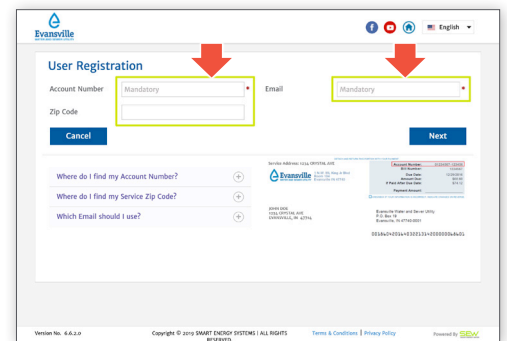
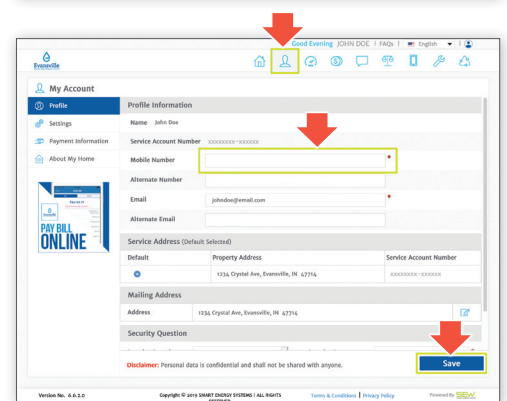


Fig 3

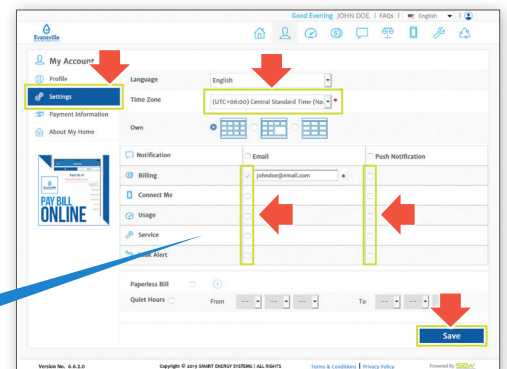


Verify/Add Account Settings

5. Verify your information is current and add a cell phone number if you have one (Fig 3). Be sure to save any changes you make by clicking the **Save** button.
6. Click on **Settings** (Fig 4):
 - Set Time Zone to: **(UTC-6:00) Central Standard Time (North America)**.
 - Click the boxes under **Email** and **Push Notifications** if you wish to receive text messaging or email notifications.
 - Click **Save** to save your changes.



Fig 4



TIP* To receive usage alerts, check the Usage box under Email or Push Notification!

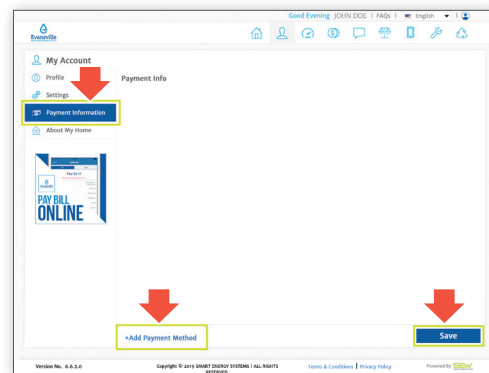
Verify/Add Account Settings (cont.)

7. To specify a payment method, click **Payment Information** on the My Account side menu (Fig 5). If you do not wish to add this information, you may skip this step.



- Add a payment method by clicking **+Add Payment Method**.
- Once your payment information is added, click **Save**.

Fig 5



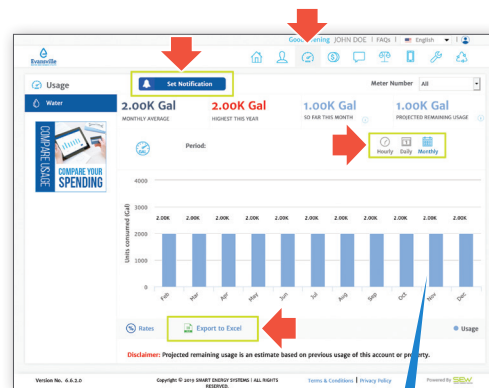
Usage, Billing and Notifications

8. Usage—How to view hourly, daily or monthly usage:



- Click on the **USAGE** button on the top menu.
- To export your usage, select the desired period button (**Hourly**, **Daily** or **Monthly**) on the right of the screen (Fig 6), then click **Export to Excel** at the bottom of the screen.
- To receive notifications when you have reached a certain usage amount, click the **Set Notification** button and enter a daily or monthly usage threshold. Once you save your changes, you will start receiving usage notifications.

Fig 6



TIP* View a break down of the usage for every day of any month by clicking the blue bar associated with the desired month.

9. Billing—Click on the **BILLING** button on the top menu to see the billing dashboard, which provides a current summary of the following: Total Usage, Billing Period, Total Water Charges, Previous Balance, Amount To Be Paid, and Due Date.



- Click **Auto Pay** on the side menu to set up auto pay. You will receive an email confirmation once it is set up.
- View billing and payment history by clicking **History** on the side menu.
- Set up **Text To Pay** to pay your bill via text messaging. When a bill is due, you will receive a text message. You can then text to pay it. Once **Text To Pay** is set up, you will receive a confirmation email.

10. Notifications—To access your own personal email inbox as well as other categories, click the **NOTIFICATIONS** button on the top menu. When the Utility sends you a notification or email, you will receive this notification in your inbox.



11. If you wish to email the utility about a particular issue, you can connect with us by clicking on the **CONTACT ME** button on the top menu.



- Select the general topic you're writing about.
- If you wish, attach/upload a file by clicking **Choose File**.
- Type a message that is up to 500 characters.

If you experience any issues or have further questions about how to use the *MyWater EWSU* app or desktop portal, please call **Customer Service** at **812-436-7846**.



Phone: (812) 436-7846
 Email: EWSUcustomerservice@ewsu.com
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