

# WaterSmart Customer Portal

July 22, 2021

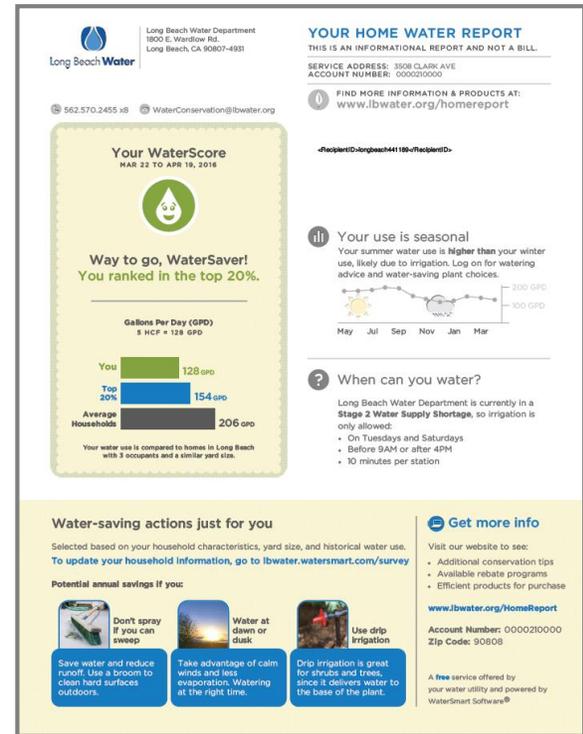


# LBWD History with WaterSmart...

2015  
drought

WaterSmart  
quarterly  
home water  
reports

State  
conservation  
mandates



# ...LBWD History with WaterSmart

LBWD AMI  
deployment

June 2021  
Customer  
Portal  
Rollout

WaterSmart  
AMI portal

**Long Beach 90H2O**  
Summer 2021

**Let's LiveSmartLB!**

Long Beach Water has recently upgraded you to a smart water meter. Smart meters keep your billing and account information secure, and they provide many cost-saving benefits.

Now, Long Beach Water is excited to make available to you a free, customer portal called WaterSmart where you can use your smart meter information to help you proactively manage your water use.

**WaterSmart is a new online customer portal offered by Long Beach Water that allows you to:**

- Track and view details about your water use
- Set up alerts and notifications for possible leaks or unusual usage
- Receive personalized tips on saving water
- Get informed about Long Beach Water news and community events
- Set communications preferences

To register and log into your customer portal account go to [lbwater.watersmart.com](http://lbwater.watersmart.com).

Sign-up for this new, free service to help you save water and money today! For questions or assistance, please email [SmartMeter@lbwater.org](mailto:SmartMeter@lbwater.org) or call 562.570.2359.

Learn more about your new smart water meter by visiting [lbwater.org/livesmartlb](http://lbwater.org/livesmartlb).

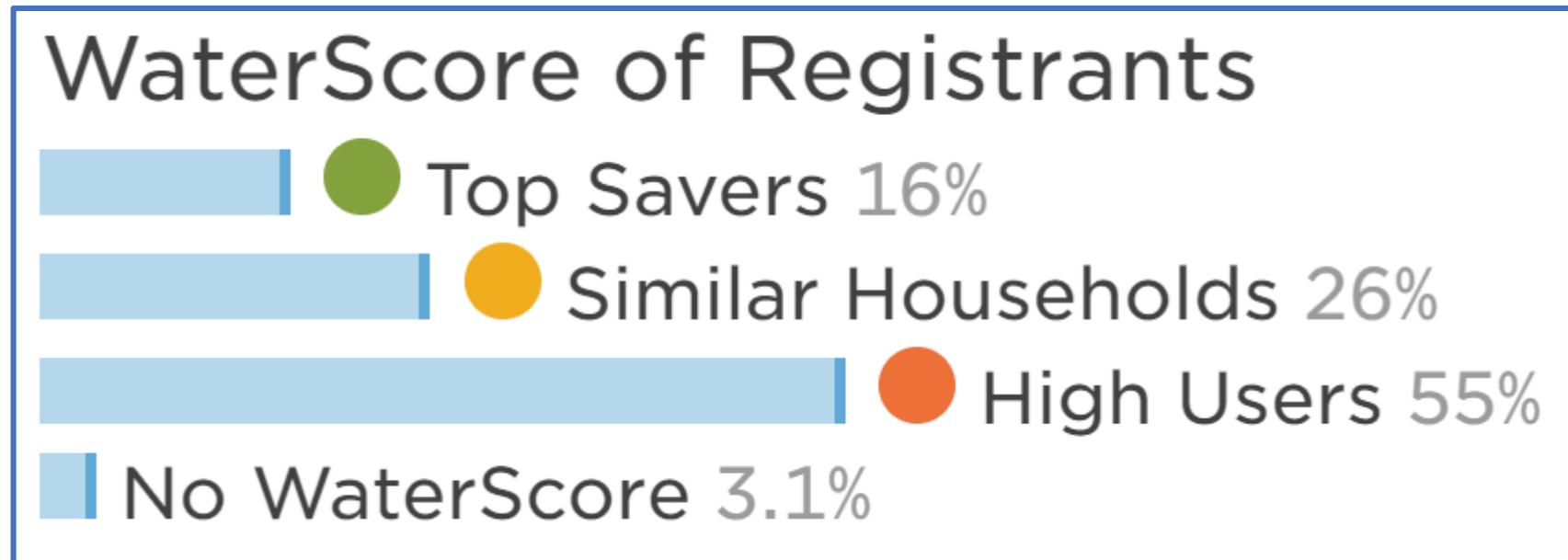
@lbwater  
@longbeachwater

More facts at **LiveH2OLB**

The image shows three smartphones displaying the WaterSmart mobile application. The screens show various features such as 'Your Profile', 'Watch your toilets' with a pie chart, 'Choose one action!', and 'Near Ways to Save'. A social media post from @lbwater is also visible, announcing the new WaterSmart customer portal.

# Customer Portal Engagement Statistics

- 1,600+ customers have registered their account



# Portal Demo – Landing Page

Water use snapshot

Social media feed

The screenshot shows the WaterSmart Program landing page. At the top, there is a navigation bar with 'Home', 'Billing', 'Track', 'Take Action', and 'Settings'. Below this, the user's service address (3633 Lime Ave, Long Beach CA 90807) and account number (3770900000) are displayed. The main content area is divided into several sections: 'My Daily Use' showing 2,268 Gallons Per Day with a 'View use' button and a comparison chart; 'I Want To...' with options like 'Check if I have a leak', 'Understand a high bill', 'Apply for a rebate', and 'Enroll in paperless billing'; 'Notifications' with an 'Unusual Use Notification' for July 8, 2021, and a 'Track your use' button; a social media feed for Long Beach Water; and a 'Tweets by @longbeachwater' section. A 'CONTACT US' button is visible on the left side of the page.

Notifications

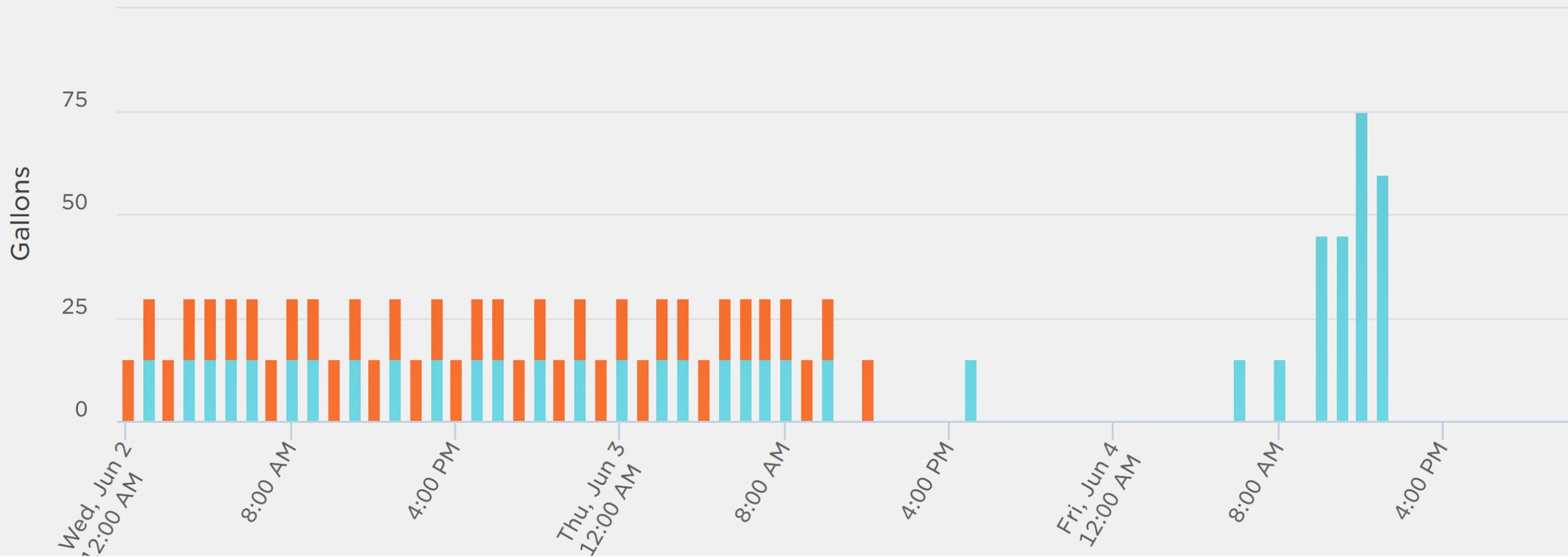
Leak self-help tutorial

Link to rebates

# Portal Demo – AMI

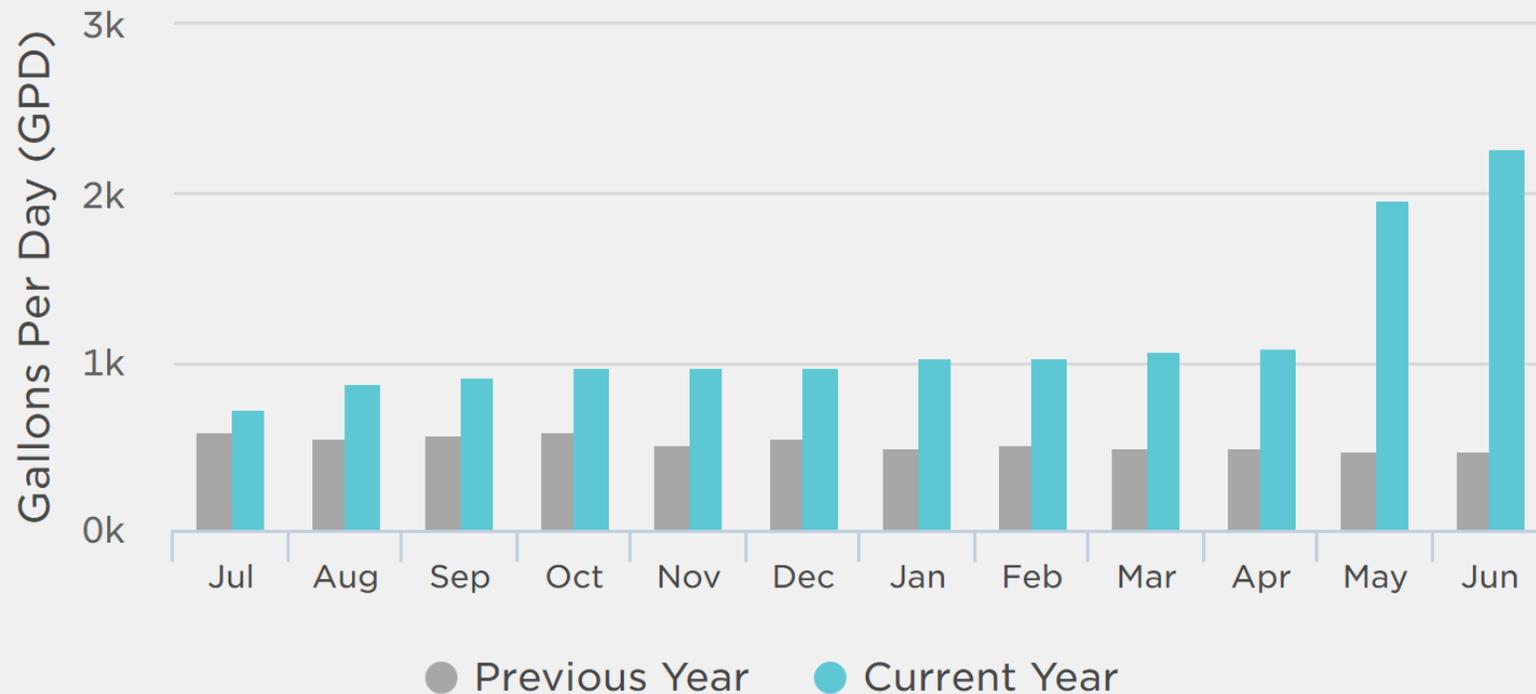
● Normal Use   ● Possible Leak   ● Data Unavailable

Last updated Monday, Jul 12, 2021 at 11:00 PM



# Portal Demo – 24 month comparison

## Comparing Your Use: Last 24 Months



### Increasing use

You used about **102% more water** during the most recent twelve-month period compared to the prior twelve-month period.

[Set use notifications](#)

# Portal Demo – Alerts

## Communication Preferences

**High Use Notifications**

You will be notified when your daily use is over **2X** times your normal seasonal use.

1X      3X      5X



*\*Typical Seasonal Use: 441 GPD*

- Email
- Text Message
- Voice Message

**Bill Forecast Notifications**

You will be notified if your use in the current period is on track to exceed **2X** times your normal seasonal use. We will only contact you a maximum of once per billing period.

1X      3X      5X



*\*Typical Seasonal Use: 30.5 CCF*

- Email
- Text Message
- Voice Message

**Unplanned Use Notifications**

For **Account #3770900000**, you will be notified when use from your property exceeds your Daily Threshold setting.

Daily Threshold (Gallons)

0

Starts on

Ends on

Never

- Email
- Text Message
- Voice Message

# Portal Demo – Leak Module



Toilets

Fixtures

Irrigation

Other

## Check Your Toilets

Running toilets are a common source of leaks, and are easy to fix.



Locate a leak by listening for running water or doing a [dye test](#).



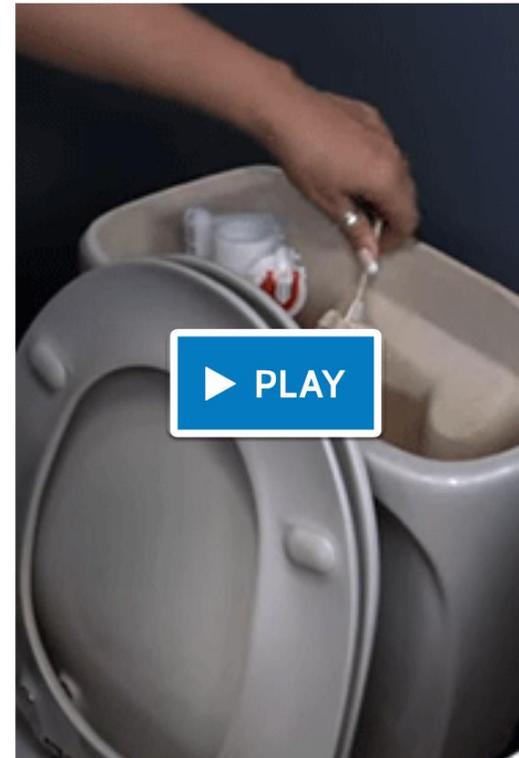
When the tank is full, check that the water level stops about one inch below the top of the overflow tube.



If the water is too high, adjust the water level screw or repair the float valve. If not, [check the flapper or the seal on the flush](#)

Found a leak

Step 2: Fixtures



# Customer Portal Future

- Initiate proactive follow up programs
  - Leaks
  - Irrigation days
- City-wide customer portal procurement



# Long Beach Water

Exceptional Water • Exceptional Service

