WaterSmart Data Analytics Frequently Asked Questions

Scottsdale uses Advanced Metering Infrastructure (AMI) water meters to securely collect daily water use data. This information powers the WaterSmart Portal, giving customers easy access to their water use, alerts, and conservation tools. All Scottsdale Water customers have access to the WaterSmart Portal. If you are not sure if you are registered for WaterSmart, view the WaterSmart Flow Chart for guidance.

Can I get leak alerts?

If you have a *single-family residential* or *irrigation only* water account* and have an hourly AMI enabled meter (View the AMI Meter Map), a leak notification will be sent via email or text if the system identifies the use of 8 gallons of water or more per hour for 72 or more consecutive hours. **You must be registered for WaterSmart to be eligible for leak alerts**. Learn more about leak alerts by watching the WaterSmart Leak Alert Workshop.

If you do not yet live in an AMI area, you will only have access to monthly billed usage data & charts, in addition to service interruption alerts and conservation program marketing.

Leak alerts are not yet activated for all types of accounts such as commercial or multifamily, but they are currently undergoing evaluation.

Can I get alerts for Bill Forecasts and/or Unplanned Use?

Yes, there are notifications for Bill Forecast and Unplanned Use for AMI hourly customers.

1. Log into the WaterSmart portal and click "Settings" & "Communication Preferences"

2. Check off the box(es) for the notifications you would like to receive.

3. To update mobile numbers, select "Account Settings" within the Settings tab.

How do I download my water use data?

Customers can download meter readings from the WaterSmart Customer Portal

1. Click the *Settings* dropdown menu and select "Download Your Data".
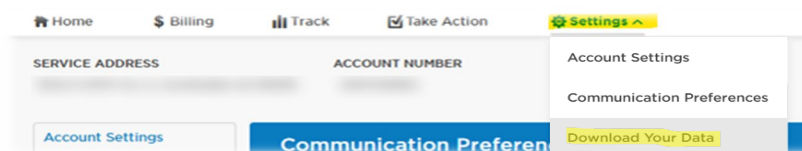
Why does it say, "data unavailable" or my hourly data is missing?

If your hourly data stopped displaying water use, there could be multiple causes. Water from rainstorms or excess irrigation in the meter boxes can disrupt signals and equipment may need a few days to dry out before signal transmission can be restored. Meter boxes may also fill with dirt, a transmitter battery may die, or critters may chew through wires disabling data transmission.

If you are experiencing an issue with data interruption at your water meter, please call 480-312-5650 or submit a request through Scottsdale EZ, search "Meter" and write a short description of your issues and provide contact information so a meter tech can investigate. We request your patience for repairs as they are performed on a first-come, first-serve basis and are dependent on supply availability.

WaterSmart provides useful supplemental information like hourly data, but it is not used for billing purposes and is susceptible to intermittent outages. Continue to review your monthly utility statement for the total water use for that monthly billing cycle even if you signed up to receive water use notifications. You may want to conduct manual leak checks when data is not available.

Is the hourly water use data real-time?

The data is "near-real time" but not immediate. Data is transmitted once per day to the WaterSmart portal so you can view data from yesterday. The portal uploads typically take place around 9 a.m. or 5 p.m., so you may notice only partial water usage available for the most recent day. If you need real time data, it is always best practice to read your water meter. To learn how to read the meter and calculate your water usage in real-time, find instructions in the Smart Home Water Guide and in Scottsdale's How To Read Your Water Meter Video.

I only see my monthly water usage; how can I see it hourly?

Scottsdale is working diligently to give its customers more transparency on their water consumption by providing hourly water use data. Individual accounts without the associated infrastructure for data transfer cannot have hourly data until the AMI infrastructure is put in place. Currently, about a third of customers do not yet have the infrastructure needed to provide hourly water use data. To determine which account type you have, login to WaterSmart and click on the *Track* tab. If the top graphic is labeled "Overview" then you only have only monthly billing data. If the top graphic has tabs labeled, "Hourly, Overview and Leaks" then you have hourly data available. If you have multiple properties, you may have some with hourly and some with only monthly water use data.

Why is my water use all over the place?

An easy estimate for average water use is 100 gallons per person per day, though it may go up and down depending on daily activities. Included in that 100 gallons per day is irrigation, appliances, general consumption, etc. Approximate gallons for different activities are:

- Laundry is 30-40 gallons per load

- A 10-minute shower is approximately 25 gallons

- Outdoor irrigation can range from 100 to 2,000 gallons per day, depending on the watering method and the system size, and is typically the largest water use in our de

  Consider signing up for a free [Outdoor Water Efficiency Check](#) by calling 480-312-5650!

Why does my neighbor use less water than me if we have the same things?

Oftentimes it is related to irrigation water use and/or a leak. Irrigation systems can vary significantly on how much water they apply to the landscape, even if they run the same length of time. Sometimes there are indoor leaks, more visitors, or personal habits that can make a difference in water use. For help finding leaks, view instructions in the [Smart Home Water Guide](#).

What if the hourly water usage data does not match my bill?

Billing consumption data is pulled each month at a certain time and day depending on each customer's bill date cycle. In contrast, the WaterSmart portal reflects 24 hours of water use data each day from the previous day. Therefore, the two numbers will rarely ever match perfectly due to different timeframes.

Water use occurred and I wasn't home?

There are several reasons for water use when you're not home. Often, it is the irrigation system or another timed device such as a water softener or automatic pool fill. Make sure to be aware of these timed devices. On occasion, when someone is out-of-town, friendly neighbors may "help" by watering plants or cleaning driveways. However, it could also be an indoor leak; toilet leaks are common. For help finding leaks, view instructions in the [Smart Home Water Guide](#).

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