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Welcome to EyeOnWater

We're excited about this new service and we think you will be too! "EyeOnWater" will give you easy and up-to-date access to your water usage information whether you're at home or traveling.

The following are some frequently asked questions (FAQs) that we hope will help you understand your new "EyeOnWater" service. As with anything else, if you have questions for us, please don't hesitate to call at 480-488-9100, or e-mail us at noel@carefreewaterco.com.



How long will it take to get my "EyeOnWater" service?

We've already started the first round of hardware installations which should be completed in the next 2 weeks. Once your hardware is installed, we will verify that it is communicating with the website correctly. When everything is working properly, you will receive an e-mail from us with instructions on how to set-up your "EyeOnWater" account.

What will I need to set-up my "EyeOnWater" account?

You must have a personal computer and a valid e-mail address to set-up your EyeOnWater account. As a step in the account set-up process (which will be e-mailed to you separately), you will receive a confirmation e-mail from "Beacon" that requires you to click on a link. This is a necessary security measure.

What is "Beacon"? I thought I was signing up for "EyeOnWater".

"Beacon" is the hardware that uses cell phone technology to communicate between your water meter and the internet. The website or smartphone app (by Badger Meter, Inc.) that you will use to access your data is called EyeOnWater. When you talk to us at the Water Company, we will probably use Beacon and EyeOnWater interchangeably. Just know that we are talking about the same thing.

Do I need a computer or smartphone access to use this service?

Yes, to use this service you must be able to access the internet via a personal computer/ laptop or have smartphone/tablet internet access.

How can I see my water usage data on my smartphone?

We recommend that you perform your account set-up on your personal computer via the website. Once that is done, you can download the free "EyeOnWater" app onto your smartphone, sign-in with your **Username** and **Password**, and you're on your way!

What if I don't like the service?

We think you will, but we also want you to be happy with this service. At any time before the installation of your water meter hardware, you can cancel your order without cost. Once hardware installation has occurred, the Water Company has made a significant financial investment on your meter. The \$240 that you pay (or 12 payments of \$21) covers a portion but not all of the cost which includes hardware, hardware

installation, and staff time to link your meter to the website. Even so, you can cancel your EyeOnWater service within the first 90 days of installation, but you will incur a \$120 charge to cover our labor costs and restocking the equipment. After 90 days, the service can be cancelled; however, no refund is available.

Does the \$240 really pay for 10-years of service?

Yes! Our meter supplier guarantees you will have access to your water use data for 10-years.

What happens after 10-years?

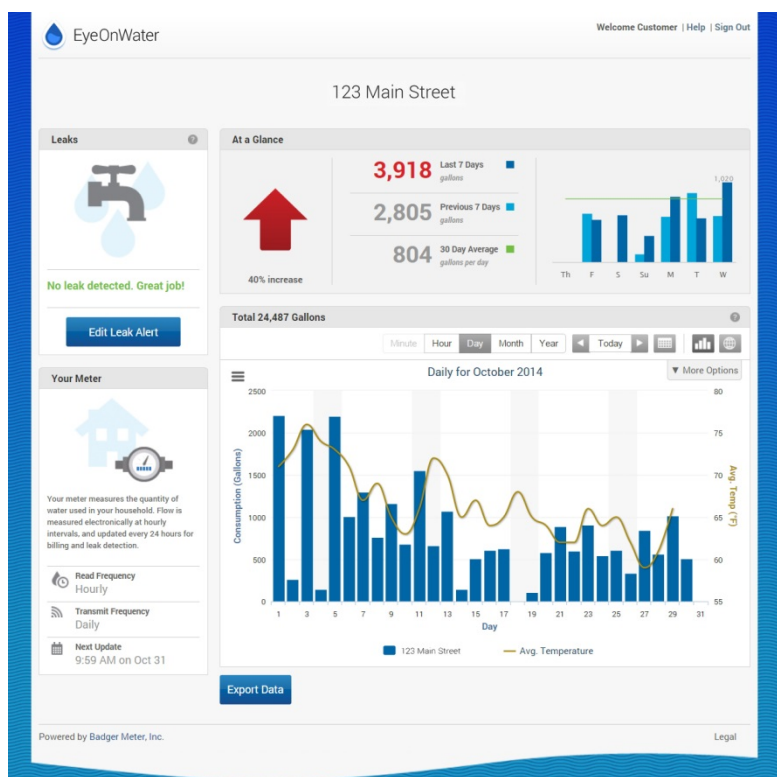
10-years is a long time and unfortunately, we don't have a crystal ball. What we expect is that technology will improve and costs will decrease. Our best guess is that your 2027 renewal will offer better data access and may even be cheaper!

Do I own the hardware? Will I have to maintain it for 10-years?

No, just like your water meter, the Water Company will own the hardware and we will maintain it for you over the 10-year period.

What if I move?

Your EyeOnWater service is tied to your property/water meter and must stay in place. The service can and will be transferred to the new property owner. If you decide to sell your property, we would encourage you to point out your EyeOnWater service. We feel it's an amenity that it makes your property more desirable.



Will I be able to see my water usage in "real-time"?

No, there is a slight delay in seeing your water usage data. The new hardware uses cell phone technology to upload your data once per day for the prior 24-hrs. The upload will typically occur at the same time every day, but we cannot control when that occurs.

Will I need to be taught how to use my EyeOnWater account?

We feel that the EyeOnWater website is user-friendly and easy to use. We suggest that you get your account set-up and "test drive" the website for a few days. At that point, if you have questions, please call us or e-mail us and we'll be happy to assist.

Is there any part of EyeOnWater that I will need help with?

We feel that the "Leak Alert" function of EyeOnWater is a very important feature. It is one feature that is also more difficult to understand. Once you get your account set-up, we will be contacting you to help get your "Leak Alert" up and running.

Can I see my account balance and pay my water bill on EyeOnWater?

No, your account balance cannot be accessed on EyeOnWater nor can water bills be paid through it.

Again, welcome to "EyeOnWater". We look forward to helping you keep an EyeOnWater for many years to come!