



# How to calculate thresholds for your alerts

## Alert reports available

- High Water Consumption - Day (Example below)
- High Water Consumption - Week
- Low Water Consumption - Day

Please note: 1 kilolitre = 1000 litres

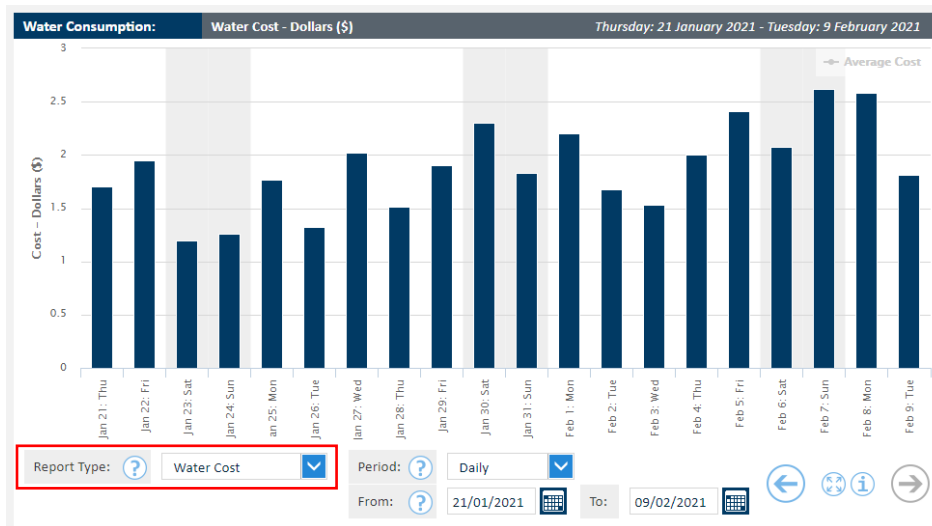
1. Login to the Customer Portal and select the account you're setting up an alert for.

The screenshot displays the GWMWater Customer Portal Home Dashboard. At the top, there is a navigation bar with 'Home', 'My Accounts', 'My Alerts', 'My Profile', 'Contact Us', and 'Logout'. Below this, the main content area is titled 'GWMWater Customer Portal Home Dashboard'. Under the heading 'Your Urban Accounts', there are two account entries. The first entry shows a consumption of 4.5 kL over the last 7 days, with a red triangle icon indicating a high consumption alert. This entry is highlighted with a red dashed box. The second entry shows a consumption of 0.0 kL over the last 7 days, with a blue triangle icon indicating a low consumption alert. At the bottom of the accounts list, there are buttons for 'Filter Results' and '+ Add Account'. On the right side of the dashboard, there is a dark blue banner with the text 'Received a possible leak alert?' and 'Find out how potential leaks are calculated and practical advice for locating leaks on your property'. Below this banner is an orange button that says 'Find out more →'.

- If you would like to set up a daily high water consumption alert, set your consumption report period to 'daily'.

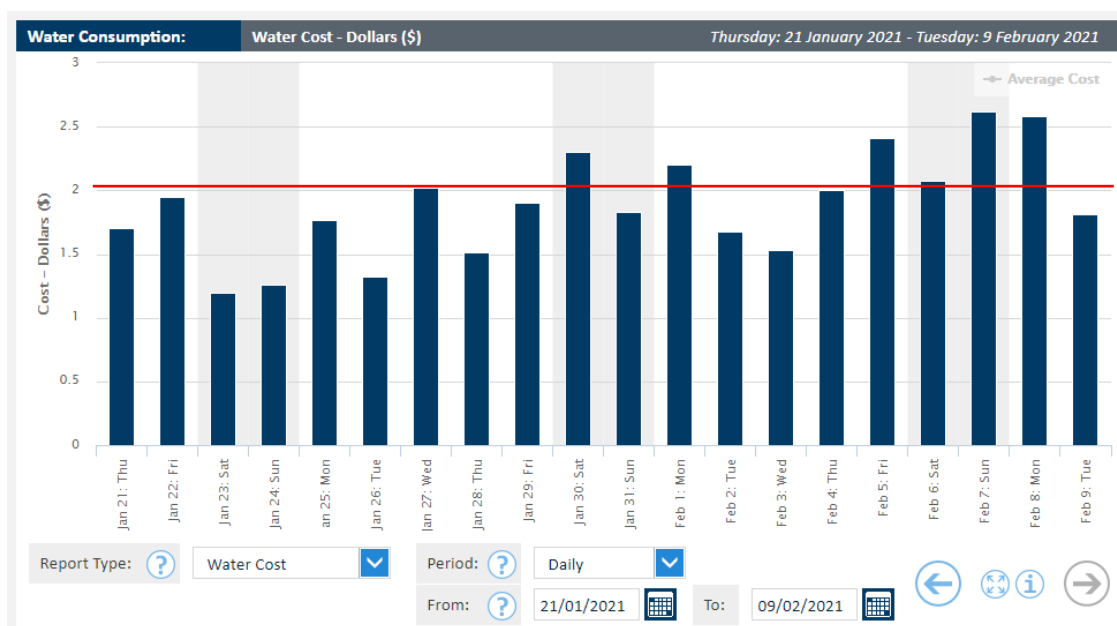


- Depending on when you want to be alerted, you can set your report type to either 'water usage' or 'cost'. For example, when you've used more than X litres per day or when your water cost is more than \$X.

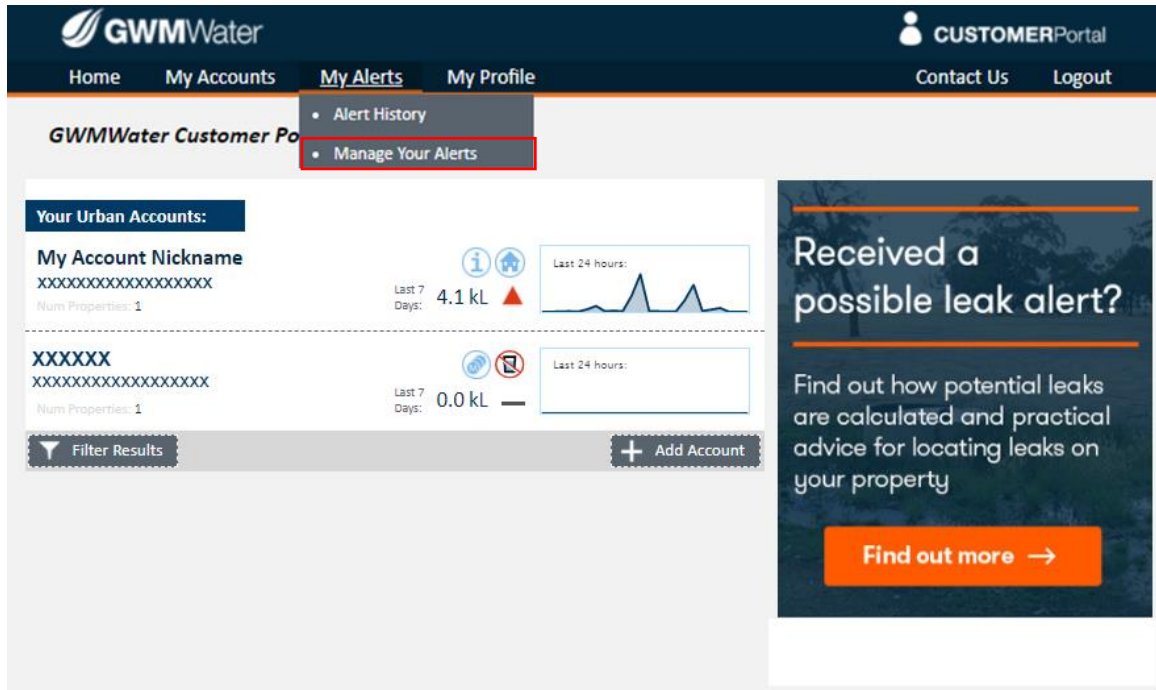


- Based on the data you can then decide what your alert threshold could be. To detect changes in behaviour or possible issues, it's recommended you set alerts above your average or above your highest consumption day. For example in the chart below, the water user may consider \$2 each day as high usage, and want an email warning once they have reached \$2. If usage reached \$4 per day, that would be unusual, so the water user could set up an SMS alert once \$4 worth of water has been used.

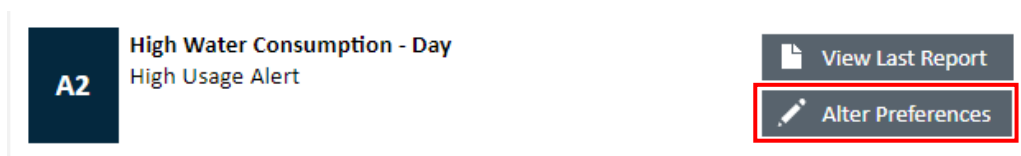
Alternatively, you might have daily usage target in mind that you would like to strive for. In this case you could set your alerts in accordance with that target.



5. To set the alert, select 'Manage your alerts'.



6. Find the 'High Water Consumption - Day' report and select 'Alter preferences'.



7. Based on your daily water consumption report, set your thresholds for warnings and alerts.

*Warning Threshold – A warning will only be sent to your email address. These have a lower threshold for this alert type.*

*Alert Threshold – An alert can be configured to be sent to either your email address or your mobile phone. These have a higher threshold for this alert type.*

The screenshot shows a settings window titled "High Water Consumption - Day Preferences:" with a close button (X) in the top right corner. The window contains several configuration options:

- Alert ACTIVE?**: A toggle switch that is currently turned on (checked).
- Report Method**: A dropdown menu set to "Cost (\$)".
- Warning Threshold (\$ per Day)**: A dropdown menu set to "\$2 per Day".
- Alert Threshold (\$ per Day)**: A dropdown menu set to "\$4 per Day".
- Emails and SMSes Suspended After Alert**: A dropdown menu set to "3 Days".
- Alert Method**: A dropdown menu set to "SMS Only".
- When to send SMS?**: A radio button selection with three options:
  - Immediately (Including at night)
  - Only during business hours
  - Specific time:

At the bottom of the window, there are three buttons: "Cancel" (with a return icon), "Apply to All Accounts" (with a copy icon), and "Save" (with a save icon).