



How to see your rural water allowance status

[Desktop view - personal computer / laptop / Mac](#)
[Mobile view - smart phone, tablet](#)

1. Login to the Customer Portal and select the account you'd like to see your water allowance for.

The screenshot displays the GWMWater Customer Portal Home Dashboard. At the top, there is a navigation bar with the GWMWater logo and 'CUSTOMERPortal' label, along with menu items: Home, My Accounts, My Alerts, My Profile, Contact Us, and Logout. The main content area is titled 'GWMWater Customer Portal Home Dashboard' and includes a 'Filter Results' button and an 'Add Account' button. The dashboard is divided into two main sections: 'Your Rural Accounts' and 'Your Urban Accounts'. Under 'Your Rural Accounts', there are two entries. The first entry shows 'XXXXXX' with 'Num Properties: 5' and a water usage of 64.6 kL over the last 7 days. The second entry, which is highlighted with a red box, shows 'XXXXXX' with 'Num Properties: 1' and a water usage of 37.3 kL over the last 7 days. Each entry includes a small line graph showing usage over the last 24 hours. To the right of the dashboard, there is a sidebar with a notification titled 'Received a possible leak alert?' and a 'Find out more' button.

- You will be taken to the Customer Portal Account Dashboard where you can see your water allowance status in the Metrics panel. You can use the arrows or numbers to toggle between metrics.

GWMWater CUSTOMERPortal

Home My Accounts My Alerts My Profile Contact Us Logout

Customer Portal Account Dashboard Operations

Account Information:
XXXXXX
XXXXXXXXXXXXXXXXXXXX

Water Meters:
XXXXXXXXX [Icons]

Metrics: Allowance Status:

118% of 830.00 kL allowance for this financial year used to date

84 % of this financial year has passed.
Need to increase your water allowance? ⓘ

1 2 3 4 5 6

Water Consumption: Water Usage - Litres Wednesday: 14 April 2021 - Monday: 3 May 2021

Usage - Litres

Date	Usage (Litres)
Apr 14: Wed	~1.5k
Apr 15: Thu	~2.5k
Apr 16: Fri	~2.5k
Apr 17: Sat	~2.5k
Apr 18: Sun	~3.5k
Apr 19: Mon	~14.5k
Apr 20: Tue	~17.5k
Apr 21: Wed	~0.5k
Apr 22: Thu	~5.5k
Apr 23: Fri	~12.5k
Apr 24: Sat	~0.5k
Apr 25: Sun	~0.5k
Apr 26: Mon	~0.5k
Apr 27: Tue	~0.5k
Apr 28: Wed	~4.0k
Apr 29: Thu	~8.5k
Apr 30: Fri	~6.5k
May 1: Sat	~0.5k
May 2: Sun	~6.5k
May 3: Mon	~10.5k

Report Type: Water Usage Period: Daily From: 14/04/2021 To: 03/05/2021

3. By changing the 'Report Type', you can see your water allowance in the report.

The screenshot displays the GWM Water Customer Portal interface. At the top, the GWM Water logo is on the left, and 'CUSTOMERPortal' is on the right. Navigation links include Home, My Accounts, My Alerts, My Profile, Contact Us, and Logout. The main heading is 'Customer Portal Account Dashboard' with an 'Operations' dropdown menu.

Account Information: XXXXXX
XXXXXXXXXXXXXXXXXXXX

Water Meters: XXXXXXXXX [Icons: No, Eye, Info, Meter status bar, Help]

Metrics: **118%** of 830.00 kL allowance for this financial year used to date
84 % of this financial year has passed.
Need to increase your water allowance? [Help]

Water Consumption: Water Allowance - Litres Wednesday: 3 June 2020 - Monday: 3 May 2021

The chart shows 'Usage - Litres' on the y-axis (0 to 1200k) and months on the x-axis (Jul 2020 to May 2021). A horizontal orange line represents the 'Allowance' at approximately 830kL. A blue line represents 'Consumption', which starts near 0 in July 2020 and rises steadily, crossing the allowance line in March 2021 and reaching nearly 1000kL by May 2021.

Report Type: [?] Water Allowance [v] **Period:** [?] Monthly [v] **From:** [?] 03/06/2020 [Calendar] **To:** 03/05/2021 [Calendar] [Navigation icons]

4. To see your water allowance status on your mobile phone, login to your Customer Portal.

AA watercustomerportal.miwater.co

Log In to Customer Portal:

Email

Password

Remember me **Log In** →

Sign Up Now **Forgot Password?**

Switch to Desktop Site

Switch To Desktop Site to:

- Configure alerts and reports
- View individual meter graphs

5. Select the account you would like to see your water allowance status for.

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Home Dashboard

Rural Accounts:

XXXXXX Last 7 Days: 64.6 kL ▲
XXXXXXXXXXXXXXXXXXXX

Num Properties: 5

XXXXXX Last 7 Days: 37.3 kL ▲
XXXXXXXXXXXXXXXXXXXX

Num Properties: 1

Urban Accounts:

XXXXXX Last 7 Days: 6.6 kL ▼
XXXXXXXXXXXXXXXXXXXX

Num Properties: 1

6. Your water allowance will be shown at account level.

