

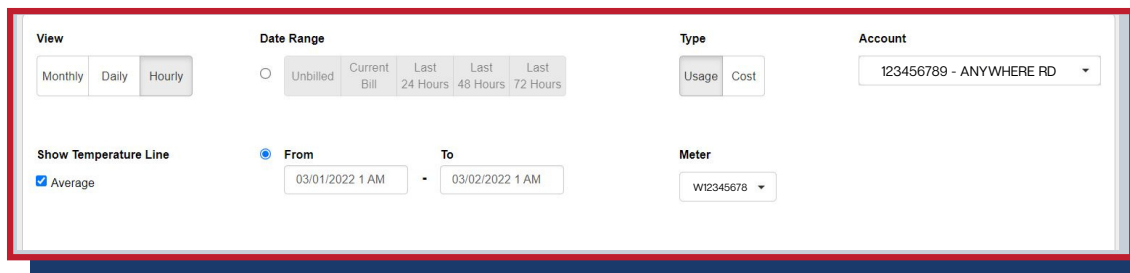
## Step One: Log in to EUConnect

If you suspect you have a water leak, we encourage you to check your service usage immediately. All customers have access to current and historical service usage in EUConnect, our free web portal and mobile app. To download the app, search "Erwin Utilities" in your device's app store or scan the QR code with your smart device's camera to be directed to your app store. To access the portal from a desktop, visit our website at [www.e-u.cc](http://www.e-u.cc). Please note, your Erwin Utilities account number will be required to create an EUConnect account.



## Step Two: Access Your Service Usage

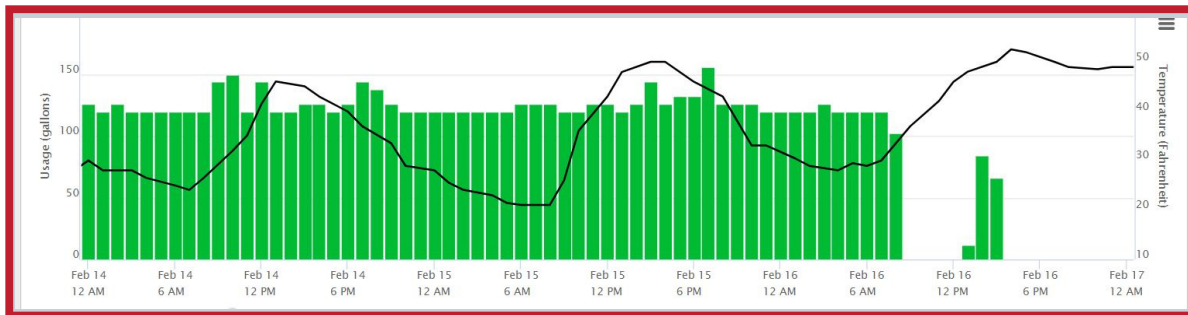
Once you've created and/or logged in to your EUConnect account, choose the "Usage" option (mobile app) or "My Usage" tab (web browser) to access your account's usage. Ensure you select the meter that begins with a "W" from the meter dropdown box; the graph should populate with gallons used for the date range you specify.



The screenshot shows the EUConnect Usage Explorer interface. It includes a 'View' section with 'Monthly', 'Daily', and 'Hourly' options. The 'Date Range' section has radio buttons for 'Unbilled', 'Current Bill', and 'Last' (with sub-options for 24, 48, and 72 hours). The 'Type' section has 'Usage' and 'Cost' options. The 'Account' dropdown shows '123456789 - ANYWHERE RD'. The 'Show Temperature Line' section has a checked 'Average' option. The 'From' and 'To' date pickers are set to '03/01/2022 1 AM' and '03/02/2022 1 AM'. The 'Meter' dropdown shows 'W12345678'.

## Step Three: Check For Signs of a Leak

Within the Usage Explorer, select the option to view your usage on an hourly basis. If you notice that your water usage does not drop to zero at any point throughout the day, it is likely you have a water leak. In the photo below, notice the usage stays consistently high until the leak is identified. If you notice a similar trend in your own usage, look back at historical usage to determine when your leak may have started.



## Step Four: Contact Erwin Utilities after the Repair

Once you have identified and fixed the cause of the leak, check your water usage in EUConnect again to verify that the usage drops to zero when water is not being used. Please note, water readings for the current day will not be available until after midnight. After the leak is repaired, contact Erwin Utilities by email or phone to find out if your situation qualifies for a billing adjustment.