

CUSTOMER PORTAL

With the completion of Arcadia’s Advanced Metering Infrastructure “AMI” implementation and partnership with FATHOM, customers can go online or use a mobile app to view their account and make better informed decisions about water consumption, including the use of irrigation systems. More data allows customers to truly manage their own water usage.

In addition to the 24-hour access to customer account and billing information, customers will also have direct access to their own water usage data provided by the new AMI system.

- The fully functional Customer Portal will allow customers to sign up for direct access to **view their water usage in monthly, daily and hourly increments.**
- Additionally, customers can **setup customized usage alerts** to receive **notification by email and/or text message** based on established usage thresholds – allowing more direct control over their own water usage and subsequent bill.
- As more customers enroll in this benefit, participants will be able to **see how their household’s usage compares to other similar households.**

All Arcadia water customers can sign up for the portal at: <https://arcadiafl.gwfathom.com>

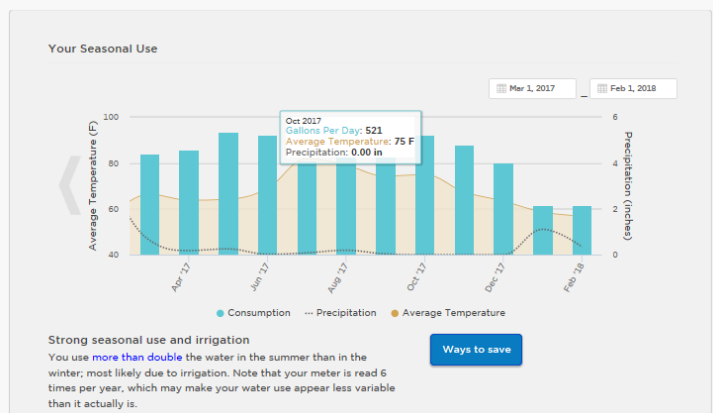
FAQs

Do I really use this much water?

Many people are surprised the first time they see their water use in gallons per day. Hourly meter reading data is helpful in that it allows you to see just how much water you use when you do common activities like showering, laundry, or watering your landscape. It is often a surprise to people just how much water is used for certain activities, particularly for irrigation.

We encourage you to explore the information provided in the portal. From the landing page, click “Track” and you will see

- Seasonal use charts (see spikes in summer irrigation)



Customer Service

Phone: 1-833-764-5238 – Monday-Friday 8am-5pm

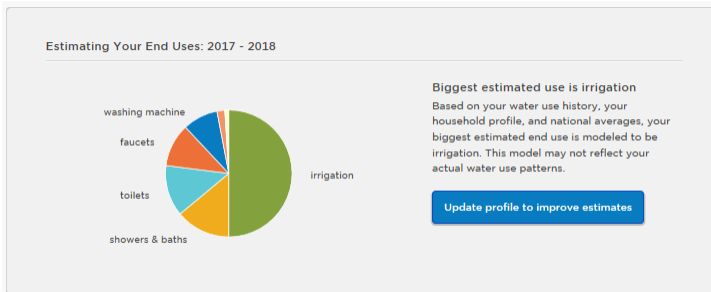
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- Historical use charts (see if usage is higher or lower than last year)



- Top end uses of water (activities that use the most water.)



Who am I being compared to?

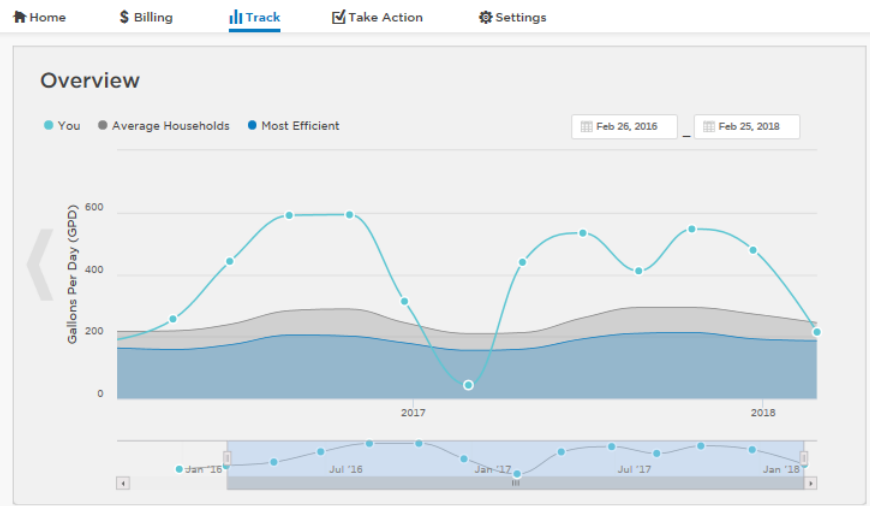
We do our best to make meaningful comparisons that help people understand their water use, while understanding that each customer has unique needs. Comparisons are provided to give you more context to understand your water use. Your home is compared to other households that have the same number of occupants and similarly sized yard.

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What do I do if I forgot my password?

Click on the “forgot password” link from the homepage from the customer details page. This will send you an email with a new password and a link to login. To reset your password, login and go to your account settings.

Is my consumption data real time?

Yes. (Payments and charges are reflected the following day.)

Does the hourly information match the amount on my bill?

The sum of your hourly reading information will approximately match the consumption amount on your monthly bill. Note that there occasionally are adjustments.

How do I add or change my Usage Notifications?

Change your settings for Usage Notifications any time by navigating to the Portal and logging in. If you're not already registered, enter your account number and service zip code. Then enter your email address and create a password.

1. Once logged in, click the arrow next to your name at the top right.
2. Choose “Settings” and then chose “Communication Preferences” to sign up for notifications and choose how you would like to be contacted.

I got a notice saying I may have a leak. How do I find it?

Once the City enables leak alerts, receiving an alert indicates irregularly high water use, which may have been caused by a leak or another situation (like a person inadvertently leaving a faucet or hose on). Your leak alert includes a link to step-by-step instructions on how to find your leak. This online resource will help you identify and resolve the leak source, beginning with the two most likely causes: leaks in an irrigation system and a silent toilet leak. There are also instructions on using your meter to help pinpoint indoor and outdoor leaks.

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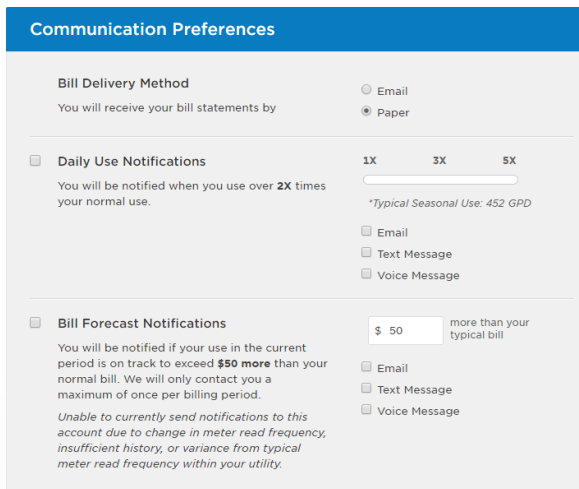


I see usage at a time I wasn't home. What's happening?

The most common reason for this is an irrigation controller set for a cycle at this time, or a leak. Please see our online resources on the portal for these topics if you have further questions.

How do I update my Profile and Communication Preferences?

1. Navigate to the Portal and login. If you're not already registered, enter your account number and service zip code. Then enter your email address and create a password.
2. Once logged in, click the arrow next to your name at the top right.
3. Choose "Update Profile" to update # of occupants, landscaping, fixtures, and more.
4. Choose "Settings" to update your name, email address, and phone number. Scroll down to sign up for alerts and notifications and choose how you would like to be contacted.



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How do I add an Account, or add more users to my Account?

Multi-account capabilities allow you to add many accounts to a single user login. For example, if you own several properties, you can manage them all under a single login instead of having a login for each property.

Multi-user capabilities allow you to add other users to your account. For example, you can add your spouse / children to the account which allows them to access the account with their own login.

From the landing page, choose "Settings" to add accounts and users.

Name	Role	Edit	Delete
April Showers	Roommate	Edit	Delete
George Forem	Roommate	Edit	Delete
James Smith	Roommate	Edit	Delete

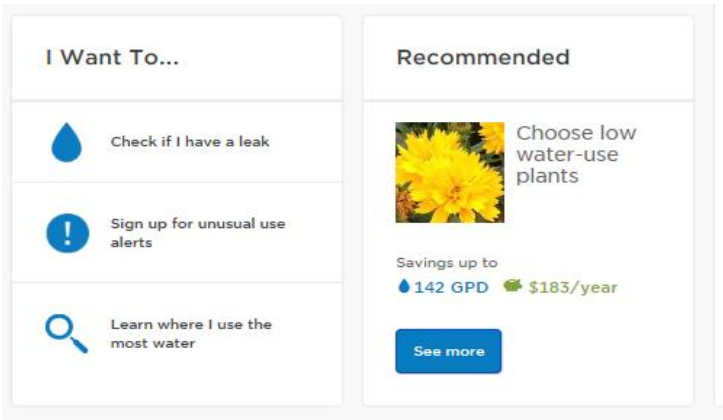
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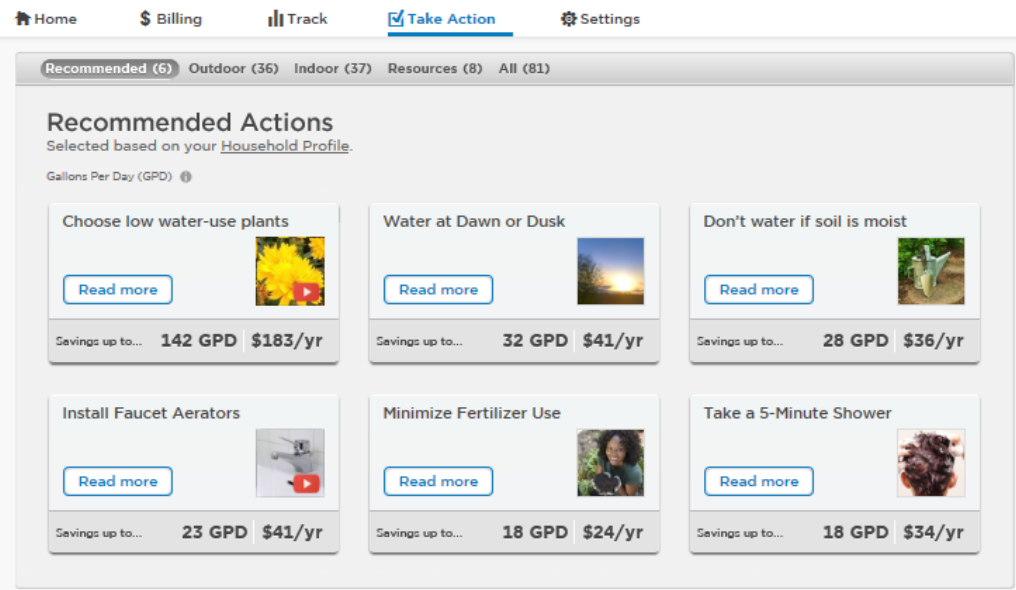
HELPFUL TIPS TO NAVIGATE THE PORTAL

The portal was designed to be easy to use. Everything is accessible to you from the home page.

Click on “I Want To...” quick links which allow you to check for leaks, sign up for unusual use alerts, access learning tools, and more.



Click on “Take Action” from the headlines which provide recommended actions to reduce your bill and their estimated impact.



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Home Billing Track **Take Action** Settings

My Actions

Keep track of all water-saving actions you've engaged with.

Gallons Per Day (GPD) ●

You haven't started any actions.
Find actions to start in [Ways To Save](#)

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