CANNON BEACH
COMMUNITY BULLETIN

163 E. Gower Street
PO Box 368
Cannon Beach, OR 97110

503.436.1581

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EyeOnWater App Provides Free Leak Detection and Monitoring

City Staff to Hold Two Informational Sessions in September

If a pipe breaks in Cannon Beach and no one is around to hear it, does it make a sound?

Now, with the EyeOnWater app, the answer is a resounding 'yes.' (The sound? A message notification on your phone.)

Imagine, for instance, you're away from home and the timing battery on your sprinkler goes haywire. Suddenly you're dumping 325 gallons an hour onto the lawn; that's 7,800 gallons a day--all water you'll be liable to pay for.

Or, perhaps your ice maker kicks the bucket. Water is leaking inside your home. If it continues, unnoticed, repair costs could easily extend into the tens-of-thousands of dollars.

EyeOnWater App Provides Free Leak Detection

Maybe it's just a leaky toilet. But, at an average of two gallons per minute, that water adds up fast.

In the old days, discovering leaks like these could take weeks. It was simply a matter of when the monthly meter read was conducted by city staff. (Back then staff had to drive by every house.) If one of your pipes broke the day after your meter was read, it could've been 29 or 30 days before anyone was alerted to the abnormal consumption.

Now, thanks to the free EyeOnWater app, leaks can be diagnosed within 24 hours--or less!

"EyeOnWater is the cheapest form of insurance you'll never have to buy," says the water department's Shawn Cole, who, along with his water department colleagues, encourages all homeowners to download the app.
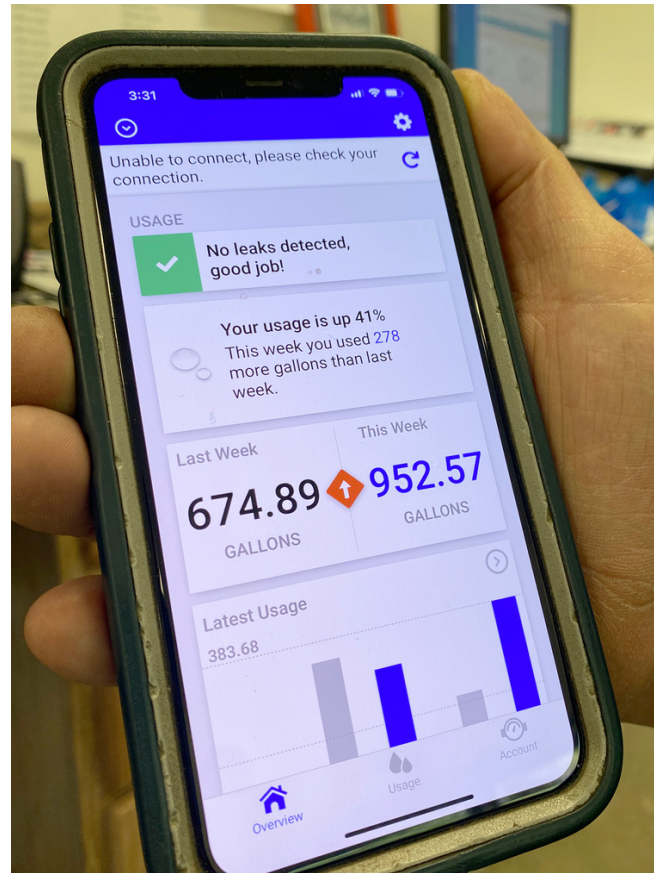
EyeOnWater in action

The EyeOnWater capability came with a citywide upgrade of water meters that began in 2018. The previous, radio-based metering system was reaching the end of its lifespan--and in the 15-year interim, technology had progressed mightily.

The new Badger brand water meters are equipped with cellular transmitters, broadcasting water usage in almost real time.

The original estimated install cost of $650,000 was cut in half as city staff installed the meters themselves, without the help of hired contractors.

Installation of the EyeOnWater app is simple. Available via free download in the Apple and Google Play app stores, all that's needed for signup is the account number on your water bill. No financial information is required by, or stored in the app. EyeOnWater can also be accessed via web browser on your laptop or desktop computer.

EyeOnWater App Provides Free Leak Detection

"The EyeOnWater app only engages with you when there is a problem," says Cole. "It's not selling you anything but piece of mind."

(It also won't be "dinging" all the time, though Cole and the water team encourage users to turn on leak notifications so you'll never have to check it if you don't want to.)

To assist with signup or installation--and to demonstrate the app and answer any questions you may have--members of the water department are holding two learning and support sessions.

Staff will have a booth at the Farmers' Market on Tuesday, September 6th from 1-5PM. The following day, Wednesday, September 7th, they'll be available at City Hall, outside the council chambers from 5-7PM.

Darryl Walker, Shawn Cole and a water meter

Cole says when he installed the EyeOnWater app he quickly discovered a leaking toilet in one of his children's bathrooms.

For the conservation-minded, EyeOnWater is an essential tool in reducing water usage.

And, in terms of guarding against more than just against a leaky pipe, EyeOnWater provides an extra level of security, says the water department's Darryl Walker.

"EyeOnWater is really helpful for second homeowners," Walker explains. Because the app records such precise detail, down to the time of day, owners of second homes can see when the house is being visited--perhaps by the grandkids over the weekend--without their knowledge.

EyeOnWater is valuable to operators of short-term rentals too, staff says, allowing owners to pinpoint if a certain group wanted an inordinate amount of water.

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City staff use the same tools, writ large, which give them a detailed, birds-eye view of water throughout the Cannon Beach system.

"Over the last couple years, we've been really proactive on the city end as far as leak detection," Cole says. "We're listening to every valve, every meter on the city side. Now it's like triage. We know when there's a leak and we get in there and fix them right away."

With access to that same technology, thanks to EyeOnWater, now homeowners can too.

The **EyeOnWater** app, a free leak detection and useage monitoring system, is available for free to all water customers in Cannon Beach. City staff encourage all homeowners to install the app on their smartphone or access it via desktop computer. Staff will hold two public demonstration and info sessions to answer any questions and help get the app up and running. They are:

Tuesday, September 6th from 1-5PM @ the Cannon Beach Farmers' Market
Wednesday, September 7th from 5-7 @ outside the City Hall Council Chambers