

Welcome to the 2025 Annual Meeting

Dan Burke, General Manager
Eastsound Water



2025 Director's Election



- Meeting Agenda
 - Welcome and introduction
 - Announcement of the Director's election
 - GM presentation
 - Door prizes!
 - Adjournment

2025 Election

We have a winner!



2025 Director's Election



- SBS executed the election (same as OPALCO)
- Call for Volunteers: October 15th–29th, 2025
- Voting: November 3th – 12th, 2025
- Annual Meeting: November 18th, 2025
- And the winners are...

2025 Director's Election



- Chris Madison
- Madeline Danielson
- *Congratulations!*
- We REALLY appreciate you stepping forward!

2025 Director's Election



- We had a total of 209 members vote
- 17.06% of membership

2025 Director's Election



THANK YOU!

2025 Election

Who are we?



About EWUA

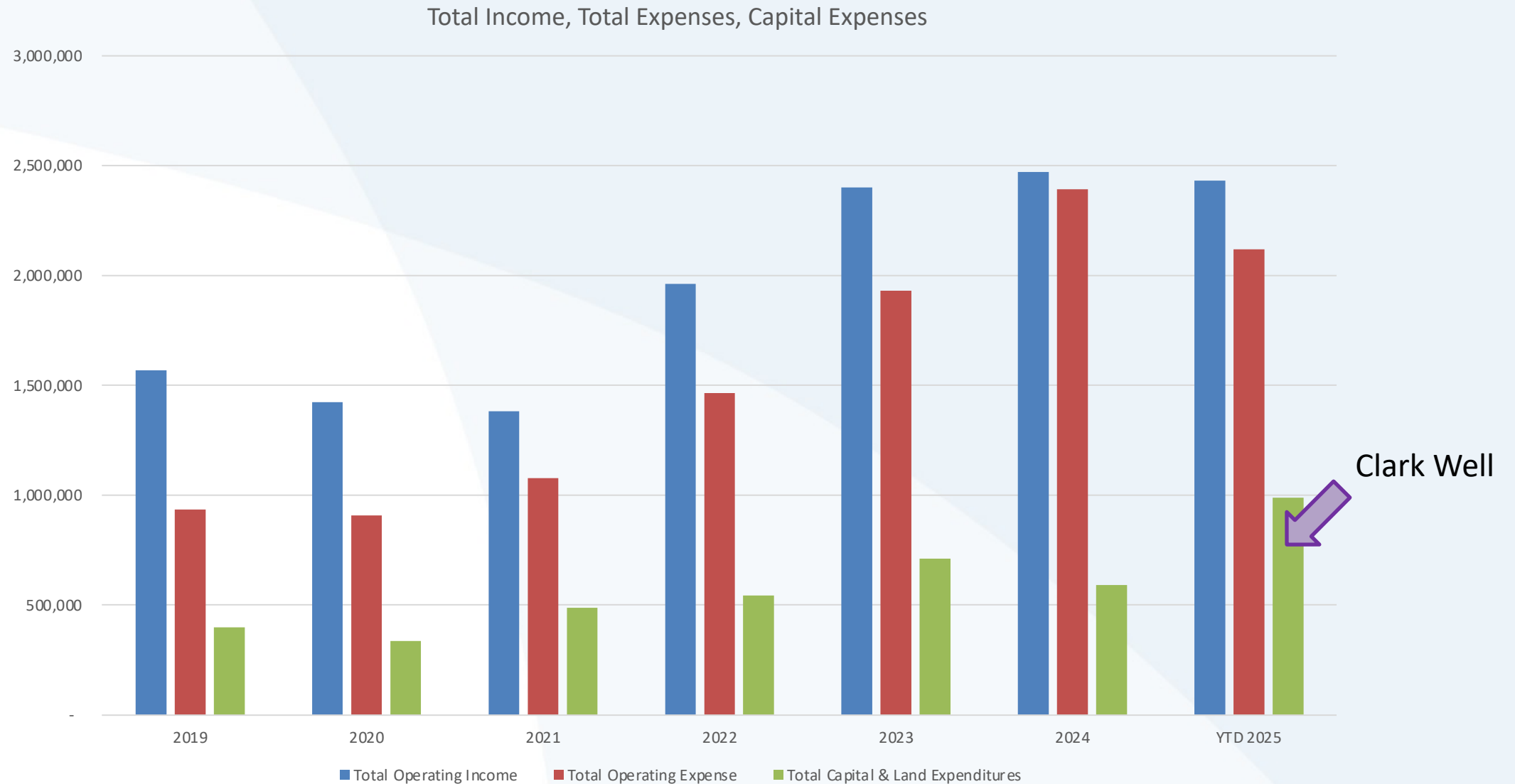


- Established in 1955
- 501c 12 Non-Profit, Membership Co-Op
- 6 Active Wells
- 1 Surface Treatment Plant
- About 1,225 Connections
- 1,000,000 Gallons of Storage
- 6+ Pressure Zones
- 10 Staff/ 7 Operators
- We manage 3 other island systems!
 - Olga, Doe Bay and Rosario

Annual Financial Overview



Annual Financial Overview



Annual Financial Overview



Total Income, Total Expenses, Capital Expenses and Island Served %



Annual Financial Overview



- Full Treasurer's year-end financial reports are held in March of each year at the March regular Board meeting

Billing System

New System Implemented
Mid-October 2022



2025 Director's Election

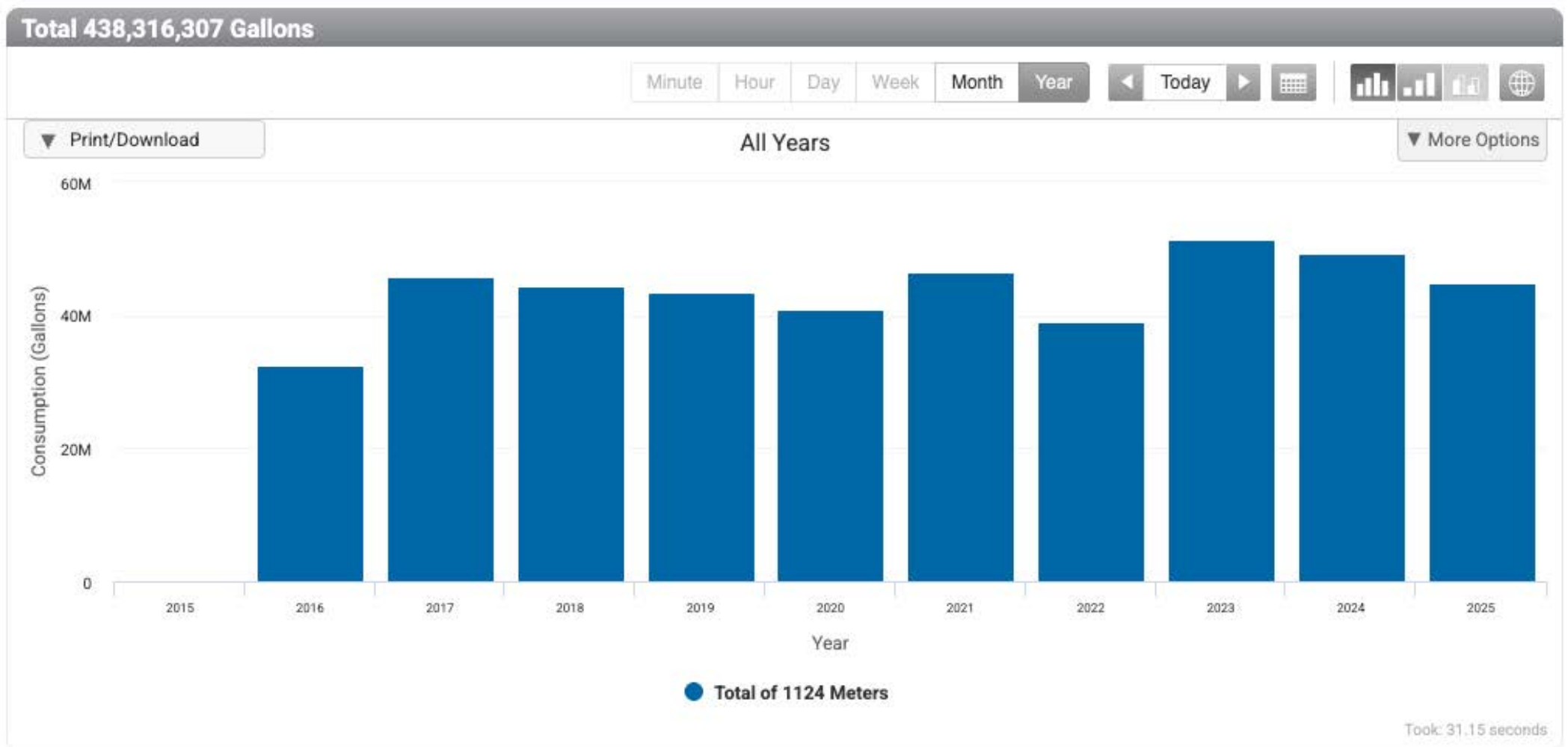


- Total Billing Customers: 1,212
- Paperless: 831 (69%)
- Paper: 381 (31%)
- Auto pay total: 748 (62%)
 - E-check: 670 (90%)
 - Credit cards: 78 (10%)

Let's talk about water



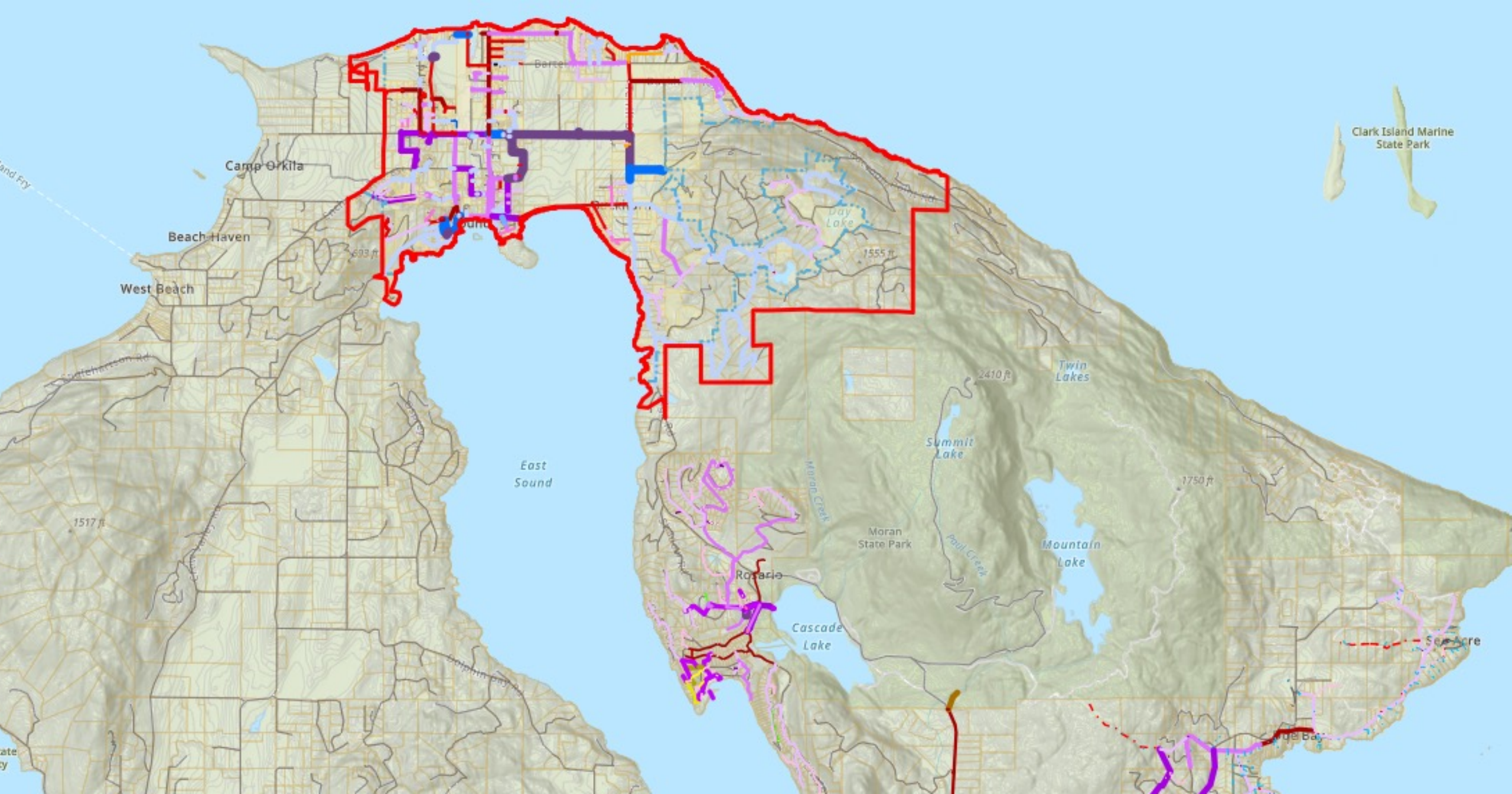
Annual Consumption

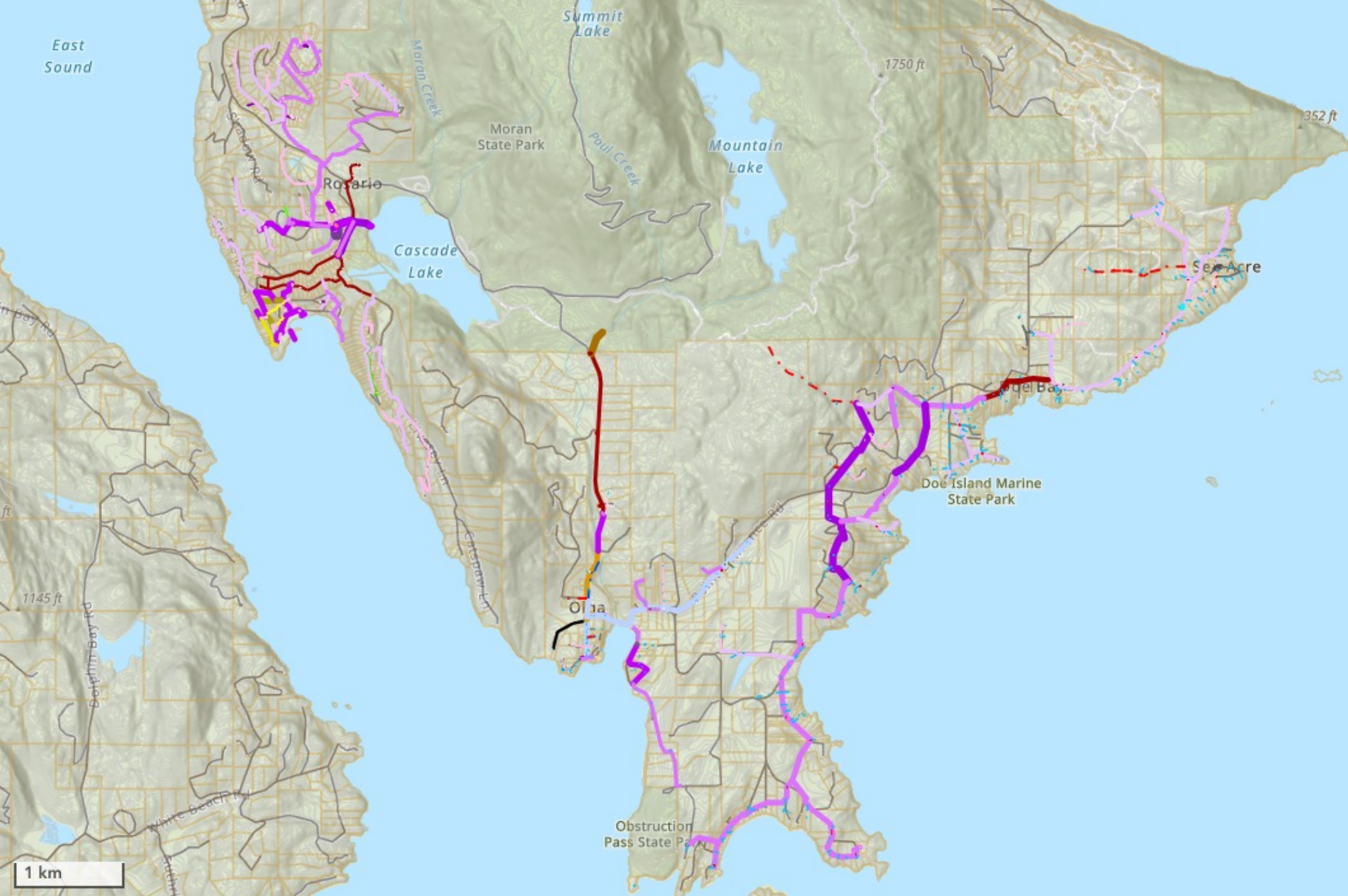


Meter Mapping

Connecting technology to
create peace of mind









1352 Pioneer Hill Rd



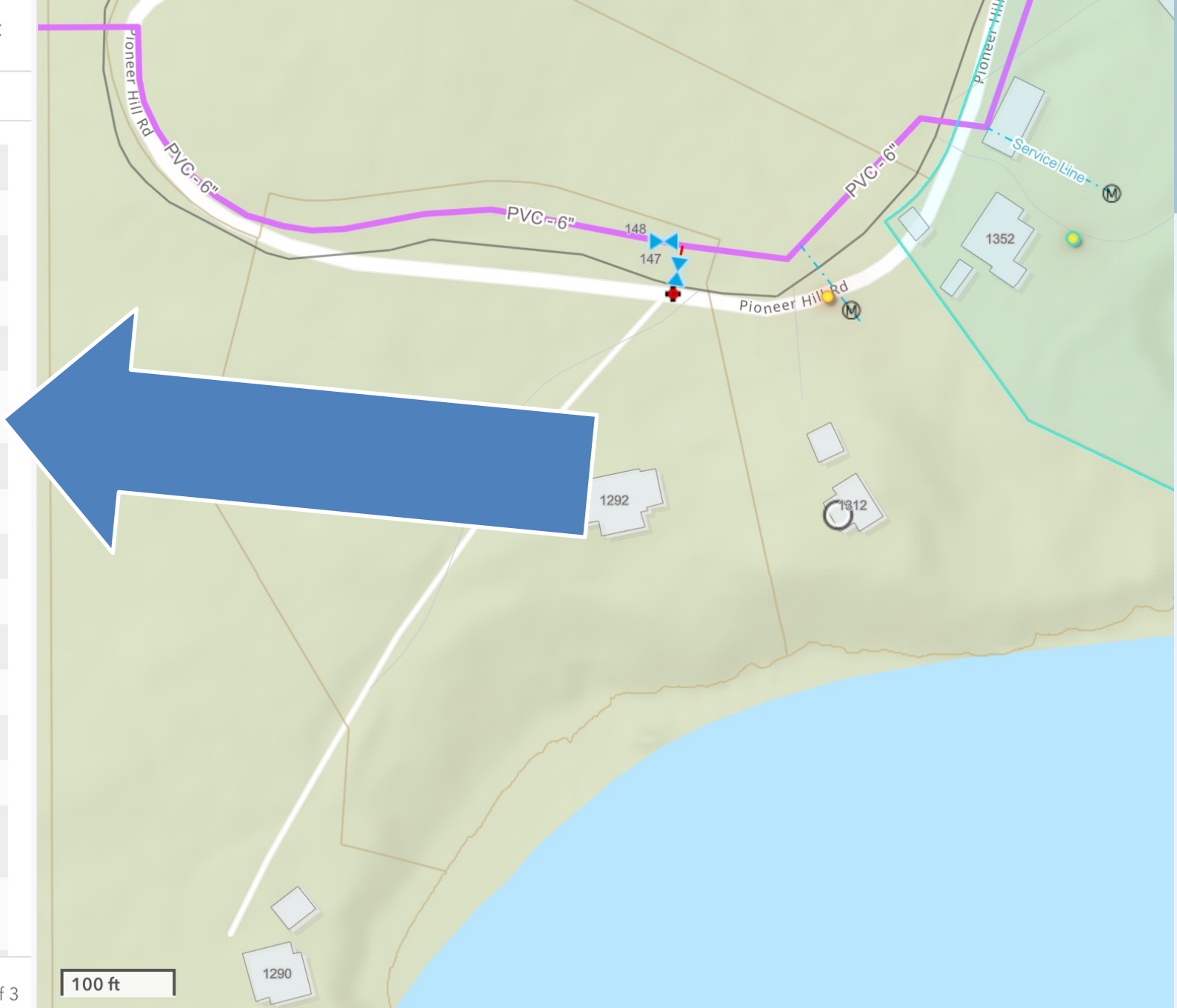
Zoom to

PIN	161031003000
Location ID	91732672
Status	
First	
Last	
Owner	GEOFFREY B & ANN M SHILLING
Home Phone	(206) 709-8516
Cell Phone	
Work Phone	
Email	
IUs	0.00
Route Numb	WA-60
Paper Bill	
Meter Size	5/8"
Account	Shilling,Geoffrey and Ann
Mailing Address	10 E. Roanoke Street, Apt. 5



2 of 3

100 ft

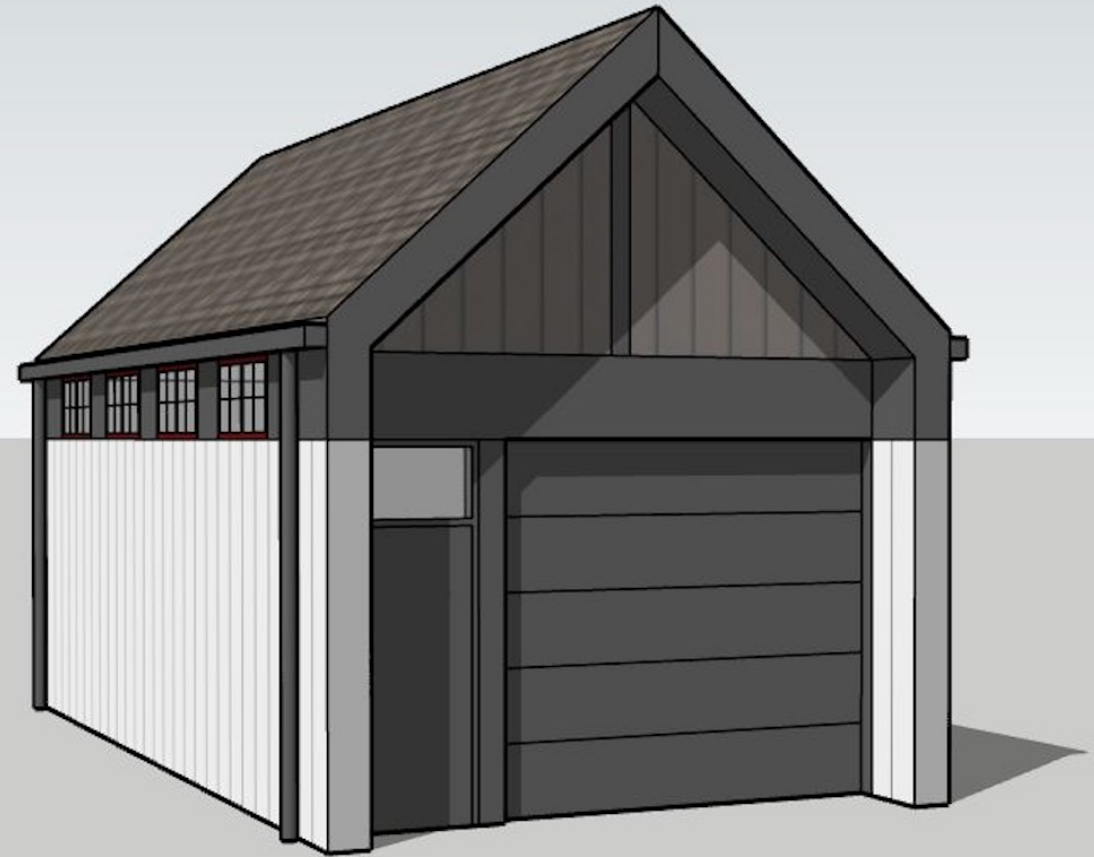
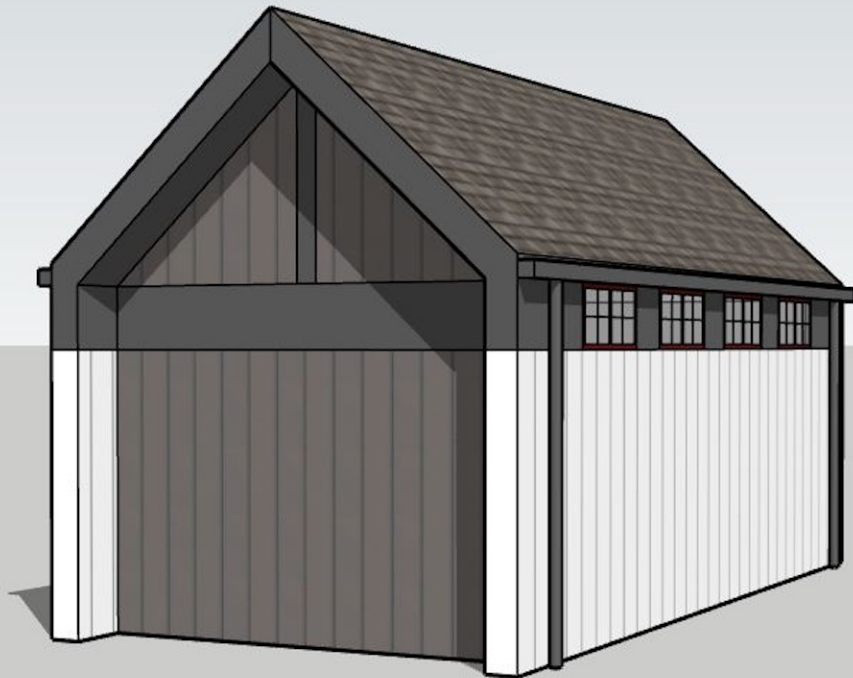


Water Projects

Clark Well
AC Replacements



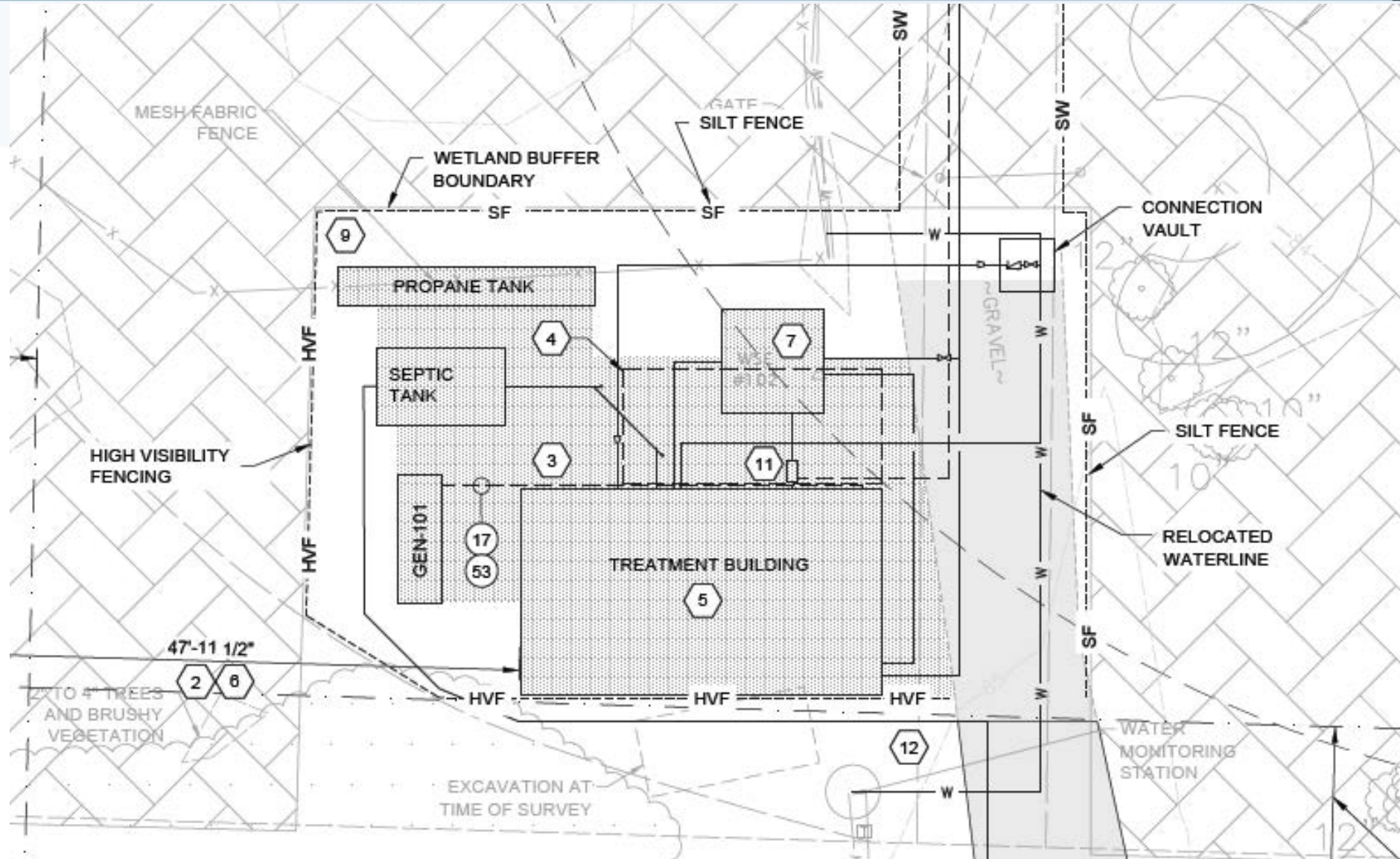
Clark Well Project



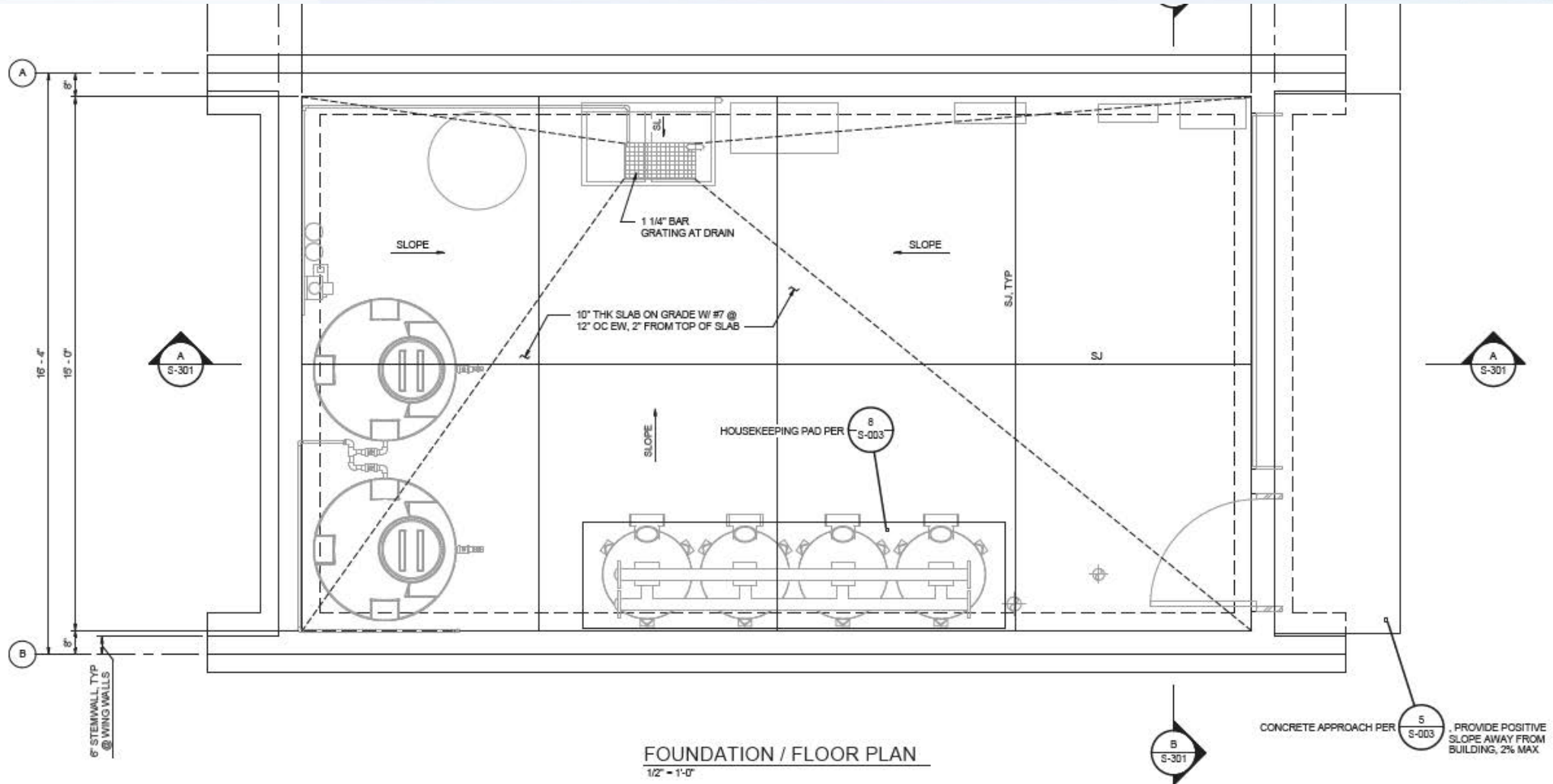
Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



Clark Well Project



- Cost will be roughly \$1.2 million to build
- Online ideally in the spring of 2026
- Estimated capacity between 80 – 150 gpm!
- At 125 gpm we double consumption volume!
- Total capacity between 35 and 65 million gallons/yr

AC Main Replacement Projects



AC Main Replacement



- Pro-active replacement of Asbestos cement (AC) pipes
- Asbestos cement (AC) pipes are strong, corrosion-resistant pipes historically used for water distribution, sewer systems, and irrigation, but are *now a public health concern* due to potential asbestos fiber release into drinking water when they deteriorate or are disturbed. While the danger of ingesting asbestos is not definitively proven to cause cancer, some health experts advise minimizing exposure by replacing these pipes, especially when they are old or show signs of degradation

AC Replacement: Aviator



- Aviator AC Replacement Project
- December 2023 – January 2024
- About 900 ft of replacement
- Shared trenches with OPALCO and Rock Island

A high-speed photograph of a water droplet falling into a glass of water. The droplet is captured mid-fall, just above the water surface, creating a series of concentric ripples and small bubbles as it enters. The glass is partially filled with water, and the background is a dark, solid color.



AC Replacement: Aviator

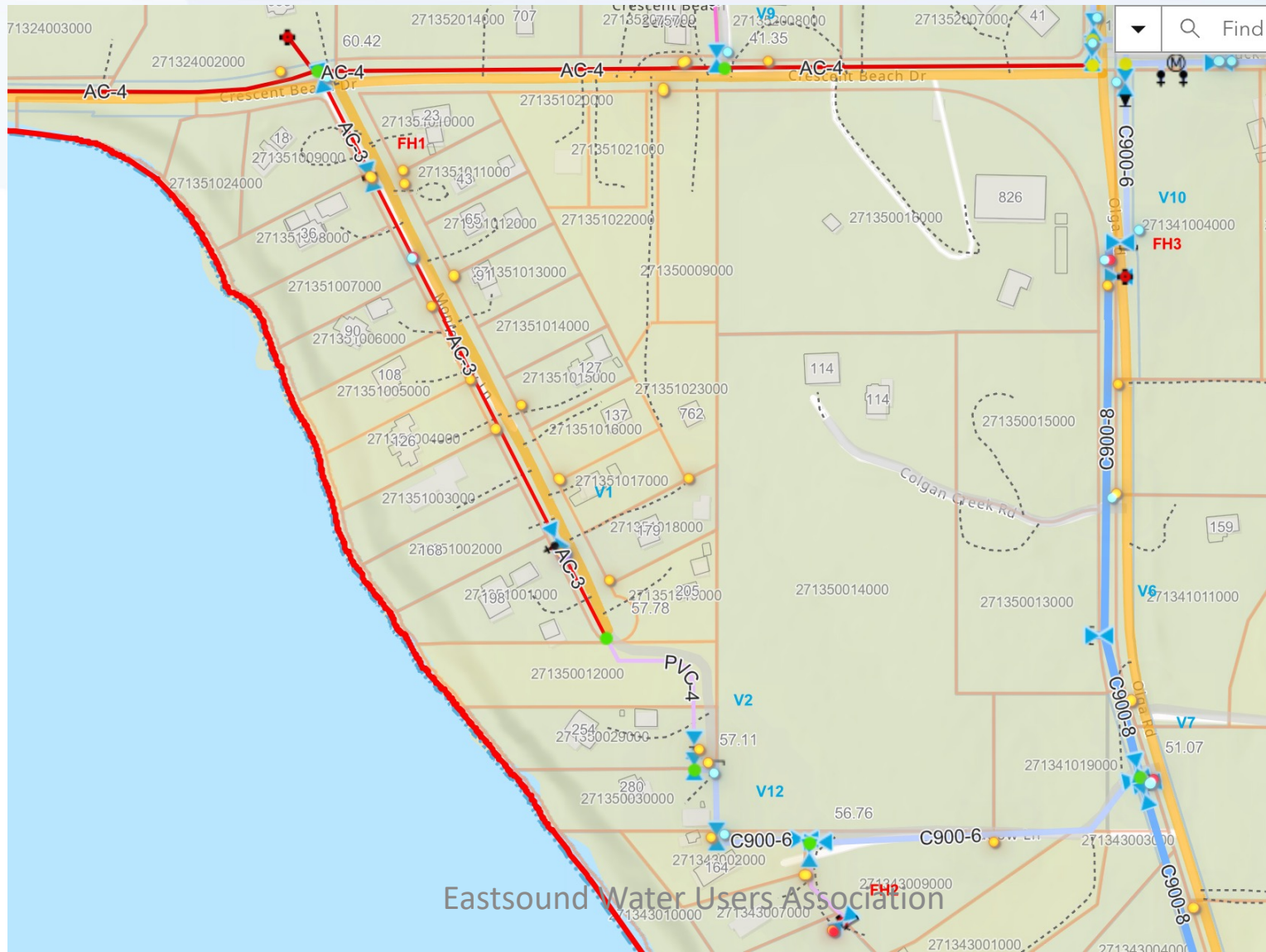


AC Replacement: Montgomery



- Montgomery Ln AC Replacement Project
- June 2024 – January 2025
- About 1,500 ft of replacement
- Shared trenches with OPALCO and Rock Island

AC Replacement: Montgomery



Eastsound Water Users Association

AC Replacement: Montgomery



Eye on Water

See your own water usage!



Monitor your Water Use Online



- Eastsound Water invested in an advanced metering analytics system in 2016.
- This upgrade allowed water meters to report their daily water use automatically via a cellular network.
- The smart water system allows all members to access their water use history, view their daily water use patterns, and program emergency leak detection alerts that go straight your inbox!
- Members can also opt in for text messages as well, based on the individual's cell phone vendor.
- About 500 locations are currently signed up for Eye on Water (about ½ of our membership)

How to Sign up for an Eye on Water Account?



To take advantage of this new capacity, you will have to establish an account. This is likely a familiar process, similar to any other web-based account registration. A step-by-step how to follows:

1. Go to <https://eyeonwater.com>

A screenshot of the EyeOnWater website's login and registration interface. On the left, there is a logo consisting of a blue water droplet icon next to the text "EyeOnWater®". Below the logo are two buttons: "Download on the App Store" with the Apple logo and "GET IT ON Google Play" with the Google Play logo. On the right side, there are two input fields. The first is labeled "Email Address:" and has a red asterisk followed by the text "* This field is required" below it. The second is labeled "Password:". Below these fields is a large blue button labeled "Sign In". At the bottom of the form area, there are two links: "Create Account" on the left and "Forgot Password?" on the right.

Select Create an Account



2. Select **“Create Account”** below the **“Sign In”** box. This will bring up the registration page.
3. Enter in your Zip Code
4. Enter your Water Account No. (Account number is listed on your water bill).
5. Only one e-mail address can be used to create your Eye on Water account.

Steps to Create an EyeOnWater Account

1. Enter your account number as it appears on your water bill.
Don't have a copy of your water bill? Contact your utility.

SAMPLE WATER BILL		
CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JOHN SMITH	123 MAIN STREET	88888888
DUE DATE	CURRENT CHARGES	
01/15/2017	\$45.50	

2. Enter your service or billing address ZIP/Postal Code.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the [Terms of Use](#).
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!



Account Number:

Enter your Account Number

Some utilities want you to use your account number or customer number as it appears on your water bill. Others want you to leave off leading zeros and non-numeric characters. Other utilities may still be rolling out EyeOnWater®. Please contact your water company directly for assistance.

Service or Billing ZIP/Postal Code:


Service or Billing ZIP/Postal Code

Next

Already have an account? Sign in here.

Password Suggestions



5. **When the final screen opens**, enter your “Full Name” as it appears on your bill. Add the email The address you provided to us and create a password.
6. **Be careful with the password:** It is case conscious and highly recommended that you use a simple phrase, favorite movie or book or something else. Choose something easy to remember. It does not need to be complicated. You can use letters, numbers and symbols.
7. **The password you choose must pass the Eye on Water password strength which is 4 bars.** It will light up and accept your password if the strength of the word/phrase you choose is acceptable to the program. This is what an acceptable password strength looks like:
The image shows a password strength indicator. It consists of the text "Password Strength" followed by four solid green rectangular bars of equal length, indicating a strong password.
8. **An e-mail** will be sent to you confirming your e-mail address and it must be confirmed before you can sign into your account.
9. **You can use a web browser to access your account or download the Eye on Water App.**

You are now ready to sign into your Water account and view your water use history.

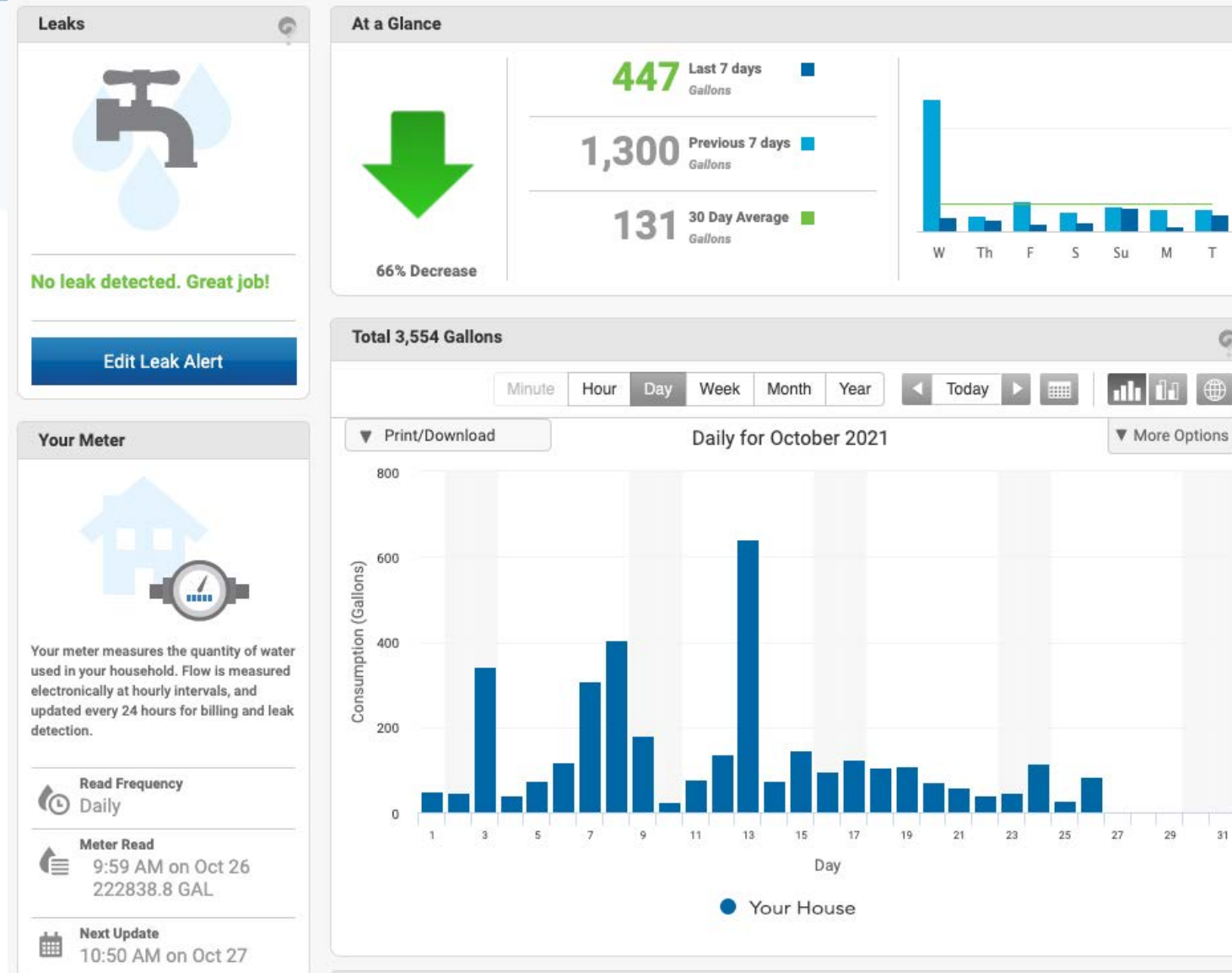
Eye on Water instructions for your phone



INSTRUCTIONS TO SET UP YOUR EYE ON WATER ACCOUNT VIA YOUR PHONE:

1. Go to the App Store on your Android or iPhone and search for “eye on water”.
2. Download the free App to your iPhone or Android Phone.
3. Open the App.
4. Tap on the Register button.
5. Tap on “Enter your account information Manually”.
6. Enter your Zip Code.
7. Select your water provider.
8. Enter your Account ID.
9. Tap on the Next button.
10. Enter a valid e-mail address.
11. Create and confirm a password.
12. Verify that you have read the Terms of Service.
13. Tap on the Next button.
14. An email will be sent to the address you provided.
15. Click or tap on the link in the email to verify it is valid.
16. You can now sign in to your account.

This is what you see when you log in

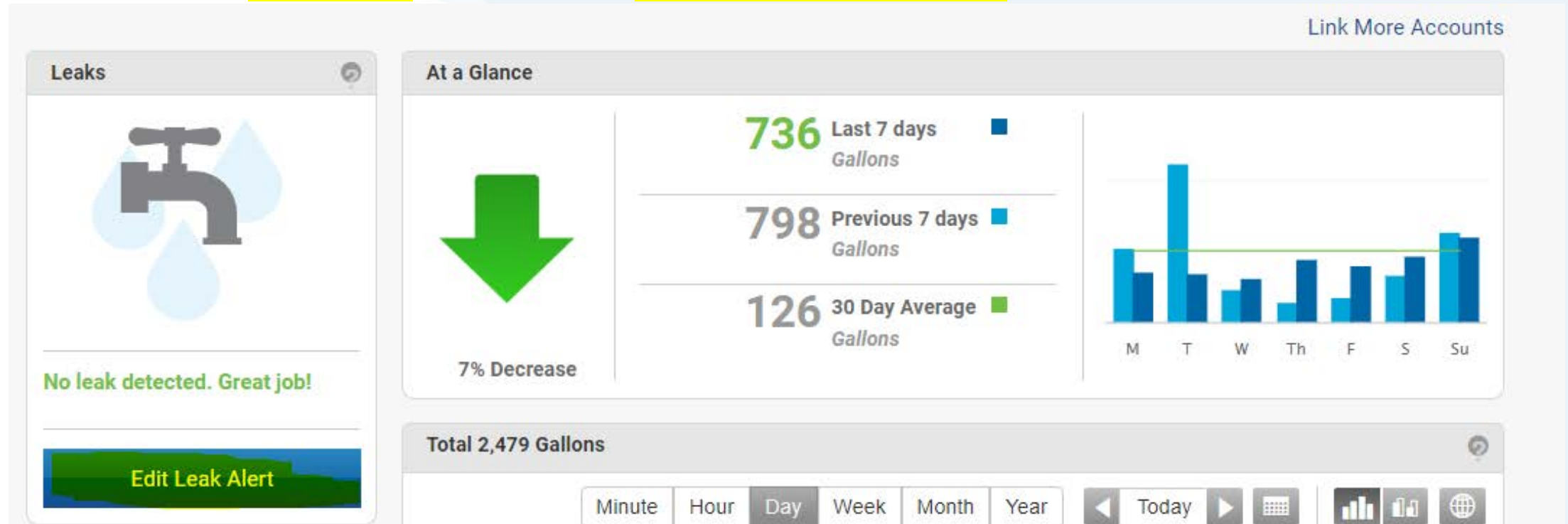


Graphics Explained



- You can set up your preferences within the App such as linking multiple accounts, changing your e-mail address, and edit your leak alerts.

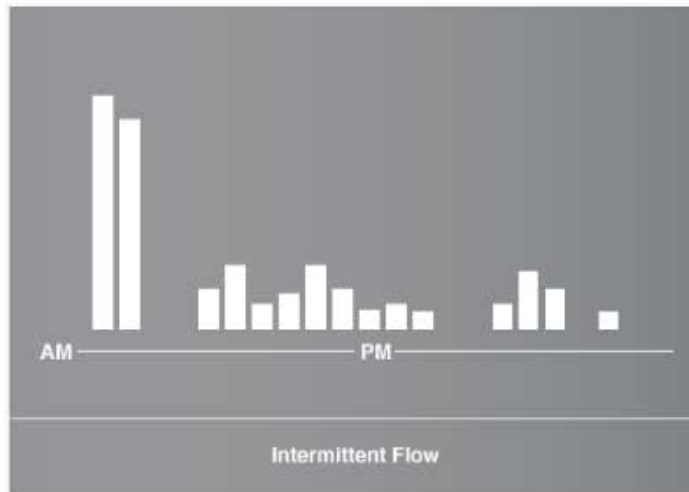
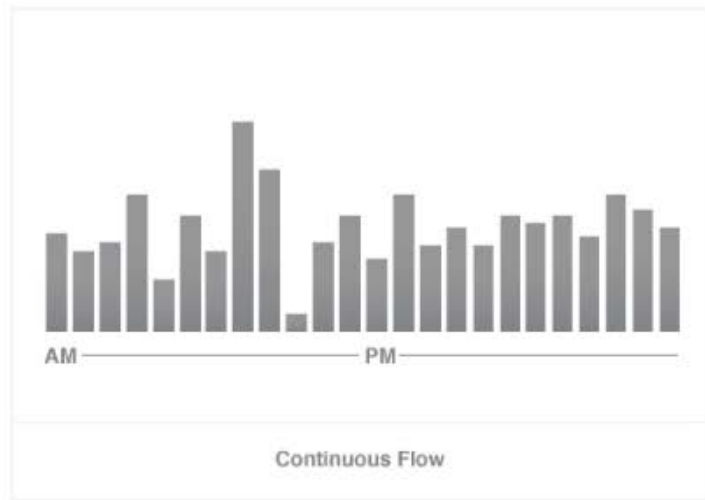
How to Edit your **Leak Alert** Preferences? **Click on Edit Leak Alert**



Set your Expected flow type for your meter



Set expected flow type for this meter



Navigation bar with tabs: TYPE, LIMITS, ALERTS, SUMMARY. The TYPE tab is selected and highlighted with a blue bar. A back arrow is on the left and a forward arrow is on the right.

Send an Alert When



This is where you can set up the # of gph (gallons per hour) for a 24-hour period that you will want to have an e-mail or text message alert sent to you. When you set an alert threshold, the system looks back 24 consecutive hours from the most recent meter communication. If your threshold was exceeded during each hour of that time, an alert will be sent. If flow dropped below the threshold or dropped to zero, even if your threshold was exceeded one or more times in that 24-hour period, no alert will be sent.

Send an alert when

hourly flow exceeds Gallons/hr for 24 consecutive hours.

What threshold should you set?

While there is no one-size-fits-all answer to that question, we recommend setting a low threshold of no more than 1 to 5 gallons per hour. This will help you spot the most common sources of household leaks including dripping faucets, leaky toilets and broken sprinkler pipes.


Send E-mail Notifications



- Enter in your e-mail address and decide if you want to receive the e-mail daily, every 2 days or 3 days. You can add multiple e-mail addresses to receive alerts. Insert your e-mail address and click the + plus button to enter it. To send a text message too, follow the instructions on the info icon to the right of the text alert question.

Send Email Notifications to

Add Email:


Want to get alerts delivered as text messages directly on your phone? 

✕ info@eastsoundwater.org

Day

2 Days

3 Days





TYPE

LIMITS

ALERTS

SUMMARY





Alert Preview –Items in yellow can be adjusted by you at anytime



Preview alert

Alert Settings

Type of flowIntermittent

Flow ThresholdMaximum 2 Gallons /hr

Reminder Frequency3 Days

Alert StatusActive


Test AlertInactive

Notifications

StartReminderStop

Leak start alert In the past 24 hours, a leak of XXX /hr has been detected.

Use the **Alert Status** switch to activate and deactivate the alert. Make sure hit the **Save** button when complete.



TYPELIMITSALERTSSUMMARY

Save

Review your daily, weekly, monthly & yearly usage



This graphic will show you how much water was used on a given day, week, month & year including down to the hour and minute of each day. When you hover over the bar graph blue lines, you can see the total usage. Above the graph, see the intervals starting with minute etc. Click on any to see the statistics.



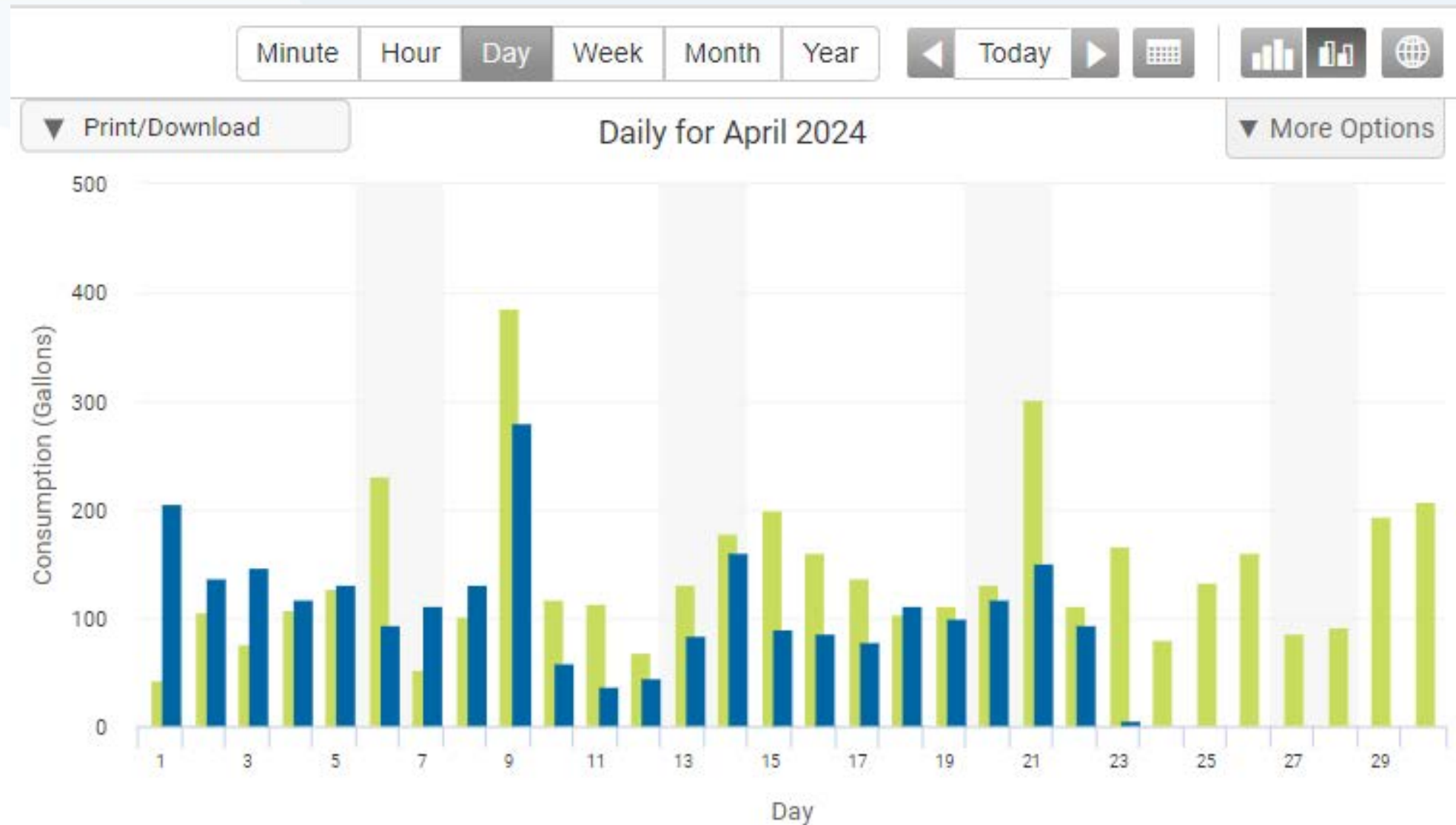
Location of your meter on a Map



- In addition to displaying water consumption data, the graph lets you see where your water meter is located.
- To view your meter's location: Click the **Globe** button in the upper right corner of the Consumption Graph.
- For information on what everything means on the question mark just above the globe icon for more details.



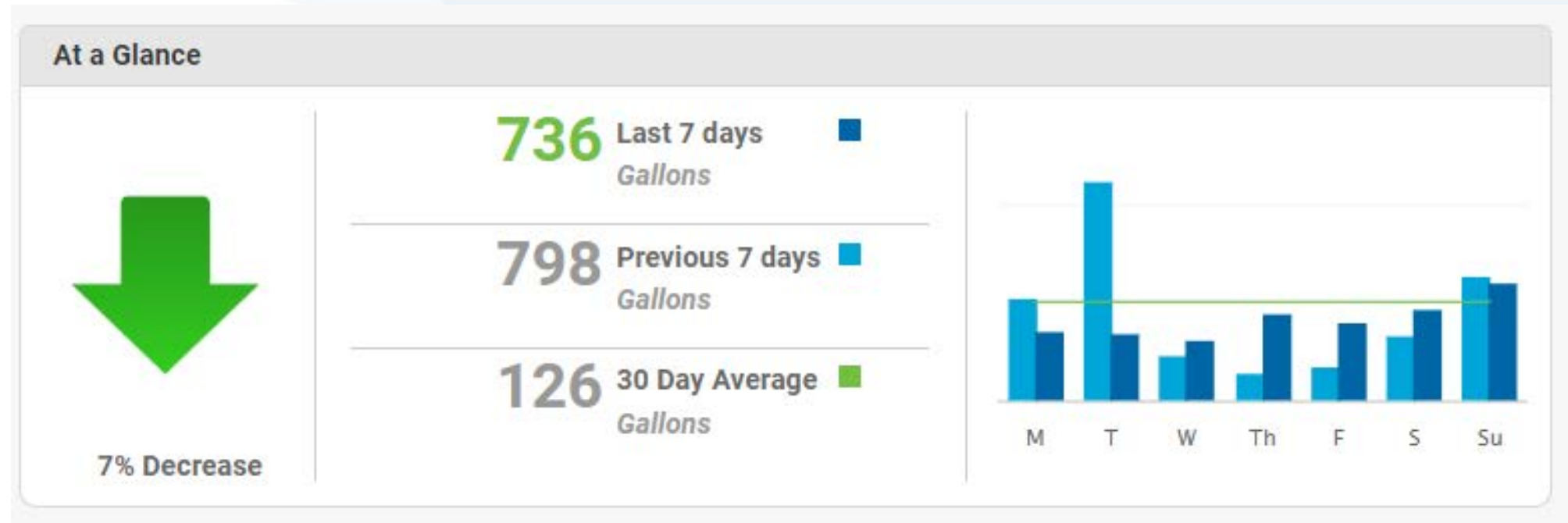
Compare current (blue) month to last month



Compare your usage over time



This graphic shows you a comparison by the last 7 days to the previous 7 days usage as well as a 30 day average.




Your Meter




This information shows you the last reading on a given date/time and will then show you the next planned day it will read.


Your Meter



Your meter measures the quantity of water used in your household. Flow is measured electronically at hourly intervals, and updated every 24 hours for billing and leak detection.



Meter Read
7:29 AM on Apr 22
217141.8 GAL



Next Update
5:31 PM on Apr 22

Export your Data to a CSV file



Click on Export Data at the bottom of the screen to convert your usage to a csv file spreadsheet with various options. Enter **Start and End** date followed by read interval options: hourly, daily, monthly or yearly usage. **Click Start Export.** You can update the unit measured. See the sample report below.

Export Data

Start Date

End Date

Read Interval

Daily

Unit

Gallons

Start Data Export

Account_I	Meter_ID	Meter_SN	Read_Time	Timezone	Read	Read_Uni	Read_Met	Flow_Time	Flow_Unit	Flow	Register
1015602	06-0013	06-0013	3/1/2024 23:59	US/Mount	210307.1	GAL	Network	3/1/2024	Gallons	42.3	single
1015602	06-0013	06-0013	3/2/2024 23:59	US/Mount	210412.9	GAL	Network	3/2/2024	Gallons	105.8	single
1015602	06-0013	06-0013	3/3/2024 23:59	US/Mount	210489.3	GAL	Network	3/3/2024	Gallons	76.4	single
1015602	06-0013	06-0013	3/4/2024 23:59	US/Mount	210596.8	GAL	Network	3/4/2024	Gallons	107.5	single
1015602	06-0013	06-0013	3/5/2024 23:59	US/Mount	210723.5	GAL	Network	3/5/2024	Gallons	126.7	single

First Water System in WA to Deploy



Eastsound Water is the first water system in Washington to fully deploy this system. EyeOnWater's capacity has the potential to significantly improve our water system's efficiency, helping reduce overall water use by 10% through early leak detection.

Your EyeOnWater account is uniquely yours and is accessible only by your secure login. No other Eastsound Water members have access to your water use history or your EyeOnWater site

Visit Our Website



Digging? Call 811! (360) 376-2127 EyeOnWater LOGIN Bill Pay LOGIN

MEMBERSHIP ▾ **YOUR ACCOUNT** ▾ **GOVERNANCE** ▾ **MINUTES &** **FAQ** **CONTACT**

1 Meeting

025 at the Eastsound Firehall at 5PM.



Thank You



We're looking forward to more in 2026!