

## WaterSmart Program FAQs

Beginning in June, we will again be sending out the WaterSmart Home Water Reports to Brighton households and businesses. Below are some Frequently Asked Questions (FAQs) about the WaterSmart Program.

**Q. What is the WaterSmart Software Program?**

A. The City of Brighton is proud to partner with WaterSmart Software to provide customers with an innovative engagement portal and tailored home water reports to learn more about their household water usage and ways to save water and money.

**Q. How do I register or log into the WaterSmart Customer Portal?**

A. To register, simply go to this link (<https://brighton.watersmart.com/index.php/welcome>) and enter in your Utilities Account Number and your zip code. Once you are registered, you can create a portal username and password based on an email of your choice.

**Q. How should I use the Customer Portal?**

A. The Customer Portal is a resource to help you better understand and manage your water use. It provides you with a social comparison, helps you track your use, and offers personalized recommendations for the most effective ways to save water. For instance, if your outdoor use is high, you will see recommendations related to irrigation practices. **The Customer Portal is also now available in Spanish.**

**Q. How do I customize my Customer Portal profile?**

A. Brighton residents and business owners can customize their Customer Portal profile through the Household Profile. You can find the Household Profile in the drop-down menu under your name in the right-hand corner. The Household Profile will have specific questions about your household- How many people live there? How many toilets are in the household? How big is your yard? Completing the Household Profile will improve the relevancy and accuracy of the Home Water Report



**Q. What is the Home Water Report that I receive?**

A. WaterSmart generates Home Water Reports for residential and commercial entities within Brighton based on your water usage from monthly meter readings. This report is not a bill. These reports show your usage for a specific billing period, broken down into various ways, including gallons per day (GPD; an average of the gallons used in that period divided by the number of days in that period). These reports also show the water usage for that billing period compared to the same billing period in previous years, if the billing history is available. The Home Water Report will make suggestions on how to reduce your usage. Information about upcoming events are also included in the Home Water Reports.



## WaterSmart Program FAQs continued

### Q. How am I being compared to other households?

A. Efficient household use is generally calculated as the 20th percentile of water use within a group of customers with similar characteristics who are grouped together for comparison. Average water use is generally calculated as the median of water use within similar groups. These groups are based on the number of occupants within a residential property, the size of the property's irrigable area, and the type of residence. Other characteristics can be used to define the groups as well, such as geographical area.

### Q. How can I access old Home Water Reports?

A. Once logged into your Customer Portal, click on the "Task" tab at the top of the screen. On the first chart, labeled "Overview," hover over the Water Report gray square label on the graph. Click on any part of panel that pops up once you hover over the gray square to see the Home Water Report for that month.



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### Q. Do I really this much water?

A. A number of activities can lead to an increase or decrease in water usage over a period of time. Increases can possibly stem from guests in town, filling up a hot tub or pool, leaks inside or outside the home, or turning on the irrigation system in the summer. Decreases in water usage could potentially result from installing high efficient appliances, reducing irrigation schedules, fixing leaks, or members of your household moving out. Curious about your usage? Feel free to call or email us! For your own information, check out the list below of various activities that consume 100 gallons of water.

- 78 high efficiency toilet flushes
- 10 five-minute showers
- 5 loads of laundry with efficient (HE) machine
- 8 minutes running one sprinkler zone
- 10 hours of drip irrigation (.5 gph, 20 emitters)
- 2 days of evaporation from an uncovered pool

**Have more questions?** Contact our Utilities Program Coordinator, Morgan Hopkins-Crawley at 303-655-2084 or [mhopkins@brightonco.gov](mailto:mhopkins@brightonco.gov). For more information, also check out our website: <https://www.brightonco.gov/1135/WaterSmart-Program>