

Log In or Enroll at www.olivenhain.com/pay-my-bill

OLIVENHAIN
Municipal Water District
A Public Agency

[Olivenhain Municipal Water District Homepage](#) [Join our email list!](#) [English \(US\)](#)

LOGIN **MAKE A ONE-TIME PAYMENT**

Welcome to Olivenhain Municipal Water District Customer Portal

* Required Fields

* Login ID (do not include spaces)

* Password

[Forgot your Login ID \(do not include spaces\)?](#) [Password Help?](#) **Login**

Don't have a Login ID?

Enroll today to set up your secure user name and password, view and pay bills, view your water usage on My Water Use Dashboard, and see your account status and payment history.

Enroll

Customer Portal Main Screen Once Logged In: Select “View Bill and Usage” button

OLIVENHAIN
Municipal Water District
A Public Agency

[Home](#) [Pay My Bills](#) [AutoPay](#) **Name** (ilish (US))

* Required Fields

Home

Account Number

Statement Date: 1/14/2025
Payment date: 2/5/2025
Amount Due: \$0.02

* Payment Amount: \$ 0.02

* Payment Method: Add

* Pay Date: 2/12/2025

MESSAGES View
Congratulations on your Enrollment! Please go Green with Paperless billing.

TEXT NOTIFICATIONS Manage
Text Notifications are Active

AUTOPAY Add

View Bill and Usage


Continue to Payment

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“View Bill and Usage” Screen

Click to [View History](#)

[View Usage](#)



OLIVENHAIN
Municipal Water District
1966 Olivenhain Road • Encinitas CA 92024
760-753-6466 • www.olivenhain.com

ACCOUNT SUMMARY

Name:

Customer-Account Number:

Service Address:

Statement Date: 01/21/2025

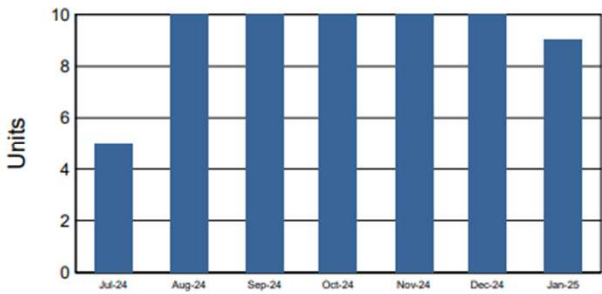
Balance Forward: \$0.00

Total Current Charges- Due 2/15/2025: \$99.91

Total Amount Due: \$99.91

| Meter # | Meter Size | Previous Date | Previous Read | Current Date | Current Read | Usage | Days |
|-----------------|------------|---------------|---------------|--------------|--------------|-------|------|
| Potable Water | 3/4" | 12/09/24 | 1534 | 01/08/25 | 1543 | 9 | 30 |
| Fire Protection | 1" | 12/09/24 | 0 | 01/08/25 | 0 | 0 | 30 |

WATER USAGE HISTORY



1 Unit = 748 Gallons

Average Gallons per Day (this period): 224

Average Gallons per Day (one year ago): 0

The average monthly usage for your size meter (3/4") is 14 units.
Thank you for using water efficiently

BILLING DETAILS

| | |
|--------------------------------|---------------|
| Previous Balance | \$104.67 |
| Payment - Infosend Credit Card | -\$104.67 |
| Balance Forward | \$0.00 |

Potable Water - Domestic

| Water Consumption | Usage | Rate | Charges |
|--------------------|-------|--------|---------|
| Tier 1: 0-6 units | 6 | \$4.43 | \$25.63 |
| Tier 2: 7-23 units | 3 | \$6.47 | \$18.75 |

*A rate change occurred during this billing period and charges may be prorated

| Other Charges | Charges |
|------------------------------------|----------------|
| Rate Reimbursement Credit | -\$1.21 |
| Service Charges | Charges |
| SDCWA Infrastructure Access Charge | \$4.44 |
| System Access Charge | \$45.66 |

Fire Protection

*A rate change occurred during this billing period and charges may be prorated

| Other Charges | Charges |
|------------------------------|----------------|
| Service Charges | Charges |
| Fire Services - Meter Charge | \$6.64 |

Total Current Charges due 2/15/2025 \$99.91

TOTAL AMOUNT DUE: \$99.91

IMPORTANT MESSAGES

- Save time, save postage, and go green with electronic bills and payments. To enroll, visit www.olivenhain.com/ebill.
- Approximately 55% of the average customer's water bill this month goes to SDCWA and MWD for OMWD's cost of water.
- Next month's board meeting will be held on February 19 at 4:00 p.m.

My Water Use Dashboard: Here, you'll find account and contact information, and any registered users on your account.

Account Information

Account Name
Address
Phone

Registered Users: No Registered Users [Register New User]

Register your email here

Current Billing Period: Feb 4, 2025 - Mar 3, 2025 (Day 7 of 28)

Estimated Bill (as of 2/10/2025 11:00 AM): \$465.09
Projected Bill (at last reported use rate): \$2,276.65
Water Use (as of 2/10/2025 11:00 AM): 75.48 HCF
Projected Water Use (at last reported use rate): 334.2 HCF
Last 24 Hours: 12.74

Account Number: []

02/07/2025 Water Use: Abnormal water use detected.
12/11/2024 Water Use: Abnormal water use detected.

Last 30 Days (Sun Jan 12, 2025 - Mon Feb 10, 2025)

Back: 24 hours 48 hours 72 hours **30 days** 45 days 90 days 12 months

Water (HCF)

| Date | Water (HCF) |
|--------|-------------|
| Jan 12 | 0.5 |
| Jan 13 | 1.5 |
| Jan 14 | 1.5 |
| Jan 15 | 1.5 |
| Jan 16 | 0.5 |
| Jan 17 | 1.5 |
| Jan 18 | 1.5 |
| Jan 19 | 0.5 |
| Jan 20 | 1.5 |
| Jan 21 | 1.5 |
| Jan 22 | 1.5 |
| Jan 23 | 1.5 |
| Jan 24 | 1.5 |
| Jan 25 | 1.5 |
| Jan 26 | 1.5 |
| Jan 27 | 1.5 |
| Jan 28 | 1.5 |
| Jan 29 | 1.5 |
| Jan 30 | 1.5 |
| Jan 31 | 1.5 |
| Feb 1 | 2.5 |
| Feb 2 | 2.5 |
| Feb 3 | 4.5 |
| Feb 4 | 6.5 |
| Feb 5 | 8.5 |
| Feb 6 | 8.5 |

Avg Temp (°F)

Settings

Email Address: watersaver@olivenhain.co

First Name: Water

Last Name: Saver

Alias: [] If an Alias is entered, it will be displayed in place of your name.

Mailing Address: 1966 OMWD

Olivenhain CA 92024

Phone: 123 - 456 - 7891 Cell

[] - [] - [] Home

[] - [] - [] Ext. [] Work

Contact Preference: Email Text Msg Cell Phone Home Phone Work Phone Urgent issues only

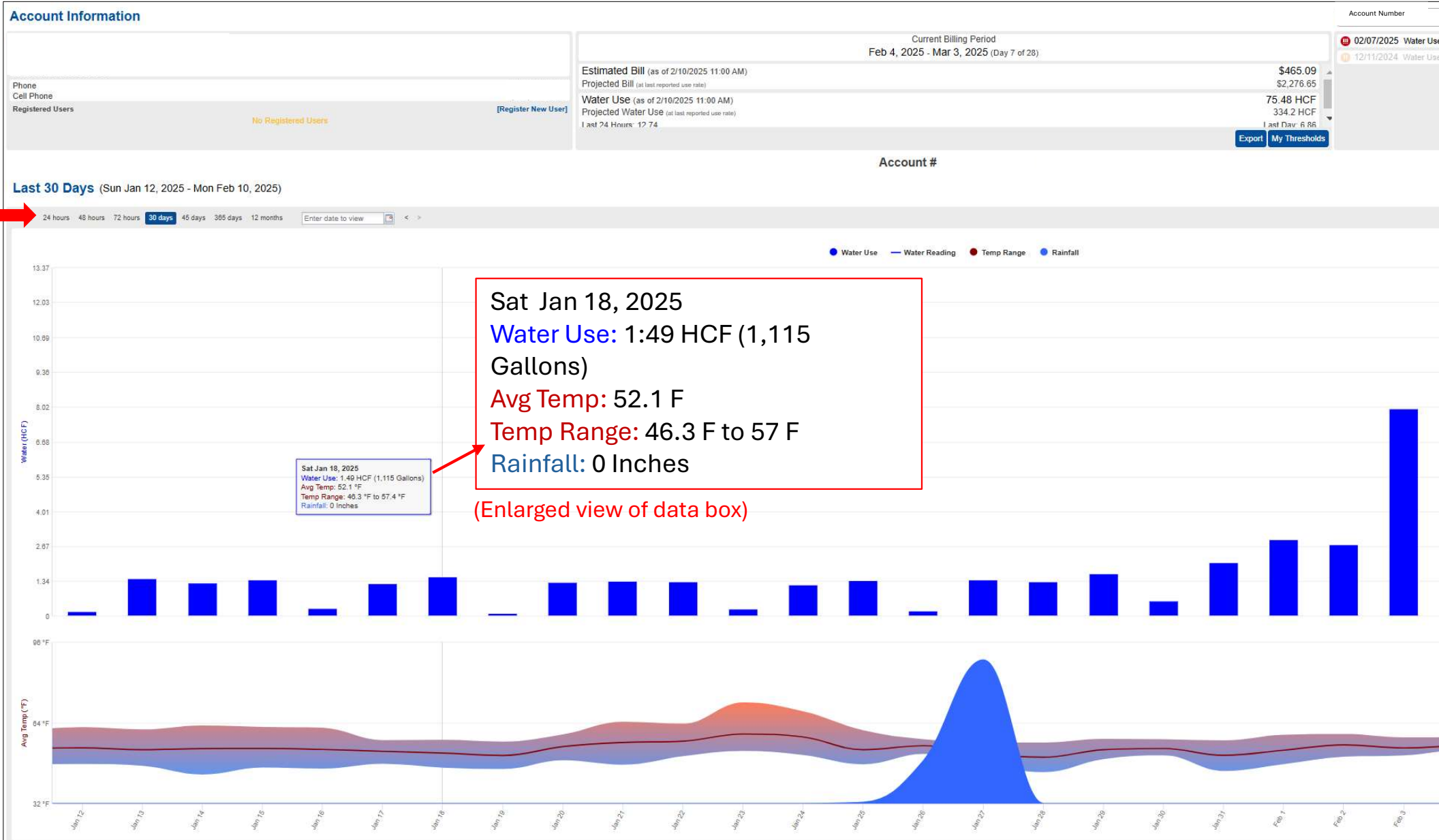
Save Cancel

You can view how much water you have used at any given point in time. You can also see an estimate of how much your monthly bill will be IF you continue to use water at the same rate throughout the remainder of the billing cycle.

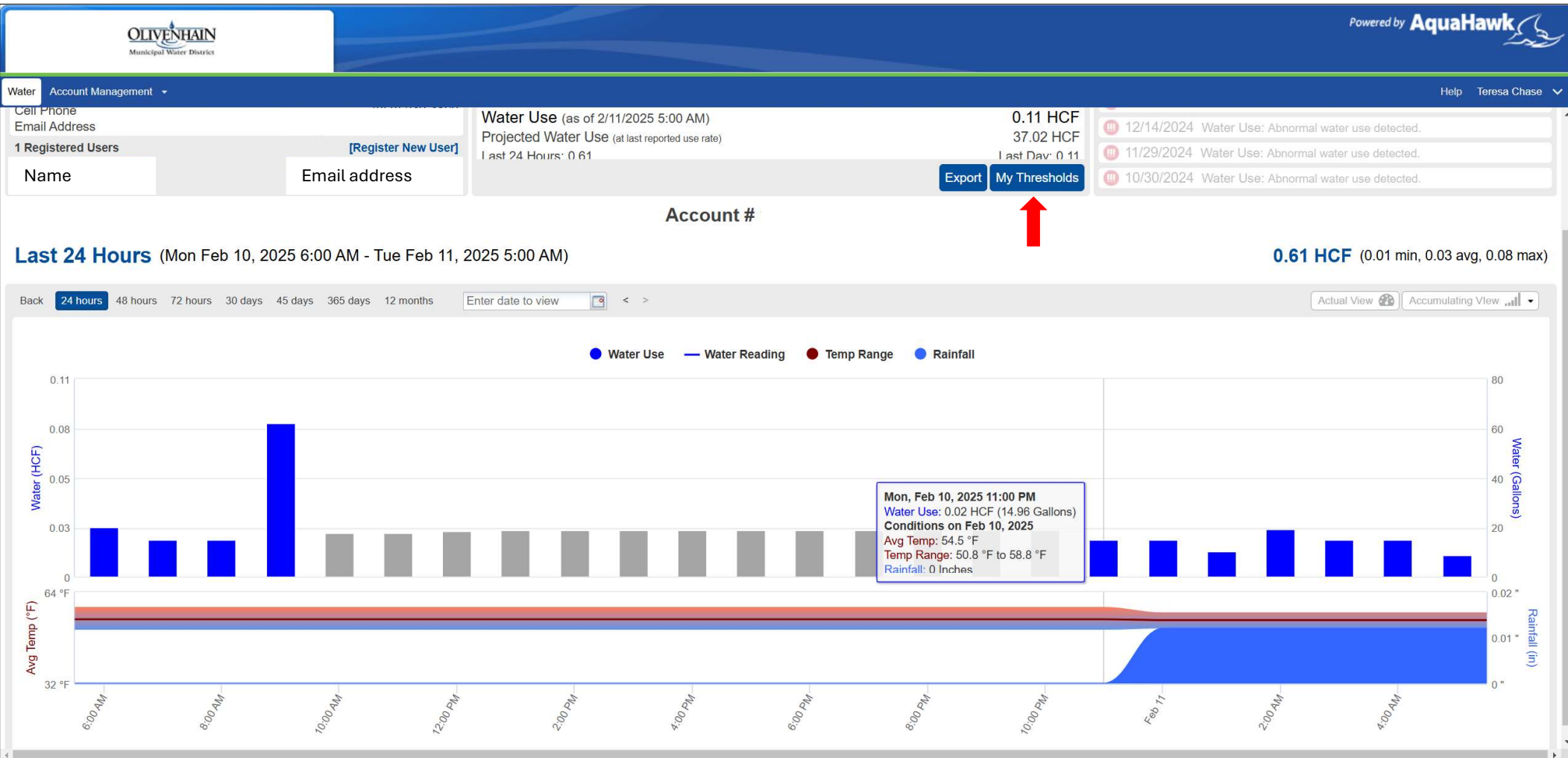


You can measure your water use by hour, day, week, month, or year.

For the monthly total, keep in mind that it is normal to see a spike in water use during summer months compared to winter months. Customers tend to use more water when temperatures are warm.



Sign up for alerts using “My Thresholds,” so you will know if there is a sudden spike in water use. Think of these as your targets for water use. This gives OMWD permission to send you a message when you’ve gone over your set targets.



Simple alerts can be set in the first Threshold screen.

Here, the customer wants to be notified both when their bill exceeds \$500 (Current) at any time during the billing period and if they are on track (Projected) to exceed \$500 at the end of the billing period. You can set any dollar amount and use either setting by checking its box.

You can also set “advanced water use thresholds” to set more specific thresholds.

OLIVENHAIN
Municipal Water District

Powered by AquaHawk

Water Account Management Help Teresa Chase

Export My Thresholds 12/14/2024 Water Use: Abnormal water use

Account #

Last 24 Hours (Mon Feb 10, 2025) 0.61 HCF (0.01 min, 0.03 avg, 0.08 max)

Back 24 hours 48 hours 72 hours 30 days 45 days

Actual View Accumulating View

My Thresholds

Account #

Billing Period Thresholds (Account)

Estimated Bill Alert Threshold Water Use Alert Threshold

Current Projected Current Projected

To set advanced water use thresholds, [click here.](#)

If multiple water meters are available, click each desired meter number.

Apply Cancel

You can set an hourly, daily, monthly or yearly threshold here.

Don't know where to start? This example will detect continuous water flow that can indicate a leak.

See how the alert works, then you can adjust and set up others.

The screenshot displays the AquaHawk web interface for the Olivenhain Municipal Water District. The main header includes the district logo and the text "Powered by AquaHawk". The navigation bar shows "Water" and "Account Management". The user is identified as "Teresa Chase".

The central focus is the "My Thresholds" configuration window, which is overlaid on a "Last 24 Hours" water usage chart. The chart shows water usage in HCF (Head of Column Feet) over a 24-hour period, with a significant spike in usage around 10:00 AM. The current water usage is 0.61 HCF, with a note indicating "(0.01 min, 0.03 avg, 0.08 max)".

The "My Thresholds" window is divided into two main sections:

- Billing Period Thresholds (Account):** This section allows users to set alerts for estimated bills. It includes checkboxes for "Current" and "Projected" usage, and input fields for "Bill Amount (dollars)" and "Water Use (Gallons)".
- Water Use Thresholds (Meter):** This section allows users to set alerts for water usage over different time periods. It includes input fields for "1 Hour", "1 Day", "1 Week", and "1 Month" thresholds, all measured in "Water Use (Gallons)". A dropdown menu is set to "24 Hours" with a value of "10" gallons per hour.

Red arrows point to the "1 Hour", "1 Day", "1 Week", and "1 Month" input fields, as well as the "24 Hours" dropdown menu, indicating the specific thresholds being highlighted. The "Apply" button is highlighted in green.