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News Release

FOR IMMEDIATE RELEASE

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Utility customers can now take control of water usage

MURPHY (March 9, 2016) There is now an easy way for Murphy residents to keep track of their water usage, become instantly aware of possible water leaks, and control water expenses, says Candy McQuiston, Customer Service Manager.

“Putting this kind of critical information in the hands of our customers is incredibly important,” she said. “Our new Aquahawk system makes it easy for customers to know exactly where they stand on water usage, water costs and water management throughout the billing cycle. It’s instantaneous and can be accessed from virtually anywhere in the world.”

Aquahawk, as the name implies, allows residents to hawkishly monitor their water use through an online portal. The service is free and is open to all Murphy water utility customers.

To subscribe, residents should visit www.waterusage.murphytx.org and fill in the registration form. Once online, the service will allow residents to view their water consumption during the current billing cycle, estimate what the water bill would be at any point during the cycle, and set an alert that will send a text, e-mail or phone call when either a set threshold of usage is reached or when the estimated bill reaches a certain dollar amount.

In addition, a suspected water leak in the system will also trigger a contact to the resident, giving the homeowner an immediate heads-up on a potential problem.

“In addition to all of these features, the Aquahawk system can provide comparisons to similar-sized homes to see if a family’s usage is within a certain range,” said McQuiston. “That can be very helpful in determining the need for any changes to consumption habits.”

Any Aquahawk account can be accessed through the World Wide Web on a desktop computer, laptop, digital notepad, smartphone or any mobile device from anywhere an internet connection can be made.

Users may also request the immediate alerts described above as an option, and may change their preferences at any point.

“This gives our customers the information, data, and especially, the control they need to ensure that there are no surprises at the end of the month when the water bill arrives,” she added. “It also is a very handy tool to ensure that water is not wasted, either intentionally or unintentionally.”

Aquahawk is now active, utilizing the radio transmitters installed on water meters. To find out more about this service, contact Customer Service at 972-468-4100 or customerservice@murphytx.org.

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ABOUT MURPHY -- Murphy is a fast-growing community located in Collin County. The population is approximately 18,020, generally characterized as highly educated with a median household income above the state average. With more than 70 percent of the land developed, the community is dominated by single-family residences. City planners strive to preserve a country feel while exhibiting an aggressive economic development stance. Money Magazine has dubbed Murphy as the 27th Best Place to Live in America for small cities, and D Magazine placed Murphy as the fifth best suburb in the 2014 list, where it has consistently ranked in the top 10.