



## MANAGING YOUR ACCOUNT IS NOW EASIER THAN EVER.

The City of Covina has recently completed the installation of automated meter infrastructure which allows you access to your daily water usage **24/7** through any internet capable device, including mobile devices.

We are calling this new and improved website Utility to You (**U2You**) and it is available August 12<sup>th</sup>! Not only does it give you convenient access to your water usage, it also brings you a new design, easy navigation, and improved functionality. All this so you have better control of your water usage.

### NEW FEATURE - ACCESS TO USAGE HISTORY - SEE YOUR IMPACT ON CONSERVATION

By signing up for an account, you can see your daily consumption for the past 7 days, your weekly consumption for the past 5 weeks and your monthly consumption for the past 5 months. *Monitor your own usage patterns and see daily how your conservation efforts are paying off.*

### HOW TO SIGN IN OR REGISTER



#### Current Users

For security purposes, you will receive two separate e-mails with your new user name and password within the next two weeks. Your new user name will be the email address on your account. Your password will be randomly assigned and sent in a separate email.

Once you receive your new log in information, you have the option of logging in and changing your password. If you have a new email address you would like to have on file please call 1-855-354-7579 and talk to a customer service representative who can update your account.

#### New Users

All you need to sign up is your customer-account number and the last 4 digits of your phone number. If you don't know what phone number is on file, please call 1-855-354-7579 and we can update your account!

### YOU DON'T HAVE TO SIGN UP TO PAY ONLINE\*

By following 5 guided steps, you can make a payment without creating an account! We accept payments by credit card and check online and by phone! If you do sign up for U2You, you can view your bill, review your account history and monitor your usage!



Please note, the website address will not change – it will continue to be <https://covina.gwfathom.com>

\*This website is compliant with the rules of the Payment Card Industry, therefore no credit card or bank account information is ever stored.