

NEWS RELEASE

Mammoth Community Water District
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MCWD Launches New Customer Service Tool to Access Usage Data

A new “customer portal” will allow customers to view their water usage from a PC or mobile device.

The Mammoth Community Water District (MCWD) customers will now be able to access detailed information about their household, property or business water use through an online Customer Portal. This new customer service is the result of a partnership between MCWD and WaterSmart Software.

“MCWD prides itself on finding innovative ways to maintain a high level of service for our customers and that includes keeping them informed about their water use,” said Betty Hylton, Project Specialist for MCWD. “We’re excited to be a part of the WaterSmart team. Our customers can now view their daily water use, receive alerts about leaks and high usage, and receive customized water-saving recommendations that can help save money. The personalized software also shows customers how their water use compares to similar properties. For MCWD, WaterSmart provides analytical tools to look at their customers’ water use and trends.”

MCWD is encouraging all their customers and property managers to explore the new portal and view their own and their clients’, current and past water consumption. To sign up on your mobile device or web browser, have your account number ready and go to www.mcwd.watersmart.com. MCWD staff is available to answer questions about the portal between 7:30 am and 4:30 pm Monday through Thursday and will be hosting three classes on how property managers and homeowners can best utilize the portal.

MCWD WaterSmart Usage Portal Classes – please RSVP 760-934-2596 ext 274

Tuesday 26 th	12:00-1:00pm
Wednesday 27 th	5:00-6:00pm
Tuesday 2 nd	8:00-9:00am

Located in San Francisco, WaterSmart works with more than 50 utilities from coast-to-coast to engage customers in efficient water use and education. This year, WaterSmart won the globally coveted World Economic Forum Technology Pioneers Award for their potential to “significantly impact business and society through the design, development and implementation of new technologies and innovation.”