AquaHawk Frequently Asked Questions

What is AquaHawk?

The Borough of Beach Haven uses a water monitoring service called AquaHawk. This service allows Beach Haven residents to view their daily water consumption, manage water usage, set and customize alert settings so they will never be surprised by a high water bill.

Once I register, will I automatically receive alerts?

No. AquaHawk does not send automatic alerts. Once you register you must set your own usage alerts called My Thresholds. The user-defined thresholds must be set in order to start receiving alerts.

How do I connect to the Borough of Beach Haven's site?

Just go to https://beacnj.aquahawk.us/login. For easy access, bookmark this page.

How do I register?

All property owners can register with AquaHawk. Go to Beach Haven's AquaHawk site, https://beacnj.aquahawk.us/login, and click the register button. The information you provide here does not have to match the information on your water bill. The alerts will be sent to your preferred contact method.

After a few minutes, you will receive an email confirmation with your login information. Follow the link provided and click the Add Account Box. This is where you will register your property. All you will need is your name, phone number, email address and your block and lot number.

What browsers does AquaHawk support?

You can log into AquaHawk through,

- Google Chrome
- Safari
- Microsoft Edge
- Mozilla Firefox

What are "My Thresholds"?

"My thresholds" are the alerts you set for yourself. When you exceed the threshold you set, you will be alerted by your preferred contact method. You can set your thresholds for how much water you use in an hour, day week or month. You can also set your thresholds to be alerted if you are planning to exceed a certain amount on your water bill.

How do I set up "My Thresholds"?

Click on the blue my threshold tab in the water usage box on the top center of the AquaHawk page. This is where you can set your alerts and then click apply.

Call Lauren from the Water Department at **(609)-492-4685** if you have any questions or problems registering.

Register!

Subscribe to Receive Leak Notifications and Access your Water Usage Online

- ▶ **View your water consumption**
- ▶ **Receive timely water usage alerts**
- ▶ **Control your utility expenses**
- ▶ **Easy-to-use**

AquaHawk Alerting is a service for utility customers that will assist you in efficiently managing your utility usage and lowering your monthly bills. Register today. It's easy!

After you register, you'll be able to:

Receive timely leak alerts

You specify how you want to be contacted: e-mail, text or telephone. When your consumption indicates abnormally high usage or a leak, we'll contact you. AquaHawk helps prevent costly property damage and gives you peace of mind when you're away from your home.

Monitor your water usage

See how much water you're using and an estimate of your bill anytime during the billing cycle. AquaHawk empowers customers to take charge and make decisions.

Set your Threshold Alerts

Threshold alerts allow you to specify an amount of water (gallons) or a maximum amount ($) that you don't want your bill to exceed. If your usage or your bill is trending to, or has exceeded the threshold value, AquaHawk will send you a notification.

Learn ways to save

Easily see the dates/times when you're using water. See how your consumption compares to temperature and rainfall data. Learn effective ways to reduce water usage and save money!

Register Now!

To register, visit: https://beacnj.aquahawk.us. The system is easy to use but online help is available!

Customer Benefits

- Know about water leaks before they cause costly damage!

- See exactly how much water your family has used each hour, day, and month

- Set billing and usage thresholds, and never be surprised by a high bill again

- Monitor for unathorized utility usage when you're traveling

- Opt-in services lets you choose how you want to receive alerts: e-mail, text or phone call.

Complete access when you need it & how you want it!

Powered By AquaHawk ALERTING!