

## Smart Water Meter Program

To become more efficient and to save our water resources, Narromine Shire Council has commenced the process of replacing outdated manual-read water meters with new, automatic devices on water services called '**smart meters**'.

This is one of the many actions we are undertaking to better manage our water infrastructure to ensure long term sustainable outcomes.

A smart water meter is a device that automatically records water use, has the ability to electronically report water usage information at regular intervals and provides instant access to data that can show peak usage and other information.

The transmitted data can assist your household with the management of water consumption and promote the early detection of water leaks or unusual usage amounts.

There is no direct cost to you associated with the installation of the meter at properties, as the meter replacement program is being funded through Council's Capital Works Program.

The following Questions and Answers have been developed to help you gain a greater understanding of the changes, how it may affect your household and the long-term benefits.



**New smart water meters have been installed at properties across Narromine Shire Council.**

### What are Smart Water Meters?

Smart water meters use wireless technology to record water usage data which will be collected more frequently and more accurately without having to physically read the meter. The collection of data on a near real-time basis improves the ability to identify any unusual activity such as water loss or reduction in water supply.

### How do they work?

Integrated purpose-built smart water meters have mechanical or electronic flow measuring, volume recording and communication capabilities all in one device. They typically use magnetic or ultrasonic solid-state flow sensing. This provides additional benefits such as higher accuracy and measurement at very low flow.



For more information on the smart water meter program, please contact Council's Customer Service Team on (02) 6889 9999

### **Why are we changing meters?**

Recognising that water is one of our most valuable resources, this project will make a significant contribution to our water security by reducing water loss caused by leaks and encouraging community awareness around water usage at your properties. It will also assist Council in managing our water supplies to meet growing demands now and into the future.

The remote read capabilities of smart meters will also offer a faster and more efficient reading method than conventional meters and as such, allows for more regular read periods. This means the need for staff to check meters at regular intervals will be removed as they can be read remotely, releasing more time for staff to pro-actively work on the system and improve response times to maintenance issues.

### **What are the benefits to me?**

The older water meters were read manually by a contract water meter reader at set intervals throughout the year, providing Council with a one-off read of how much water was used for billing purposes.

The newly installed smart water meters provide Council and the customer with daily data.

This will:

- assist with the early detection of leaks;
- enable you to check your water usage daily;
- allow you to develop strategies to reduce water usage;
- enable us to respond more effectively to usage enquiries.

### **Will the new meters affect my bill?**

Smart water meters have a high level of accuracy when recording usage therefore some customers may identify change in the recording of their overall water usage by comparison to the reads taken from the current meters.

### **How can I access my usage data?**

All of the data will be made available to you so you can monitor your own usage via an online customer portal NSC Water <https://nscwater.narromine.nsw.gov.au/>

This is a great way for you to check water usage daily, allowing you to develop strategies to reduce water usage.

To use the NSC Water system to review and manage your water consumption, you must first create an account by signing up at <https://nscwater.narromine.nsw.gov.au/>

### **Have these meters been used elsewhere?**

Smart meters have been implemented all over Australia over the last 20 years and are used by many councils and water authorities. Our water meter replacement project has been delivered by Taggle Systems Pty Limited, who have significant experience in implementing smart meters across Australia.

Feedback suggests customers from other areas have welcomed the customer portal and the ability to detect leaks beyond the meter at a much earlier stage, saving the customers money.