

Digital Water Meters

INNOVATIVE TECHNOLOGY
FOR OUR NETWORK



Digital metering technology

Digital metering uses an innovative technology that records the volume of water consumption at customer water meters and transmits the data for billing, problem identification, reporting and analysis.

The technology works through a logging device that is attached to existing water meters.

Our program to install data loggers across our region commenced in 2018 following successful trials on commercial customer water meters in our region.

The technology has also been used by other water corporations in Australia and overseas.

BENEFITS AT A GLANCE

- › **Assist in detecting leaks**
- › **Eliminate the need for estimated bills**
- › **Reduce health and safety risks faced by meter readers**
- › **Help us identify network efficiencies that could reduce water bills in the future**

You do not need to be home when the digital device is installed. It will be installed on your existing water meter at no cost to you and it will take less than 30 minutes to complete installation.

The device is battery operated, with a battery lifespan of 10 years. Coliban Water will maintain or replace the device when required.



Why are we installing digital meters?

We are always looking for innovative ways to save water and identify network efficiencies for our customers.

We will primarily be using digital meters for customer billing. The data we receive will enable us to identify network efficiencies, manage and maintain our assets, and make informed decisions on repairs and capital works.

Digital meters also provide us with a better understanding of customer water usage, and play a role in reducing water wastage.

How will digital meters benefit customers?

Digital meters will enable us to understand customer water use to help detect leaks quicker, ensure accurate meter reads and identify unusual water use patterns.

Water meters are currently read quarterly so in the event of a leak it could take months before it is identified. Digital meters will assist in quickly detecting leaks at customer properties, which will save water and consumption charges.

It will also mean that we won't have to enter your property each quarter to read the meter manually. This eliminates the need to estimate reads when it is not possible to access the meter, so there will be no surprises when an actual read is taken.

We are working towards customers being able to access their own consumption data and monitor their usage in the future.

Customers will be notified before we start using the digital meter read for billing.

Are digital water meters reliable?

The digital meter will be verified after our contractor installs it. We will periodically verify that the device is operating accurately. Manual water meter reads will still continue as we monitor verification of the device on each meter.

Will there be ongoing maintenance?

Just like the water meters, the data logger is the property of Coliban Water.

There is no ongoing maintenance required by customers, just to be mindful of the device when mowing or landscaping.

How do they work?

The installation involves attaching a data logger (the digital meter component) to the existing customer meter. Data is transmitted to our IT infrastructure, connecting the required software systems to record water use at the property and store this information for billing purposes.

Are digital meters safe?

Digital meters do not pose a health risk. Data is transmitted through low level radiofrequency waves, which are well within Australian safety standards. The digital meters are battery operated and use a low level of power. The signal sent by the digital meter is lower than that of a text message sent from a mobile phone.

What happens to my water usage data?

All data collected is encrypted and is held on secure systems in accordance with national privacy principles. The data does not contain any personal information.

Can I still place protection over the water meter?

The signal from the meter can be interfered with if there is a metal cover or cover containing metal, such as an old tyre, over the meter. If you have your own meter cover, please ensure you have removed it from the meter prior to the installation period. Suitable meter covers will be provided for each town as we move through the rollout of the program.

The operating temperature range of the digital device, including the batteries, is -20 degrees Celsius to +65 degrees Celsius.



Above: The digital data logger device attached to an existing customer water meter.



Your Town information sessions

Through our Your Town program we will be holding information sessions online prior to installation and providing customers with an opportunity to discuss with staff any questions you may have. We aim to hold face-to-face meetings when it is again safe to do so.

Customers can also call our Customer Support Team on **1300 363 200** or email us at **coliban@coliban.com.au**.



FURTHER INFORMATION

For more information about dates, go to
www.coliban.com.au/digital-metering-program

Contact us

TELEPHONE: 1300 363 200 OR 1300 COLIBAN

General and billing enquiries and 24-hour faults and leaks.

Telephone calls are recorded for training and compliance purposes.

EMAIL: coliban@coliban.com.au

CONNECT:     

ONLINE FORM

Our Contact Us online form is available at **www.coliban.com.au** if you would like to ask a question or provide feedback.

POSTAL ADDRESS

PO Box 2770 Bendigo DC VIC 3554

OFFICE ADDRESS

37-45 Bridge Street Bendigo Victoria 3550

Business hours 8am to 5pm

ACCESSIBILITY

If you would like to view this document in large print, please call us.

INTERPRETER SERVICE



If you require assistance in a language other than English, we provide a free interpreter service.

Contact the Translating and Interpreting Service (TIS) on **13 14 50** for assistance.

For this information in Burmese (Karen), Arabic, Chinese, Italian, German and Greek see our Translating and Interpreting Service PDF on our website.

For further information see the Translating and Interpreting Service (TIS) National website.

NATIONAL RELAY SERVICE



If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

- › TTY users phone **13 36 77** then ask for 1300 363 200.
- › Speak and Listen users phone **1300 555 727** then ask for 1300 363 200.
- › Internet relay users connect to the NRS then ask for 1300 363 200.

PLEASE
RECYCLE



Disclaimer: Information contained in this document was correct at the time of publication (August 2020). Coliban Water reserves the right to alter information at any time. All photos in this document were taken in 2017. Our contractors are permitted to work and will comply with current restrictions to help contain the spread of coronavirus and keep our communities safe.

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