



LEETON
SHIRE COUNCIL

Water Meter

REPLACEMENT PROGRAM
UPDATE NO 3

TO BECOME MORE EFFICIENT AND TO CONSERVE OUR PRECIOUS WATER RESOURCES, COUNCIL IS REPLACING OR RETROFITTING OUTDATED MANUAL-READ WATER METERS WITH NEW, AUTOMATIC DEVICES ON WATER SERVICES. THESE NEW WATER METERS ARE CALLED 'SMART WATER METERS'.

Smart water 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 is being delivered by Taggle Systems Pty Limited, who have significant experience in implementing smart water meters across Australia.

WHAT ARE THE BENEFITS TO ME?

Old water meters were read manually by a staff member at set intervals, providing us with a one-off read of water use for billing purposes. Once the new smart water meter system is operational, it will provide Council and each 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.

WHEN WILL INSTALLATION BE COMPLETE?

At this stage, the installation of the majority of smart water meters will be completed around the end of September 2020.



Top photo - new meter

Bottom photo - retrofitted meter

LEETON SHIRE COUNCIL

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For more information on the smart water meter replacement program, please contact Council's Customer Service team on (02) 6953 0911 or visit haveyoursay.leeton.nsw.gov.au to ask a question.

WHAT CHANGES TO EXPECT

There may be a build-up of air in your water pipes. When you first run a tap, this will be pushed out and result in a popping and spluttering effect in the tap. This is perfectly normal and will pass within 30-60 seconds. This can be expected from all taps in and outside the house.

You may also experience some discolouration in your water when you turn the tap on for the first time. This is rust or dirt that has built up in the pipes and falls away in the absence of constant water pressure, or the environment that exists in and around the exchanged meter. This will pass if the tap is run for 30-60 seconds.

METER COVERS

With installation of the new smart water meters, meter covers containing metal, including tyres, are unable to be used. Council will remove these meter covers to enable installation and supply a replacement cover in the form of plastic meter covers. If there are any issues, please contact Council's customer service team on (02) 6953 0911.

HOW CAN I ACCESS MY USAGE DATA?

It is expected that all the usage data will be made available to you by December 2020 via an online customer portal and application called MyH20. This will be a great way for you to check water usage daily, allowing you to develop strategies to reduce water usage.

Council intends to select a sample of residents to test the MyH20 portal and application for water usage before its full roll out. Those residents will be contacted individually between now and the end of October 2020.

Information about the MyH20 customer portal and application, when it will be available, what it will offer and how you can access it, will be provided before the full roll out.

Feedback received from councils in other areas that have adopted smart water meter technology is that customers have welcomed the customer portal and the ability to detect leaks beyond the meter at a much earlier stage, saving the customers money.

WILL THE NEW METERS AFFECT MY BILL?

Smart water meters have a high level of accuracy when recording usage, therefore some customers may identify a change in the recording of their overall water usage by comparison to the reads taken from the current meters. Please note radio signal costs for smart water meter technology is fully covered by Council. The network is managed via dedicated reception towers across the Shire.

Authorised for release by:

Peter Keane, Director Operations, September 2020.

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