

Digital Water Meters



Our digital metering program started in 2018. We are now in the final stage of roll out for Bendigo and surrounding towns. The program is automating how we read customers' water meters. We will attach a data logger to your existing water meter. The data logger records the water used at your property and sends the data to us every hour.

Secure servers store the encrypted data collected aligned with national privacy principles. The data collected does not include personal information.

Identifying efficiencies & customer benefits

The new technology allows us to receive information about your water use every hour, so it will be easier to alert you when we detect a leak or unusual water usage. Previously we read water meters quarterly. This helps save customers' money.

Once we install the data logger, we will only access your meter once a year. Even if your meter has been hard to access in the past, your water bill will be accurate because of the digital data we receive.

We are working towards customers being able to access their own consumption data and track their usage in the future. You can still read your water meter manually and should continue to look out for any leaks or water wastage on your property.

Installation and operation

Our contractor will attach a data logger to your existing water meter. This will take less than 30 minutes to install. The data logger transmits an encrypted signal to our IT infrastructure. We store the hourly meter reads and use the information for billing purposes. You do not need to be home for the installation, but we do ask that there is safe and clear access to the water meter. If your meter is difficult to access you can complete an online form at

www.connect.coliban.com.au/digital-metering to provide us with better instructions on how to access your water meter. We will aim to install the data logger the first time we attend your property. If we can't install the data logger on the first visit, we may need to delay your installation date. The installation process will not affect your water supply.

Our meter readers will continue to read your water meter while we verify your data logger. We expect this to take six months. We will let you know on your bill when we start using data from your data logger.

Customer safety & cost

Digital meters do not pose a health risk to customers or the community. The digital data logger is battery-operated and uses a low level of power. The data logger transmits a low-level radio frequency wave, which are well within Australian safety standards. The signal sent by the data logger is lower than that of a text message sent from a mobile phone.

The digital metering program will reduce costs over time. There is no cost to you for installation. Your normal water usage fees and charges remain the same.

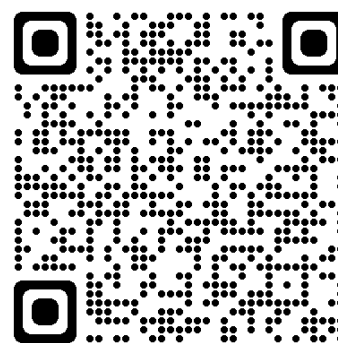
Ongoing maintenance

Like your existing water meter, the data logger is the property of Coliban Water. You won't need to maintain the data logger. Please be mindful not to damage the device when mowing or landscaping. The battery within the device has a lifespan of 10 years. Coliban Water will repair or replace the device when needed. We will verify that the device is accurate once installed.

The operating temperature range of the digital device, including the battery, is -20 to +65 degrees Celsius. We will remove any existing cover and place it next to your meter or you can remove it before we visit. Frost covers will be provided on some meters, where required, and this is at the discretion of the project team.

More information

Visit connect.coliban.com.au/digital-metering or phone our Customer Support Team on 1300 363 200.



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