

Digital Water Meter

Fact Sheet



Longreach Regional Council
Ilfracombe Isisford Longreach Yaraka

Council is upgrading the existing water meters to digital water meters.

This is being done to:



Reduce water waste



Ensure accurate bills



Optimise water supply

What is a digital water meter?

Digital water meters measure water flow accurately and send hourly water consumption data, which will be accessible to residents via a customer water portal. They also provide fair and equitable billing as errors such as broken or tampered with meters are highlighted by the system.

The customer water portal will allow residents to view their consumption data, set leak and high use alerts and receive monthly reports.

How do the digital water meters work?

The digital water meter device detects water through the meter, or a fault and transmits the information as a small radio signal. The information is then stored in a secure database managed by Council.

Why are we getting new digital water meters?

New digital water meters will help residents, businesses and council manage water more effectively by identifying leaks, reducing waste, and improving network efficiency.

The new system will help Council to provide a safe, reliable and cost-effective water supply, now and into the future.

Can I monitor my own water usage?

Yes, your digital water meter can be read manually or online via the customer water portal (**available after rollout**). You will be able to download the customer water portal in the app stores or access in your browser at:

longreach.qld.gov.au/Live-and-Work/Water



Customer water portal

This National Water Grid project is funded by the Australian and Queensland governments and delivered in partnership with Longreach Regional Council WISER Project.

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Digital water meter

How strong is the radio signal?

The radio signal transmitted by the digital water meter is very small – about 30 times weaker than the signal transmitted by your mobile phone.

How is the device powered?

The digital water meter device is powered by a lithium battery. All the power used by the device comes from the battery. On average, the battery has a lifespan of 15 years. When the battery goes flat, the system will raise an alert for Council to act upon.

Who is responsible for the maintenance of the device?

Council is responsible for the maintenance of the device and will receive an alert if there is a need for maintenance or repairs.

What are the benefits to the Community

Your current water meter is read manually by a Council officer at set intervals, providing Council with a one-off reading of how much water has been used during a set period. Once the digital water meter system is operational, the digital water meter provides Council and the resident with daily data. The benefits include:

- assisting with the early detection of leaks
- enabling you to check your water usage daily
- allowing you to develop strategies to reduce water usage
- enabling effective responses to usage enquiries
- achieving demonstrated savings in leakage and system losses.

How will Council use my data?

In addition to providing residents with more accurate billing, the data collected from your digital water meter will help Council to:

- identify any hidden leaks on your property
- identify leaks in your service area
- identify peak and off-peak water use times and assist in managing water infrastructure maintenance and replacement programs.

Further Information

For more information visit

longreach.qld.gov.au

or call us on (07) 4658 4111

Monday – Friday 8:30am – 5pm

