Digital Water Meter

Monitor and manage your water consumption

Water Portal
every drop counts

Quick Guide – Digital Water Meter

Understanding Leak Alerts

The upgrade to water meters in Longreach has now been completed, and your property is now equipped with a digital water meter.

Digital meters provide consumption data directly to Council. If your meter data indicates a possible leak, you will receive a 'leak alert' notification.

Should you receive such an alert, please inspect your property for obvious signs of water loss, such as wet areas in the yard, running toilets, dripping taps, leaking irrigation systems, or faulty evaporative cooler floats.

If you do not find any visible leaks or faults, complete a simple leak detection test.

Step 1. Turn off all water-using fixtures and appliances.

Step 2. Locate your digital water meter which is usually in the front on the property close to the verge. *Call council if you're unable to find it.*

Step 3. Read the meter and note down the last 3 digits – or take a photo to reference.

Step 4. Wait 15 minutes.

Step 5. Read the meter again. If the meter reading has not changed, it is unlikely that you have a leak.

However, if the reading has increased, this may indicate a leak somewhere on your property. We recommend you contact a licenced plumber to investigate and carry out any necessary repairs.

Prompt action can help prevent water waste, reduce water bills, and minimise potential damage to your property.

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Reading your water meter



Knowing how to read your digital water meter correctly is important, particularly when checking for potential leaks on your property.

The digits on the display can sometimes be confusing. Refer to the diagram below to understand what each value represents and how to interpret your meter reading.

Knowing what the numbers on your digital water meter display mean is important for understanding how much water you are using. The table below shows what each number represents in millilitres, litres or kilolitres.

Kilolitre	**Litres**	**Litres**	**Litres**	**Millilitres**	**Millilitres**	**Millilitres**
Ones	*Hundreds*	*Tens*	*Ones*	*Hundreds*	*Tens*	*Ones*
0	**0**	**0**	**2**	**3**	**3**	**0**

The first three columns from the right shows the number of millilitres used.
The second, third and fourth columns from the right show the number of litres used.
The decimal point, as shown above, separates litres from kilolitres.
All columns to the left of the decimal point show the number of kilolitres used.

***Please note**: Digital meters display the current water usage at your property as a live reading, while the Water Portal app provides information that is updated only every 24 hours. As a result, the reading on your meter will always differ from the reading shown in the app.*