

Reading your new smart meter


With the installation of the new Smart Meters, how to manually read the meter has changed when compared to the old meters.

OLD METERS

The old meters were set up with black and red numbers and read left to right.

The black numbers registered kilolitres (kL = 1000 litres) and there were three red numbers which registered litres (some meters may have four red numbers, which indicated tenths of a litre).

4 BLACK NUMBERS AND 3 RED NUMBERS




When reading these water meters **record all numbers**

OR

Record all **black numbers** and the first **three** of the **four red numbers**

X Do not record the last number

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NEW METERS

The top row of numbers on the new meters represents the amount of kilolitres that the meter has registered (the same as the black numbers on the old meters). The meter registers this amount as m³ (1m³ is equal to 1kL)

The new Smart Meters display the reading volume in the red box (second row of numbers). An additional fifth number is now provided which indicates hundredths of a litre.

Once all meters have been installed and the system is fully operational, you will be required to register for access to the Customer Portal. The Portal will allow residents to monitor their water consumption anytime, anywhere for free.

The system will read your meter hourly and help you and Council detect individual property leakage year round.

Frequently Asked Questions and Fact Sheets are available on Council's website. For general enquires about the project or Smart Metering, please contact Council's Water and Wastewater Department.

