

# SMART WATER METERS

## What is a smart meter?

A smart meter is a device that automatically records water use, has the ability to electronically report water usage information at regular intervals and provides instant access to data that can highlight any issues or trends to better manage the water network.

### Benefits of smart water devices:

- Facilitation of early detection of leaks
- Enables customers to develop strategies to reduce water usage
- Enables Council to respond more effectively to usage enquiries

The online portal MyDRC Water allows tenants, owners or organisations to compare usage, set leak and high usage alerts.

Customers with a smart water device are able to monitor and manage their own water consumption through the free online customer portal, MyDRC Water.



## How do I register for MyDRC Water?

Visit [mydrcwater.dubbo.nsw.gov.au](http://mydrcwater.dubbo.nsw.gov.au)

**Register as a user.** Click the *'Sign Up Now'* button and provide your details to create your MyDRC Water account.

**Confirm your account.** You will receive a confirmation email after creating your account. Follow the instructions set out in the email to confirm your account.

**Register your property.** After logging in, click the *'Add Property'* button and enter your details. The next step is to select *'Register a new property'*, now click on owner or tenant. If you are the property owner, Council will approve your registration, if you are a tenant or third party your property owner will need to approve your registration.

## Leak and High Usage Alerts

Customers are able to set their own desired leak or high usage thresholds within the online portal, to receive alerts.

Within the portal you can set alerts from the Home Menu by selecting "Alerts" followed by "Manage your Alerts". These options allow you to select preferences and methods to receive notifications or usage reports for leaks or high usage at your property.

Over a 24 hour period it is expected that there should generally be a time where the meter reaches zero consumption. When the system detects that this did not occur for a continued period and a leak threshold has been selected by the customer, notifications will be forwarded that a leak may be present.

You may be able to repair the leak yourself or if you cannot find or fix the leak yourself, you may need to engage a plumber.

If you have a significant leak you are able to turn off the water supply to your property by turning off the tap at your water meter which is usually at the front of your property. This will assist in reducing wasted water or any potential damage to your property until the leak can be repaired.

## How to manually read a smart water meter



**Top line displays Kilolitres.**

Reading shown is 8 m<sup>3</sup> which is equivalent to 8 kilolitres.

The bottom line will change and display other images at intervals. This is displaying diagnostics.

**Bottom line displays Litres.** Reading shown is 329.70 Litres

You can check your property for leaks by ensuring no water is being used within your property. Check your meter and if the bottom numbers are increasing you may have a leak.