



Urban Remote Meters

GWMWater is upgrading water meters across urban areas in our service area following a successful roll-out for rural pipeline customers.

We have engaged CHS Group to install the meters in all urban towns on our behalf, in a project which will take between six and nine months to complete.

Replacement of your meter will take about 10 to 20 minutes. The water to your property will be turned off during the works.

Remote Meters

A remote meter measures, in real time, the amount of water a customer uses.

The digital device is different to a standard meter because it includes a low frequency radio transmitter that securely sends water use data to GWMWater for billing and operational purposes.

GWMWater will use the remote meter network to better understand customer water consumption trends, with near real-time water usage data.

Remote meters will improve what we know about the performance of our water assets and the infrastructure we use to supply customers with a safe, high-quality water supply. This information will help us plan for the future to make the best investment decisions to keep your water prices as low and as stable as possible.

The upgrade to remote meters has direct benefits to the environment by reducing carbon emissions from the significant travel involved with manual meter reading.

Most water meters in the GWMWater service area will be replaced entirely while some will be retro-fitted with a transmitter to the existing meter.

Powered with a built-in battery, the devices record and securely send water usage data every hour which is received at our Corporate Office in Horsham.

The water usage information will be available to customers via the GWMWater Customer Portal, making it easy for customers to monitor their water use.

*Certified to best practice standards
ISO 9001 / 14001 and AS/NZS 4801*



Old water meter replaced with a remote meter



Water meter retro-fitted with a remote meter reading unit



Customer Portal

On our Customer Portal you can:

- > view your water consumption on various devices such as personal computers (PCs), smart phones and tablets
- > view historical water use and any water use patterns from the time your meter is installed up to the previous 24-hour period
- > view your household's peak water usage day and times
- > identify leaks early and reduce unnecessary water use and expense
- > set up automatic alerts to notify you of potential leaks – you don't have to wait until you receive your next bill.

Water usage information is only available to the residents of the property, or whoever receives the water consumption bill for a property via a secure account.

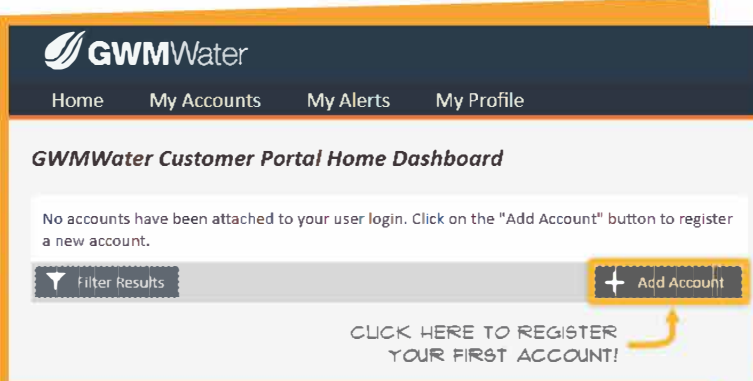
Further Information

For more information visit www.gwmwater.org.au/urm or call us on 1300 659 961 during business hours.

Signing up for our Customer Portal is fast, free and secure.

Visit www.gwmwater.org.au and click 'Customer Portal' to sign up using your Account Number and Registration Code from the top of your water bill.

Our Customer Portal will be available soon. We will provide more information on how to register your water meter closer to the date.



Follow the prompts on our website to set-up your water meter to see your usage patterns

Below is an example of daily water use patterns over a two week period

