



Remote Meters Upgrade and Customer Portal

GWMWater is upgrading water meters across urban areas in the Grampians, Wimmera and Mallee regions following a successful roll-out for rural pipeline customers.

Please take time to read the below frequently asked questions about the remote meters upgrade and customer portal.

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

Frequently Asked Questions:

1. What is a remote meter?

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.

The remote meters installed across the GWMWater service area will record and send water usage data every hour.

This data will be available to customers via the on-line GWMWater Customer Portal, making it easier for customers to monitor their water use.



A V200HT Remote Meter

2. Why is GWMWater upgrading my meter?

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

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

Customers can use the data to identify issues their own water systems, such as plumbing leaks.

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.

3. What is the GWMWater Customer Portal?

The data collected by the remote meters will be available for customers to access through an on-line Customer Portal.

This will include data on daily water use; giving customers greater understanding of their water use patterns.

The Customer Portal interface will allow customers to set up alerts to potentially identify leaks on the customer's property which previously may have gone unnoticed.

Signing up for the Customer Portal enables you to:

- log on and view your water consumption data on various devices such as a Personal Computer (PC), smartphones 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
- potentially identify leaks early and reduce unnecessary water use and expense
- set up automatic alerts to notify you about potential leaks – you don't have to wait until you receive your next bill.

We will provide more information about the Customer Portal and how to sign up in the coming months.

4. When will my meter be upgraded?

More than 32,000 water meters will be upgraded over a period of about nine months.

Both property owners and tenants will be notified by direct mail closer to the work starting in their area.

5. Who is installing the new meters?

We have engaged CHS Group to install the remote meters, on our behalf.

6. What do I need to do?

Your assistance is requested to ensure that CHS Group has clear access to your water meter i.e. free of obstructions such as vegetation, animals and locked gates would be appreciated.

7. Have both owners and tenants been notified about the meter upgrade?

Yes. Both property owners and tenants were notified by direct mail if they are responsible for paying a portion of a GWMWater bill. Where tenants do not pay the usage portion of the water bill, property owners were advised to inform the tenants directly.

8. How long does it take to upgrade the meter? How long will my water be off?

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

It is possible through the replacement process for air pockets to form in the service line which will cause the water to sputter. If this happens, please run each tap on your property for approximately 30 seconds to remove any air pockets.

9. What if I am at home and using water when CHS Group come to install my meter?

CHS Group will check if the dial on your water meter is turning over prior to starting work and turning off your water. If the dial is turning over, they will knock on your door to let you know they are there. If no one is home or there is no answer, they will leave a card for you to contact them to arrange a time for them to return.

10. Can I reschedule my upgrade or ask for it to be changed at a set time or day?

If access to the meter is restricted because you are away or there are any other circumstances which may prevent or hinder the installation, we may advise CHS Group and who will attempt to make alternative arrangements.

11. If my stop tap is off when contractors come to install the new meter, will they leave it that way?

We have consulted with CHS Group who have put in controls to ensure stop taps are left as they found them. That means, if it is off when they arrive, they will leave it off when the job is complete.

12. How do the meters transmit my water usage data?

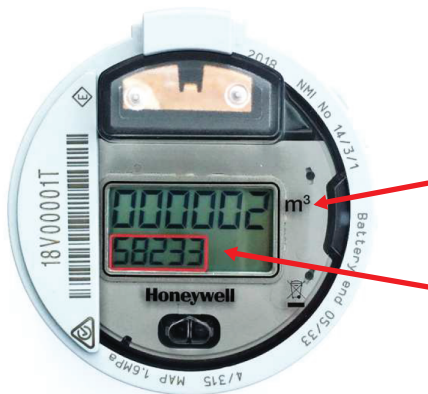
The devices allow digital meter readings to be transmitted through short bursts of radio waves or low level radiofrequency (RF) electromagnetic energy (EME) to our Horsham office for billing and operational purposes.

13. Do the meters receive any data or just transmit data?

The remote meter only transmits data and is received at GWMWater’s Corporate Office in Horsham.

14. How do I manually read my new meter?

The new meters are designed to transmit the meter reading automatically to GWMWater, however it can also be read manually from the digital display.



The top line is the equivalent of the white section on the old water meter. It displays your accumulative water usage in cubic meters or kilolitres. This is the figure which appears on your water bill.
Reading shown = 2 m3 or 2 kl

Bottom line is the equivalent of the red section on the old water meter. It displays your accumulative water usage in litres.
Note: Last 2 digits are 0.01 litre. Reading shown = 582.33 litres

15. How can I view my water usage data?

The new meters transfer data and provide the option for you to view your water usage information via our free on-line Customer Portal. We will provide more information over the coming months about how the portal works and how to sign up.

The portal enables you to view the historical data from the time when your remote meter is installed and for as long as the water consumption part of the bill at the associated residence has been in your name. You cannot see data before you moved in.

16. Who else can view water usage information on the portal?

Water usage data is only available to the residents of the property, or whomever receives the water consumption bill for a property.

When you move into a new property, the previous residents or property owner will not be able to view your ongoing water usage information.

17. Do I have to pay anything for the new meter to be installed or any running costs?

No. The meters and their installation are part of GWMWater's Urban Remote Metering Program budget. As the devices are battery operated (no electricity required), there will be no running costs for the property owner.

18. How are the meters powered?

The devices are powered with a built-in battery (there is no 240 volt mains power). There is no running cost for the property owner.

19. Who will monitor the battery life on my meter?

We will monitor the meter battery and will arrange for the unit to be replaced when required. The units are expected to last up to 15 years.

20. What happens if my meter fails? Who's responsible for the cost of replacing it?

Any unit failures will be identified by the system. If a unit fails then a replacement meter will be installed. Physical damage to the meter will be assessed on a case-by-case basis.

21. What should I do if there is an issue with my meter after it's replaced?

If you notice any leaks or other issues after your meter has been upgraded, please contact us any time on our service difficulties and faults line 1800 188 586.

22. I have a 25 mm and I don't want it to be down-sized. What should I do?

Where possible, we are planning to replace existing 25 mm meters with a standard 20 mm urban meter connection. The majority of our urban customers are serviced through a 20 mm meter connection however in some circumstances a 25 mm connection is required. If you have any concerns regarding reducing the size of your meter please contact us during business hours on 1300 659 961.

23. Are the new meters safe?

The new digital water meter devices are small radio transmitters which transmit at a very low power for less than half a second, once every hour. As a comparison, the transmitters operate at about 1% of the power output of a typical mobile phone. Given the extremely low power radio signal generated by the digital meter devices, they pose no occupational health or safety risks.

24. Can I opt out?

No. At the completion of this project, all GWMWater urban customers will have a remote meter fitted.

25. Do I need to cover my meter to protect from frost during winter?

No. The new meters have their own protective covering which means they are unlikely to be frost damaged.