

### Introduction

The current smart water meter program is a trial for our 100 largest non-residential customers as an action under Council's Central Coast Water Security Plan. The project will be evaluated at the end of the three-year trial period with potential for further expansion of the program to additional customers.

### What is a smart water meter?

A smart meter is an analogue water meter equipped with a digital device that records meter readings at hourly intervals. These hourly meter readings are available to view the following day through the MyWater online customer dashboard.

### What are the benefits of smart water metering?

Traditional water meters are read manually at set intervals (currently quarterly), providing both the water utility and customers with a single read on total water usage over the billed period.

Smart meters enable users to:

1. access their water consumption data at different intervals, from hourly to daily, monthly, and yearly.
2. identify potential leak alerts in their premises based on their water usage pattern.
3. develop strategies to reduce water usage and improve water management.

### Does it cost any extra money?

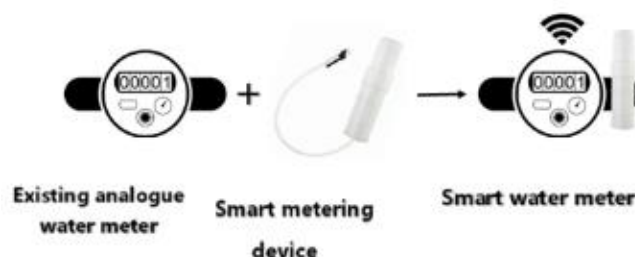
The smart meter trial is funded by Council with no additional cost to the participants.

### Can I continue to monitor my own existing analogue water meter to check usage?

Yes, your analogue water meter can still be read manually. However, you can also log into the MyWater online customer dashboard to access your dashboard and data.

### What type of devices are being installed?

A smart metering device (NB3D pulse counter) is added to the existing analogue water meter. The NB3D is a battery powered, wireless telemetry unit that counts pulses from a connected analogue water meter every hour and transmits the accumulated values once per day.



### Have smart meters been used elsewhere?

Many water utilities and customers around Australia have embraced smart water metering and are reaping the benefits of the innovative technology. Central Coast Council's project is being implemented by Taggle Systems Pty Ltd, which has vast experience in deploying Smart

# Factsheet

## Smart Water Meter



Water  
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Meters for over 60 Councils and Water Utilities across Australia.

### **Will I be notified if I have a leak at my property?**

An advantage of the smart meter is the ability for customers to set alert notifications via the MyWater online customer dashboard. See the MyWater User Guide available at MyWater customer dashboard for more information on how to set up water usage alerts.

### **How strong is the radio signal?**

The radio signal transmitted by the smart meter is very weak – around 25% of the power of a mobile phone. The unit also transmits less than one (1) second per day and poses no health risks.

The relatively low power of the transmitters, their location on the outside of buildings, and short transmitting times ensure that the overall radio frequency (RF) and electromagnetic energy (EME) exposure from smart meters is minimal and well below the limits set by the Australian Radiation Protection and Nuclear Safety Agency (ARPANSA). Learn more at [arpansa.gov.au](http://arpansa.gov.au)

### **What should I do if my smart meter device is damaged?**

If you notice any damage to your smart meter, please contact Council's Customer Service Centre at [ask@centralcoast.nsw.gov.au](mailto:ask@centralcoast.nsw.gov.au)

### **How can I get started with MyWater?**

If Council has set up a smart meter at your property, you can get started by following the steps in the **MyWater User Guide** available at **MyWater online customer dashboard**.

If you have any further questions or feedback, please feel free to contact Council's Customer Service Centre on 02 4306 7900.

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