

Digital metering technology

Digital meters are an innovative technology that record the volume of water consumption at customers' water meters and transmits the data for billing, problem identification, reporting and analysis.

The technology works through a logging device that is attached to customers' existing water meters.

We have successfully trialed digital meter technology on commercial meters in our region. The technology has also been used by other water corporations in Australia and overseas.

BENEFITS AT A GLANCE

- › Assist in detecting leaks
- › Eliminate the need for estimated bills
- › Reduce health and safety risks faced by meter readers
- › Help us identify network efficiencies that could reduce water bills in the future

You do not need to be home when your digital device is installed. On the day it will take less than 30 minutes to complete installation.

The digital device will be installed on your existing water meter at no cost to you. The device is battery operated, with a battery lifespan of 10 years. Coliban Water will maintain or replace the device when required.

Contact us

TELEPHONE: 1300 363 200

General and billing enquiries and 24-hour faults and leaks.

Telephone calls are recorded for training and compliance purposes.

EMAIL: coliban@coliban.com.au

FOLLOW: [@coliban.com.au](https://www.facebook.com/coliban.com.au)

ONLINE FORM

Our Contact Us online form is available at www.coliban.com.au if you would like to ask a question or provide feedback.

POSTAL ADDRESS

PO Box 2770 Bendigo DC VIC 3554

OFFICE ADDRESS

37-45 Bridge Street Bendigo Victoria 3550
Business hours 8am to 5pm

ACCESSIBILITY

If you would like to view this document in large print, please call us.

INTERPRETER SERVICE

If you require assistance in a language other than English, we provide a free interpreter service.

Contact the Translating and Interpreting Service (TIS) on **13 14 50** for assistance.

For this information in Burmese (Karen), Arabic, Chinese, Italian, German and Greek see our Translating and Interpreting Service PDF on our website.

For further information see the Translating and Interpreting Service (TIS) National website.

NATIONAL RELAY SERVICE

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

- › TTY users phone **13 36 77** then ask for 1300 363 200.
- › Speak and Listen users phone **1300 555 727** then ask for 1300 363 200.
- › Internet relay users connect to the NRS then ask for 1300 363 200.



Digital Water Meters

INNOVATIVE TECHNOLOGY
FOR OUR NETWORK



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1300 363 200
www.coliban.com.au

Follow us



Why are we installing digital meters?

We are always looking for innovative ways to identify cost savings and network efficiencies for our customers.

We will primarily be using digital meters for customer billing. The data we receive will enable us to identify network efficiencies, manage and maintain our assets, and make informed decisions on repairs and decisions on capital works.

Digital meters also provide us with a better understanding of customers' water usage and play a role in reducing water wastage.

How will digital meters benefit customers?

Digital meters will enable us to understand our customers' water use in real-time which will help us to detect leaks quicker, ensure accurate meter reads and identify abnormal water use patterns.

Water meters are currently read quarterly so in the event of a leak it could take months before it is identified when a bill arrives. Digital meters will assist in quickly detecting leaks at customers' properties, which will save water and consumption charges.

It will also mean that we won't have to enter your property each quarter to read the meter manually. This eliminates the need to estimate reads when it is not possible to access the meter, so there will be no surprises when an actual read is taken.

We are working towards customers being able to access their own consumption data and monitor their usage in the future.

Are digital water meters reliable?

The digital meter will be verified after our contractor installs it. We will periodically verify that the device is operating accurately. Manual water meter reads will still continue as we monitor verification of the device.

How do they work?

The installation involves attaching a data logger (the digital meter component) to the existing customer meter. Data is transmitted to our IT infrastructure, connecting the required software systems to record consumption at the property and store this information for billing purposes.

Are digital meters safe?

Digital meters do not pose a health risk to customers or the community. Data is transmitted through low level radiofrequency waves, which are well within Australian safety standards. The digital meters are battery operated and use a low level of power. The signal sent by the digital meter is lower than that of a text message sent from a mobile phone.

What happens to my usage data?

All data collected is encrypted and is held on secure systems in accordance with national privacy principles. The data does not contain any personal information.



Above: The digital logger device attached to an existing customer water meter.



Your Town community visits

Through our *Your Town* program we will be visiting towns prior to installation and providing customers with an opportunity to meet with our staff face to face and ask any questions you may have.

Customers can also call our Customer Support Team on **1300 363 200** or email us at coliban@coliban.com.au.



FURTHER INFORMATION

Further information on our Digital Meter Program is available at www.coliban.com.au under *Projects*.