



## DIGITAL WATER METER PILOT PROGRAM

DIGITAL WATER METERS ARE AN EMERGING TECHNOLOGY IN AUSTRALIA WITH THE POTENTIAL TO ADD INTELLIGENCE TO NETWORK MANAGEMENT, IMPROVE CUSTOMER ENGAGEMENT AND REDUCE TOTAL WATER DEMAND BY ENHANCED DETECTION OF NON-REVENUE WATER AND CUSTOMER WATER LEAKAGE.



### About the pilot program:

#### Why am I receiving a digital meter?

Your property was selected for this pilot to help enhance water management and improve service delivery.

#### Is there a cost involved?

No, the digital meter and installation are free as part of the pilot.

#### Will there be a disruption to my water supply during installation?

Customers may experience a brief disruption of about 30 minutes to water supply during installation.

#### Will my water bill change?

No, there is no change to how you are billed for your water usage and during the initial phase of the pilot we will continue to read the meter as normal. However, the meter provides more frequent data and could help detect leaks, potentially lowering your bill if you have a leak.

#### What data is collected by my digital meter?

Your digital meter will record water usage in regular intervals and securely transmit this data back to us once per day. Other data related to the meter itself such as battery status, signal strength & tamper alarms are also transmitted back to us once per day.

#### How will my digital meter transmit data?

Your digital meter uses low-level radiofrequency to send data securely, like how mobile phones communicate.

#### Is my data secure?

Yes, your data will be securely transmitted and stored, adhering to Hunter Water's Privacy Framework and strict security protocols. Only authorised personnel will have access to your water usage information. Please refer to the [Hunter Water Privacy Statement](#) for more details.

#### Will I have access to a portal to review my usage?

For the initial phase of the pilot a customer portal will not be available, we will contact you if this changes during the pilot.

#### How long will the pilot run for?

We will be running the pilot for at least the next 18 months to ensure we have enough time to fully test the benefits from digital water meters.

#### What if I have more questions?

Our customer service team is available to assist with any questions you may have throughout the pilot. Please call 1300 657 657 or email [enquiries@hunterwater.com.au](mailto:enquiries@hunterwater.com.au)

### **What area was chosen for the pilot program?**

Our first pilot will be rolled out to around 300 properties in Cameron Park. If your property has been selected as part of the pilot program, we will write to you directly.

### **How were the properties chosen?**

Hunter Water has selected an initial sample of around 300 properties in Cameron Park for the first part of our pilot program.

Within the area chosen, properties were selected based on the water infrastructure below the ground, so it could be possible that a property can be selected but not a neighbouring property.

### **What is the timeline for the rollout?**

For our initial pilot in Cameron Park Hunter Water and Service Stream plan to have these installed in February 2025.

Other areas will be identified for the next phase of the pilot program later in 2025.

## **About the installation process:**

### **What is involved?**

The process takes around 30 minutes, with water briefly turned off. Our technician will notify you when they arrive and leave an information card when the job is complete.

### **Do I need to be home?**

No, you don't need to be home for the meter installation.

### **Do I need to do anything?**

If your meter is buried or obstructed, please make it accessible before the scheduled date or contact us to arrange access.

### **Access to my meter is via a locked gate or is in an enclosed yard with a dog**

If your meter is in a locked area or behind a gate with a dog, please contact us to arrange access.

### **How can I contact Service Stream?**

You can contact our installer Service Stream by:

- Emailing:  
hunter.exchange@servicestream.com.au  
(include Account number, property address, and meter number)
- Calling: 1300 475 172

#### **Hunter Water**

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Customer enquiries 1300 657 657

enquiries@hunterwater.com.au

hunterwater.com.au