



Case study: Digital water meter trials

At South East Water incorporating innovative, efficient and forward-thinking technology into our business is always at the forefront of our minds. That's why we're trialing digital water meter technology and exploring the customer benefits that can be gained.

Testing technology in Belgrave South

What we did

In June 2013, we carried out initial testing of digital water meter technology in Belgrave South. The aim was to explore the customer benefits and network efficiencies that could be gained through use of the innovative digital technology.

Key facts

- 29 properties involved in the tests
- Four properties found to have leaks
- 12 per cent of water supplied to properties was found to be lost through leaks

For one customer in particular, Stan, the digital water meter technology proved very beneficial.

The wireless data readings we were receiving from Stan's water meter showed that Stan was losing up to 480 litres of water per day, equivalent to four bath tubs of water loss per day and 51 per cent of his water bill.

"Where it was leaking, I mean there was no sign of it. It was just obviously going underground and into the gully, and you would not have known – it would have just run forever."

Stan from Belgrave

"I think it's marvellous that they picked it up. On big blocks in particular, you're never going to notice a leak. Obviously with that sort of leakage and it left undetected, it would have made quite a difference to the bill."

Stan from Belgrave

Our trained technicians used acoustic leak detection technology to locate a leaking hot water system under Stan's driveway. The leak has now been repaired, helping to save water and significantly reduce Stan's water bill.