



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.

Digital meter trials in Seaford

What we did

In December 2013, we began a trial of digital water meter technology in Seaford – selecting the trial location and its properties for their terrain, housing density and access to property meters.

Key facts

- Close to 1,000 properties involved in the trial
- Water consumption analysed in 30 minute intervals
- 10 per cent of water supplied to properties was found to be lost through suspected leaks

Two significant leaks were identified in the Seaford trials.

For one customer, a cracked galvanised pipe underneath their property was found to be leaking 160 litres per 30 minutes (7,276 litres per day) – equivalent to 61 bath tubs of water loss per day. This would have contributed to their water bill significantly and worse, could have caused structural damage to the property if not fixed.

“The two charming young men that came to the door were like a God send.”

Sandra from Seaford

“The technology is amazing, I think the trials are wonderful. I didn't think it [the toilet system] was leaking to that extent.”

Sandra from Seaford

For another customer, Sandra, the data received from the digital water meter technology showed a steady daily water loss. When our plumbers investigated, they found two faulty toilet systems were losing 240 litres of water per day – equivalent to nearly two bath tubs of water loss per day. This was 34 per cent of Sandra's total daily water consumption.