

# Your new smart water meter



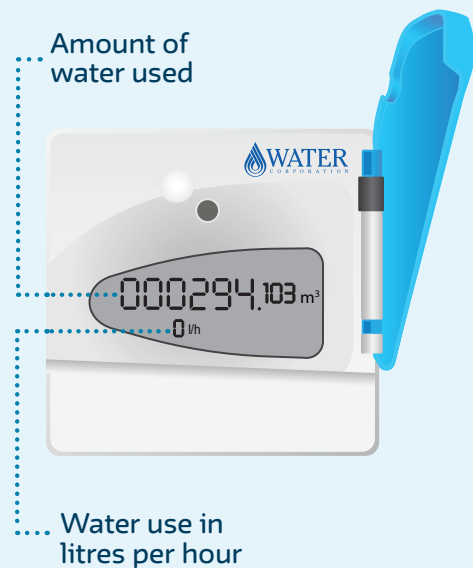
Your smart water meter has been upgraded with a new model that will better withstand the climate and conditions in Kalgoorlie-Boulder.

It is estimated to last more than ten years before requiring another upgrade.

## How to read your new smart meter

You may notice the information displayed on your new smart meter is different. The main number on the meter is the amount of water used, measured in cubic metres ( $1\text{m}^3 = 1,000$  litres). The smaller number below shows your water use in litres per hour.

Occasionally, you'll notice the screen display other numbers and letters. Rest assured, your meter is working as it should and these screens are simply displaying information about network connectivity. For more information on how to read your new meter, visit [watercorporation.com.au/meterreading](http://watercorporation.com.au/meterreading)



## Using your smart water meter to save water

Not only do smart water meters improve the safety, reliability, and efficiency of meter readings they also hold the potential to help households and businesses make big water savings.

### Understand your water use

Your smart water meter collects your water use in hourly increments and displays this as a graph in your online account. This means you have greater insight into how and when you use the most water throughout the day.

### Find hidden leaks sooner

Being familiar with your water use patterns means you can be on the lookout for spikes in water use that may be due to leaks, which can often be hidden and go unnoticed. Finding and fixing leaks sooner can save you time and money.

### Avoid surprises

Having access to better water use data means you can avoid surprises when you receive your bill. With a smart water meter, you can see your water use in close to real time in your online account, which allows you to track how much water you're using and make changes accordingly.

For more information about smart water meter upgrades in Kalgoorlie-Boulder visit [watercorporation.com.au/kalgoorliemeters](http://watercorporation.com.au/kalgoorliemeters)

We'll also be on the look out for leaks and will get in touch with you if we spot one! To ensure we can reach you, make sure your contact details are up to date in your online account.



### What to expect from your next bill

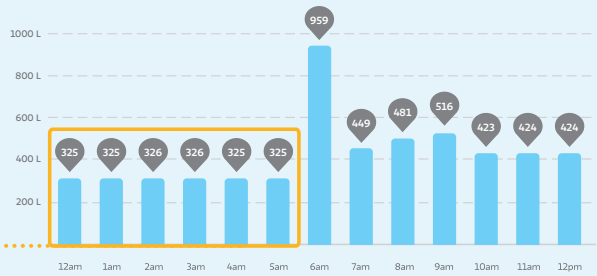
If your meter was experiencing issues sending and recording water use data or we couldn't access your meter, it is likely you will notice an increase in your water use charges.

If you would like to talk to someone about your bill, including flexible payment options please call us on 13 13 85.

Below is a graph showing water use in hourly increments from midnight to 12pm. In this example water use never returns to zero, especially overnight. This may indicate a potential leak.

### Hourly water use

7 December 2023



The water used by an evaporative air conditioner could appear similar to a leak in your online account. Ensure this is turned off when you are checking for leaks.



Register for an online account using your 'ERN'



### Your smart meter works best when paired with your online account

If you've already signed up for an online account, you can log in anytime to see your water use data.

If you're the owner of the property you live in, you can register for an online account at [watercorporation.com.au/register](http://watercorporation.com.au/register)

If you're a tenant, you'll need to get in touch with your property manager to set this up.