

Our meter replacement program

Why meters matter

Water meters are one of the most important tools used by a water business. They help customers understand their water use and ensure accurate billing, while providing the information needed to manage water supplies, maintain infrastructure, and plan for the future.

As our existing meters, which are mechanical reach the end of their life, we have an opportunity to transition to digital meters.

Digital meters – our plan for the future

Digital meters can help us identify leaks in our system and on customer properties. They can also help us monitor the health of our network, address leaks quickly, make evidence-based decisions, enhance our ability to plan for the future and more.

But, our modelling shows that they will come at an additional cost to customers.

Our analysis shows we should implement digital meters, but we want your help to decide how we do it - balancing the pace of roll out and the impact on customer bills.

Why now?

We want to continue delivering reliable services at an affordable cost, while also making every drop count and managing ageing infrastructure.

Our mechanical meters need replacement over the coming years. Now is the ideal time to start the transition, so we're not delaying our adoption of new technology by 15-20 years (the lifespan of a mechanical meter) or investing in mechanical meters only to replace them sooner than needed.

Making the change now allows us to keep pace with our industry and the customer experience that is provided by other water corporations. It also means that we can collaborate across the sector and share real-time learnings.

What are digital meters?

Like mechanical water meters, digital meters measure the water you use. They use sound to measure flow volumes and send the information back to us using radio frequency.

The digital meters we plan to implement are what we call 'fully integrated meters'. They can be fitted with sensors (like vibration and pressure sensors) which help us to detect leaks within the network.



*An example of
a digital meter*

Benefits of digital meters

- Data-driven planning and service
- Save water
- Save money
- Better environmental outcomes
- Better water supply security
- Better customer experience
- Find and fix leaks early
- Keeping pace with the water industry.

Challenges of digital meters

- Increased costs to purchase
- Increased resourcing to achieve maximum value
- Shorter lifespan than mechanical meters.

What we know so far

To help us understand the potential costs, we've used a tool specifically developed for the water industry to predict what costs could look like over a 30-year period.

We'll be sharing more on this during day two of the panel.