



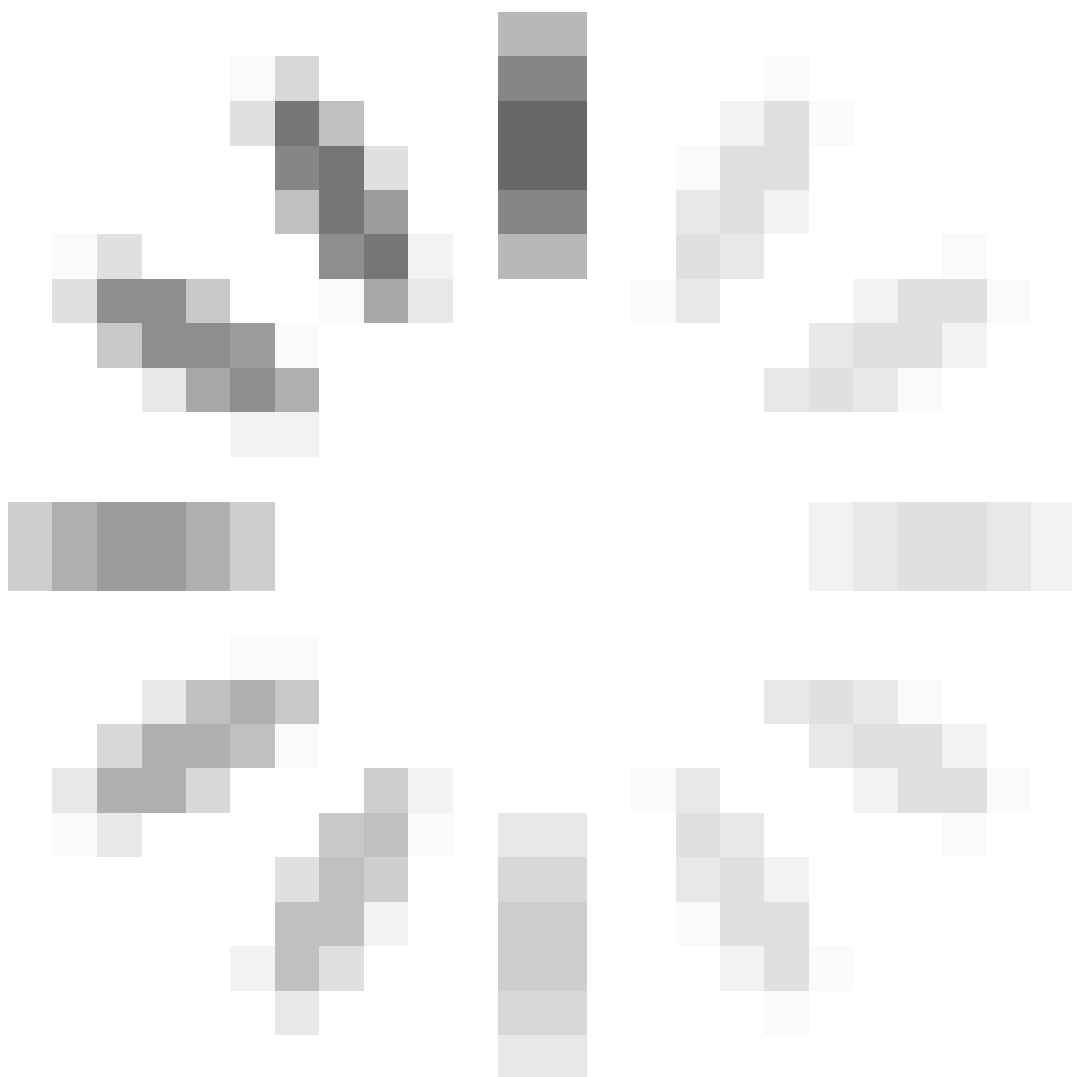
# SMART WATER DEVICES



Dubbo Regional Council has delivered a renewal of its existing water meter fleet with smart meter technology across the Dubbo Local Government Area. (Approximately 17,700 residential water meters and 2,300 non-residential water meters).

Now your smart meter device is installed, you (owners, tenants, organisations) will be able to monitor and manage your water consumption through the 'MyDRC Water' online customer portal.

This free portal will allow you to monitor your water usage (including daily, weekly or monthly reports), set alerts for potential water leaks or high use (via SMS or email) and track trends or inconsistencies.



## NOVEMBER 2023 COMPETITION ANNOUNCEMENT

You asked, we listened. My DRC Water is now available as an app, and to celebrate we gave away four myDubbo Region shopping cards! This competition ended on 30 November 2023, and winners are listed below.

H. Jeffery, NSW

D & S Langlands, NSW

S. Bernie, NSW

J & M Badrvo, NSW

View the competition Terms and Conditions; My DRC Water Sign Up  
Competition Terms and Conditions ( 109.1KB)

Download answers to frequently asked questions; My DRC Water Sign  
Up Competition Frequently Asked Questions ( 108.3KB)

Sign up today at [www.mydrcwater.dubbo.nsw.gov.au/signup](http://www.mydrcwater.dubbo.nsw.gov.au/signup)



## HOW TO REGISTER

Visit [mydrcwater.dubbo.nsw.gov.au](http://mydrcwater.dubbo.nsw.gov.au), the Apple Store [apps.apple.com/au/app/water-portal](https://apps.apple.com/au/app/water-portal), or the Google Play Store [play.google.com/store/apps/details?id=io.aqualus.customer.portal](https://play.google.com/store/apps/details?id=io.aqualus.customer.portal).

Before using the system, you will have to:

- **Register as a user.** Click the '*Sign Up Now*' button and provide your details to create your My DRC Water account.
- **Confirm your account.** You will receive a confirmation email after creating your account. Follow the instructions set out in the email to confirm your account and begin using your MyDRC Water account.
- **Register your property.** After logging in, click the '*Add Property*' button and provide the relevant information. After advising your relationship to the property, the address, valuation number and the assessment number that can be found on your Rates Notice, you can register your property and view your water use once approved. If you are the property owner, Council will approve your registration, if you are a tenant or third party your property owner will need to approve your registration.

## FAQS-WHAT IS A SMART WATER METER/DEVICE?

A smart water meter or device is an automatic meter reading system that automatically records water use, has the ability to electronically report water usage information at regular intervals and provides instant access to data that can show leaks, alert to unusual high usage (customers can set alarms in the customer portal), water theft, peak usage and other valuable network information.

Benefits of smart water meters include:

- Facilitation of early detection of leaks
- Enables customers to check their water usage daily
- Allows customers to develop strategies to reduce water usage
- Enables Council to respond more effectively to usage enquiries

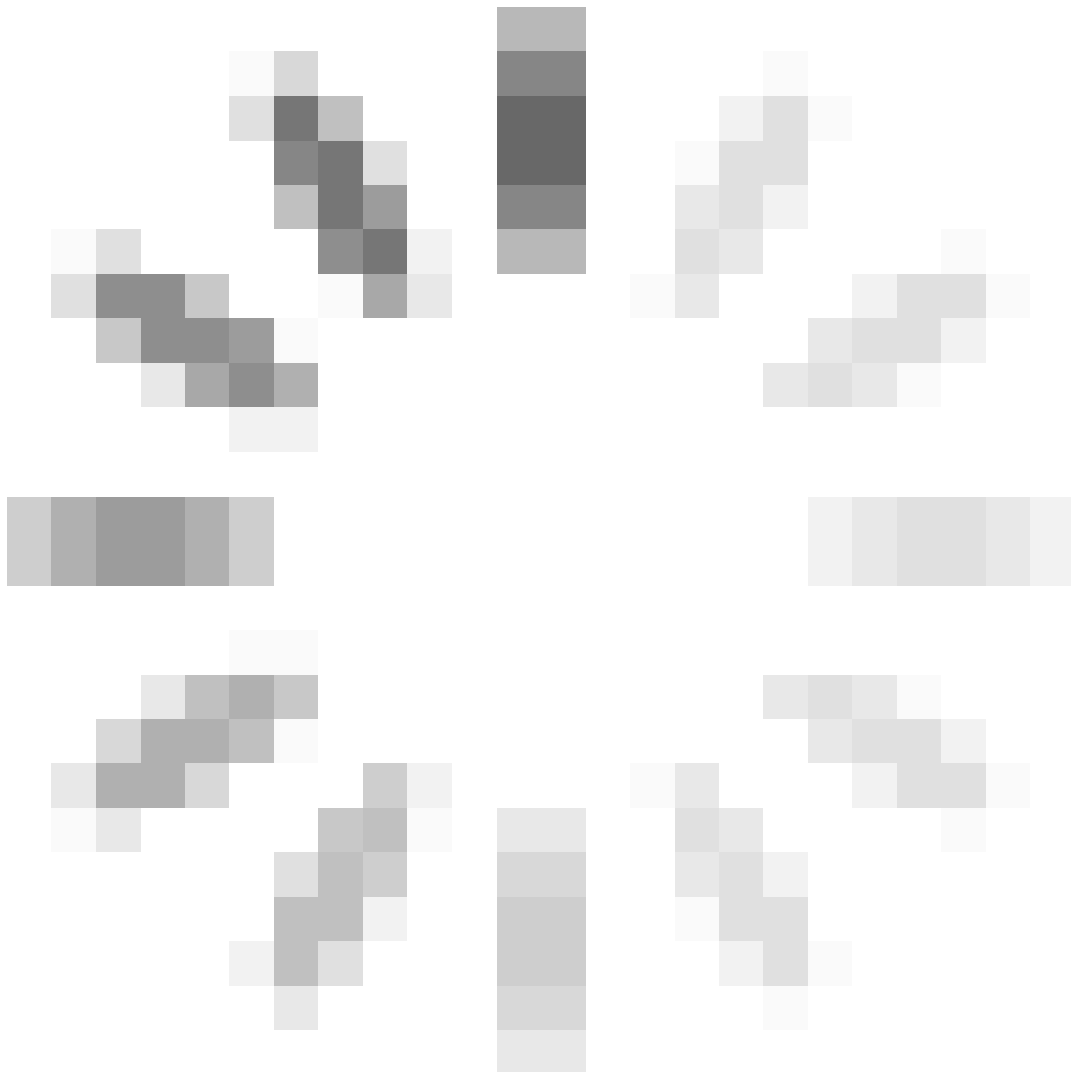
## FAQS - HOW DO I MONITOR MY WATER USAGE?

Customers with a Smart Water Device will be able to monitor and manage their water consumption through the 'My DRC Water' online customer portal. You can access the portal at *[mydrcwater.dubbo.gov.au](http://mydrcwater.dubbo.gov.au)*

When registering for the portal, easy to understand instruction Videos are available for your convenience.

Your Smart water meter ( 1.1MB) is still able to be read manually

Read the numbers from left to right.



Top line displays Kilolitres. **Reading shown is 8 m<sup>3</sup> which is equivalent to 8 kilolitres.**

Water consumption is charged per Kilolitre.

Bottom line displays Litres. **Reading shown is 329.70 Litres.**

The bottom line will change and display other images at intervals. This is displaying diagnostics.

You can check your property for leaks by ensuring no water is being used within your property. Check your meter and if the bottom numbers are increasing you may have a leak.

## **FAQS-HOW DO SMART WATER METERS WORK?**

The smart water meter device detects the water meter dial rotating and transmits the current water meter reading as a small radio signal. The information is then stored in a secure database managed by Dubbo Regional Council.

## **FAQS-HOW STRONG IS THE RADIO SIGNAL?**

The radio signal transmitted by the smart meter is very small – it is about 30 times weaker than the signal transmitted by a mobile phone.

## **FAQS-HOW DOES THE DEVICE GET POWER?**

The smart meter device is powered by a AA battery. All the power used by the device comes from the battery.

## **FAQS-WHO IS RESPONSIBLE FOR THE MAINTENANCE OF THE DEVICE?**

If you notice that your meter or device is damaged or in need of maintenance please contact Council's customer experience centre on 6801 4000.

## **FAQS-HOW DO I KNOW I HAVE A LEAK?**

Once you have registered on the MyDRC Water portal you will be able to

set alerts for high water usage and leaks. From the home page menu select "Alerts" then select "Manage Alerts" . You will see a list of options which you can customise to monitor your own water usage.

When the water consumption or leak reaches the threshold you have chosen, you will receive either an SMS or Email

## **FAQS - WHAT SHOULD I DO IF I HAVE A LEAK?**

If you have been alerted of a leak at your property by MyDRC Water, you should try to locate the leak as soon as possible. Some common leaks could be taps, showers, toilets, evaporative air conditioning, irrigation systems and rain water tanks that are connected to town water.

You may be able to repair the leak yourself or if you cannot find or fix the leak yourself, you may need to engage a plumber.

If you have a significant leak you are able to turn off the water supply to your property by turning off the tap at your water meter which is usually at the front of your property. This will assist in reducing wasted water or any potential damage to your property until the leak can be repaired.

## **FAQS - WHAT DO I DO IF MY WATER METER OR SMART METER DEVICE IS DAMAGED?**

If you notice that your meter or device is damaged or in need of maintenance please contact Council's customer experience centre on 6801 4000

## **FAQS - IS THIS BIG BROTHER?**

The transmission of water consumption data is made available for the benefit of property owners and for the purpose of automating meter reads. The analysis of this data can help Council identify inefficiencies in the water network and inform decision making for upgrades to the water infrastructure. Smart meters are not intended to govern customer's water usage but give customers a tool to self-manage their own consumption to conserve water and save money. Owners can only view the water consumption on their own property via the online customer portal.

## TESTIMONIAL

Testimonial of Chris Smart, Facilities Manager - Property NSW/JLL

***I have access to the portal and use it weekly. "Fantastic - I really appreciate the access and it's a benefit to me as the site Facility Manager - well done DRC"***

Last Edited: 08 Apr 2024