# Smart Water Network
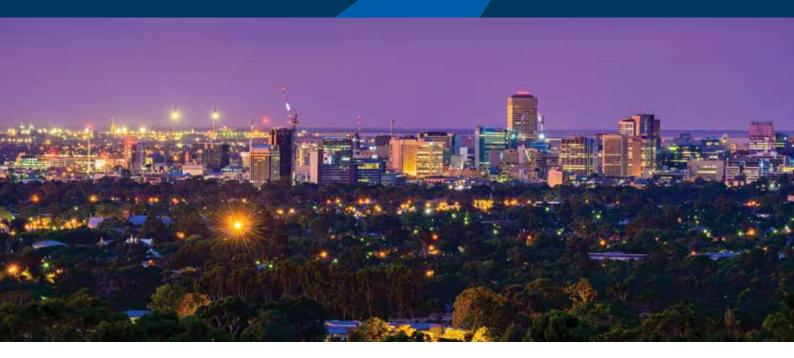
SA Water

## The water industry is changing

**Customers are at the centre of all we do: delivering world class water services. Our customers want service reliability, for costs to be as low and stable as possible, and less disruption from water main faults or breaks.**

### TECHNOLOGY IS IMPROVING WATER SERVICES

Emerging technologies provide significant opportunity for smarter water service solutions that better meet customers' changing expectations.

We are embracing innovation to continually improve what we do and how we do it. That's why we have invested in developing a smart water network, starting in Adelaide's central business district, to test how new technologies can improve the delivery of water services into the future.

### DEEP INSIGHTS INTO THE UNDERGROUND NETWORK

The City of Adelaide now has a comprehensive smart water network.

The network transmits real-time information about the performance of our underground network, with more than 300 sensors — flow, pressure and water quality plus acoustic leak detection — monitoring our network 24/7.

These sensors connect to a world-leading analytics platform giving us a detailed picture of what is happening in our pipes. This is supported by smart meters used by 70 Adelaide businesses, large and small, to help them better manage their consumption and reduce their water use and costs.

The smart water network is a valuable investment that enables us to identify and fix faults before they impact our customers and the community.

In just 12 months, our smart technology has enabled us to identify and proactively fix leaks before they impact customers and commuters.

Our new insights into the network have seen us repair faults while the city sleeps and reduced water loss, water service interruptions and commuter delays. Several leaks in hydrants, stop valves and pipes have also been found and fixed, some of which may have led to large water loss and unnecessary costs.

Not every break or leak is preventable, but the smart water network enables us to reduce the impact and inconvenience of temporary service interruptions.

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## IMPROVED MAINTENANCE AND FUTURE PLANNING

The ability to plan maintenance, rather than react to an incident, enables us to work together with our customers, providing advance notice and minimising the inconvenience of service interruptions.

The smart water network is informing future planning and investment decisions for the state's water assets and infrastructure.

## SMART METERS HELPING BUSINESSES

Adelaide businesses are being empowered to better manage their water use and address issues before they become costly or cause damage to their properties. This has enabled businesses to save money and keep running smoothly.

Around 70 business premises in Adelaide are using smart water meters to track their water use. This number will increase as the technology is made more widely available.

By providing real-time access to water consumption data, we can help our customers identify and resolve problems and better understand how much water is being used at different times of day.

# Our smart water network is evolving

## LEADING THE WAY, STARTING WITH PENNESHAW

We are leading the way in the implementation of smart technology to improve water services and network management for our customers beyond Adelaide's central business district — starting with Penneshaw.

In Penneshaw we are investing in the installation of flow and pressure sensors in the main supply network, plus 300 smart meters for our residential and business customers.

This will help us better monitor and manage the delivery of water across Penneshaw, including detecting and prioritising the repair of minor faults resulting in water loss.

As a Penneshaw resident or business, you will receive a free smart meter plus access to our *my*SmartWater portal. This will help you better understand and manage your water consumption, with near real-time water use data and the ability to identify and be alerted to issues within your own water system, such as plumbing leaks.

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