

6 August 2018

Welcome to the future of smart water services

I am pleased to welcome you to the Smart Meters for Penneshaw Program. This pilot program marks the start of an exciting 12 month exploration of how this technology can be used to improve water services. We aim to learn more about how we can best manage supply and the network to keep prices as low and stable as possible for our customers.

To help build a smart water network future, we have invested in technology and installed sensors to monitor water pressure and flow across Adelaide's central business district. We also provided smart meters for business customers to help them better manage their water use and costs. This technology has shown customers can benefit from real-time data. It has also improved how we identify leaks so we can fix them while the city sleeps, minimising service interruptions and commuter delays.

Our next step is to install flow and pressure sensors in the Penneshaw network plus provide 300 smart meters for our residential and business customers. Penneshaw is the first complete community to be part of our smart future. During the pilot program we will test and investigate all aspects associated with this technology with a dedicated team on hand to provide you with a great customer experience.

The smart meter, combined with our customer portal, **mySmartWater**, that provides your water use data in 60 minute intervals, may help you to better understand where and when you use water plus identify any leaks. The **mySmartWater** data will tell us more about the supply network so we can best sustain and improve the infrastructure. For example, the technology will help us identify any water loss in the Penneshaw water network. **Your data and access to mySmartWater will be available in October.** We will notify you when you have access and provide information on how to use this portal.

During the pilot, better meter reading accuracy and insights on meter life will also be gained and there will be opportunities for you to provide feedback about the smart meter so we can understand what you value most about the experience. This information will help us learn from you about where and how we can improve our services.

In this welcome kit is information about the Smart Water Network and smart meters. It can also be used to hold any other information we provide you with and for feedback or queries you may wish to let us know about during the pilot. We will also be visiting Penneshaw to host a smart meter information session for you. You will be made aware of the exact details of this session soon.

We are excited to have you as part of our Smart future.

Sincerely,



Roch Cheroux
Chief Executive, SA Water