

As the water industry changes, so does the way we keep track of the water we use. All you need to know about saying hello to a new smart meter.

SMART METERS EXPLAINED

A smart water meter is a digital device that measures, in real time, the amount of water you use. A smart meter is different to a standard meter because it includes a low frequency radio transmitter that securely sends your water use data to us.

The smart meters installed in Penneshaw will record and send data every 60 minutes.

This data will be available to you via **mySmartWater**, our online portal, making it easy for you to set up and monitor your water use.

PILOTING SMART METERS AT PENNESHAW

Smart meters are part of our evolving smart water network and the installation at Penneshaw marks the start of an exciting 12 month pilot program. Together with you, we'll test and investigate all aspects of this technology.

This will help inform our long-term thinking on how we best use this technology, including making it more widely available.

This is an exciting program and we're keen to hear from you about your experience with the meter, the data and us.

A smart meter will be installed free of charge.

SMART METER BENEFITS

Benefits for you include:

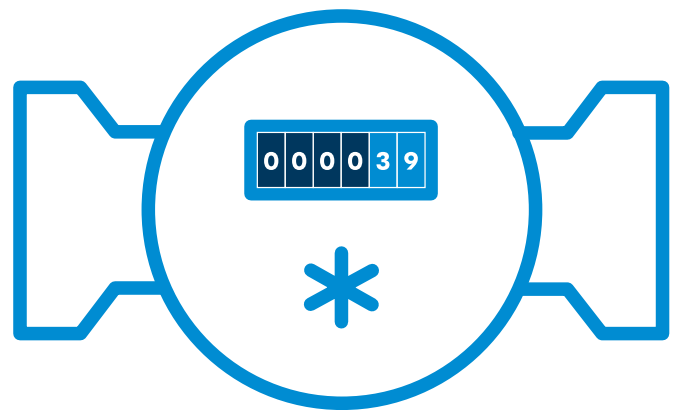
- the ability to monitor your hourly water use online via **mySmartWater**, and
- a better understanding and management of your water consumption, with near real-time water use data and the ability to identify and be alerted to issues within your own water system, such as plumbing leaks.

Smart Meters also improve what we know about our water assets and the infrastructure we use to supply you with safe, clean drinking water. This information will help us plan for the future to make the best investment decisions to keep your water prices as low and as stable as possible.

THE SMART METER

Majority of businesses in Penneshaw will be fitted with a retrofit module. This is an attachment that is installed on the existing meter to provide it with its smart meter function.

Only a few businesses within Penneshaw will need a entire meter replacement. We will let you know before installation if this is required.



ACCESS YOUR DATA

Following a testing phase, you'll be able to register with **mySmartWater** and access information on how you use water.

Access will be available to you in October. We will provide you with more information on how to use **mySmartWater** closer to the time.

SMART METER INSTALLATION

One of our contractors will install the meter. They will do this from mid August.

The installation of the attachment to the existing meter will not involve a temporary water interruption. If you are one of the few businesses needing a complete meter replacement, this will involve a temporary water interruption of up to 2 hours. We will let you know before we're due to install the meter.

READING THE METER

The certified smart meter will accurately record and send data.

Smart meters do not need a physical meter read, but we will continue to read the meter conventionally for billing purposes. The installation of the smart meter will not change how you currently receive your bill, whether that's via email or the post.

DATA PROTECTION

We take the management and collection of customer information very seriously. Smart meters will only send water use information, not personal information.

Access to your account is protected by your **mySmartWater** account username and password. You need to keep this information confidential.

We also have appropriate security measures in place to ensure the protection of your water use data.

If you have any questions, get in touch by using the contact details on this fact sheet.

More information about our Privacy Policy and information management is available at: www.sawater.com.au/about-us/legislation-and-policies/policies/privacy-policy

LEARNING WITH YOU

We expect to learn a lot during this pilot about the technology, our network and most importantly from you. Your experience accessing and using the **mySmartWater** portal, how we communicate with you and keep you informed about what's happening, plus what we can improve will be invaluable. We'll be in touch during the pilot and we're hoping you will be willing to share your experiences and tell us what you think.

WHAT HAPPENS AFTER THE PILOT

Once the 12 month pilot ends, we expect the smart meter to remain in place. This means you can continue to check your data as little or as often as you like into the future.

We will update you on what we have learnt and what your service will look like into the future.

Please share feedback about your experience with us and feel free to call us at any stage to ask questions or let us know if something is impressing or bothering you.



Your contact point

Please get in touch if you have any questions by calling us on **08 7424 1964** or emailing mymartwater@sawater.com.au



Government of
South Australia

