



We are saving water, time and money by finding and fixing leaks with digital meters.

Digital water meters can measure and send water usage, pressure, flow and pipe vibration details to Barwon Water, making them ideal to help us locate customer and network leaks that may otherwise go undetected.

Why are we installing digital meters?

We are installing digital water meters across our region to help save water. Over the next 10 years, these meters will help us save 5 billion litres of water by finding leaks faster.

What are undetected network leaks?

Some leaks happen in pipes that are underground or away from people. These leaks can go unnoticed for years. We estimate that hidden leaks waste about 10% of the water used each day, with some areas affected more than others.

How do digital meters help?

Digital meters collect information about how water moves through pipes. They measure water flow, pressure, vibrations in pipes and water use. This information helps us find problems faster, plan maintenance better, and save water that would otherwise be lost to hidden leaks.

What if the leak is on my property?

If we suspect that a leak has occurred on a customer's property, we will send a notification by email, SMS, phone or post and ask for you to check for any leaks.

Do digital meters need access to power?

No. Digital meters do not need power from your home. Water meters usually last about 10 to 15 years, and the new meters run on batteries which are designed to last a similar amount of time.

Is there any cost to me?

No. There is no cost to customers. Barwon Water pays for the installation, setup and running of digital meters. Your water bill and billing process will stay the same.

Can digital meters limit supply or water pressure?

No. Digital meters cannot change your water pressure or turn your water supply on or off. Some pressure fluctuations after a meter installation is normal. Run a tap for a short time and it should return to normal.

What happens if there's a malfunction?

Barwon Water owns and is responsible for all water meters. If you think your meter is not working correctly, or if you have a question about your water bill, call us on **1300 656 007**.

Privacy and Data Collection

Barwon Water takes privacy seriously. Our policies explain how data from digital meters is collected, used, and protected. These include:

- Privacy Charter
- Customer Charter
- Digital Metering Data Collection and Management Policy

For more information call us on **1300 656 007** or email info@barwonwater.vic.gov.au