

»» HOW DOES COUNCIL'S RAPID LEAK DETECTION WORK?

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Our smart metering system has the capability to detect leaks quickly and efficiently. Using smart metering devices on water meters allows businesses and residents to be notified of potential leaks quickly and efficiently. This can also significantly decrease potentially costly water and repair bills.

Council's rapid leak detection reviews the previous two days of water consumption and determines if a potential leak is present by comparing the minimum hourly flow rate against a threshold.

»» How quickly will my leak be detected?

We only detect a leak if it's been present for one full day. For example, if your leak starts at 9pm on Monday the notification will not be sent until Wednesday.

»» How will I be notified?

Once a leak is detected, a notification is sent via email and text message using the details Council has for the customer. If do not have your details on record, our rates team are notified to source the correct customer details.

Repeat notifications will be sent weekly or if contact details change.

»» I received a notification but do I definitely have a leak?

Not definitely, there may be some legitimate water uses which will appear as a potential leak.

»» Will a 'burst' be detected?

Only once it has been active for one full day, so if it occurs at noon it will be nearly two days before it is detected.

»» Do I have to fix a leak?

Yes, waste of water is an offence in the Local Government Act. This includes leakage and may be subject to enforcement and/or penalties.

»» Do I have to call a plumber to fix the leak?

Not definitely, some 'leaks' may just be taps that haven't been shut off properly, closing them completely should fix the leak. Other leaks may require expertise to investigate and fix.

»» What are the 'assumed values (grey)' in the charts?

Not all water meters have perfect radio reception all the time. For those that don't we take an average value of water consumption between two known measurements.

This may provide a misleading notification of a leak, when in actual fact there is no leak. Council will continue to improve its automation to minimise unnecessary notifications. If you receive a notification that you believe is incorrect, please check your water meter and if you are sure you do not have a leak contact Council so we can improve our service.

» SMS notification example

Ballina Shire Council has found a potential leak on water meter 16X008467 40 Cherry Street BALLINA of 15.2 LPH = \$399 per year.

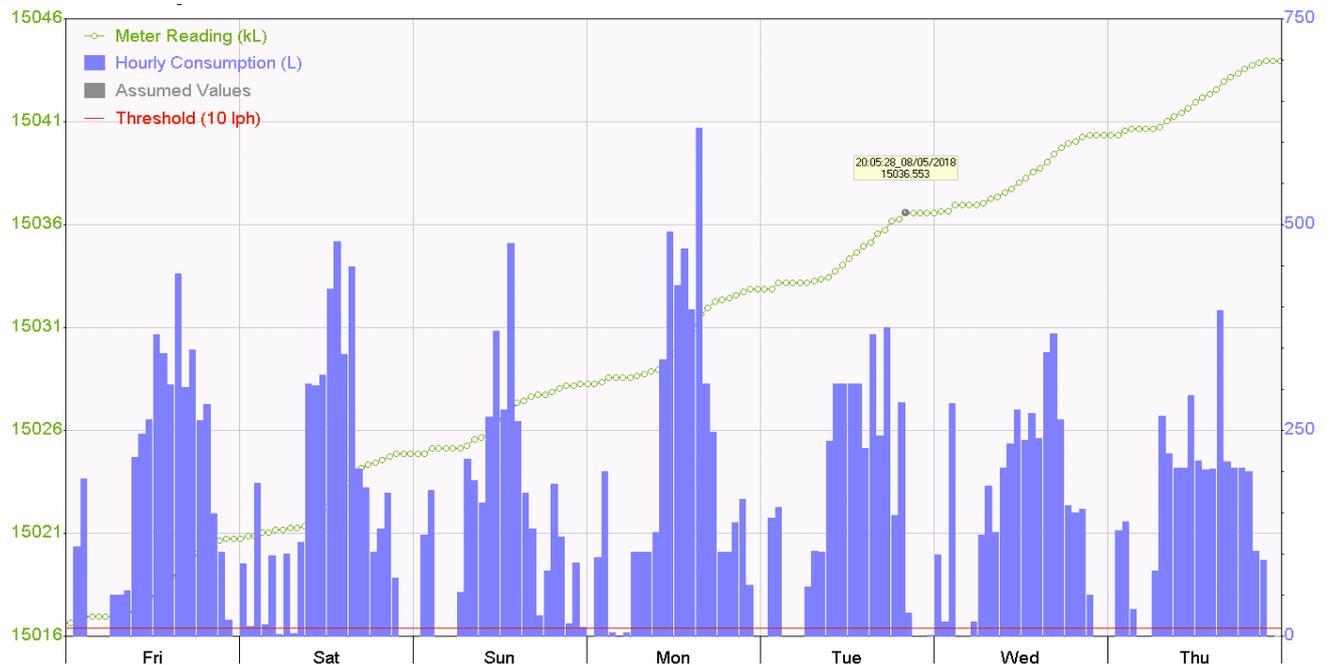
Call [1300 864 444](tel:1300864444)

» No Leak Detected (night time consumption is always below the threshold)

The below graphs are an example of water consumption information that will be emailed to smart metering users.

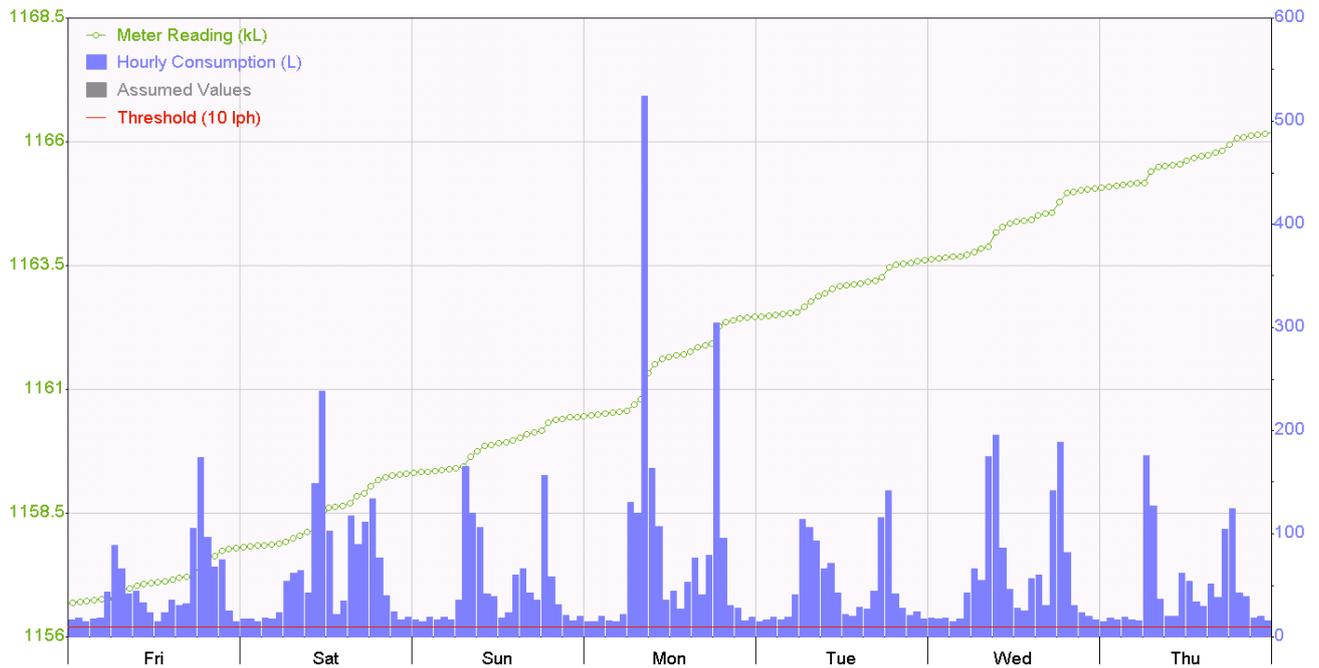
The **red default threshold line** is set at 10 litres per hour (lph). This threshold has been chosen because it relates to a potential economic cost to fix an unrepaired leak. 10 lph over a year equates to 87,600 litres or over \$250.

The night time data on the below graph is under the threshold which means usage is normal and no leak has been detected.



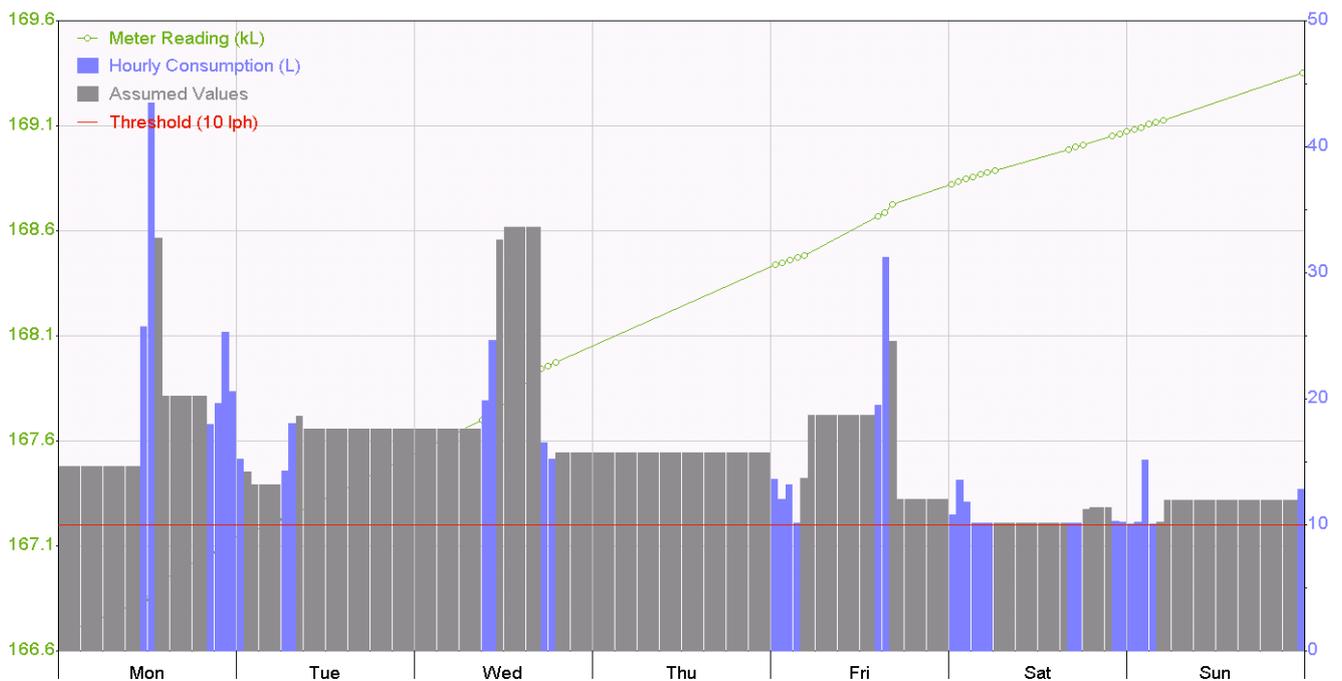
» Leak detected (consumption is always above the threshold)

Within the below example the hourly water consumption data is continually above the threshold, even at night time. This indicates a leak and the notification system will automatically notify the user via email and sms message.



» Leak detected with poor reception (leak still suspected)

The grey lines indicate periods of poor reception from the smart meter device. However, the period of good reception (blue lines) are above the threshold and therefore a leak is suspected.



» Need more info? Visit our water website ballinawater.com.au
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