

# Automatic Meter Reading



Mackay Regional Council is currently undertaking a project to install automatic meter reading (AMR) devices to most properties throughout the region.

The device, which has been designed to fit closely to the water meter, transmits water meter readings periodically throughout the day.

AMR has many benefits, including the ability to detect any unusual water use patterns indicating a potential leak at your property.

During the initial stages of the project, council will contact you if a leak has been identified at your property. As the project progresses, you will be given direct access to this feature,

along with the ability to view your personal usage information daily.

AMR is a progressive technology being used more and more throughout Australia to read both water and electricity meters. It can provide many cost-effective benefits to both the service provider and the customer.

For more details about the project, please read the frequently asked questions provided below.

### **Q. What is automatic meter reading (AMR)?**

AMR is a relatively new technology that allows the water meter at individual properties to be read remotely through the attachment of a small radio transmitter.

### **Q. How do I know if AMR has been installed at my property?**

The AMR radio transmitter can be identified as a small green device (pictured above) attached to the water meter. In some cases, for example where there is limited space or the meter is underground, a white cylindrical device may be used. Most residents will receive the green device.

### **Q. How does the technology work?**

The device detects the water meter dial rotating and transmits the current water meter reading as a small radio signal. The information is then stored in a secure database managed by Mackay Regional Council.

**Q. How strong is the radio signal?**

The radio signal transmitted by the AMR device is very small. It is about 30 times weaker than the signal transmitted by your mobile phone.

**Q. How does the device get power?**

The AMR device is powered by a AA battery. All the power used by the device comes from the battery.

**Q. Why is the service provider installing this device at my property?**

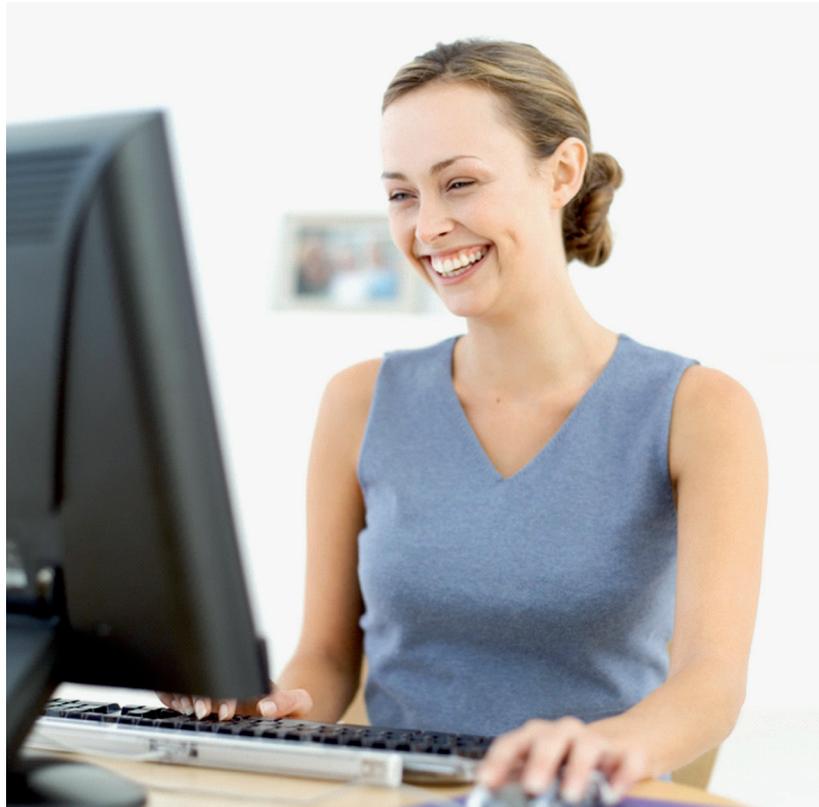
The AMR device will assist council in improving the management of water services within the region through enhanced monitoring of the network. It also provides a means for early leak detection, reducing the amount of water wasted through undetected leaks, as well as a cost-effective way to read water meters.

**Q. What will my water meter data be used for?**

Initially, your water meter data will be used by council to identify leaks at your property. As the project progresses, your data will also be used for billing purposes. Eventually, customers will also be able to access their daily consumption data via internet or Smartphone.

**Q. What is the life span of the device?**

The device, including the battery, has an expected lifespan greater than 10 years.

**Q. Who is responsible for the maintenance of the device?**

Just like the water meter, the AMR device is the property of Mackay Regional Council. Customer's are not required to perform any maintenance on the AMR device, but should be mindful not to cause damage to the water meter and device when mowing or landscaping. It is also important that the device and meter are not submerged under water or underground and are kept clear of vegetation.

**Q. How much does the AMR device cost me?**

There are no direct costs to you associated with the installation of AMR at your property.

**Q. How will I be notified if I have a leak at my property?**

Initially, council will contact you directly if a leak has been identified at your property. As the project progresses, this feature will become available to you directly, along with the ability to view and monitor your daily usage information.

**Q. What do I do if my water meter or AMR device is damaged?**

Contact Council's Customer Service Centre immediately on 1300 MACKAY (622 529).

**For further information visit [mackay.qld.gov.au](http://mackay.qld.gov.au) or call 1300 MACKAY (622 529).**