

Smart Water Meter installation at your property

Contractors will soon be commencing Stage 1 smart water meter installations in Port Douglas.

Meter installation company Data Right will be installing the devices and all their staff will carry Data Right identification with them when working to confirm they are authorised to do the work on behalf of Council.

Installation is scheduled to start **Monday 28 March 2022** and will be completed by Friday 15 April. Installers will be working weekdays and weekends, starting work at 7am and concluding at 6pm.

NB. Only Council owned master meters are involved in this project. Sub-meters do not form part of these works. In addition, if your property is currently occupied by someone other than you (e.g. a tenant), please advise them of the upcoming works to ensure they are aware of the potential water supply interruptions taking place during the installation period.

What happens during installation?

For existing master meters being removed, a new automatic smart water meter will be installed. This will normally take up to 20 minutes, depending on the location of the meter. For meters not being replaced, a retrofit device will be installed with no disruption to supply.

Installers will take care to minimise disruption to the area surrounding the meter and will be taking photos of the meter works during the installation to document:

- the old meter reading (including the serial number) at the time of disconnection; and
- the new serial number and initial reading; and
- the new meter in situ.

Your water supply should only be interrupted for between 10 and 20 minutes.

Immediately after installation your water may be discoloured, or air pockets may have formed in the line causing the water to sputter. If this happens, please run each tap on your property for approximately 30 seconds or until the water becomes clear or stops sputtering.

What if I'm doing the dishes or shampooing my hair?

We do not want to catch people out, so the installers check first:

- They will knock on the door to confirm with the resident if it is ok to change the meter at that time. If not, an alternative day/time will be agreed;
- If no one's home, and there's no water running through the meter, they will complete the installation;
- If no one answers the door, but there's water running through the meter, installers will leave a note and revisit on another day at another time;
- When a smart meter is installed, a flyer will be left in the mailbox or at the premises.

Dogs and Locked Gates

As many meters are located within fence boundaries, installers need access to do the work. If you have a dog which is usually in the garden, or you have a locked gate, please contact **Data Right on 4968 3173** to arrange a suitable time for the installation of your meter during the works period.

Should installers encounter a property they cannot get access to, Douglas Shire Council will follow up with the property owner to arrange access.

Enquiries

For more information on the Smart Water Meter project including latest updates, please go to <https://douglas.qld.gov.au/smart-water-meter-program/>. You may wish to use the QR code to access the webpage via your smart phone.

If you have further questions, please contact Gaye Scott, Community Liaison Officer on telephone 4099 9414 or gaye.scott@douglas.qld.gov.au

