A major Australian water utility based in New South Wales supplies over 1.5 billion litres of drinking water to over 5.3 million people across residential and commercial premises every day. With such a sizeable network, the water utility required a scalable, yet cost-effective solution to monitor domestic water usage, accurately detect leaks and reduce non-revenue water.

The water utility sought to segment their distribution network into District Metering Areas (DMA) and measure water supply against customer water usage. To do this, 1,500 Captis Metrum devices were installed across their domestic network and were chosen for ease of installation to their existing V100 water meters, long battery life, and NB-IoT cellular technology.

Captis Metrum was able to digitise pulse readings from mechanical water meters and therefore transform part of their network into a smart water network. From the data Captis provided, the water utility was able to identify gradual increases in water usage over several weeks and months and therefore identify minor leaks. They were also able to improve their response times to major leaks with the setting of alerts to significantly higher water usage events.

Another benefit that Captis Metrum offers is the opportunity to use the data for water education initiatives. The water utility was able to utilise information from their fleet of devices to provide customers clarity on their water usage compared to other homes and suburbs.