Queensland Water Directorate

Fraser Coast

A 20 Year Journey
• Generally an ‘interconnected’ network
• Limited Pressure Control
• Very high usage per property

Not a single mention of Leakage in the whole report!!

2015 – Fraser Coast Water

‘The effect of the installation of water meters by the year 1991 and the consequent pricing policy of Council in the year 1992 can easily be seen. The average consumption in the last 5 years is 1,150 L/Connection/day.’
HERVEY BAY
In the Beginning (Circa 1995)

• Generally an ‘interconnected’ network
• Limited Pressure Control
• Very high usage per property
• No accurate calculation of ‘Unaccounted for Water’
• “Fix ‘em” as we “find ‘em” approach to leaks
A New Hope?

Hervey Bay City Council appoints new Manager of Water & Sewage

- Brought significant expertise in leak detection (20 plus years at North West Water U.K.)

- Multi pronged approach to demand management

- Embraced 'Waterwise'
Initial Steps

• Sectorisation of Hervey Bay Network and metering of districts
• New bulk meters and replacement of faulty bulk meters
• Some active leak detection
• Monitoring of a DMA's (initially using SCADA network)
• Understanding how our control valves work
• Pressure reduction (gradual) in zones
Building Capacity

- Training on equipment use
- Hiring of further experienced leakage/demand management specialists
- Pankaj Mistry
- Ian Maggs
- Training and mentoring of existing operational staff
AMR Project

• When?
  – Hervey Bay 2006/07 using Datamatic
  – Maryborough 2011/12 using Datamatic

• With Taggle ‘Trial’ sites
  – Tiaro – 2015/16 with Taggle

• Types
  – Mostly Datamatic Firefly D3200 and D4100
  – Some Taggle sites
Uses for Data

• Using DMA/Smart metering to detect Leak in private property

[Graph showing data with labels: Customer Notified, Leak repaired by Customer, Internal Leak Started, Base Flow]
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<tr>
<th>YEAR CYCLE</th>
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<th>CYCLE 2</th>
<th>CYCLE 3</th>
<th>ANNUAL TOTAL</th>
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<td>333</td>
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**Number of Meters:** 24,355

**%Connections leak:** 4.21%