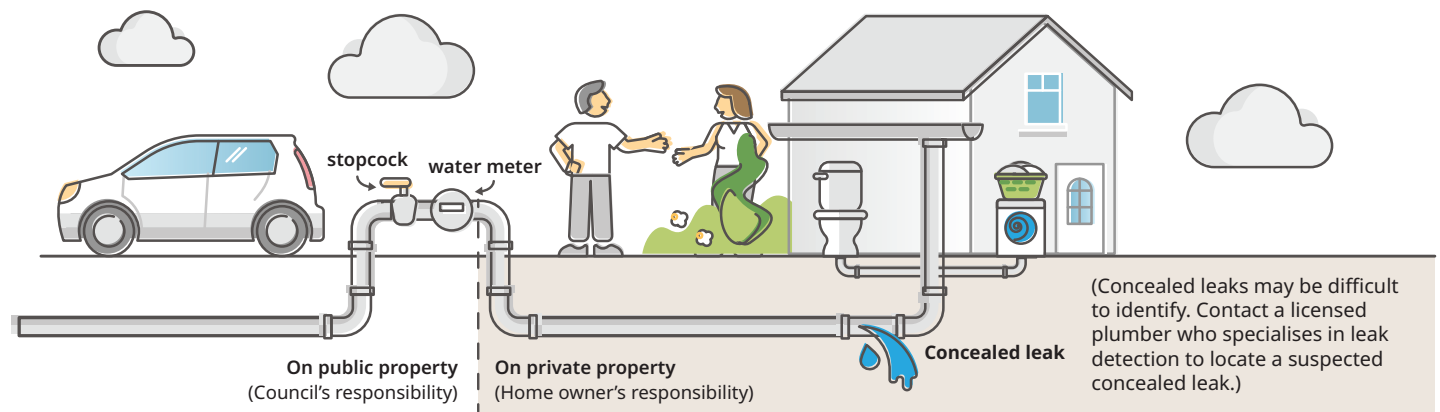


Smart Water Meter Leak Alerts

How do Smart Water Meters detect leaks?

The Smart Water Meter recognises a potential water leak when there has been a continuous flow of water through the meter over a 48-hour period. This means at no point during that time frame has the consumption level dropped to 0. This indicates there is a potential leak somewhere on the property.



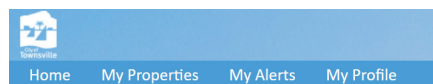
How do I set leak alerts?

You can set up your leak alerts and notifications in the [MiWater Portal](#).

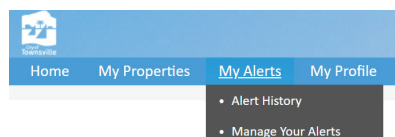
1. If you have not already, register for an account.

After this, you can login to the MiWater Portal with your username and password.

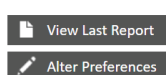
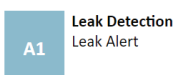
2. Hover over 'My Alerts' tab at the top of the page to display the drop down options.



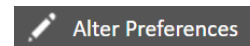
3. Click on 'Manage Your Alerts'.



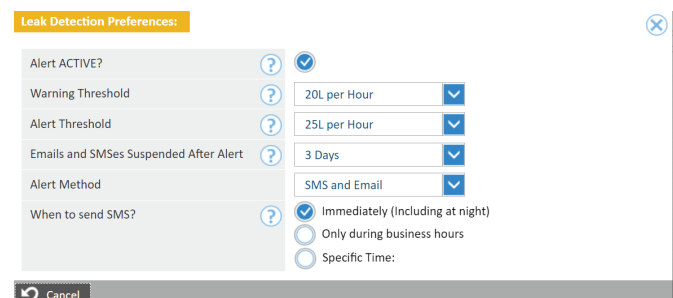
This will take you to the Alerts page where you can set up your Leak Detection Leak Alert.



4. Click on 'Alter Preferences'.



Council recommends setting the Alert Threshold to 25 litres per hour.



By clicking on 'Alter Preferences', you can also set up alerts and reports for the following:

- Weekly Consumption Email Report
- User Period SMS Report
- High Water Consumption – Day
- High Water Consumption – Week

To find out more on how to detect leaks at home, visit [Townsville City Council's website](#) and search 'Water Leaks'.