

Dwr Cymru SMART Towns

Welsh Water are rolling out a Smart Meter project in Abergele. This is part Welsh Water's investment plan over the next five years, to improve water resilience and minimise water loss along our network.

Abergele has been chosen as the first location for the SMART Meter project, so you may have seen Welsh Water colleagues in and around Abergele already. Currently, over 75% of properties in Abergele are already on a water meter — that's nearly 25% more than the national average.

Over the course of the project, Welsh Water colleagues will be installing over 4,000 new meters with smarter technology in both residential and commercial properties in town, creating a "smarter network". The introduction of this smarter network will allow Welsh Water to keep an eye on water flows, test for leaks, build a picture of where improvements need to be made to the network and look for opportunities to be more efficient – it is not about changing the way you are billed, and for customers who have a meter but pay a fixed charge, like HelpU or Watersure Wales tariffs, this won't change the way in which you pay for your water.

The smarter meters continuously monitor water flow and pressure which will enable Welsh Water to detect and react to things like loss of pressure and leakage more quickly, to minimise the amount of water that is lost along our network. The meters can also help to detect leaks on private systems, which means Welsh Water will be able to alert customers to leaks on their system so that they can be fixed sooner.

Even if you don't have a water meter now, most of the time Welsh Water will be able to install one without disruption. This is usually outside your property, and this can be done in just a few minutes with nothing for you to do. However, in some cases Welsh Water will need a little bit more work to put the meter in but will do everything they can to keep disruption to an absolute minimum.

If you would like to know more about Welsh Water's work in Abergele, or have questions about how this project, you can visit dwrcymru.com/abergele or email abergele@dwrcymru.com

And did you know, if you have a leaky loo, Welsh Water has a free plumbing repair service that you may be eligible for? You can find out more here: <https://www.dwrcymru.com/en/help-advice/cartref/leaky-loo>