



How to manage your metering data in Water Online

Adding a meter to your licence

1. Log onto the portal and navigate to the 'Licences and Permits' tab at the top
2. Select the licence to which you would like to add a meter by clicking on the licence number and opening the licence page.
3. From the 'Actions' menu on the right-hand-side of the licence page, choose 'Add Meter'.

Actions

[Add Meter](#)

[Bulk Enter Readings](#) ?

[Export Report of Meters](#)

4. Fill in the required information and choose 'Add Meter'. The meter will now appear at the bottom of the page and can be selected to manage.

Add Meter [x]

Drawpoint Name ?

Meter Type

Serial Number

Initial Reading at Installation

Installation Date [calendar icon]

Entering or amending a meter reading

1. Choose the meter to which you want to add readings from the list at the bottom of the page and click on the 'Manage' button.

Meters							
<input type="text"/>							
Serial Number	Name	Type	Status	Last Reading (kilolitres)	Last Reading Date	Actions	
321654	Default: DPT_ID 182530 (E405258 N6427305 Z50)	Woltex	Active	32	15/06/2015	Manage	
321	Default: DPT_ID 182530 (E405258 N6427305 Z50)	Actaris	Inactive	1510	01/03/2015	Manage	
123	Default: DPT_ID 182530 (E405258 N6427305 Z50)	ABB	Inactive	51	02/01/2015	Manage	

2. Choose the 'Enter a Reading' option from the 'Actions' menu on the right-hand-side of the meter page.

3. Enter the reading information. Note that there is helpful information in the blue question mark symbols on each page  There are some validation checks done on the meter readings entered. For example, a reading must be higher than a previously dated reading.

Enter Reading  x

Water Year 28/10/2014 - 27/10/2015 

Reading kilolitres 

Reading Date  

Comment 

4. Once the reading has been entered, it can be viewed along with previous readings at the bottom of the meters page.

Readings							
Reading	Usage	Date	Entered By	Amended By	Comments	Actions	
200	100	10/05/2015	 Department of Water	-	-	Amend	
100	95	01/05/2015	 Department of Water	-	-	Amend	
5	0	01/04/2015	 Department of Water	-	-	Amend	

5. If you have made an error entering a reading, you can choose 'Amend Reading'. You can amend the date of the reading or the number of the reading, but you must provide a comment as to why the reading is being amended.

Amend Reading
✕

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	Existing Data	New Data
Reading	<input type="text" value="200"/> <input type="text" value="kL"/>	<input type="text"/> <input type="text" value="kL"/>
Date	<input type="text" value="10/05/2015"/>	<input type="text" value="10/05/2015"/>
Comment	<input style="width: 100%; height: 40px;" type="text"/>	

How to do bulk uploads of meter readings

If you have multiple meters on a licence, or you have multiple reading dates for which you would like to submit meter readings, you can upload these by using a bulk readings template.

1. Navigate to the licence page to which you would like add readings and choose 'Bulk Enter Readings' from the 'Actions' menu.
2. Choose 'Download Template' from the 'Actions' menu on the bulk upload screen.
3. Save the CSV spreadsheet onto your computer. The spread sheet is prepopulated with your licence and meter information. To add additional readings, you need to copy the licence and meter information to the number of rows you require. Enter the meter readings and dates and save the file.

	A	B	C	D	E
1	Licence Number	Meter Serial Number	Drawpoint Colloquial Name	Meter Reading	Reading Date
2	169949	123456	Default: DPT_ID 182530 (E405258 N6427305 Z50)		
3	169949	321654	Default: DPT_ID 182530 (E405258 N6427305 Z50)		
4					
5					
6					
7					

4. When the file is ready, select 'Upload File' and then 'Submit'. The readings will be validated by the system and you will receive an email notification when your readings have been successfully imported.

To provide a bulk meter reading download the Bulk Readings Template to your computer, complete the template and then submit it through the 'Upload File' option.

The template is in CSV format and will be prepopulated with your licence and meter details. Simply enter the readings against the meters that you wish to provide readings for along with the Reading date.

If multiple readings need to be submitted against one meter you will need to edit the file by duplicating the line for the meter concerned.

Upload File ?

How to reset or replace a meter

1. If you need to replace a meter, navigate to the 'Actions' menu on the meter page, and select 'Replace Meter' from the menu.
2. To replace a meter, you need to ensure that you have a final meter reading and reading date for the old meter, along with the new meter details and initial reading and dates. You are also required to provide a reason for the replacement. Please note that prior to replacing a meter your licence conditions will require that you notify the Department of Water and Environmental Regulation to obtain permission to replace a meter on your licence.

Replace Meter x

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Old Meter

Final Meter Reading kilolitres

Reading Date

New Meter

Meter Type

Serial Number

Initial Reading at Installation kilolitres

Installation Date

Please provide reason for replacement

3. If your meter has reached its maximum readings and needs to be reset, navigate to the 'Actions' menu on the meter page and select 'Replace Meter'.
4. To reset a meter, you need your current reading and date and also an indication of the last reading your meter reached prior to reset. The system will estimate what it believes the limit of your meter was; however, you should confirm this before you enter the information.

Reset Meter ×

Water Year 28/10/2014 - 27/10/2015

Previous Reading	489	kiloitres
Reading Before Reset	999	kiloitres
Current Reading	0	kiloitres
Usage	510	kiloitres ?

Reset Date 28/07/2015 📅

Comments ?

Please confirm that you wish to reset this meter. By resetting this meter, the reading will be returned to zero.

Reset Meter

Close Reset

5. Enter the reading information and confirm that you wish to reset the meter.