

## South East Water update – digital water meter installations in McCrae

**From:** SEW McCrae Support <mccrae@sew.com.au>  
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Hello Derek and Kirsty,  
 Hope you are both well.

I wanted to update you about South East Water's roll out of digital water meters in McCrae, replacing analogue water meters with digital meters.

This rollout of 2,260 digital meters is now mostly complete (outside of exceptions such as people opting out or properties with a pipe size incompatible with the current digital meters). Our team started swapping meters in McCrae on 28 April and those able to be installed were completed on schedule by the end of May.

Pending outcomes of the Board of Inquiry, we hope to upgrade properties within the exclusion zone of the McCrae landslide in the future once this exclusion has been lifted and have flagged this directly with those customers.

### About the Digital Meter program

The McCrae digital meter rollout is part of our pre-planned Digital Metering Program across our service area, that can help to provide more timely notification of leaks.

Digital meters allow customers to track their water use in near real-time and detect possible leaks on their property. These meters can also assist in detecting potential leaks within the broader water network, allowing for a quicker resolution.

Between 1 – 31 May 2025, since the meters have been rolling out in McCrae, we have issued 374 alerts to our customers about continuous flows of water on their property. A continuous flow can be an indication that a tap has been left on (in one instance the alert detected a hose left running in a backyard) and can also be an indication of a leak. Digital meters have detected 28 instances of potential leaks in customers' water pipes in McCrae exceeding 1,000 litres per day.

Our Digital Metering Program on the Mornington Peninsula has seen 32,400 meters installed across your Shire since 2021, with 64,527 still to go over the next few years.

### We are here to help

Please feel free to reach out if you have any questions about our work and services in McCrae or across the Mornington Peninsula, as we work together to support the community. If you have any questions, need assistance, or simply want to learn more about what's happening, please don't hesitate to reach out to me directly.

Kind regards,

**Jon Theobald**

Community and Stakeholder Manager



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Personal Information



South East Water proudly acknowledges the Traditional Owners of the land on which we work and live, and pay respect to their Elders past, present and emerging. We acknowledge their songlines, cultural lore and continuing connection to the land and water. We recognise and value the rich cultural heritage and ongoing contributions of Aboriginal people and communities to our society in Victoria.