

Automatic Meter Reading (AMR) Mobile App

Registration and Installation of the Automatic Meter Reading (AMR) Mobile App

How to use automatic meter reading?

Customers premises which have been installed with smart water meters and related infrastructure can check their water consumption data and related information through smartphones after logging in to the mobile app.

How do I register for the AMR mobile app?

Anyone who occupies or manages a premises should apply to become a registered consumer of us. After the person applies for registration as a registered consumer and his premises has been installed with a smart water meter and its related infrastructure, the Department will send a letter to the consumer according to the registered address. The letter will contain Account Number, Smart Water Meter Number or Supply Point ID for consumer to register an AMR mobile app account. To use the AMR mobile app, please register for an app account first. Registering for an account and using automatic meter reading is completely free.

Information required for registration

- a. Account Number, a 11-digit number, on the Water Bill or Water Deposit Receipt.
- b. Water Meter Number, an 8-digit number, listed on this letter or Supply Point ID, a 10-digit number, listed on this letter.
- c. Contact email address to receive confirmation and password reset email.

1. Online mobile app registration

- a. Enter the link <https://bit.ly/3a2jvkj> in your browser or
- b. Scan the QR Code below with your phone to go to the registration page.
- c. Enter the required information, user name, password, and verification code according to the instructions on the page, and press the registration key to complete the entry process.

2. Confirm email address

- a. After completing the input process, the system will send a confirmation email to your contact email address.
- b. Open the email and click the Confirm Registration link to complete the registration process.

[Registration confirmation email may be mistaken as spam.]

3. Download and install mobile app

- a. Method 1: Use the mobile phone to scan the QR code below to download the application.
- b. Method 2: Enter the link <https://apple.co/3pZfWng> (App Store) / <https://bit.ly/3d4U2Zs6497sA> (Google Play) in your browser to download the application.
- c. Method 3: Open the App Store / Google Play on your phone. Search for “WSD AMR System” and download the application.

Please note that the AMR mobile app is only suitable for consumer premises where smart water meters and related infrastructure had been installed. The information on the program is for reference only. The actual consumption is subject to the official billing information.

Functions and Benefits of Automatic Meter Reading (AMR) App

Through provision of timely water consumption information to customers via the “Automatic Meter Reading (AMR) Mobile App”, customers would be more conscious of water conservation, which will contribute positively to the protection of the environment.

1. Access of Water Consumption Data Anytime

Customers with smart water meters and AMR infrastructure installed can access their water consumption data and other related information through the AMR Mobile App.

2. Provide Data for Water Consumption Comparison and Estimate for Water Charges

Benchmarking the customers’ water consumption against that of the overall per capita. Such function can help customers to gauge how efficient water is being used by them so as to raise their awareness on water conservation. Estimate for water charges calculated on the basis of the customers’ last 7 days average water consumption is also provided for their reference.

3. Alert to Consumer on Suspected Leakage of Pipework

Based on the consumptions recorded, the system is able to generate alert on detection of suspected leakage of their pipework (probably due to seepage or dripping tap). Enabling timely action be taken to avoid wastage of water.

If you have any enquiries about this mobile app, please contact our Customer Telephone Enquiry Hotline: 2824 5000 or by email to: wsdinfo@wsd.gov.hk