

How Rainbow Vistas Hyderabad Put a Digital Water Meter in Every Flat and Ended the Era of Estimated Water Bills Forever

In most residential apartments in India, water billing works by reading a bulk meter and dividing the total equally across all flats. It does not matter if one flat has four people running the washing machine twice a day, or another has one person who travels frequently — everyone pays the same. At Rainbow Vistas in Hyderabad, that system is over. EnSmart integrated 345 digital water meters — one for domestic supply and one for borewell supply in every flat — into the Smart Nova Water Billing and Management platform.

Client: Rainbow Vistas · Location: Hyderabad, Telangana · Platform: Smart Nova Water Billing & Management · Year: 2025

At a Glance

345 Digital Water Meters Integrated	Domestic Water Metering Every Flat	Borewell Water Metering Every Flat
Flat-Wise Accurate Consumption Data	Zero Manual Meter Reading	Phase 1 Complete — More Phases Ahead

345 Flats. One Bulk Meter. And a Billing System Built Entirely on Assumption.

Think of a restaurant where every table is charged the same amount at the end of the night — regardless of what they ordered, how many people sat there, or how long they stayed. That is how water billing works in most residential apartments today. At Rainbow Vistas, the facility team faced exactly this problem. The building had a main water inlet, a borewell supply, and hundreds of flats consuming different amounts of water every single day. But there was no flat-level meter, no individual consumption record, and no way to know which flat was using 500 litres a day and which was using 5000. The facility team estimated. Residents disputed. Arguments happened every billing cycle. High consumers paid the same as low consumers. Low consumers felt cheated. The facility manager had no data to resolve any complaint. Water was being consumed, billed, and disputed — all without a single accurate number anywhere in the system.

Water Was Being Consumed, Billed, and Disputed — All Without a Single Accurate Number

- **No flat-level water metering** — consumption was estimated based on bulk meter reading divided equally across all flats.
- **No separation between domestic supply and borewell supply** — residents had no idea which source their water came from or how much of each they used.
- **Manual meter reading** was time-consuming, error-prone, and impossible to scale across 345 flats accurately.
- **Billing disputes were frequent** — residents with low usage objected to paying the same as high-consumption flats with no data to settle the argument.
- **No historical consumption data** — the facility team could not identify high-consuming flats, detect leakages, or track usage trends over time.
- **No accountability** — water was one of the largest unmanaged utility costs in the complex with no visibility into where it was going.
- **Borewell water was invisible** — how much borewell water each flat used versus municipal supply was completely unknown.

"High consumers paid the same as low consumers. Low consumers felt cheated. The facility manager had no data to resolve any complaint."

This Was Not About Installing Meters. It Was About Giving 345 Families Their Own Water Identity.

345 Digital Meters on One Platform

Smart Nova connected all 345 digital water meters across Rainbow Vistas into a single Water Billing and Management system. Every meter is live, every reading is automatic, and every flat's consumption is tracked independently — no manual reading, no estimation, no averaging.

Two Meters Per Flat — Domestic and Borewell Both Tracked

Every flat has two water sources. Smart Nova tracks both separately, showing domestic and borewell consumption as distinct line items. Residents now know not just how much water they used — but where it came from.

Flat-Wise Billing — Fair, Accurate, and Automatic

Smart Nova generates bills based on actual meter readings for each flat individually. High consumers pay for what they use. Low consumers pay for what they use. The era of divided bulk billing is over.

Zero Manual Meter Reading

With 345 digital meters integrated into Smart Nova, the platform reads every meter automatically, logs the data, and makes it available for billing and analysis without any staff intervention on the ground.

Phase 1 Complete — Scalable for More Phases

The Smart Nova platform is built to scale — additional phases of the complex can be integrated into the same system as they come online, without rebuilding the platform or changing the billing architecture.

Leakage Detection Now Possible

With flat-level consumption data available continuously, abnormal usage patterns are visible. If a flat shows unexpectedly high consumption, the facility team can investigate a possible leak before it becomes a larger problem.

If Your Apartment Complex Is Still Dividing One Bulk Meter Reading Among Hundreds of Flats, This Is Your Story

Relevant Facility Types

- Residential Apartment Complex
- Gated Community
- Housing Society
- Large Residential Township

Relevant Roles

- Facility Manager
- RWA Committee Member
- Property Manager
- Operations Head

What This Case Study Covers

- How Smart Nova integrated 345 digital water meters across a large residential complex into one Water Billing and Management platform.
- How domestic supply and borewell supply are tracked separately for every flat — and why that distinction matters for fair billing.
- How automatic meter reading replaced manual reading across 345 flats — what that means for accuracy, staff time, and billing disputes.
- How flat-wise consumption data enables leakage detection, usage trend analysis, and informed facility management decisions.
- What Phase 1 of Rainbow Vistas looks like on Smart Nova — and how the platform is designed to scale as more phases are added.
- Why equal-division billing is unfair to residents and unsustainable for facility teams — and how consumption-based billing changes the relationship between residents and the facility.
- What a Smart Nova water bill looks like for a resident — domestic reading, borewell reading, consumption, rate, and amount — all in one clear document.

What Changed at Rainbow Vistas After Smart Nova Water Billing Went Live

Every Flat Pays for What It Actually Uses Flat-wise consumption-based billing is now live across all 345 flats in Phase 1. High consumers pay more. Low consumers pay less. The billing is fair, accurate, and based entirely on digital meter data.	Billing Disputes Dropped to Near Zero When a resident questions their water bill, the facility team opens Smart Nova and shows them their meter readings — opening, closing, consumption, and amount. There is nothing to dispute.
Manual Meter Reading Eliminated Sending staff to read 345 meters flat by flat every month is no longer necessary. Staff time previously spent on manual rounds is freed for higher-value facility management work.	Domestic and Borewell Consumption Visible Separately Residents now know how much municipal water they used versus how much borewell water they consumed. The facility team can track borewell dependency and plan water sourcing with actual data.
Leakage Detection Is Now Possible Continuous flat-level consumption data means the facility team can identify flats with abnormally high or continuous usage — a strong indicator of a leak — before it causes damage or waste.	Water Is Now a Managed Utility, Not a Mystery Water is now fully visible — flat by flat, source by source, day by day. Water management at Rainbow Vistas has moved from guesswork to governance.
Phase 2 and Beyond — Ready to Scale Smart Nova's architecture means every additional phase of Rainbow Vistas can be brought onto the same platform. Residents in future phases will have the same flat-level metering, billing accuracy, and transparency from day one.	

Rainbow Vistas — Smart Nova Water Billing Rollout by Phase

Phase	Milestone
Planning & Survey	All flats in Phase 1 mapped, 345 digital water meter locations confirmed, domestic and borewell supply points identified, Smart Nova architecture designed for the full phase.
Meter Integration	All 345 digital water meters connected to Smart Nova, domestic and borewell meters paired to individual flats, live readings verified for every unit.
Billing Configuration	Flat-wise billing set up in Smart Nova, unit rates configured for domestic and borewell supply separately, billing cycle and report templates built and tested.
Testing & Commissioning	Full billing cycle tested end to end across all 345 flats, consumption calculations verified, flat-wise reports generated and confirmed accurate.
Go Live	Facility team trained on Smart Nova Water Billing platform, first live billing cycle completed, residents receive flat-wise water bills for the first time — Phase 1 complete.
Phase 2 Onwards	Smart Nova platform ready to onboard additional phases of Rainbow Vistas as they come online — same system, same accuracy, same transparency extended to every new flat.

Frequently Asked Questions

Q: What is the difference between domestic metering and borewell metering — why does it matter?

A: Municipal supply and borewell water often have different costs and different availability. By metering both sources separately for every flat, Smart Nova allows the facility to apply different tariffs for each source if needed, track dependency on borewell water, and give residents a complete picture of where their water comes from and how much of each they are using.

Q: How does Smart Nova read 345 meters automatically — does someone still need to visit each flat?

A: No. The digital water meters are connected to the Smart Nova platform electronically. Readings are collected automatically without any physical visit to individual flats. The platform logs every meter's data continuously and makes it available for billing and analysis at any time.

Q: What does a resident's water bill look like under Smart Nova?

A: The bill shows the flat number, billing period, domestic water opening and closing readings, domestic consumption, borewell opening and closing readings, borewell consumption, unit rates for each, amounts, and total payable. It is a clear, itemised document that any resident can read and verify.

Q: How does Smart Nova help detect water leakages?

A: Because every flat's consumption is tracked continuously, the facility team can identify flats where usage is significantly higher than normal or where consumption is running continuously at unusual hours — both are indicators of a possible leak. This visibility was impossible with bulk metering.

Q: What happens when Phase 2 of Rainbow Vistas is ready?

A: Smart Nova is designed to scale. When Phase 2 flats are ready for metering, the new meters are integrated into the same Smart Nova platform. There is no need to rebuild the system or migrate data. Phase 2 residents get the same flat-level metering and billing accuracy from day one.

Q: Can the facility team set different water tariffs for domestic and borewell supply?

A: Yes. Smart Nova allows separate unit rates to be configured for each water source. If the facility wants to charge differently for municipal water versus borewell water — which many residential complexes do — that can be set independently for each meter type.

Water Is the One Utility Every Resident Uses Every Day. It Deserves to Be Measured Every Day.

Water billing in Indian residential apartments has been broken for a long time — not because the technology did not exist, but because nobody applied it at the flat level consistently and transparently. Residents accepted estimated bills because there was no alternative. Facility teams absorbed the disputes because they had no data to resolve them. High consumers benefited at the expense of low consumers, and nobody could prove anything either way.

Rainbow Vistas in Hyderabad chose to change that. By deploying Smart Nova across 345 flats — with separate domestic and borewell metering for every unit — they gave every resident their own water story. A story told in actual readings, actual consumption, and actual bills. No assumptions. No guesswork.

Phase 1 is complete. The data is flowing. The bills are accurate. And as more phases of Rainbow Vistas come online, Smart Nova will scale with them — bringing the same fairness, the same transparency, and the same accountability to every flat in the complex.

345 Meters. 345 Water Stories. Zero Guesswork.

If your apartment complex is still dividing one bulk meter reading among hundreds of flats, Rainbow Vistas's story is exactly where your conversation with EnSmart should begin.

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