HONEYWELL'S MULTI MODE METER DATA COLLECTION SOLUTION

Transforms Water Utilities Meter Reading Capability

Case Study

DANIEL LAMB

SUTTON AND EAST SURREY'S HEAD OF RETAIL SERVICES:

" SES Water were running an out of date meter reading solution in need of replacement. METRo has provided the business with a modern, user friendly solution that both meter readers and meter reading administrators alike find very intuitive. The solution is simple to operate with minimal training needed to understand and start using in the live environment. The introduction of features like Geo-Guidance and Map Mapping has enabled meter readers to work more efficiently, and the Photo Capture functionality for visual or abnormal meter reads will help customer service agents to answer and quickly resolve customer queries coming into the Customer Service Team."

Honeywell

THE NEEDS

SES Water is the UK water supply company to its designated area of East Surrey, West Sussex, West Kent and South London serving in excess of 282,000 homes and businesses and a population of approximately 675,000 people. Currently SES Water have 160,000 radio and visual meters which are read bi-annually. They operate an obsolete, unsupported legacy reading software and handheld terminals that needed replacement. A new meter reading solution needs to be cost effective, easy to use and free of administration.

THE SOLUTION

Honeywell Smart Energy, already a supplier of SES Water's metering requirements, offered a cloud based SaaS solution together with the Honeywell CT60 rugged Android device with in field wireless data connectivity and Bluetooth interfacing with multi-vendor RF protocols.

THE BENEFITS

The Honeywell METRo solution has positively transformed SES Water's meter reading capability in the South East region of the UK. The key benefits include:

METRo Reader:

- Very easy to use route based meter reading software

- Picture taking, GPS capture and GEO guidance

- Incorporates a rugged Honeywell CT60 handheld which is an excellent device for reliable and trouble free field operation

- The Android operating system is compatible with most BYOD compatible mobile hardware

- Wireless data synchronisation (Wi-Fi, 3G/4G) gives flexibility to transfer data from any location

- Supports wMBus (Wireless MBus) EN13757 standard, allowing for reading of any wMBus meter

- Reads most proprietary wireless RF protocols established on the market

METRo Web:

- Cost-effective multi mode meter data collection software

- Cloud Based SaaS

- Supports multiple RF protocols and endpoints from most brands

- User-friendly and intuitive

- Easy to integrate into upstream systems such as billing, meter data management (MDM) and analytic software

- Consumes data from meters connected to LPWAN networks (Sigfox, LoRa, NB-IoT) and presents this reading and alarm data on a clear and informative dashboard

- Through a customer portal consumers can better manage their own water consumption, empowering water conservation through leak alerts and greater visibility to water usage

For more information

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