



AMR SMART METERING

A RESERVOIR OF SMART DATA FOR ANGLIAN WATER

Accurate energy data has revolutionised reporting and forecasting for this major water supplier.

Anglian Water is one of the largest water supply and recycling companies in the UK, providing services to almost seven million people. With traditional meters remaining in over 3,000 premises, they required a continuation of their smart meter rollout to improve energy data accuracy and automate the meter reading process.

“Since embarking on the AMR project, we have seen significant savings and higher accuracy in data. This has helped us to improve our forecasting even further.”

Rebecca Jones || Energy Supply & Metering Manager, Anglian Water



KEY FACTS

FACTS ABOUT ANGLIAN WATER



Location

East of England and Hartlepool



Sites for meter exchange

3,361

The challenge

Anglian Water required accurate energy consumption data across all sites to improve billing and forecasting.

The solution

Upgrading all premises with traditional meters to AMR or SMETS2 to provide 100% smart coverage.



The challenge

Anglian Water required the installation of smart meters at all their sites to access their energy data and to improve forecasting, budgeting and billing accuracy. And with many of the meters located in pumping stations that needed to operate with a working power supply during periods of heavy rainfall, a collaborative approach was required when scheduling the meter exchange appointments.

The solution

Before joining us, Anglian Water already had extensive coverage of half-hourly and Automatic Meter Reading (AMR) meters. Seeing the benefits from these, they were eager to upgrade the remainder of their portfolio.

AMR smart meters send accurate readings remotely to the supplier, bringing an end to manual meter reads and estimated billing. And with our free energy management tool, SSE Clarity, businesses can also easily access their consumption data and identify ways to reduce energy waste.

Our experienced and trusted installation partners, Energy Assets (EA), were appointed to manage the rollout, with over 3,000 sites identified as suitable for AMR.

“Energy Assets, SSE’s partners in smart metering installations, have excelled in the AMR roll out and have been great at reporting any problems whilst on site.”

Rebecca Jones || Energy Supply & Metering Manager, Anglian Water

The rollout

From the initial strategy meetings, it was clear that access for the engineers posed a challenge as external contractors weren’t allowed on Anglian Water premises without an escort. As a result, they provided training so all EA engineers involved in the rollout could access most sites unaccompanied.

Communication between parties has been essential in maintaining a high installation rate throughout the project. For instance, some pumping stations would need to be operational during spells of heavy rain and could not be fitted with a smart meter that day. Anglian Water would share this information with EA, who would send their engineers to other sites.

“Energy Assets have excelled in the AMR roll out and have been great at reporting any problems whilst on-site”, explains Rebecca Jones, Anglian Water’s Energy Supply & Metering Manager. “The fortnightly reports we receive really help offer clarity and detail over aborted installations. Therefore, nothing is missed and keeps things seamless, especially with the collaborative approach.”



The results so far

Anglian Water have already started seeing the benefits of more accurate, remote meter reads. Rebecca is thrilled: "Since embarking on the AMR project, we have seen significant savings and higher accuracy in data. This has helped us to improve our forecasting even further."

And with access to **SSE Clarity**, Anglian Water now has their energy data on tap. This information, used alongside another software, helps them spot sites with usage problems and identify areas to improve energy efficiency.

A smarter future for Anglian Water

With 85% of Anglian Water's rollout complete and despite disruptions with the COVID-19 pandemic, we're now on track to complete the remaining AMR installations on schedule. EA will also upgrade a further 65 meters identified as suitable for SMETS2, another type of smart meter that uses an alternative communication system to AMR.

With most meters upgraded to smart, Anglian Water now has access to a bountiful new well of data helping them with energy forecasting and improving efficiency. And as a result of fewer estimated bills and more accurate readings, they have also made significant savings.

FOR A BETTER WORLD OF ENERGY

Find out how smart meters could transform your business

smartmetering@sseenergysolutions.co.uk || sseenergysolutions.co.uk/smart-metering