

## CUSTOMER

Aguas de Coimbra

## CHALLENGE

Enhance transparency, fraud detection and data collection

## TECHNOLOGY

SUEZ AQUADVANCED® Smart water technology is based on 169Mhz, a long-range radio transmission bandwidth designated for such use by the EU. The ON'connect™ AMI solution operates using this frequency for each meter. Receivers collect the data sent within an average radius of 500m to 2km and convey it to a remote reading computer system throughout the day. Access to the hourly/daily readings allows monitoring of water consumption to be used to quickly identify abnormal consumption and leaks at any time.

## RESULTS

Improved control and supervision of meter and invoicing timetables



## Modernizing Water Management for Coimbra



AGUAS DE COIMBRA,  
SUPPLYING WATER TO  
**83,000**  
CUSTOMERS

Portugal's Aguas  
de Coimbra  
**looks**  
to the future  
of metering

Two hours from Lisbon in the regional center Portugal, the Coimbra region spans 4,336 km<sup>2</sup>. A university city welcoming about 30,000 students from all over the world, Coimbra is also known as "Lusa Atenas", the "city of students".



This population is part of the approximately 200,000 people living in the urban area of Coimbra where water and wastewater management is handled by the public utility Aguas de Coimbra, supplying water there for 125 years, to 83,000 customers.



# Aguas de Coimbra innovates to better even the best practices

FROM 7,000 TO 20,840  
ON CONNECT™  
SMART METERS  
WILL BE INSTALLED

## New insights and enhanced network performance

Since the deployment, ON'connect™ smart metering technology has improved the control and supervision of meter and invoicing timetables, to the benefit of the utility's service performance and its customers. Today, thanks to the smart metering solution, Aguas de Coimbra benefits from a daily readout of water consumption with data automatically collected and processed by the IT system SUEZ has developed specifically for smart meters data. Abnormal movements such as a leak or meter malfunction are rapidly addressed, and the water loss stemmed.



Already known for its high level in customer service, Aguas de Coimbra sought to continue improving operations by investing in its metering system, which would also help to improve consumers' awareness towards resource conservation. With additional objectives of identifying and limiting fraud, improving transparency towards its customers, and taking better advantage of the data collected, Aguas de Coimbra engaged SUEZ to install ON'connect™ smart metering technology.

Thus, in 2016 ON'connect™ teams began deployment in the residential areas in the center of Coimbra area. The first phase of the project ended in June 2017 with the installation of 7,000 smart meters while the second phase for the deployment of another 14,000 smart meters is planned to start in September 2017. At the end, 20,840 smart meters will be installed across the area, meaning for 25% of the 83,000 customers of the public water utility.



25% OF AGUAS DE COIMBRA CUSTOMERS WILL HAVE SMART METERS

