USE CASE

CUSTOMER

Mulhouse Public Water Services, France.

CHALLENGE

The municipality sought to better manage its water meters park as well as deliver a more consumer informative and consumer friendly service.

TECHNOLOGY

SUEZ ON'connect™ Smart water meter technology based on 169Mhz, a long-range radio transmission bandwidth designated for such use by the EU. 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. The access to the hourly/daily readings allows monitoring of water consumption can be used to quickly identify abnormal consumption and leaks at any time.

RESULTS

Smart water meter efficiency now enables the city and people of Mulhouse to get truly accurate readings on consumption and bills, and access new services such as consumption monitoring and leak detection alerts via e-mail or SMS.
Operators of the public utility get real-time data and daily reports enabling rapid identification of consumption irregularities such as fraud or leaks.

Smart Water Meters in Mulhouse: strengthen customer relations, and upgrade efficiency

Modernizing Mulhouse water services for everyone

The city of Mulhouse manages the production and distribution of drinking water for 195,000 inhabitants. In 2012, the municipality's utility operator decided to install smart metering to improve management of its water meter park and acquire more precise information on its network delivery, in real-time.

The utility also wanted to evolve its client relationships from a simple transactional dynamic to a more engaged, more informed one, which would enable clients to "better consume".

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Mulhouse chooses **SUEZ ON'connect**

In 2013, and after a competitive 6 month bidding process, Mulhouse's water utility contracted SUEZ to deploy ON'connect™ with 169MHz AMI technology. This first step involved the installation of 17,000 smart meters and 26 receivers throughout the city's rooftops. All meters that had been installed before 2007 were replaced, and sensors were installed on all the smart-compatible meters to automatically collect data on water consumption, closely monitor distribution volumes and improve billing processes.

17,000
ON'CONNECT™
SMART METERS
& 26 RECEIVERS
INITIALLY INSTALLED IN 2013

SUEZ supplied and installed the radio infrastructure as well as the corresponding software system, including a web service interface for the smart service portal. The utility personnel were trained to use the new tools in the final phase of the deployment.

SUEZ delivers, **with more to come**

SUEZ was contracted to deploy the smart metering system within 24 months, and they met the deadline. With the ON'connect™ installation, the increased number of meters tracking water data combines with the four-times-daily frequency of data transmission to provide a more complete view of water delivery and consumption.

The teams reorganized the billing process and schedule to be quarterly, and created a new web portal that provides usage data so consumers can see and track their own water consumption. New services were provided to clients such as monthly bills based on accurate readings as opposed to estimates, leak detection and over consumption alert systems, and paperless payment.

SUEZ also helped evolve the role of the water meter reader, by teaching the person new skills and aligning new missions with the post. The operation has been such a success that in October 2016, the local authorities decided to extend the solution to 13 other municipalities, representing an additional 22,500 smart meters to be deployed.

22,500
ADDITIONAL SMART METERS
DEPLOYED SINCE 2016
ACROSS 13 MUNICIPALITIES IN THE REGION

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