

CUSTOMER

Water Services Corporation, public entity responsible for Malta's drinking and waste water management.

CHALLENGE

Conserving and accurately managing the island nation's limited water resources, offering new services to customers while encouraging a responsible behavior towards water consumption.

TECHNOLOGY

SUEZ ON'connect™ Smart water meter technology based on 169 MHz, a long-range radio transmission bandwidth designated for such use by the E.U. Receivers collect the data and convey it to a dedicated IT system for processing. Access to the hourly readings allows monitoring of water consumption that can be used to quickly identify abnormal consumption and leaks at any time.

RESULTS

The infrastructure has reaped a number of strategic goals including increased customer satisfaction and engagement, improved commercial cycle efficiencies, improved network management, proactive demand management and better environmental performance.

Smart water meter efficiencies now enable Malta's people to get accurate readings on consumption and bills. Malta's Water Services Corporation has thus improved its total annual cash flow.



Malta improves network efficiency and customer satisfaction with ON'connect™

430 000
INHABITANTS
& 1.8 MILLION TOURISTS
PER YEAR

Facing significant challenges of water resource and demand management

The Mediterranean island of Malta is an archipelago confronted with unique resource challenges. Welcoming 1.8 million tourists per year more than quadruples its population, making this small country one of the world's most densely populated. The absence of rivers or lakes on the island also makes it among the 10 poorest in terms of natural water resources per head.



The island's public water utility, Water Services Corporation, sought to control water consumption, while improving network efficiency, increasing billing accuracy and charging fair prices for its 430,000 inhabitants. Malta partnered with SUEZ and IBM to implement smart water meters that monitor water consumption with precision on a daily basis, to offer new services to its customers and increase the operational efficiency of the public water service.



Taking action to stop water loss and reduce leaks

Conscious of the significant water scarcity across the island, Maltese authorities had been proactive, implementing voluntary policies for pragmatic water resource management in the mid-1990s. After moving forward with seawater desalination, the archipelago followed through on its engagement with radical action to stop water loss on the distribution network, as well as reduce leaks at their most base levels.

In 2010, this initiative went to the next level with the deployment of 250,000 SUEZ ON'connect™ modules retro-fitted on their water meters, as well as 220 receivers across the entire 360 km² Maltese Islands.

250 000
ON'CONNECT™ MODULES
& 220 RECEIVERS
DEPLOYED IN 2010



High reactivity and accurate water bills thanks to SUEZ ON'connect™ solution

Today, thanks to the smart metering solution, Water Services Corporation benefits from an hourly readout of water consumption with data automatically collected and processed by the IT system.

Abnormal consumption? Sensors installed on the meters allow the problem to be identified and the client is alerted in the shortest timeframe possible. A detected leak is rapidly addressed, and the water loss stemmed.

For the last seven years, Water Services Corporation has thus been able to optimize the drinking water network's yield by reacting efficiently to leaks. Inhabitants can also manage their consumption and act accordingly in instances of excess increase. The result: a bill that truly corresponds to the volumes of water that have been consumed.

SUEZ ON'connect™ provided a solution that allows the island to continue modernizing its water services while conserving its resources. The implementation of SUEZ ON'connect™ smart meter technology brought Malta's Water Services Corporation savings across the board.



€3.6 MILLION
INVESTMENT

