

ANGLIAN WATER EXPLORES EFFICIENCY WITH HONEYWELL SMART METERS

Advanced Metering Infrastructure (AMI) delivers better management of water supply and demand in the South East of the UK

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Paul Glass, Anglian Water

Case Study



With a predicted 34% rise in the number of households by 2033, the South East is the fastest growing region in the UK. It is also one of the driest, receiving only around 600 millimetres of rainfall each year.

The Needs

Ensuring the efficient use of water is therefore a central priority, with domestic metering being a major means by which Anglian Water continues to manage customer demand. About 80% of its customers are already metered and paying for exactly what they use. By 2030 we aim to have all customers paying on a meter.

To date, most of the meters deployed do nothing more than record consumption rates and are read manually. These have been shown on average to save £100 from a household's annual water bill and reduce their water consumption by between 5 and 15%.

Targeting water stressed areas, Anglian Water suggested using Smart Meters, which comprise a fully integrated, tamperproof Advanced Meter Reading (AMR) unit that automates the process of meter reading and provides customers with accurate bills as opposed to estimates.

The Solution

In order to address these needs, Honeywell Smart Energy proposed its innovative V200 and V210 hybrid meters, which can support both one- and two-way radio communication and feature integrated AMR within the same device. These hybrid meters can be configured to operate in a continuous one-way radio mode, whereby a distinct data packet is transmitted every 12.5 seconds so that it can be received by a meter reader wirelessly as they walk or drive past a property.

"Battery life is very important to us. We felt that a two-way system would introduce a risk of shortening the life of some meters if they were inadvertently 'woken up' by devices other than our own equipment. So we chose a meter that could be one- or two- way, as we liked that flexibility. For example, if there is a premise where we suspect a leak or there is abnormal use, we have the capability to flip the Smart Meter into two-way mode and programme it remotely to take an hourly reading. We can then go back a day or a month later and obtain the readings." *Paul Glass*



About Anglian Water

Anglian Water is one of the largest water and sewerage companies in England and Wales. It supplies more than six million domestic and business customers in the South East of England.



The Benefits

- Honeywell's hybrid Smart Meters have enabled Anglian Water to focus more effectively on water resource management and consumer engagement.
- The V200 and V210 hybrids are easy to install with no complex commissioning.
- Intelligence within the electronic register of the V200 and V210 hybrids turns simple data into valuable metering information such as leakage detection, no flow and back flow.
- "Because the radio meters are easy to read, it is easier to locate leaks, target remedial efforts and then go back and check these efforts have been effective. One statistic that sticks in my head is that of the first round of a thousand meters installed at previously un-metered properties, about 1% detected leaks." *Paul Glass*
- Previously, Anglian Water's standard cycle of meter reading was every 6-12 months. Now, it has leakage teams taking readings monthly to reduce water leaks.
- A reverse flow away from a house and into the supply poses a major risk to Anglian Water's network in terms of quality. With Honeywell Smart Meters back flow can now be discovered.
- "Another potential benefit of the leak alarm is that it could enable us to provide our customers with better service. It would be great for us to alert the customer to a leak on their side so that they can fix it before receiving a big bill from us. Having these meters allows us to do that." *Paul Glass*

For more information

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