

Vattenfall new automated metering infrastructure

Helping meet new legislation and improve customer service

Vattenfall Group is a large energy company with a turnover of €16 billion, serving five million customers in the Nordic countries, Germany and Poland. In July 2006, Vattenfall's new automated metering system went live following a consortium-led program in which CGI played a pivotal role. The new system would enable Vattenfall to meet stringent new legislation and provide enhanced customer service.

THE CHALLENGE

Swedish legislation had issued a mandate that by 1 July 2009, all electricity meters would be read once every month. Seeking to meet this challenging deadline and also to find a solution that would bring additional benefits for its customers, Vattenfall looked for a partner with the expertise and capability to implement a large-scale project of this kind.

OUR ANSWER

As a key member of the consortium charged with implementing the metering project, CGI had in-depth local market experience and strong project leadership skills that positioned it well to play a pivotal role. CGI's AM Connect software was also perfectly suited to the challenge and our integration skills were key attributes sought by the client. Vattenfall also took into account our in-depth, long term experience in the energy business and its processes, together with our proven ability to deliver.

At the end of a two-year project, Vattenfall had 150,000 meters enabled for automated reading. The consortium provided a complete turnkey solution that covered each stage from project management and installation to commissioning and training. At the heart of the solution is AM Connect, which collects data from the meters over the GPRS network and forwards it to a data management

CASE STUDY

"This is a complex project that demanded a strong combination of domain expertise, local knowledge and presence and a proven ability to deliver. Logica (now part of CGI) has the attributes we were looking for and we are extremely pleased with the result."

Erik Nordgren Head of AMR Project
Vattenfall Eldistribution AB

"AM Connect from Logica (now part of CGI) was perfectly suited to our data collection task, offering impressive levels of automation and scalability."

Ulf Ysberg
Enterprise energy data, Manager
Vattenfall Eldistribution AB

"There is no question that automated metering has helped us deliver better customer service in line with our Customer no 1 project."

Erik Nordgren Head of AMR Project
Vattenfall Eldistribution AB

system where it can be stored, retrieved, queried and fed directly into billing systems. AM Connect also helps achieve easier supervision and maintenance of the meter network because it knows the meters' type, location and status. All the meters are online, all the time, making sure response times are very quick if problems occur.

THE OUTCOME

Hundreds of thousands of meters reporting daily creates very high volumes of data. Despite these volumes, the system has exceeded its reliability targets, consistently running at levels well above 99.5% of collected values in a 24 hour period. As a result, Vattenfall experiences higher levels of satisfaction among its customers and fewer calls querying bills, because the bills are based on more up-to-date information. Furthermore, the system provides information about power outages and power return for each customer, creating a valuable quality control resource.

Vattenfall's new automated metering infrastructure has the potential to do much more than simply enable the company to comply with new legislation and boost customer satisfaction. By providing more information about energy flows at distribution level, the automated infrastructure also lays the foundations for distributed generation and "smart grids". It also offers the potential for better forecasting and thus reduced risk for trades in the wholesale market. On a broader scale, systems such as this are helping national governments to hit stringent targets for more frequent metering and are thus driving efficiencies into energy markets.