

A Utility with a Vision

How Smart Metering Advances Skanderborg Supply Company's Modernization Goals



Skanderborg Supply Company, the municipal water supplier and wastewater management company in central Denmark, has an ambitious vision for themselves: to be the country's most modern water company by 2017.

To achieve this forward-thinking goal, they are developing new processes that will improve their day-to-day efficiency while supporting this strategic vision. Additionally, the utility places a significant focus on ensuring the best service for their customers, so a natural first step toward advancing their modernization goals was updating their customers' water meters.

Cost-benefit analysis shows considerable cost reduction

In assessing their options in metering technology, Skanderborg Supply Company completed an in-depth cost-benefit analysis of mechanical versus water meters with no moving parts, often referred to as static water meters. As with any new meter replacement, the costs for installation for either meter type are the same; the central difference in costs for the two metering types lies in initial purchase cost and recurring operating costs. Static smart meters have a higher initial cost, but the benefits of smart metering help save on operational costs.

And since operational costs recur year after year, the utility will continue to reap the benefits of reduced costs from their investment in smart metering. "Despite a higher price per water meter we save money in the long run," commented Skanderborg Supply Company's CEO Jens Bastrup. "The savings are primarily obtained through the collection of data and longer lifetime of the water meter which again reduces the costs for changing the meter."

Drawbacks of traditional water meters

Without smart meters, Skanderborg Supply Company must rely on customers to submit their water consumption data. This places an immense responsibility on customers to submit the data correctly and in a timely fashion—leaving a lot of room for accidental errors and data omissions. Additionally, this method of data collection does not provide any granularity of information regarding water usage and losses that is necessary to evaluate and improve their operational efficiency.

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High data transparency with remote meter reading

MULTICAL® 21 smart water meters are read via drive-by radio technology; the utility does not have to rely on the consumer to properly read the meter or disturb them to obtain the consumption data. This means when Skanderborg Supply Company wants to obtain consumption information, they simply drive by the home and the meter information is automatically collected and transferred to the billing software.



Skanderborg Supply Company saves time and costs related to mailing reminders for customers to submit their water consumption data, which also reduces their paper consumption to benefit the environment.

In addition to obtaining consumption data in a timely manner, the data obtained is much more detailed than the consumer could ever deliver. Information such as leaks, bursts, highest and lowest flow rates are also collected; with this information, Skanderborg Supply Company can understand consumers' water usage habits and better prepare for future water demands.

“We can help our customers identify leakages to help them reduce their water usage and save money”

“Implementing smart metering helps us with one of our focus areas, customer satisfaction, as we can help our customers identify leakages to help them reduce their water usage and save money,” said Bastrup. “Right now we are actually working together with Kamstrup, among others, on a project where we discover how we get the most out of the data available through smart metering – both when it comes to customer satisfaction and optimized performance.”



Skanderborg Supply Company completed their water meter replacement program in March 2015.

Jens Bastrup, CEO, Skanderborg Supply

Think forward

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