



RWE:

**New ways of increasing
meter reading efficiency.**

Client's profile.

RWE Group in Poland manages the electricity network of the capital city of Warsaw and operates the distribution system. It delivers electricity to approximately 1 million customers in Warsaw and in neighboring municipalities. Other activities of the RWE Group in Poland include the selling of electricity.

Implementation.

Just 6 years ago, RWE in Poland did not use dedicated systems to manage readings, and handheld devices used by the meter readers were not remotely connected to the billing system. Each handheld device with the readout data on it had to be delivered to the office.

In 2009 RWE chose Asseco to develop its meter reading support and management system. This resulted in the implementation of the AUMS Meter Data Acquisition (MDA) system, an original solution developed by Asseco. The whole project was completed in 2010 and covered the implementation of a central system, the provision of new mobile handheld devices using Asseco software compatible with the AUMS MDA system, as well as training for RWE employees.

AUMS MDA allows the energy distributor to collect readings obtained from different specialized systems into a single place. These readings are then transferred to the billing system in order to calculate and issue invoices. Additionally, AUMS MDA contains a module for analyzing and forecasting the use of measuring systems for the purposes of commercial balancing, taking into account estimates of the electricity to be delivered. An integral part of the system is the application running on a PSION-type mobile handheld device.

Having operated the AUMS MDA system for a few years RWE outlined the directions for further changes and modifications. The commencement of the smart meters' implementation project was a major factor

in the system's further growth. This required the large-scale replacement of meters installed on the network. New functionalities of the AUMS MDA system, together with additional changes to the interfaces, enabled data regarding replaced meters to be updated during field work.

The decision to upgrade the AUMS MDA system and add a package of new functionalities was taken in 2014, and the plan took 12 months to implement. The main goal of the project was to improve the support received by the meter readers and office coordinators. This was to be achieved by extending the functionality of the AUMS MDA system, while maintaining all the features available in its existing version. The new software package contained a number of improvements and functionalities. The key among these was the implementation of an interface extension between AUMS MDA and SAP ISU (which manages readout orders for billing purposes), enabling the readouts to be updated. The interface extension improved the quality of information provided to meter readers. Field staff have access to current data about devices on the network, even when the meter or its parameters have been changed after the readout orders have been sent to PSION. The interface extension allows the billing system and AUMS MDA to use the same current data, thus further automating processes using readout data. Apart from these new business functionalities, the new version of AUMS MDA is also compatible with RWE's technology and integration standards.

The RWE and Asseco project team (which performed the initial implementation plus system updates) consisted of around 10 members. The end users of the system are: a dozen coordinators working within the central system, and about a hundred meter readers

There has been excellent cooperation between the RWE Group companies and Asseco Poland, firstly concerning the implementation, and then with the upgrading and further development of AUMS MDA, since 2009. During this time, together we have built a solution that is now one of RWE's key elements as far as the acquisition and management of readout data is concerned.

Dawid Materna
Head of Project, Asseco Poland

working with PSION-type mobile handheld devices. One of the crucial challenges when it comes to projects like this is to organize work in such a way so as not to disrupt people from their normal duties, especially those working in the field.

With new functionalities, automated work verification, mass support for information exchange, etc., we have significantly cut the time needed by meter readers working in the field. This has allowed us to increase our operational efficiency and improve performance.

Tomasz Jabłoński
Head of Meter Readouts Team at RWE

Benefits for the client.

After finalizing the implementation of AUMS MDA, RWE boasted a modern system for readout data acquisition and management. Mobile handheld devices used by meter readers, and the software running on these devices, were replaced. The overall efficiency of field work and the quality of the readout data acquired has improved. The central system operator gained an additional tool for controlling field workers' effectiveness.

More efficient collection of readout data is reflected in the higher quality of invoices issued by RWE to its customers. In addition, this translates into fewer complaints and helps to build up RWE's good reputation as traders and suppliers of electricity. Moreover, updating the system to a newer version, its enhancement through new functionalities, and its adaptation to RWE's current needs proves that AUMS MDA is an important link in RWE's IT architecture.

Thanks to exemplary coordination on both sides, this implementation was a resounding success. The technical competence of the Asseco consultants and the extensive experience of RWE's team of specialists involved in the project complemented each other very well. We're currently working together to add even more innovative functionalities to the system that would further improve our business.

Tomasz Jabłoński
Head of Meter Readouts Team at RWE