

# Hot Order from “Ice City”



*Elster Quantometers and EK-90s – working in the boilers room of Shangri-La*

*Harbin city, situated in Hei Long Jiang Province in North-East China, is also called the “ice city” due to its extremely cold weather and famous annual ice and snow winter festival.*

*Shangri-La Hotel*



On a lovely day, August 19, 2000, we were awarded a contract for more than 200 sets of turbine meters and volume correctors from our customer Harbin Gas & Chemical Industry General Co. (HGGC). It was the largest single order placed in China in terms of the quantity of turbine meters and volume correctors ever.

This successful contract was actually initiated in 1998 when Ms. Wang Hong sold the first set of Quantometers and EK-90s to HGGC. Since then, we have maintained contact with HGGC, providing consultation and waiting for a good opportunity. In early 2000, during our visit to HGGC, we found out that the customer was not satisfied with the poor performance of their existing meters, which had been manufactured by several local companies. About 200 of these meters, ranging from DN50 to DN200, not including volume correctors, have caused the customer very high meter repair costs and a considerable loss of gas revenue. As a result of this, we proposed that the customer should change all the gas meters to Elster's products. As Elster meters were internationally well known and have a good reputation in China, the customer was interested in our proposal.

As such a big change involves high risk and expenses, to lower the risk, HGGC decided to try three sets of our meters and volume correctors initially for a period of two months before making the final decision on the basis of the trial results.

During the trial period, a delegation of Dalian GAS Co. (Dalian is another city in North-East China) went to visit HGGC to attend a technical seminar. Fortunately, Dalian GAS Co. had used Elster's meters for about one year due to the good job of Dalian Wantong (ELSTER-AMCO agent). The positive experience of Dalian GAS Co. raised HGGC's confidence in using Elster's products.

After two months, the trial results were so positive that HGGC decided to raise the capital through their own funds to finance the changing of meters. However, we were not awarded the project without having to face competition from other turbine meter suppliers. In the end, HGGC selected Elster for the excellent quality of our products, competitive price and the full support from Elster Beijing's staff. In November this year, I made a routine visit to HGGC. About 190 sets of Quantometers and EK-90s had been installed and put into operation in the previous two months. Statistical data has shown clearly that the problem of the loss of gas revenue has been resolved. HGGC estimated that they would benefit a lot from the accurate measurement throughout the cold winter, and the income generated can pay off all the initial investment for the exchange of the meters.

Co-operations with HGGC in some new areas are on the way. Obviously, there are dozens of cities in China suffering from losses in gas revenues. Hopefully, the successful experience of HGGC will set a good example for other cities to follow.

*FROM WANG BO, wangbo@elster-amco.com.cn  
ELSTER-AMCO CHINA*



*Elster Quantometers and EK-90s*



*Russia Style in Harbin*



*Zhou Hong Jun, HGGC, (left) and Wang Bo, ELSTER-AMCO Beijing*