

# Teamwork for smart metering: Not walls, but windmills

There is an old saying: "when the wind of change blows, there are those who build walls and those who build windmills." In the energy sector in Europe, the winds of change are blowing with a wind strength of about gale force 10. Naturally, it is the manufacturers who are most affected by this change. The days when the order books would be opened up and only the number of meters required would be entered are coming to an end.

With the introduction of smart metering, a new and organized form of sales activities, consultancy, support and service is now needed. From a purely technical perspective, measuring instruments are no longer autonomous, but are merely part of a system. It is no longer enough just to know how a meter works and what its error limits are. Communication is the key topic – inter-divisional knowledge and inter-relations are required here.

The Elster Group read these signs early on and created an organization which coordinates activities across the electricity, gas, water and heating divisions. In addition to this, the portfolio is rounded off thanks to strategic acquisitions, EnergyICT for example. The core competencies and tradition of the Elster Group as a manufacturer of meters for gas, water and electricity are now supplemented with progressive communication solutions. In this way, we can offer our customers complete solutions from the meter right through to the meter data management system (MDMS).

Together with Elster Integrated Solutions (EIS) we have put together a committed team of engineers and technicians in the Electricity, Gas, Water, Heating and EnergyICT business units, a team which will support our customers to face the challenge that lies before them. So that you can get an image of the specialist team, we would like to take the opportunity here of introducing ourselves as your direct contacts.

Your usual contacts will not change, as they undergo ongoing training and will continue to provide you with comprehensive information about new possibilities. Over the next few years, one by one smart meters and network components will make their way into every private home. The new units will first of all be installed as part of small projects, and then as part of larger ones, accompanied by performance and quality tests. Our specialists will accompany and support you throughout the concept and project phase, the bidding process and the project implementation. In this connection, we would like to introduce you to a few colleagues, who are ready to be on hand with advice and help for the forthcoming projects.

Thanks to the continuous dialogue with colleagues from Elster Integrated Solutions, Elster is in a position to coordinate even large, complex, inter-divisional projects within the Elster Group and to offer our customers specific, individual solutions.

And as for the saying mentioned at the beginning, of one thing you can be sure: our windmills can turn even in winds of gale force 10.

You can reach us by telephone on +49 (0)541 1214-129.

Carsten Lorenz carsten.lorenz@elster.com

Dipl.-Ing. Carsten Lorenz  
Head of AMR/AMM Systems & Projects



New challenges, new possibilities. We have the expertise to be able to offer you detailed advice – and not just about the measuring instrument itself. From the idea through the preliminary trials right through to installation, commissioning and ongoing operation. For inter-divisional projects you will be accompanied by project teams made up of competent colleagues from the individual divisions as well as from EIS.

Dipl.-Ing. Rainer Sesterheim  
Application & Systems Engineering Team Leader



When it comes to handling, installing and operating our new system components, there will be times when you will break into new territory. With an experienced team of engineers and technicians, we are there to support you.

We would like to invite you to take advantage of our seminars and our support (hotline). We are also happy to help you with installation and commissioning on site.

Tel.: +49 (0)6134 605-123, e-mail: support@elster.com

Dipl.-Ing. Hans Arp  
Diaphragm Meter Product Specialist



We are happy to discuss the new and varied possibilities available with our new technologies and communication solutions with you in person. Set us a challenge.

Dipl.-Ing. Klaus Landwehr  
AMR/AMM Systems & Projects Project Manager



The completion of smart metering projects is a complex matter. With our experience drawn from international projects, we are a reliable partner for you during the project phase and beyond.

Dipl.-Ing. Luis Goncalves, Director Key Account Management, Elster Integrated Solutions



Smart metering presents utility companies and suppliers with new challenges. We have prepared ourselves for this, so that we can be a competent partner for our customers. Take advantage of our experience from

various smart metering projects, including international projects, and turnkey solutions for gas, electricity, water and heating. You can count on us.