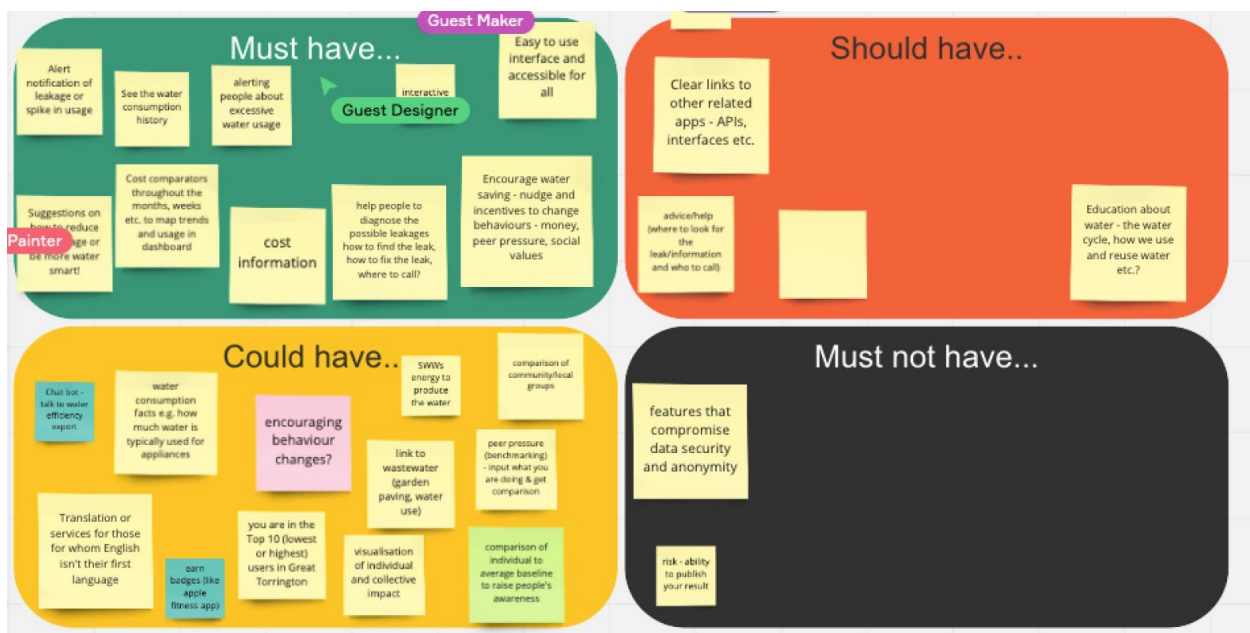


From SWW – South West Water

20 octobre 2021

We've been engaging with an active water forum in Great Torrington to launch a customer app helping customers save water through better visibility of smart meter data. Last week, we held the first of two co-design workshops open to all residents to brainstorm ideas and decide how the app, which will be available on smartphones free of charge, should look and feel and more importantly, what it needs to do to help customers reduce water consumption. Ideas ranged from comparing water usage between towns and individuals, a top ten 'water saver' competition and alerting users of excessive water usage. You can see many of the ideas shared in the image below. The second workshop, planned in a few weeks' time, will give Great Torrington residents a first look at their co-designed app!



SWW have also started using the smart data to identify customer side leakage, which is a priority area for us and a key element in our leakage reduction plans. Smart meter data, which can be analysed daily, gives us a quick heads-up to any potential leaks or high water consuming customers so that we can fix pipes quicker and support customers reduce their excess water use and their water bills. These kind of operational insights are less readily available with traditional meter reads which are taken every 6 to 12 months. The success of this trial has prompted discussions around a much larger roll out of smart meters in the coming years to support SWW's Green Recovery Initiatives.

Authors: South West Water

Disclaimer

This document reflects only the author's view. The European Commission is not responsible for any use that may be made of the information it contains.

Intellectual Property Rights

© 2021, Fiware4Water consortium

All rights reserved.

This document contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

This document is the property of the Fiware4Water consortium members. No copying or distributing, in any form or by any means, is allowed without the prior written agreement of the owner of the property rights. In addition to such written permission, the source must be clearly referenced.

Project Consortium



This project has received funding from the European Union's Horizon 2020 research and innovation programme under Grant agreement No. 821036.

