



# Southern Water

## Providing Environmental and Service Improvements

Throughout the AMP period 2010-2015 Southern Water is carrying out a major programme of environmental and service improvements across Kent, Sussex, Hampshire and the Isle of Wight.

### The improvements will:

- Safeguard water supplies
- Improve water quality
- Protect the environment
- Reduce leakage
- Help prevent flooding
- Cut pollution incidents.



## Universal Metering Programme

**Southern Water is required to install water meters** to all of its domestic customers within the new AMP period.

This programme is designed to address the stress imposed on clean water supplies by an increasing population and concerns over decreasing rainfall within Southern Water's patch. Research has shown that metering supplies to customers promotes a reduction in water usage.

The challenge of the Universal Metering Programme (UMP) includes the management of intensive meter installation projects (some 400 meters must be installed each day for the five year period), and the subsequent collection and management of the meter readings to ensure accurate and timely billing of customers.

**AMT-SYBEX has been able to assist Southern Water in both of these areas with their utilisation of existing solutions, Ellipse Work Management and FDACS® mobile computing, and the introduction of our Data Transfer Solution (DTS).**

The capabilities offered by these applications means that Southern Water can ensure accurate information is gathered for the meter installation processes and once the meters are in operation, readings of water use can be captured and passed to the billing system quickly and with confidence in the accuracy of the information.

The UMP programme puts Southern Water at the forefront of domestic metering work in the UK; the adoption of Automated Meter Reading (AMR) technology allows the 'drive by' capture of information from moving vans, providing a much more efficient solution than manual reading of each meter. The linking of AMR technology with AMT-SYBEX's proven solutions for data handling and management has enabled Southern Water to rise to the challenge of universal metering.

## Data Improvement Programme

Over the new AMP period, Southern Water has identified that they need to further improve the quality and completeness of data held about their assets and the work done on them. To this end, a major programme of work has been identified and has been set in motion.

This programme has a wide scope of activity but is focused upon consolidating earlier projects put in place to capture and manage information. This will ensure Southern Water can continue to meet the Regulator's requirements in this area through the current period and beyond.

**AMT-SYBEX is working closely with Southern Water on a number of projects within the programme, where our Ellipse and FDACS® solutions provide both a home for the data and a means for its collection.**