



## E.ON offers its customers an on-line tool for consumption reporting

**E.ON utilizes smart metering data by offering all its customers a tool for personal energy management. The on-line reporting tool adopted in 2010 is part of the utility's comprehensive customer service and it strengthens E.ON's position as a pioneer of smart metering in Finland. Even hour-specific consumption data is available to the customers, helping them affect their personal energy consumption and further their bills and generated emissions.**

E.ON and Landis+Gyr have collaborated for decades and pioneered smart metering in Finland. The partnership began already in the 1980s with load control systems, and in 2002 the network company began installing smart meters across households. Currently, all of its about 60,000 customers have a smart meter. E.ON already has a long experience in utilizing smart metering data, and it is convinced of the technology benefits.

E.ON selected Landis+Gyr as the partner in its smart metering projects because it trusted the company's technology. Throughout the years, Landis+Gyr has delivered the utility a cost-efficient, high-quality and comprehensive smart metering solution. In addition to smart meters, E.ON uses Landis+Gyr smart metering software. During the collaboration, Landis+Gyr has been responsible for the integration of the smart metering system and the

utility's information systems, as well as training of the utility personnel to use the solution. Landis+Gyr also offers E.ON support for the maintenance of the Gridstream AIM system. When extending the smart metering solution to on-line reporting tool for customers, E.ON continued the cooperation with its long-term, reliable partner. Landis+Gyr will deliver the software in cooperation with its partner Ecore Oy.

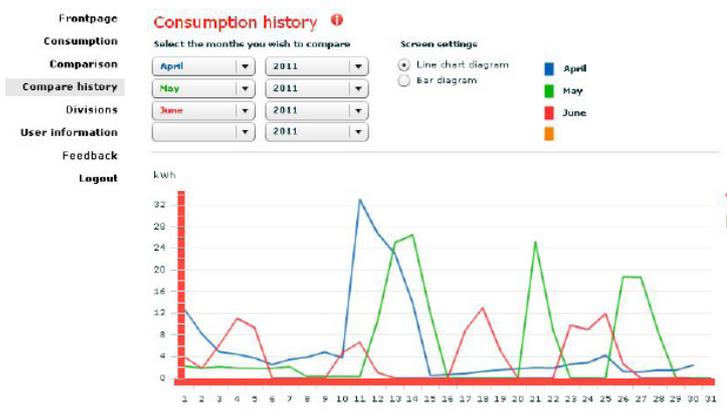
### High-quality customer service as a starting point

Smart metering has helped E.ON make many of its internal processes more efficient and automated. Ever since transferring to smart metering, E.ON has utilized hourly metering data for the development of its customer service. The utility has included load control components in its new electricity products offering customers opportunities to select the product

according to their unique electricity consumption requirements: Due to smart metering it is now possible to arrange to switch off and on certain loads with the client. Hourly metering has also developed E.ON's customer service and increased its efficiency. The customers are served fast and reliably based on actual information on their consumption.

### E.ON Kainuun Sähköverkko Oy

E.ON Kainuun Sähköverkko Oy is part of E.ON Finland. Its electricity distribution area is one of the largest distribution areas in Finland. The project to introduce smart metering to all of company's customers was initiated in 2002. From the very beginning of the smart metering project, E.ON has sought to utilize smart metering data to the fullest to improve both customer service and business efficiency.



The reporting tool displays customers' consumption and comparison data for the selected period of time. The service makes monitoring electricity, gas, water, and district heating consumption possible.

The web tool also serves this end and as a result customer service calls have decreased significantly.

- Customer service based on real-time data increases our customers' trust in us. Also our increased product range and new services have had a positive effect on customer satisfaction, says Metering Manager Jari Rusanen from E.ON.

**Strong image of a pioneer**

E.ON decided to offer all of its clients a web-based reporting tool as the first utility in Finland, because it wanted to utilize the smart metering data to the fullest extent possible. With "My Energy" service, E.ON wanted to increase customer satisfaction, set itself apart from its competitors and strengthen its image as a pioneer of smart metering as it was among the first utilities in Finland to make the decision to adopt smart metering. The service also opens up new business opportunities.

The "My Energy" reporting tool makes the customer's consumption data easily accessible and supports personal energy management. The customers can monitor their consumption efficiently and define their own consumer profiles. With the

service, it is easy to notice which actions and devices consume the most energy – even incorrect settings for electrical devices can be discovered. In this way, it is easier to decrease energy consumption and to cut bills and emissions. For E.ON, an important aspect of offering the service is participating in fighting climate change. As a responsible energy company, it wants to advance energy efficiency among its clientele.

**Hour-specific data for comparisons**

The smart metering data is the foundation of the service. All E.ON's 60,000 customers connected to its network can join the service. Hourly data is transferred daily from Landis+Gyr's smart metering system to a service provided by Landis+Gyr's partner Ecore, after which the data is available to the customer via E.ON's own website. Customers log on to the service with user identification. The service is also updated, e.g. with the latest temperature data to help the customer relate energy consumption to the weather. The number of users has been steadily growing since the service was launched, and the public response has been enthusiastic. The most active customers monitor their consumption on a weekly basis.

The "My Energy" service retrieves the consumption data as clear, graphic presentations for easy observation. Consumption can be monitored on an hourly, daily, and monthly basis. As the amount of data increases, the service stores one's own consumption history. Comparing consumption during different time periods presents the changes in one's personal consumption as well as the effects of energy saving procedures.

The reporting tool also enables comparing one's consumption with similar households: by entering data on the heating and ventilation system of one's household, the consumption can be monitored and compared with average consumption of similar households. E.ON has noticed this as a popular feature of the service. As there will be more data available for comparisons, the information can be utilized even better.

**"The web tool is a great example of how extensively we have been able to utilize the smart metering data. At E.On we already know the benefits of smart metering, and now we are bringing hourly consumption data to our customers so they can take advantage of it as well."**

Jari Rusanen, Metering Manager, E.ON

As the on-line reporting tool allows you to view consumption at all metering points covered by your energy contract, it also enables you to monitor energy consumption in remote locations. You can, for example, monitor summer houses without regard to place and time. E.ON plans on developing the service. For instance, in the future, customers will see their consumption in euros.

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E.ON is the first Finnish network company to offer all of its customers connected to its network an on-line tool for personal energy management.

"My Energy" service is an essential part of E.ON's customer service, and has decreased the number of customer service calls. The service strengthens E.ON's image as industry forerunner – this way it supports its profile as a pioneer of smart metering.

Using the web tool, the customers can monitor their data on an hourly, daily, and monthly basis in clear, graphic form. The tool also enables to compare one's own consumption with the consumption of other households.