

## Integrated multi-energy solution to improve customer service

Danish utility, TRE-FOR, is aiming for better energy management with Landis+Gyr's tailored AMM solution

Landis+Gyr will supply an integrated multi-energy AMM solution to TRE-FOR. The solution covers all electricity, heat and gas consumers and will give substantial benefits for the company itself and its customers.

The multi-energy solution offers many benefits as it saves infrastructure costs and increase work efficiency. Maintenance and training needs are also minimised as there is only one system for all energy forms. One more benefit of the multi-energy solution is that the same functionality is provided for all energy forms making the utilisation of the data very versatile.

All data of all energy forms will be saved in the same system and can be utilised easily e.g. for consumption based billing and for other customer service events. Data is transferred from the meter to the system by using IP based communication and GPRS.

### Environmentally friendly approach

TRE-FOR is providing consumers with ecoMeter home-display which shows energy consumption of the household on-line. The display also indicates the greenhouse gas emission empowering the consumer to regulate energy consumption.

### Flawless deployment

The solution will be fully deployed by the end of 2010 and Landis+Gyr has the main responsibility of the project which includes installation, training and integration.

"It is of great importance to TRE-FOR that customers with smart meters get better service and do not have to read the meters by themselves. This is a very new and advanced system that offers us the chance to acquire new products for the electricity market, including other solutions that will reduce costs".

Knud Steen Larsen, CEO, TRE-FOR

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