

Diehl Metering 代傲表计

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Driving customer satisfaction and network efficiency through automated readings: 10 years of partnership with Izmir Jeotermal

借助自动化抄表，提升客户满意度和管网效率：与 Izmir Jeotermal 携手合作十周年

For over a decade, Diehl Metering has been working with Izmir Jeotermal, the Turkish utility operating one of the world's largest geothermal district heating networks. While the initial point of contact was to provide meters using the cross-manufacturer Open Metering System (OMS) communication standard, the partnership has evolved to include a Walk-by solution with full interoperability that automates billing, boosts customer satisfactions and enables network optimization.

代傲表计与 Izmir Jeotermal 已合作十年有余，这家土耳其公用事业公司经营着世界上最大的集中供热管网之一。最初建立联系时，代傲表计为其提供的仪表采用制造商通用的开放计量系统（OMS）通信协议，后来，双方的合作逐渐延伸到具备充分互操作性的步行抄表解决方案，能够实现自动抄表，提高客户满意度，并优化管网。

Situated in a region of geothermal activity, Izmir is the third most populous city in Turkey, with a population of around 3 million. In the west of the city, the Balçova and Narlıdere districts are served by Izmir Jeotermal. Diehl Metering's relationship with the utility began in 2011, when its network was composed of meters from multiple different brands.

伊兹密尔地处地热活动区，是土耳其第三大城市，人口约为 300 万。城市西部的 Balçova 和 Narlıdere 区由 Izmir Jeotermal 提供供热服务，代傲表计与该公共事业公司的合作开始于 2011 年，当时他们的管网中安装了许多不同品牌的仪表。

Since each brand used its own radio system with proprietary protocols for collecting meter data, the utility struggled to realize automatic meter readings, resulting in a manual data collection process that was time-consuming, labor-intensive and prone to billing errors. Furthermore, the lag in collecting and assembling data made it impossible to perform advanced network analyses such as leak detection or flow optimization. An additional challenge was the high chlorine and sulfur content of the geothermal waters, which provided an aggressive environment and impacted the reliability of older meters in the network.

由于各个品牌使用自己的无线系统，通过专有协议收集抄表数据，因此该公司很难实现自动抄表，只能人工采集，而这种方式不仅耗时耗力，而且容易出现抄表错误。此外，收集和汇总数据存在滞后，导致无法进行泄露检测或流量优化等高级的管网分析工作。另一个挑战是地热水中氯、硫含量较高，这形成了腐蚀性环境，影响了管网中原有仪表的可靠性。

That same year, Diehl Metering launched its SHARKY 775 heat meters in Turkey with its local partner Madenerj Inc., and Izmir Jeotermal ordered 2,500 units to enable remote data reading for the first time.

同年，代傲表计通过当地的合作伙伴 Madenerj Inc. 在土耳其推出了 SHARKY 775 热量表，Izmir Jeotermal 订购了 2500 支，首次实现了远程抄表。

Interoperable and durable 互操作性、耐用性

Diehl Metering's SHARKY heat meters rely on the cross-manufacturer Open Metering System (OMS) communication standard and not on proprietary protocols. This enables interoperability with meters and devices from different brands, making it the perfect fit for Izmir Jeotermal to overcome the challenges of its multi-brand network.

代傲表计的 SHARKY 热量表基于制造商通用的开放计量系统（OMS）通信标准，但不包括专有协议，这实现了不同品牌仪表和设备间的互操作性，使其完全符合 Izmir Jeotermal 的要求，克服了管网中多个品牌仪表带来的问题。

The utility was so impressed by this first collaboration that, in 2013, it selected Diehl Metering to replace existing heat meters in its network with new OMS meters. Despite competition from other suppliers, Diehl Metering and Madenerj Inc. were awarded the contract because of the high quality and long lifetime of their meters – important criteria given the corrosive nature of geothermal waters. As a result, another 11,000 SHARKY meters were added to the network.

首次合作给该公司留下了深刻的印象，2013 年，该公司决定用代傲表计的新 OMS 表替换管网中现有的热量表。虽然有来自其他供应商的竞争，但代傲表计和 Madenerj Inc. 凭借高质量、长寿命（应对腐蚀性热水的关键指标）的仪表赢得了订单。最终，另外 11000 支 SHARKY 热量表被安装到管网中。

Automated and intelligent 自动化，智能化

Since 2013, Diehl Metering has continued to work with Izmir Jeotermal to improve and optimize its district heating network. Today, the utility has integrated some 30,000 SHARKY heat meters, and meter data is collected remotely via a Walk-by solution. This enables the utility to save time and costs – and means consumers no longer need to be inconvenienced when a meter reader needs access to their homes.

从 2013 年开始，代傲表计持续与 Izmir Jeotermal 展开合作，优化提升其集中供热管网。如今，该公司已安装大约 30000 支 SHARKY 热量表，并通过步行抄表解决方案远程收集抄表数据，这为该公司节省了时间和成本，也意味着抄表员再也不需要进入到用户家中而给其造成不便。

Furthermore, the Walk-by method, has eliminated faulty readings, resulting in more accurate and fair monthly billing. As a result, customer complaints have decreased and Izmir Jeotermal is now perceived as an innovative, customer-friendly company. With data available more frequently, Izmir Jeotermal can also better monitor its network, empowering it to improve efficiency through enhanced flow rates, optimized return temperatures and leak detection.

而且，步行抄表消除了抄表错误，从而让每月的账单更准确、更公正。因此，客户的抱怨减少了，Izmir Jeotermal 目前被公认为创新的客户友好型企业。由于能够更频繁地获取数据，Izmir Jeotermal 还能够更好地监测管网，从而通过改善流量，优化回水温度和检测泄露提高管网效率。

Ongoing partnership 持续合作

Izmir Jeotermal has expressed particular satisfaction with the robustness of Diehl Metering's SHARKY 775 heat meters. Even under the harsh conditions of geothermal water, the meters are designed to deliver robust and stable long-term measuring accuracy, ensuring their longevity.

Izmir Jeotermal 对代傲表计 SHARKY 775 热量表的可靠性表示特别满意，即使在地热水的恶劣条件下，热量表也能长期确保稳定、可靠的计量准确性，并保证寿命。

Looking ahead, Diehl Metering will continue to provide additional heat meters every year as Izmir Jeotermal expands its distribution network to potentially serve more than 50,000 households. The utility is considering moving from Walk-by readings to a fixed network, and Diehl Metering has already submitted a complete study of the proposed upgrade, highlighting the many opportunities of smart data analysis and process optimization in a fixed network.

Izmir Jeothermal正在扩大其供热管网，未来有望服务于超过50000户家庭，代傲表计每年将继续为其提供更多热量表。该公司正在考虑从步行抄表过渡到固定抄表，代傲表计已经就这一升级计划提交了完整的研究报告，重点突出固定抄表让客户有许多机会实现智能数据分析和过程优化。

About Diehl Metering

关于代傲表计

Diehl Metering is a worldwide leader in the design, manufacture and supply of smart metering solutions. With over 150 years of experience, we empower utilities, municipalities and industries to take control of their infrastructures, bringing new efficiencies to the way they manage water and energy.

代傲表计是设计、制造及供应智能表计解决方案的全球领导者。凭借150多年的经验，我们为公用事业、市政和工业领域赋能，为他们管理水资源和能源的方式带来新的效率。

Our extensive range of services and solutions includes data-driven insights, IoT connectivity, fully-flexible software, and seamless intelligent metering. We also utilise artificial intelligence to boost performance and deliver cost savings for our customers.

我们提供广泛的服务和解决方案，包括数据驱动的洞察力、物联网通讯、灵活自如的软件及无缝智能计量。我们还利用人工智能来帮助客户提高业绩并节省成本。

Headquartered in Germany, we are a family-owned business with an international reach. We are proud to maintain our founding principles of quality, reliability and customer proximity while proactively shaping a better future for our customers and the communities they serve. Our approach is to think global and act local. By anticipating trends and remaining agile, we adapt and develop our strategy with our customers and for them.

我们的总部设在德国，是一家拥有国际影响力的家族企业。我们秉持优质、可靠和贴近客户的创始原则，积极主动为客户及其服务的社区塑造更美好的未来，为此我们感到非常自豪。我们采用全球化思考、本地化行动的方法。通过预测趋势并保持灵活性，我们与客户一起、为客户制定和调整发展战略。

In supporting their long-term growth, we also contribute to the sustainability of the planet, crafting innovations that enable our customers to make ever better use of the natural resources we all rely on. In supporting customer long-term development, we also contribute to the sustainability of the planet, through process innovation, enabling customers to better utilize the natural resources we all rely on.