

Diehl Metering

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IZAR: a solution 100% suited to social distancing

In today's unprecedented times, we all need to rethink the way we interact with customers and the demands we make of employees. If you're a utility, your business depends on collecting meter data from consumers. Traditionally, this involves entering people's homes and taking manual readings. But, today, social distancing requires us to limit physical contact with customers. On top of that, the shift to remote working means employees are less available to carry out readings on the ground. So, how can you overcome these challenges? How can you collect data without customer contact? And how can you better protect your employees and customers? The answer could be Diehl Metering's IZAR radio technology, a solution that enables Automatic Meter Reading (AMR) and Automatic Metering Infrastructure (AMI) so you can capture data remotely.

Fully contactless

By digitising meter reading, IZAR enables utilities to adapt to the current climate. There is no longer any need to make customer appointments – which means you eliminate physical interaction and the need to touch any devices. The whole process is entirely contactless. What's more, readings are automatic, avoiding the potential for human error.

4 ways to read meters at a distance

With Diehl Metering's AMR solution, utilities can choose from 4 different methods to collect readings. With the IZAR Walk-by solution, a person equipped with a tablet simply walks in front of consumers' homes to capture their usage data, automatically and wirelessly. Similarly, the Drive-by solution enables readings to be taken from vehicles travelling up to 50km/h. What's more, IZAR makes it easy to switch from Drive-by to a Passive Drive-by solution without any need for an upgrade – allowing you to save time and labour costs. Radio receivers can easily be fitted to a vehicle that regularly passes in front of consumers' homes, such as a refuse collection vehicle or a mail van. Unlike similar systems, IZAR does not require a special route to gather the data in a specific order. The vehicle can simply do its usual rounds, collecting meter readings as it drives from neighbourhood to neighbourhood. Finally, the system can easily be upgraded to a fixed network with AMI by installing IZAR RDC receivers. As well as empowering you to remotely read meters, IZAR AMI allows you to manage all your operations at a distance. It's the ultimate solution in social distancing.

IZAR efficiency

IZAR technology is at the heart of Diehl Metering's smart metering solutions. This proven radio technology delivers flexibility and reliability, allowing data to be transmitted remotely and, with AMI, at any time and as often as you like. All meters can be fitted with IZAR radio modules – or they come with integrated radio technology in meters such as HYDRUS for water or SHARKY for thermal energy – and readings are captured using a handheld device such as an IZAR@MOBILE 2 TABLET or via a fixed receiver, depending on the solution you choose. The data is then synchronised with Diehl Metering's powerful meter management software IZAR@NET installed on your servers and PCs. Alternatively, you can opt for software as a service with the online platform IZAR PLUS PORTAL.

Faster, safer, surer

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The benefits? 100% of meters can be read accurately and at a safe distance. Customers are only billed for their actual consumption, keeping satisfaction high. And you protect both your employees and customers by eliminating the need for face-to-face interaction. Readings are also faster and more reliable.

IZAR is highly flexible, allowing utilities to combine Walk-by, Drive-by, Passive Drive-by and AMI solutions. For example, an IZAR fixed network can be used to automatically gather data in a high-density area, while Drive-by is used to read meters in more remote locations.

With IZAR, network processes are digitised and automated. That means utilities can consume resources more efficiently, protect their people, and adapt their business to the needs of the current climate. It's a solution that is perfectly suited to our times.

About Diehl Metering

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.

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.

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.

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.