

# International Conference on Roadmap for Smart Grid

03-04 August 2011

## Hefcom Smart Meter – Smart Grid Implementation Lessons Learnt

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# Introduction

Hefcom is a Utility Services Management Company

We have since 2004 developed a Smart Meter/Smart Grid Services management solution to support management of multiple services in the utilities industry

- [Electricity](#)
- Water
- Gas
- Basic Services, etc.

## Define a roadmap with your motivation to change

- Define your performance requirements
- Deliberate ALL infrastructure that need replacement
- Explore, identify and define technologies to employ
- Understand the cost involved, budget and motivate to management/consumers
- Familiarise yourself with the complexity of change

## Acquire a good understanding of the technology

- Wired/Wireless communication or both
- Requirement for infrastructure protection (Rain, etc.)
- Coping with huge amounts of data
- Compliancy with current and future standards
- How to keep functional requirements current
- Communication reliability and response
- Self sustainability (Communication and maintenance/reporting)
- Billing methods and pricing structure adaptability

## Public awareness of the utilities challenges

- Privacy issues on consumption patterns
- Security regarding gathered data
- Why change functional meters
- Public acceptance on the level of utility control
- Training consumers on available consumption information
- Billing options, pre-pay, conventional, tariff structures
- Response time on service failures

## Choose your first participants/consumers well

- Concentrate implementation at positive consumers
- Start with informed consumers
- Deal with their questions or frustrations immediately
- Do not regard any consumer question or frustration as not relevant
- Keep your staff informed with all consumer questions and your responses

## Plan your successes and failures

- You will have set-backs, plan for it
- Report on your set-backs WITH THE SOLUTION
- Report on your successes
- Your plan will be key to manage the project time line perception to management and consumers
- Keep your consumers informed on progress

## Plan and manage your project till completion

- Do not get bored with the project
- Realise the difference between replacement and new installations
- Manage your installers on successful work done
- Monitor your communication network constantly
- Measure your project completion success on sustainability of performance

## Report progress to management

- Remember the reason for the project –  
Performance – Report on it
  - Billing
  - Recovery of current debt
  - Recovery of old debt
- What are the benefits – You now have proof
- What is the progress regarding consumer acceptance of the technology
- Reduction of calls towards your call centre

# Network Layout

## Installation of Electricity Meters, Demand Controllers and Water Meters Average Ratio 75 to 1 Concentrator

