

# Conference Programme



7th Annual

# METERING

EUROPE

2005

BILLING  
EUROPE  
2005

CRM/CIS  
EUROPE  
2005



# Barcelona Spain

20 - 22 September 2005

Información  
en español,  
ver pagina 22

[www.metering.com/events](http://www.metering.com/events)

The largest  
3 in 1 Utility Event  
on Metering, Billing  
and CRM/CIS of  
Electricity, Water  
and Gas

Host Utility:



Official Publications:



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# Introduction

*Since 1 January 2003 all electricity users in Spain who consume more than 15 kW have been able to take advantage of the deregulated environment in the country. Law 54/1997 defines the basic rules and principles for liberalisation of the Spanish electricity sector, and sets out the configuration of the new organisational framework.*

This new organisational model has resulted in a radical change in the functioning of the sector, and has also affected the relationships between the various parties involved in the transmission and distribution of electricity. The days of state-owned utilities are over - but in order to ensure continuity of supply, all customers living in Spanish territory are covered by specific supply guarantees and can rely on prescribed quality standards.

What impact will deregulation have on metering and data collection? What is the impact likely to be on billing and CRM/CIS systems?

A transition period for the liberalisation process has been defined, so that competition in the country develops progressively. In order for consumers to enjoy true freedom of choice, however, smart meters that allow real-time metering, time-of-use tariffs and load profiling will be needed. In addition the cost of electricity varies from supplier to supplier, although the price for transportation and distribution continues to be set by the government. Utilities will need efficient billing systems to ensure accuracy, and will attempt to attract and retain customers through the use of effective CRM programmes.

Metering Europe 2005, the leading conference of its kind in Europe, which takes place together with Billing Europe 2005 and CRM/CIS Europe 2005, will offer answers to the challenges currently facing utilities, vendors and specialists.

Join us in Barcelona at this comprehensive forum to learn from the experts and examine the opportunities and challenges of the customer-end service sector!

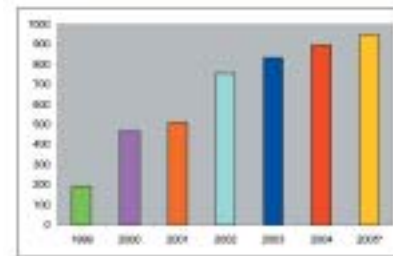
## Who should attend?

**Over 900 people are expected to participate like:**

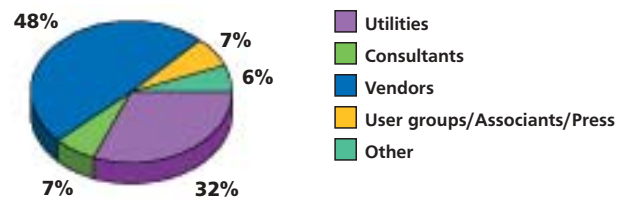
- Commercial Managers
- Metering Managers
- Consultants
- Customer Service Managers
- Distribution Managers
- Energy Managers
- Energy Marketers
- Marketing Managers
- Tariff Managers
- Business Development Managers
- Facilities Managers
- Billing Managers
- Regulators
- Energy Service Providers
- Technical Managers
- Vendors of metering products and solutions
- Vendors of billing products and solutions
- Vendors of CRM/CIS products and solutions

## Statistics

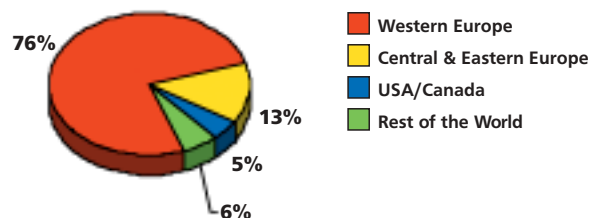
### Number of participants in the past



### Company type of participants



### Participation per region



# 10 Reasons to Attend

## 1 Networking Opportunities

All networking events offer great opportunities to interact with fellow attendees!

- Conference Coffee Breaks
- Delegate Buffet Lunches
- Spanish Welcome Reception
- Networking Reception

## 2 Over 100 High-Quality Speakers

Participate in the multi-track session format. Delegates are able to tailor their time at the event and choose sessions that are relevant to their areas of expertise.

[More on pages 6 - 13](#)

## 3 International Case Studies



Attend the conference sessions and learn from practical case studies on international (smart) metering projects, billing and CRM/CIS and AMR/AMM experiences from Sweden, Italy, The Netherlands, Ireland, Spain, Australia, Canada and the US.

[More on pages 6 - 13](#)

## 4 Exhibition

Equip yourself with all the necessary pieces of the puzzle to make the right AMR, advanced metering, billing and/or customer management system decisions. See the top metering, billing and CRM/CIS vendors exhibit their products under one roof.

[More on pages 18 - 19](#)

## 5 Free Vendor Showcases

A number of exhibiting companies will hold vendor presentations in a special vendor showcase area on the exhibition floor. Both visitors and conference delegates can attend the vendor showcases.

[More on pages 18 - 19](#)

## 6 International Audience

The previous Metering, Billing and CRM/CIS Europe event attracted 918 delegates from 64 countries. The event in Barcelona is expected to attract 1000+ high level participants.

## 7 New European Utility Awards

Synergy is pleased to announce the European Utility Awards, sponsored by Accenture, to celebrate examples of high-performance within the industry for the following categories:

- Business Performance Award
- Customer Excellence Award
- Innovation Award

Winners will be announced during an award ceremony with drinks and refreshments to be held after the conference sessions on 21<sup>st</sup> September.

[More on page 14](#)

## 8 Keynote Session

The Keynote Session on Tuesday morning September 20 will update you on the developments on Metering, Billing and CRM/CIS in Spain. Speeches will be held in Spanish and simultaneously translated into English.

[More on page 5](#)

## 9 Closing Session

Klaus Heimann, Senior Vice President of IBU Utilities, SAP AG will share his vision on innovative solutions for next generation utilities during the closing session on Thursday September 22.

[More on page 14](#)

## 10 Focus Tracks



Are you specifically looking for presentations on developments in Scandinavia or are you involved in the gas industry? Follow your own Focus Track and attend your tailor made programme.

[More on page 16](#)

## And... Enjoy Barcelona!

Last but not least... attend the event and take this opportunity to enjoy the weather, Spanish tapas and wines and the beautiful city of Barcelona. Cultural tours and social (spouse) programmes are available.

[More on pages 20 - 21](#)



## Programme at a Glance

Tuesday AM September 20	Tuesday PM September 20	Wednesday AM September 21	Wednesday PM September 21	Thursday AM September 22	Thursday PM September 22
Plenary Opening Session	<b>Session 1</b> International Smart Metering Experiences	<b>Session 5</b> (De)regulation Barriers and the Impact on Energy Industry Processes	<b>Session 9</b> Metering Regulatory Framework	<b>Session 13</b> Outsourcing Strategies	Plenary Closing Session
	<b>Session 2</b> Emerging Technologies for T & D Metering	<b>Session 6</b> Communications & Infrastructure	<b>Session 10</b> Meter Data Management Operations	<b>Session 14</b> From AMR to AMM: The Business Case Challenge	
	<b>Session 3</b> Metering for Distributed and Renewable Generation	<b>Session 7</b> Energy Efficiency & Energy Management	<b>Session 11</b> Demand Response Management, Metering & Profiling	<b>Session 15</b> Home, Building Automation & Metering	
	<b>Session 4</b> Should we Cut Off Bad Payers?	<b>Session 8</b> Managing Customer Information	<b>Session 12</b> Optimising Billing Processes	<b>Session 16</b> Trends in Utility Customer Management	

## Meet the 2005 Conference Committee

**George Archibald**  
Manager Metering Services  
Severn Trent Waters  
UK

**José Barcelo**  
Chief of Department Studies  
OMEL  
Spain

**Alessandro Bartolini**  
Manager Metering & Automation  
AEM Gas S.p.A.  
Italy

**Frank Barz**  
Business Development Manager  
ISTA GmbH  
Germany

**Phyllis Batchelder**  
Managing Director  
Itron  
The Netherlands

**Mark Batt-Rawden**  
European Sales Manager  
Syntegra  
UK

**Willy Bergstrøm**  
Manager Customer Interaction  
Center  
Nesa A/S  
Denmark

**Paolo Bertoldi**  
European Commission - DG JRC  
Italy

**Dirk Briese**  
Managing Director  
Trend:research GmbH  
Germany

**Ton Brugmans**  
Manager Metering  
ENECO Energie  
The Netherlands

**Grabel van der Burg**  
Director  
Flowe Business Solutions  
The Netherlands

**Javier Casanova**  
Distribution Systems Manager  
Union Fenosa  
Spain

**Simon Coombs**  
Associate Partner  
Accenture  
UK

**Francisco Javier Casas Delgado**  
Metering Manager  
Endesa Distribucion  
Spain

**Roel Derks**  
Sales and Marketing Manager  
Ferranti Computer Systems S.A.  
Belgium

**Alan Dick**  
Electricity Supply Consultant  
Lecmet Consulting  
UK

**Hans Joachim Dorn**  
Head of Meter Data Department  
EnBW  
Germany

**Richard Formby**  
Principal Consultant  
EA Technology  
UK

**Paul Fuchs**  
General Secretary  
DLMS User Association  
Switzerland

**Florence Goujard**  
Commercial Department  
Marketing Strategies  
Gaz de France  
FRANCE

**James Griffin**  
Manager Editorial & Research  
Peace Software  
UK

**Jan Griffioen**  
Director  
Innomet Solutions  
The Netherlands

**Stefan Grosjean**  
CEO  
EnergyICT N.V.  
Belgium

**Ralf Hoffmann**  
Journalist  
Germany

**Helmut Lebeau**  
Deputy Managing Director  
Verband der Netzbetreiber - VDN  
Germany

**José Ramon Lezameta**  
Energy Markets Exploitation Chief  
Iberdrola  
Spain

**Thomas Pehrsson**  
Sydkraft  
Sweden

**Howard Porter**  
Director  
BEAMAenergy  
UK

**Enrique Ramos**  
Metering Solution Manager  
Telvent  
Spain

**Sergio Rogai**  
Chief Technical Officer Metering  
Systems  
ENEL Distribuzione Spa  
Italy

**Norberto Santiago Elustondo**  
Chairman  
ZIV  
Spain

**Detlef Schneider**  
International Sales Manager  
GÖRLITZ AG  
Germany

**Guus Versmissen**  
Director Business Development  
Europe  
KEMA  
The Netherlands

# Keynote Session

**Chairman/Moderator:** Oscar Arnedillo, Director General for Spain & Portugal, NERA Economic Consulting

10.30 - 10.35

**Welcome / La bienvenida**

Frank de Kruijff, Managing Director, Synergy, The Netherlands

10.35 - 10.40

**Introduction by the Chairman / Introducción por el moderador de la sesión**

Oscar Arnedillo, Director General for Spain & Portugal, NERA Economic Consulting, Spain

10.40 - 11.00



**Palancas de Cambio y Nuevos Desafíos en la Evolución Tecnológica, Funcional y Reglamentarias de la Medida en Clientes Industriales y Domésticos**

**Industrial and Residential Metering: Drivers and New Challenges in the Evolution of Technology, Functionality and Regulation**

Javier Villalba Sánchez, General Manager, IBERDROLA Distribución Eléctrica SAU, Spain

11.00 - 11.20



**La Importancia de la Telemetida en la Gestión del Suministro en el Sistema Gasista Español**

**Telemetry - a Key Issue for Supply Management in the Spanish Gas System**

Antoni Peris Mingot, General Manager Transmission and Distribution, GAS NATURAL, Spain

11.20 - 11.40



**La Red Eléctrica Inteligente**

**Intelligent Electric Network**

José Luis Marín López-Otero, General Manager, ENDESA RED, Spain

11.40 - 12.00



**La Estrategia Energetica Catalana**

**Energy Strategy of Catalonia**

Josep Isern, General Manager of Energy, Generalitat de Catalunya, Spain



## Spanish Welcome Reception

Endesa is proud to be the host of the Spanish Welcome Reception ! On Tuesday, September 20th, you are invited to join us for a drink. This reception takes place on the exhibition floor from 17.30 - 19.00 hrs.

## Recepción de Bienvenida Española

Endesa está orgullosa de ser la anfitriona de la Recepción de Bienvenida Española el martes día 20 de septiembre. Ésta recepción tendrá lugar en la planta de exhibiciones desde las 17:30 hasta 19:00.

Offered to you by / Ofrecido por:





### INTERNATIONAL SMART METERING EXPERIENCES

#### SESSION 1

Smart metering projects are the latest trend in the European utility industry. From countrywide installations of millions of devices in Italy to pilot installations in Spain, Benelux and Germany to many regulatory-driven projects in Scandinavia, almost everybody is in action today.

This session will offer an overview of the main drivers of smart metering projects in Europe, the lessons learned and - after all - the questions left to be answered. It will start with a pan-European view on the topics and add visions and results from overseas projects.

	<p><b>Chairman:</b> Ralf Hoffmann, Journalist, Germany</p>
14.30 - 15.00	<p><b>Metering Turnaround From a Pure Technology Focus to Process Driven Solutions</b> Ralf Hoffmann, Chief Editor, METERINGautomation Magazine, Germany</p>
15.00 - 15.30	<p><b>Smart Metering Operations</b> Jos van der Grinten, Senior Product Manager Utility &amp; Gas, NMi Certin, The Netherlands</p>
15.30 - 16.00	<p> <b>Update on the Progress and Results of the ENEL Telegestore Project</b> Sergio Rogai, Chief Technical Officer Metering Systems, ENEL Distribuzione, Italy</p>
16.00 - 16.30	<p><b>COFFEE BREAK</b></p>
16.30 - 17.00	<p> <b>Sydvest Energi Invests in Customer Service and Efficiency in Operations</b> Kaj Kibsgaard, Project Manager, Sydvest Energi, Denmark and Kim Norgaard, Enermet Oy, Finland</p>
17.00 - 17.30	<p><b>Smart Meter Implementation in Ontario: Issues, Challenges and Opportunities for Engaging Consumers in a Regulated Hybrid Electricity Market</b> Adam White, Vice President, Public Affairs and External Relations, Ontario Energy Association, Canada</p>
17.30 - 18.00	<p><b>Metering Competition within the Australian Regulatory Framework</b> Maria Cugnetto, Technical Consultant, Cugnetto Consulting, Australia</p>




### EMERGING TECHNOLOGIES FOR T&D METERING

#### SESSION 2

In this session we will have the opportunity to learn about different AMR technologies, different communications infrastructures and the integration of AMR applications with utility T&D operation services such as Distribution Automation and gas metering applications.

This is a session that focuses more on the technology than the business case, but it does explain the state-of-the-art technologies in AMR/utility operation integrated applications. For example:

- Linking AMR with SCADA systems
- Using low/medium voltage communication infrastructure
- Gas metering: technology and large scale roll-out

	<p><b>Chairman:</b> Enrique Ramos, Metering Solution Manager, Telvent, Spain</p>
14.30 - 15.00	<p> <b>Automation of Metering Data Processing for the High Voltage Grid in Serbia Montenegro</b> Vladimir Obradovic, Manager Metering and Systems, Electric Power Industry of Serbia - EPS-CIIS Beograd, Serbia and Montenegro and Helmut Ratzenhofer, General Manager, GÖRLITZ Austria, Austria</p>
15.00 - 15.30	<p><b>Linking MV-LV for a Full SCADA-Metering System</b> Antonio Hidalgo, R&amp;D Director Telvent Energia &amp; Medioambiente, Spain</p>
15.30 - 16.00	<p> <b>A Real-Time Metering Information System Supporting Shippers in Hourly Balancing</b> Anne Boer, Senior Advisor, Gas Transport Services, The Netherlands</p>
16.00 - 16.30	<p><b>COFFEE BREAK</b></p>
16.30 - 17.00	<p> <b>How Customers can Benefit From New Metering Technologies - A Business Case in Bilbao, Spain</b> Nicolas Arcauz, Meter Reading Manager, IBERDROLA and Fernando Calvo, Sales Manager, ZIV Medida, Spain</p>
17.00 - 17.30	<p><b>Evolution of Metering Systems for the UK Competitive Market</b> Colin Shoosmith, Managing Director, NGT Metering, UK</p>



## METERING FOR DISTRIBUTED & RENEWABLE GENERATION

### SESSION 3

Distributed and renewable generation is becoming an ever more important issue for utilities in order both to meet their environmental obligations and optimise their return on network assets. Metering plays an important role in supporting these activities and their more complex information needs.


In this session we bring together an excellent group of speakers from different countries and industry roles across Europe. They will explain how metering is being used to support different types of renewable generation from wind farms to gas co-generation, and thus enable different customer offerings.

	<p><b>Chairman:</b> Simon Coombs, Associate Partner, Accenture, UK</p>
14.30 - 15.00	<p><b>The Impact of Distributed Energy Sources on Metering</b> Martin Görlitz, Renewable Energy Foundation, Germany</p>
15.00 - 15.30	<p><b>Profiling Embedded Generation Exports - Results from the UK</b> John Parsons, Senior Project Manager, BEAMAenergy, UK</p>
15.30 - 16.00	<p><b>Tracking Wind Farm Output in Real Time (Forecasting)</b> Gerardo González, Expert Wind Production Forecasting, Red Eléctrica de España, Spain</p>
16.00 - 16.30	<p><b>COFFEE BREAK</b></p>
16.30 - 17.00	<p><b>EU Overview of Meter Configuration in Relation to Renewable Energy Systems</b> Ion Lungu, Director Electricity Supply, Electrica S.A., Romania</p>
17.00 - 17.30	<p><b>Metering in Cogenerators with Multiple Connecting Lines to the Grid</b> Emilio Ares, Electrical Engineer, Endesa and Angel Orcajada, Marketing Manager, ZIV Medida, Spain</p>
	

## SHOULD WE CUT OFF BAD PAYERS?

### SESSION 4

Debt collection has always been a challenging task in all utilities. As it is very difficult to identify whether non-payment by consumers is caused by the inability to pay, or sheer bad will, it is also very difficult to choose the best tool to collect the debts. The evolution of the free market adds a new dimension to the issue, as the number of players is increasing and the focus on individual brands is growing. When we add the political call for private enterprises to demonstrate social responsibility, it becomes clear that there is a need for change in the way debts are collected.

	<p><b>Chairman:</b> Willy Bergstrøm, Manager Customer Interaction Center, NES A/S, Denmark</p>
14.30 - 15.00	<p><b>European Overview: Italy, Germany, France</b> Dirk Briese, Managing Director, trend:research GmbH, Germany</p>
15.00 - 15.30	<p><b>Preventing Debt and Disconnection - the Review</b> Adam Scorer, Director of Campaigns, Energywatch, UK</p>
15.30 - 16.00	<p><b>Why cut off Bad Payers when you can do it the Prepay Way?</b> Speaker to be announced</p>
16.00 - 16.30	<p><b>COFFEE BREAK</b></p>
16.30 - 17.00	<p><b>Benefit from an Evolving Collections Landscape for Water Utilities</b> Andrew Moore, Business Consultant, Target Group, UK</p>
17.00 - 17.30	<p><b>Debt Collection Techniques</b> Torbjörn Wahlborg, Vice President, GZE, Poland</p>
17.30 - 18.00	<p><b>Comparison in Credit Collections Strategies in Telecom Companies and Energy Utilities</b> Peter Robinson, Sales and Marketing Manager, UBM Ltd., UK</p>
	

### (DE)REGULATION BARRIERS AND THE IMPACT ON ENERGY INDUSTRY PROCESSES

#### SESSION 5

In all countries with power sector deregulation, rules and regulations are imposed for the network business, metering, reconciliation etc. Are these rules barriers for the power industry? What are the impacts on energy industry processes? How do we adapt processes and systems for changing rules and regulations? Has every country its own, specific challenges? Or do we see generic issues, where we can learn from others' experiences? In this session examples will be discussed, both for electricity and gas, from various European countries. The point of view of network operators and supply companies will be highlighted, as well as the impacts typically met by a system integrator.

09.30 - 10.00

#### Gas Supply Business Technical Framework in Spain

Susane Arruti and Enrique Burguera, IBERDROLA SA, Spain

10.00 - 10.30

#### Imbalance Settlement and Reconciliation - Experiences with a New Market Process

Peter Bauhofer, Member of the Board, A&B, Austria

10.30 - 11.00

#### Reducing the Costs of Establishing Domestic Competition - A Systems Integrator's Perspective

Alan Chandler, Consultant Market Infrastructure, LogicaCMG, UK

11.00 - 11.30

#### COFFEE BREAK

11.30 - 12.00



#### Hourly Metering Management in Endesa

Javier Tejedor Aguilera, AMR Manager, Customer Access and Metering, Endesa Distribución Eléctrica, Spain

12.00 - 12.30

#### Metering Requirements to Support the Development of the Retail Electricity Market in the Russian Federation

Sergei Petrovitch Anisimov RAO UESR, Russia and Eric Davidson, Robert McVean, Ilka Lewington, KEMA

12.30 - 14.30

#### LUNCH BREAK

### COMMUNICATIONS & INFRASTRUCTURE

#### SESSION 6

For so many years, AMR has been seen as a simple communications problem. Today however, with its widespread use, the organisation of the data flow becomes the highest priority. An infrastructure with common rules is needed. This session discusses items concerning production-, consumption- and exchange points in an energy network. Naming of data elements is essential for fast and reliable business processes. Papers cover a structured view to meter data exchange, starting with channels, continuing with protocols and data objects and moving up to security items. Due to a large number of market players, data exchange must be based on international standards. The last two presentations are devoted to power line carrier infrastructure - one a broadband, the other a narrowband approach.

09.30 - 10.00

#### Identification and Standards for Energy Metering and Data Exchange

Rudolf Baumann, Head of Operation Support, ETRANS Ltd, Switzerland

10.00 - 10.30

#### ebIX - Data Exchange as an European Challenge

Konstantin Staschus, Managing Director, VDN, Germany

10.30 - 11.00

#### DLMS/ COSEM: How to make it Simple

Gyözö Kmethy, President, DLMS User Association, Switzerland

11.00 - 11.30

#### COFFEE BREAK

11.30 - 12.00

#### Deregulation and AMM - Answers Brought by IEC62056-31 and EURIDIS

Patrick Mortel, President, EURIDIS Association, France

12.00 - 12.30



#### Building AMR Services over Broadband PLC Networks

José Comabella López, Network Manager, ENDESA Net Factory, Spain

12.30 - 13.00

#### PLC - IEC Standards in Operation

Thomas Schaub, Landis+Gyr, Switzerland

13.00 - 14.30

#### LUNCH BREAK




## ENERGY EFFICIENCY & ENERGY MANAGEMENT

### SESSION 7

Advanced and innovative meters and metering techniques are essential for the promotion and diffusion of end-use energy efficiency and demand side measures. But what are the links between metering and energy efficiency?

This session will provide the answer; it covers some important topics and presents project results and best practices. These include how to measure and value end-use energy efficiency; the role of energy service companies and their interest in the issue of energy metering; best practice in monitoring energy consumption of large and small electricity users; and finally the possible change in consumer behaviour following accurate information on energy consumption.

	<p><b>Chairman:</b> Paolo Bertoldi, European Commission, DG JRC, Italy</p>
09.30 - 10.00	<p><b>Smart Meters for Energy Efficiency</b> Marcus Newborough, Heriot Watt University, UK</p>
10.00 - 10.30	<p> <b>End Customers' Consumption Monitoring System</b> Eva Maria Mestres Cagigós, Metering Management Cataluña, Endesa Distribución Eléctrica and Miquel Angel Escobar, I'ICAEN - Instituto Catalán de la Energía, Spain</p>
10.30 - 11.00	<p><b>Metering to Motivate Customer Energy Use Behaviour Change</b> Bob Harrison, The UK Market Transformation Programme, UK</p>
11.00 - 11.30	<p><b>COFFEE BREAK</b></p>
11.30 - 12.00	<p><b>Evaluation of Energy Efficiency and the Role of ESCOs</b> Paolo Bertoldi, European Commission, DG JRC, Italy</p>
12.00 - 12.30	<p><b>Smart Meters as a Tool for Improving Power Quality</b> Jorge Nieto, Manager Communications, Automations and Protections, Iberinco, Spain</p>
12.30 - 13.00	<p><b>Energy Management in Commercial Buildings Through Metering</b> Johan Coolen, CENERGIE cvba, Belgium</p>
13.00 - 14.30	<p><b>LUNCH BREAK</b></p>

## MANAGING CUSTOMER INFORMATION

### SESSION 8

The information we hold on our customers is critical to our businesses. With the right information we can target our products effectively, demonstrate knowledge of our customers when they contact us and make our internal processes more efficient. The purpose of this session is to help the audience understand the need and benefit of managing customer information well. Tactical approaches will be discussed in relation to data management and security. The session will also explore strategic approaches at an industry level for improving the management of information and how to manage customer loyalty.

	<p><b>Chairman:</b> Mark Batt-Rawden, Independent Consultant, UK</p>
09.30 - 10.00	<p> <b>Meter-to-Cash-to-Settlement: How Data Management Can Speed Up the Process</b> Henk Blom, Manager, ENECO MDDS BV, The Netherlands</p>
10.00 - 10.30	<p><b>Meter for Customer (M4C): The Customer as Core Business</b> Mario Massimo De Nicolo, Business Developer &amp; Marketing Manager, e-utile S.p.A., Italy</p>
10.30 - 11.00	<p><b>Managing Customer Loyalty</b> Søren Biune, Senior Vice President Marketing, DONG, Denmark</p>
11.00 - 11.30	<p><b>COFFEE BREAK</b></p>
11.30 - 12.00	<p><b>IT Securities for Utilities</b> Allison Barnett, BT, UK</p>
12.00 - 12.30	<p><b>How to Manage a One-to-One Relation on a Nordic Mass Market</b> Anders Hellborg, Head of Sales, Fortum Markets AB, Sweden</p>
12.30 - 14.30	<p><b>LUNCH BREAK</b></p>

**For updates on the programme:  
[www.metering.com/events](http://www.metering.com/events)**

## METERING REGULATORY FRAMEWORK

### SESSION 9

Utility meters have always been subject to rules as to their use, in order to protect the interests of the customers whose energy consumption they measure. Recent developments are leading to a review across Europe fuelled by:

- Increasing competition in the supply of electricity and gas which may change previous utility roles and responsibilities for measurement
- Emergence of European legislation (particularly the Measuring Instruments Directive) which Member States must adopt into their own laws
- Rapid changes in technology which can render past practices obsolete or uneconomic


This session hears from people already involved in this process as to what has been done and what lessons have been learned.

	<p><b>Chairman:</b> Alan Dick, Electricity Supply Consultant, Lecmet Consulting, UK</p>
14.30 - 15.00	<p><b>Metering in the Spanish Electricity System: In View of New Regulation</b> Alberto Frutos, Sub Director of Electricity Market, Comisión Nacional de Energia, Spain</p>
15.00 - 15.30	<p><b>New European Water Meter Standard - Enhancing Development of the Next Generation Water Meters</b> Grabel van der Burg, Flow Business Solutions, The Netherlands</p>
15.30 - 16.00	<p><b>Implementing the Measuring Instruments Directive - Legal Issues for Electricity and Gas Meters in the UK</b> Alan Dick, Electricity Supply Consultant, Lecmet Consulting, UK</p>
16.00 - 16.30	<p><b>COFFEE BREAK</b></p>
16.30 - 17.00	<p><b>Regulatory Developments in Germany</b> Helmut Lebeau, Deputy Managing Director, VDN, Germany</p>
17.00 - 17.30	<p><b>Remotely Controlled Metering: The Point of View of the Regulator</b> Roberto Malaman, Director Quality and Consumer Affairs, Italian Regulatory Authority, Italy</p>
17.30 - 18.00	<p><b>Living with the Regulator - Practical Experiences</b> Jonas Cognell, Head of Metering &amp; Communication Technology, Göteborg Energi, Sweden</p>

## METER DATA MANAGEMENT OPERATIONS

### SESSION 10

As Europe enters the final stages of energy liberalisation, the energy industry faces a series of new challenges in metering, settlement, and meter data management. These challenges include: Increasing volumes of data, both more meters, and more data per meter; and changing regulations that require process and technology changes. Speakers in this session bring viewpoints of participants and vendors in the industry who are adjusting their meter data management systems and processes to meet these challenges, and will bring a viewpoint on what utilities expect, and what meter operators can do to meet these new challenges effectively.

	<p><b>Chairman:</b> Leon Sijbers, Area Technical Manager, Itron, The Netherlands</p>
14.30 - 15.00	<p><b>Metering and EDM under New German Regulatory Framework</b> Hans-Joachim Dorn, Director AMR and Energy Data Management, EnBW Sales and Services Ltd., Germany</p>
15.00 - 15.30	<p> <b>Buying AMR as a Service - A Utility's Perspective</b> Thomas Pehrsson, Project Manager, Sydskraft, Sweden</p>
15.30 - 16.00	<p><b>Energy Data Collection and Processing in Compliance with the Dutch Market Rules - Flexible IT Infrastructure is a Must</b> Warner Pel, Information Analyst, Essent Netwerken BV, The Netherlands</p>
16.00 - 16.30	<p><b>COFFEE BREAK</b></p>
16.30 - 17.00	<p><b>Metering Data Flows Between 1998 en 2010</b> Eric Verbrugge, Technical Manager, Delta Netwerkbedrijf, The Netherlands</p>
17.00 - 17.30	<p><b>Data Collection and Data Management for High Volumes in an Open Market</b> Stefan Grosjean, CEO, EnergyICT, Belgium</p>
17.30 - 18.00	<p><b>Gas Transport in Belgium - Daily Balancing with Hourly Constraints: Impact on Metering</b> Juan Vazquez, Metering and Telecom Manager, Fluxys S.A., Belgium</p>



## DEMAND RESPONSE MANAGEMENT, METERING & PROFILING

### SESSION 11

Demand side bidding (DSB) is a mechanism enabling the demand side of electricity markets to participate in energy trading. For larger customers, time of use metering and comparison of pre and post event demand, is used to validate demand "available" and "turned down".

The domestic sector has no time of use metering and uses "profiles". The viability of smaller customer DSB depends on attracting large numbers of customers and providing low cost communications and control.

	<p><b>Chairman:</b> Richard Formby, JRF Associates, UK</p>
14.30 - 15.00	<p><b>Demand Response in the Electricity Markets from a Nordic TSO's Perspective</b> Søren Dupont Kristensen, Economist Market Department, Eltra, Denmark</p>
15.00 - 15.30	<p><b>Demand Aggregation, Demand Response and Metering</b> Mark Bailey, Director Special Markets, Gaz de France, UK</p>
15.30 - 16.00	<p><b>Smaller Customers Participation in Demand Response - IEA Project</b> Richard Formby, JRF Associates, UK</p>
16.00 - 16.30	<p><b>COFFEE BREAK</b></p>
16.30 - 17.00	<p><b>Cost Benefit Analysis for Smart Metering Infrastructure for Residential Customers in the Netherlands</b> Aldo Dijkstra, Program Advisor, SenterNovem, The Netherlands</p>
17.00 - 17.30	<p> <b>The Business Case for a Customer Portal to Implement Flexible Pricing, Consumer Services and Demand Response Programmes</b> Ricardo Dupont Ferreira, R&amp;D, EdF, France and Mark McGranaghan, EPRI Solutions, USA</p>
17.30 - 18.00	<p><b>How Utilities are Adopting Open Technology Platforms to Implement Demand Response and Advanced Metering</b> Frits Bruggink, Senior Vice President and General Manager - Service Provider Group, Echelon, USA Metering</p>

## OPTIMISING BILLING PROCESSES

### SESSION 12

The billing process today varies in Europe in terms of added value, key success factors and even IT systems. This means that moving from the country-specific viewpoint to focus on "foreign" experiences is likely to be a promising way to arrive at new starting points for strategic and functional considerations. The session shows different approaches to optimise billing processes on multiple levels - from system implementation to benchmarking to the new buzzword back sourcing. It focuses interest on practical aspects by featuring several case studies from the perspective of both users and service providers, allowing participants to gain a clear insight into the ways and means of billing optimisation and to address their own specific concerns.

	<p><b>Chairman:</b> Dirk Briese, Managing Director, trend:research GmbH, Germany</p>
14.30 - 15.00	<p><b>Electrical Commercial Business Road Map: Billing and Customer Management in Spain</b> José Ramón Lezameta, Energy Markets Exploitation Chief, IBERDROLA, Spain</p>
15.00 - 15.30	<p><b>Optimizing Billing Processes to Handle Large Volumes</b> Customer of SPL Worldgroup, South Africa</p>
15.30 - 16.00	<p> <b>How an Italian Company uses LODESTAR to Integrate Multiple Systems into One Customer Care and Billing Solution</b> Representative LODESTAR Corporation and Speaker Guests</p>
16.00 - 16.30	<p><b>COFFEE BREAK</b></p>
16.30 - 17.00	<p> <b>Sourcing Strategies for Utilities</b> - In-, Out-, Co-Sourcing - Case for Backsourcing - Pit-falls and Achievable Results Speaker to be announced</p>
17.00 - 17.30	<p><b>Benchmarking Typical Customer Care Processes - Why Does a Specific Task Sometimes Take so Long, and Other Times Take so Little</b> Klemens Gutmann, Managing Director, regiocom GmbH, Germany</p>
<p><b>18.00 - 18.30</b> <b>European Utility Award Ceremony</b> sponsored by: </p>	

### OUTSOURCING STRATEGIES

#### SESSION 13

Outsourcing involves the transfer of some parts of a utility's business activity, such as meter reading, billing, call centres and customer support, to a third party specialist or outsource supplier. Utilities outsource some or all of these activities for several reasons - to allow them to focus on their core business; to lower costs; to be able to benefit from new technologies owned by the outsource supplier; and to benefit from the specialised services offered by the external supplier. In this session we hear about outsourcing successes and discuss some risks.

09.30 - 10.00

**Business Control of Outsource Metering**  
Inmaculada Bellido Añon, Soluziona, Spain

10.00 - 10.30



**Utilisation of ICT Solutions to Improve AMR Roll Out Effectiveness - Case Vattenfall Finland**  
Tapio Potila, Director Business Development Electricity, Eltel Networks Corporation, Finland

10.30 - 11.00

**Standardise Metering Services Offers Using Shared Service Operators - How to Expand the Product Portfolio of a Metering Service Company by Integrating Outsourced Service Operations**  
Olaf Siegel, President EuroDCS AG, Germany

11.00 - 11.30

#### COFFEE BREAK

11.30 - 12.00

**Successful with Business Process Outsourcing, Always There Where it's Needed - Requirements of a Precise Target Definition**  
Bernd Kierdorf, Computer Scientist, Head of Industry Solutions Business Division, Deutsche Post Com GmbH, Germany

12.00 - 12.30

**Billing - Make, Buy or Outsourcing?**  
Paul Teuben, CEO, Brinvoice BV, The Netherlands

### FROM AMR TO AMM: THE BUSINESS CASE CHALLENGE

#### SESSION 14

Just a few years ago the term AMR described a purely technical issue. But nowadays it is obvious, that in open markets with the pressure of competition all areas of a Utility are under inspection in order to improve efficiency, save costs or optimize processes and workflow for the benefit of the whole enterprise. "Smart metering" and "Automated Meter Management" are expected to be the magic bullets to achieve this.

On the basis of different project cases, this session will point out that first and foremost AMM is meant to be a well thought out concept for all a utility's metering related processes.

09.30 - 10.00



**From AMR to Managed Grid and New Energy Services**  
Frans Campfens, Project Manager InfoStroom AMR, Continuum (NUON), The Netherlands

10.00 - 10.30



**Water Metering and Challenges of Large Scale AMR Deployment**  
Noel O'Keeffe, Senior Executive Officer, Cork County Council, Ireland

10.30 - 11.00



**Large Scale AMR Roll Out**  
Bo Sorberg, Project Manager AMR, Vattenfall, Sweden

11.00 - 11.30

#### COFFEE BREAK

11.30 - 12.00



**AEM\_ - Automatic Energy Metering Management: From AMR to AMM to Manage Electricity, Gas, Water and Heat Supply**  
Alessandro Bartolini, Metering Manager, AEM S.p.A., Italy

12.00 - 12.30



**Endesa Distribucion AMR (Telegestion)**  
Josep Marro Guerrero, Metering Engineering, Endesa Distribución Eléctrica, Spain

12.30 - 13.00

**Business Cases for Investing in Automated Meter Management**  
Michele Marzola, Vice President, Automated Meter Management Solutions, IBM Global Services, Italy



## HOME, BUILDING AUTOMATION & METERING

### SESSION 15

The role of metering as part of the smart home has been discussed at length for a number of years. In a number of European states the potential has been realized at least in part, by the installation of smart communicating meters in many domestic installations. However in the majority of states there has been little development of either smart homes, or smart metering.

This session will explore how the undoubted benefits of smart metering as part of smart building can be used to deliver sustainable markets across Europe. The session will provide some of the technical and market solutions to realize the opportunities for advanced metering through energy efficiency, demand response, and the integration of renewables discussed earlier in the conference.




	<p><b>Chairman:</b> Howard Porter, Director, BEAMAenergy, UK</p>
09.30 - 10.00	<p> <b>The SMART Project - Your Energy and Water Use on Your TV Screen</b> George Archibald, Manager Metering Services, Severn Trent Water, UK</p>
10.00 - 10.30	<p><b>Opportunity for Energy Management with Smart Homes</b> Paolo Falcioni, Business Development Director WRAP S.p.A. - Innovation &amp; Technology, Indesit Company Group, Italy</p>
10.30 - 11.00	<p><b>Intelligent Home Systems Applications and Metering</b> Jostein Svendsen, Chief Executive Officer, Convergenx, UK</p>
11.00 - 11.30	<p><b>COFFEE BREAK</b></p>
11.30 - 12.00	<p><b>What will be the Future of the Meter?</b> Roel Derks, Sales and Marketing Manager, Ferranti Computer Systems, Belgium</p>
12.00 - 12.30	<p><b>Vision for the Automated Home</b> Hans-Lothar Schäfer, Bereichsleiter Technik und Dienstleistung, Techem Energy Services &amp; Co. KG, Germany</p>

## TRENDS IN UTILITY CUSTOMER MANAGEMENT

### SESSION 16

Innovation in customer management is key to the success of the differentiation strategies implemented by former state monopolies to capture market shares and to maximise customer value in a fast-changing utility sector.

This session of the conference will bring to light the latest trends in customer management. International case studies will be presented to concretely illustrate these key marketing trends in utilities, ranging from the mature UK market to the more recently opened Spanish one. Benchmarks from Australia and models from the United States models will also complement this session and provide an insight into global trends.

	<p><b>Chairman:</b> Florence Goujard, Commercial Department, Marketing Strategies, Gaz de France, France</p>
09.30 - 10.00	<p><b>Psychology of Energy Customer Loyalty</b> Philip E. Lewis, Group Director/Assistant Professor, VaasaEmg (Nordic Centre for Expertise in Energy &amp; Utilities Marketing), University of Vaasa, Finland</p>
10.00 - 10.30	<p> <b>Customer Retention as a Corporate Strategy</b> Karen Miedema, Manager Marketing Intelligence, ENECO Energie, The Netherlands</p>
10.30 - 11.00	<p> <b>Gas Natural's Entry Strategy into the Electricity Market</b> David Fernandez Rubial, Gas Natural, Spain</p>
11.00 - 11.30	<p><b>COFFEE BREAK</b></p>
11.30 - 12.00	<p> <b>From Banking to Utility - a Bundled Strategy</b> Mike Varlow, Senior Manager - Consumer Lending, Lloyds, UK</p>
12.00 - 12.30	<p><b>How Customer Switching is Changing the Dynamics of Competitive Markets Today and How it Could Potentially alter EU Industry Processes beyond 2007</b> Paul Grey, Chief Market Strategist, Peace Software, USA/New Zealand</p>
12.30 - 13.00	<p><b>Renewables, Community and Charity - Only an Upside Down Model?</b> Ashleigh Antflick, General Manager Strategic Operations, Jackgreen, Australia</p>

# Plenary Closing Session

14.30 - 15.30



**Innovative Solutions for Next Generation Utilities**

Klaus Heimann, SVP, Head of IBU Utilities, SAP AG, Germany

**Klaus Heimann, Senior Vice President, Industry Business Unit Utilities SAP AG, Walldorf**  
 Since January 2002, Klaus Heimann has led the IBU Utilities business at SAP AG in Walldorf. With his team Klaus is responsible for the development of the Industry Solution Utilities (IS-U), which provides solutions for the utilities industry worldwide. The combination of the industry solution and cross-industry components represents the range of services SAP offers under the name SAP for Utilities. Klaus's team represents the interests of the utility industry within SAP.

From February 2000 to December 2001, Klaus worked at SAP America Inc. as Vice President, Business Development, Utilities and was responsible for the growth in the American utilities market. His work centered on extending mySAP Utilities across the American utilities market, as well as leading the consulting team of SAP America for utilities.

Since joining SAP in 1995, as Product Manager in the IBU Utilities, Klaus has played a leading role in the growth of SAP's industry solutions for the

international utilities industry, specifically in the development of the customer information system IS-U/CCS (Industry Specific component - Utilities / Customer Care & Service).

Klaus has over 25 years professional experience in Information Technology. He has mainly concentrated on the development and implementation of standard software for the utilities industry.

Before joining SAP, Klaus worked for 15 years at a German software company. For 11 of those years he was the Manager and Partner and focused on building customer information and billing systems for the European utilities industry.

Klaus' knowledge of the Utility Industry spans the globe. Through his work with SAP's over 800 Utility customers, he is able to provide insights into market models operating in many European countries as well as the Middle East, Asia Pacific and the Americas.

Klaus studied Information Technology at the University of Karlsruhe, Germany.

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**About Accenture**  
 Accenture is a global management consulting, technology services and outsourcing company. Committed to delivering innovation, Accenture collaborates with its clients to help them become high-performance businesses and governments. With deep industry and business process expertise, broad global resources and a proven track record, Accenture can mobilize the right people, skills, and technologies to help clients improve their performance. Its home page is [www.accenture.com](http://www.accenture.com).

Accenture's work within the utilities industry is a major part of its business, supporting clients in both regulated and competitive markets across the world. Accenture has been closely associated with the Metering, Billing & CRM/CIS conferences for many years as a member of the conference committee, session chair and presentations.

**EUA**  
 EUROPEAN UTILITY AWARDS

Synergy is pleased to announce the European Utility Awards, sponsored by Accenture, to celebrate examples of high-performance within the industry for the following categories:

- **Business Performance Award**  
 This award will go to the solution that has demonstrated best performance against a measurable business case. This could be in terms of revenue improvement, cost reduction, value creation or other tangible measures of business performance.
- **Customer Excellence Award**  
 Serving your customers the best possible way and striving to ultimate customer satisfaction is what this award stands for. In this rapidly changing industry utilities need to keep their focus on the customer in order to survive. Who will exceed the jury's expectations?
- **Innovation Award**  
 This award will go to the most creative project that has led to innovation and a new view on utility metering, billing or customer relationship management.

Over the years we have sought key examples from utilities and their service providers that have applied practical Metering, Billing and CRM technology and business solutions to deliver effective business cases and improvements in performance. This award will celebrate excellence within the industry and encourage great ideas that will help take the industry to new levels.

The award is open to all utilities and their service providers. We invite you to submit or nominate recent projects you feel deserve public recognition and awareness. The paper should summarise how the solution provides business case support for one or more of the above categories together with other information that will help differentiate the example. All abstracts will be reviewed by a panel comprising Synergy, Accenture, Metering International and other independent industry experts.

Representatives from the short-listed companies will be invited to attend the Metering, Billing & CRM/CIS Europe conference and present their solution during an award ceremony with drinks and refreshments to be held after the conference sessions on 21<sup>st</sup> September.

For more information and nomination forms, please visit our website [www.synergy-events.com](http://www.synergy-events.com) and click on Metering, Billing & CRM/CIS Europe.

**synergy**

## Pre-Seminar DLMS/COSEM



### Presented by: The DLMS User Association

Take advantage of the combination with the 3-in-1 Utility Event on Metering, Billing and CRM/CIS of Electricity Water and Gas and this seminar to learn about the meter data exchange standard designed for supporting metering data flow on liberalised market. Hear about main concepts, products available, product certification, practical experience, and latest developments and benefit from the networking opportunity.

Overview: Meter operators, system integrators and product developers have the opportunity to hear about the latest developments of the specification and practical experience with existing installations useful for specifying, developing and operating DLMS/COSEM based metering systems.

**Presenter:** Gyözö Kmety,  
President of the DLMS User Association

- 08:30** Registration
- 09:00** Introduction - the DLMS User Association
- 09:15** Meter data exchange on the liberalised energy markets
- 09:30** Why DLMS/COSEM? - objectives and main concepts
- 10:30** Coffee break
- 11:00** The COSEM meter model: the key to interoperability
- 12:00** Lunch
- 14:00** Data exchange
- 15:00** Coffee break
- 15:30** Overview and product offering
- 16:00** Product certification and its practical value
- 16:30** Question and answers
- 17:00** End of lectures

**Price: € 450**

**Please tick the reservation box on the registration form**

## Site visit

### Site Visit to Photovoltaic Power Station

During your visit, you will appreciate the largest solar power structure of Europe, with 10.700 m<sup>2</sup> surface and 1.300 MW of total installed power. This spectacular structure is located in the Forum Esplanade, the renewal urban project of Barcelona and a clear example of the sense that the city's energy policy has taken.

The first structure is a 4.000 m<sup>2</sup> photovoltaic pergola besides the sea, configured by 2.688 solar panels. This pergola has become a new icon of Barcelona, symbol of its commitment towards the preservation and improvement of the environment. You can visit the pergola and the whole installation, guided by the technicians who created the area.

### Principal technical characteristics:

- Photovoltaic installation type: connected to the distribution network of 25 kV
- Total surface of photovoltaic plated: approximately 4.800 m<sup>2</sup>
- Total number of modules: 2.688
- Total installed Wp power: 444 kWp
- Technology: pseudo squared cells of silicon monocrystalline of high efficiency
- Power density of approximately 131 Wp/m<sup>2</sup>
- Connection tension - altern voltage: triphasic 400 Vca
- Architectural integration of the modules in the present structure

**Time:**  
**15.00 - 16.30 hrs.**  
Participation is free of charge



**Limited places available!  
For conference delegates only.  
Please tick the reservation box on the registration form**



### Energy Efficiency and Renewables Support by European Utility Metering - Opportunities for collaboration European Projects

A follow up to the March 2005 workshop organised by BEAMA and the European Commission Joint Research Centre 2nd Meeting - Progress and Next Steps

If you wish to attend this session, please contact John Parsons at BEAMA ([jparsons@beama.org.uk](mailto:jparsons@beama.org.uk)).



## Focus Tracks

Tailor your time at the event and choose sessions that are relevant to your areas of expertise and/or interest by following one of the Focus Tracks below.



### Scandinavia

At least 60% of Scandinavia's 13 million electricity customers will have had an AMR meter installed by the year 2010. The establishment of a common regional energy market made up of Denmark, Finland, Norway and Sweden began some ten years ago, and these countries remain at the forefront of developments in the European electricity industry, as regulators support the transition from estimated billing to tariff-based actual consumption in order to improve market efficiency and promote energy conservation.

	Time	Session	Presentation
Tuesday	16.30 - 17.00	Session 1	Sydvest Energi Invests in Customer Service and Efficiency in Operations
Wednesday	10.30 - 11.00	Session 8	Managing Customer Loyalty
Wednesday	12.00 - 12.30	Session 8	How to Manage a One-to-One Relation on a Nordic Mass Market
Wednesday	14.30 - 15.00	Session 11	Demand Response in the Electricity Markets form a Nordic TSO's Perspective
Wednesday	15.00 - 15.30	Session 10	Buying AMR as a Service - A Utility's Perspective
Wednesday	17.30 - 18.00	Session 9	Living with the Regulator - Practical Experiences from Sweden
Thursday	09.30 - 10.00	Session 16	Psychology of Energy Customer Loyalty
Thursday	10.00 - 10.30	Session 13	Utilisation of ICT Solutions to Improve AMR Roll Out Effectiveness - Case Vattenfall Finland
Thursday	10.30 - 11.00	Session 14	Large Scale AMR Roll Out



### Gas Metering

Metering in the gas sector is also benefiting from technological development. While the diaphragm meter has remained an industry standard for many decades in both domestic and C&I environments, the newer ultrasonic meters and smart-card enabled prepayment meters offer utilities and their customers a range of meter types, depending on the application. In addition the number of gas meters read via some form of AMR solution is also on the increase.

	Time	Session	Presentation
Tuesday	14.00 - 14.30	Session 1	Smart Metering Operations
Tuesday	15.30 - 16.00	Session 2	A Real Time Metering Information System Supporting Shippers in Hourly Balancing
Tuesday	17.00 - 17.30	Session 2	Evolution of Metering Systems for the UK Competitive Market
Wednesday	09.30 - 10.00	Session 5	Gas Supply Business Technical Framework in Spain
Wednesday	10.30 - 11.00	Session 8	Managing Customer Loyalty
Wednesday	15.00 - 15.30	Session 11	Demand Aggregation, Demand Response and Metering
Wednesday	15.30 - 16.00	Session 9	Implementing the Measuring Instruments Directive - Legal Issues for Electricity and Gas Meters in the UK
Wednesday	17.30 - 18.00	Session 10	Gas Transport in Belgium - Daily Balancing with Hourly Constraints - Impact on Metering
Thursday	10.30 - 11.00	Session 16	Gas Natural's Entry Strategy into the Electricity Market
Thursday	11.30 - 12.00	Session 14	Automatic Energy Metering Management – From AMR to AMM to Manage Electricity, Gas, Water and Heat Supply

## Host Utility



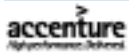
Endesa is the leading utility in the Spanish electricity system and the number one private-sector multinational electricity utility in Latin America; it is a major operator in the European Mediterranean region, particularly in Italy and France. It currently operates on the energy markets of thirteen countries in three continents.

Endesa generates, transports and markets electrical energy. It also has a growing presence in the natural gas market, in the telecommunications industry and in other services that complement and contribute value to its core business.

## Supporting Associations



## Sponsors



Accenture is a global management consulting, technology services and outsourcing company. Committed to delivering innovation, Accenture collaborates with its clients to help them become high-performance businesses and governments. With deep industry and business process expertise, broad global resources and a proven track record, Accenture can mobilize the right people, skills, and technologies to help clients improve their performance. Its home page is [www.accenture.com](http://www.accenture.com).



Echelon is a pioneer and world leader in control networking - networks that connect machines and other electro- nics devices - for the purpose of sensing, monitoring and controlling the world around us. Echelon technology can be found in thermostats, light switches and controllers, electricity meters, appliances, heating and air-conditioning systems, trains, aircraft, factories, and buildings - in more than 50 million "smart" devices made by thousands of manufacturers.



EnergyICT is the ideal partner for your energy management and metering projects. We target large and medium-sized businesses in all three market segments: Commercial and industrial end customers, Energy Service Providers and Utilities.

EnergyICT is an innovative and dynamic company that provides quality hardware and software. Thanks to our strategy of constantly developing new solutions, both in hardware and software, we stay ahead of the market and our competitors.



Ferranti Computer Systems is an ICT system integrator providing complete solutions for the energy & utilities market. Ferranti delivers leading-edge Information Systems including applications for real-time metering, validation, CRM, trading, billing, webportals, message handling and contract and asset management to support the different market players in the liberalised energy market.



Our solutions for grid operators in the gas, electricity, water, and heating sectors facilitate the retrieval and processing of accurate energy data. We deliver validated data for supply, trading, and billing. We provide automatic meter management solutions to multi-vendor utilities, municipalities, and industrial users. Data collection and processing is fully automated. The reliable availability of accurate metering data is essential to comply with market regulation standards. More than 300 European utilities and meter operators trust our solutions.



Lodestar is a world leading provider of energy software solutions. We enable energy companies to realize business advantage by combining a true energy information foundation with a suite of applications for critical business processes that span across the enterprise. Over 120 leading energy companies use our solutions worldwide.



Europe's leading independent wire less AMR supplier, Radio-Tech leverages its extensive experience in the Radio industry to offer customised and cost effective AMR solutions. Pan Utility AMR systems for city wide fixed networks, drive by systems or simple pulse replicators are available on either licence free or licensed bands with GSM or GPRS / IP logging, FTP / PPP alarm facilities and web enabled monitoring also on offer.

## Future Events

- **Metering, Billing & CRM/CIS Latin America 2005\***  
3 - 5 August 2005, São Paulo, Brazil
- **ESCO Europe 2005**  
4 & 5 October 2005, Vienna, Austria
- **EMART Energy 2005**  
9 & 10 November 2005, Nice, France
- **Asian Energy Week 2006**  
4 - 7 April 2006, Beijing, P.R. China
- **Metering, Billing & CRM/CIS America 2006\***  
23 - 27 April 2006, New Orleans, USA
- **Distribution Europe 2006**  
17 - 19 May 2006, Barcelona, Spain
- **Metering, Billing & CRM/CIS Africa 2006\***  
South Africa
- **Energy Trading Central & Eastern Europe 2006**  
May 2006, Warsaw, Poland
- **Metering, Billing and CRM/CIS Europe 2006**  
10 - 12 October 2006, Copenhagen, Denmark

\*Organised by Spintelligent

## Visitor Information

Metering, Billing and CRM/CIS Europe 2005 provides a unique exhibition of the latest developments in hardware, software and services for the entire Metering, Billing and CRM/CIS industry and serves as a guide to identifying business trends and convergence processes within the international industry.

- Source new and existing products/ services
- Meet current and new suppliers
- Keep up to date with new technology and industry developments
- Make brand to brand comparisons
- Meet the people behind the products
- Network with Industry colleagues and associates
- Examine the products for yourself and discuss the claims with the producers

### Exhibition Features:

- Over 60 International exhibiting companies
- Several networking opportunities including receptions and coffee breaks
- An extensive full 2-day Vendor Showcase program on the exhibition floor including presentations from the following exhibiting companies:
  - Coronis
  - Itron
  - KEMA
  - Mirakonta
  - Power Measurement
  - Ramtron International Corp.
  - Radio-Tech
  - SPL Worldgroup
  - Sungard Data Management Solutions
  - Wavecom
  - Xemex
  - and others....

Full programme available on the website per 1 August

### Complimentary Features:

- Email-facilities and internet access
- Show catalogue including the list of exhibitors and company descriptions
- Relaxing massage on the exhibition floor
- Meeting area to hold informal meetings.

## Interested in Exhibiting/Sponsoring?

Don't miss this opportunity to showcase your products and services to a high-level international audience.

### For more information:

Rick Wall - Exhibition manager  
Phone: +31 346 590 901  
Email: rick@synergy-events.com

**Limited space and sponsorships available!!**



### Featured products/ services include:

- AMR Systems
- Batteries
- Billing Software
- Call Centers
- Consultants
- CRM Software
- Data Collection
- Data Management
- Data Transmission
- E-Commerce
- Energy Data Management
- Integrating Systems
- IT Solutions
- Measuring & Control Technology
- Meter Reader
- Meter Standards
- Metering Devices
- Metering Service Provides
- Pre-Payment
- Revenue Protection
- Security

### Price: € 75 per day

- \* Price excluding 16% Spanish VAT
- \*\* Pre-registration only via website: [www.metering.com/events](http://www.metering.com/events)
- \*\*\* On-site registration also possible

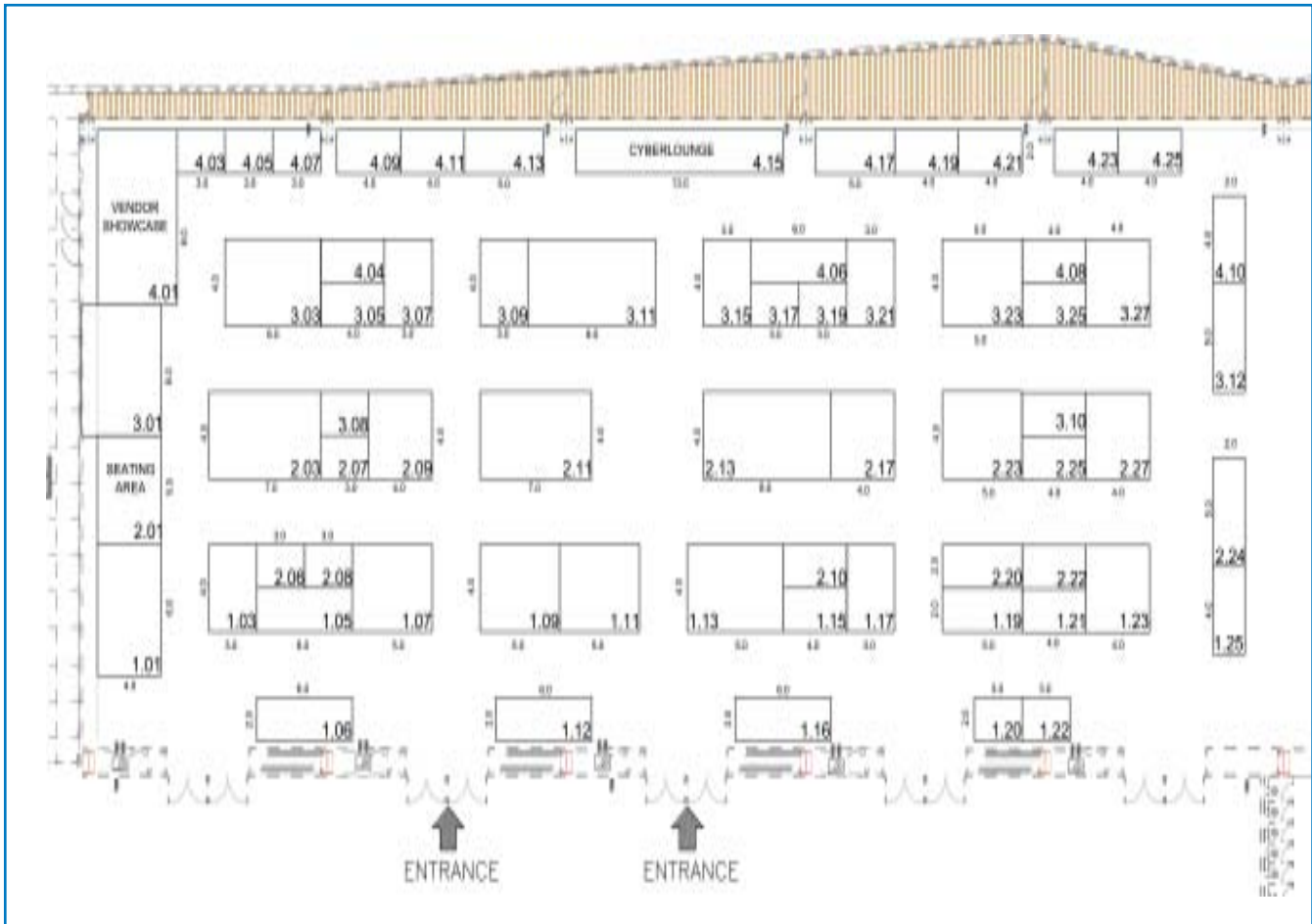
### Exhibition Hours:

Tuesday	20 September: 11.00 - 18.30
Wednesday	21 September: 10.00 - 18.30
Thursday	22 September: 10.00 - 15.30

### Want to find our more about the exhibiting companies and their products and services?

- Go to [www.synergy-events.com/meteur2005](http://www.synergy-events.com/meteur2005)
- Click on menu "exhibition"
- Click on menu "list of exhibitors"

# Floorplan



## Exhibiting Companies (as per June 2005)

- Able New Energy Co., Ltd, CHINA
- Advanced Digital Design, S.A., SPAIN
- Agilent Technologies, SINGAPORE
- Ampy Automation Digilog Ltd., UK
- Asais, FRANCE
- Circutor S.A., SPAIN
- Coronis Systems, FRANCE
- DLMS User Association, SWITZERLAND
- Elektromed Elektrik San Ve. Saglik Hiz, L TURKEY
- Elster - Instromet, GERMANY
- EnergyICT N.V., BELGIUM
- Enermet, FINLAND
- Excelergy, NETHERLANDS
- Ferranti Computer Systems S.A., BELGIUM
- GÖRLITZ AG, GERMANY
- Gruner AG, GERMANY
- Holley Metering Ltd., CHINA
- Iskraemeco D.D., SLOVENIA
- ITF-EDV Fröschl GmbH, GERMANY
- Itron B.V., NETHERLANDS
- IUSA, MEXICO
- KEMA, NETHERLANDS
- KG Technologies, Inc., U.S.A.
- KP Electronic Systems Ltd, ISRAEL
- Jekyll Electronic Technology Limited, UK
- Landis+Gyr Metering SWITZERLAND
- Lodestar Corporation, USA/UK
- Metering International, SOUTH AFRICA
- Mirakonta S.L., SPAIN
- MTE Meter Test Equipment, SWITZERLAND
- Open-I, NETHERLANDS
- Power Measurement, CANADA
- Radio-Tech Ltd, UK
- Ramtron International Corp., USA
- Renesas Technology Europe, GERMANY
- Riz Transmitters, CROATIA
- SAFT, FRANCE
- Sagem SA, FRANCE
- Sensus Metering Systems GmbH, GERMANY
- Sentec Ltd., UK
- Soluziona, SPAIN
- SPL Worldgroup, UK
- STMicroelectronics, GERMANY
- Sungard Data Management Solutions, UK
- Synergy, NETHERLANDS
- Target Group, UK
- TDK Semiconductors, USA
- Technolog Ltd., UK
- Telvent, SPAIN
- UBM Ltd, UK
- Vitzrocell, S. KOREA
- Wavcom, France
- WIKON KommunikationsTechnik GmbH, GERMANY
- Xemex, BELGIUM
- ZERA GmbH, GERMANY
- Ziv Medida, S.A., SPAIN

## Travel Information

### Venue

#### Centre Convencions Internacional Barcelona (CCIB)

Rambla de Prim, 1 - 17

08019 Barcelona

Spain

[www.ccib.es](http://www.ccib.es)



### How to get to the CCIB?

#### From the airport

El Prat International Airport is six miles (10 kilometres) southwest of the centre of Barcelona and taxis are available at the airport 24 hours a day. It takes about twenty-five minutes to the CCIB.

#### By Car

Direct access by the coastal beltway (Ronda Litoral) Diagonal Mar, 3965 new on-site parking places.

#### By Bus

Bus lines connect the coastline to Barcelona's downtown day and night. Bus lines: 7, 36, 41, 43 & 141

#### By Tram

Line T4, Sant Marti-Besos

## Hotel Reservations

### A-Travel

Phone: +31 20 471 0612

Fax: +31 20 471 0613

Email: [congress@a-travel.nl](mailto:congress@a-travel.nl)

A-Travel is the selected travel agent for the Metering, Billing & CRM/CIS Europe 2005 Conference & Exhibition. They have negotiated preferential rates in various hotels in Barcelona near the conference location. Hotel reservations can be made online at [www.a-travel.nl/congress.htm](http://www.a-travel.nl/congress.htm)



### Budget Airlines to Barcelona

In addition to your national airline, the following budget airlines from all over Europe fly to Barcelona.

<a href="http://www.air-europa.com">www.air-europa.com</a>	Czech Republic, France, Hungary, Italy, Poland, Portugal, Spain
<a href="http://www.airberlin.com">www.airberlin.com</a>	Austria, Germany, Switzerland, UK
<a href="http://www.alpieagles.com">www.alpieagles.com</a>	Italy
<a href="http://www.bmibaby.com">www.bmibaby.com</a>	UK
<a href="http://www.easyjet.com">www.easyjet.com</a>	France, Germany, Switzerland, UK
<a href="http://www.airfinland.fi">www.airfinland.fi</a>	Finland
<a href="http://www.flyglobespan.com">www.flyglobespan.com</a>	UK (Scotland)
<a href="http://www.flynordic.com">www.flynordic.com</a>	Sweden
<a href="http://www.flypga.com">www.flypga.com</a>	Portugal
<a href="http://www.flysn.com">www.flysn.com</a>	Belgium
<a href="http://www.germanwings.com">www.germanwings.com</a>	Germany
<a href="http://www.jet2.com">www.jet2.com</a>	UK
<a href="http://www.maersk-air.com">www.maersk-air.com</a>	Denmark
<a href="http://www.ryanair.com">www.ryanair.com</a>	Belgium, France, Germany, Italy, Ireland, Netherlands, UK
<a href="http://www.skyeurope.com">www.skyeurope.com</a>	Hungary, Poland, Slovak Republic
<a href="http://www.spanair.com">www.spanair.com</a>	Denmark, Italy, Spain, Sweden
<a href="http://www.sterlingticket.com">www.sterlingticket.com</a>	Denmark, Norway, Sweden
<a href="http://www.transavia.com">www.transavia.com</a>	Netherlands
<a href="http://www.virginexpress.com">www.virginexpress.com</a>	Belgium, Denmark, France, Greece, Italy, Netherlands, Portugal, Sweden, Switzerland
<a href="http://www.volareweb.com">www.volareweb.com</a>	Italy
<a href="http://www.vueling.com">www.vueling.com</a>	Belgium, France, Italy, Portugal, Spain
<a href="http://www.wizzair.com">www.wizzair.com</a>	Hungary, Poland

# Enjoy Barcelona!

## The Old Town

Barcelona's old town, or Ciutat Vella, is the heart of the city. It's made up of many small neighbourhoods, full of old-world character, linked by narrow, winding streets. The old town has recently enjoyed an economic revival after many years of decline. Students, foreigners and artists have moved into the area, attracted by its sense of history and cosmopolitan feel, along with its trendy bars, concert halls and good restaurants.

## Sagrada Familia

No stay in the city would be complete without a visit to Gaudí's two outstanding unfinished masterpieces, Sagrada Familia and Parc Güell.



The Sagrada Família is a Roman Catholic Basilica. Gaudí worked on the project for over 40 years, devoting the last 15 years of his life entirely to this endeavour. Upon completion, it would be the largest basilica in the world. With 2.26 million visitors in 2004 it is the most popular attraction in Spain.

## Parc Güell

Parc Güell is a garden complex with architectural elements situated on the hill of El Carmel in the Gràcia district of Barcelona. It was designed by the Catalan architect Antoni Gaudí and built in the years 1900 to 1914. It is one of the UNESCO World Heritage Sites.



## Ramblas

A series of streets, joined together one after the other, which lead from Plaça Catalunya to the sea. These streets, so full of life and colour, have now become one of the city's most characteristic features and attract huge numbers of tourists and locals at all times of day and night.



## The Seaside

The mild Mediterranean climate and calm seas mean you can sail and windsurf all year round from Port Olímpic (Olympic Port). Little boats (golondrinas), leaving from the harbour, will take you on a sightseeing tour of the city's waterfront and nearby coastline. The fishing district of Barceloneta offers excellent seafood restaurants. Ultra-modern Maremagnum has busy bars with outdoor terraces, discos, shops and cinemas. You'll also find trendy open-air music bars in Port Olímpic in the summer. Half an hour's journey to the south, Sitges' pretty beaches attract a cosmopolitan crowd. For more peaceful surroundings, head north to one of Costa Brava's deserted coves.

## Plaça Catalunya

Plaça Catalunya once stood outside the city walls, between what is now Eixample and Ciutat Vella (Old City).



It's an enormous square (5000 m<sup>2</sup>), surrounded by huge buildings that house the headquarters of banks and other large companies. You'll find two outstanding sculptures here: Josep Clarà's La Divinidad and Pablo Gargallo's Pastor tocando el caramillo. If you're not a fan of pigeons, steer clear.

## Tours

If you are interested in discovering Barcelona, we have several tours to choose from:

- General sightseeing tour
- Gaudí's special sightseeing tour
- Picasso and old town walking tour
- Discovery of Barcelona by bike
- The White house wine (Jean Leon Vineyard)
- Discovery of Sitges

## For more information or to book a tour:

- Go to the website: [www.synergy-events.com/meteor2005](http://www.synergy-events.com/meteor2005)
- Click on menu: "Travel and Accommodation"
- Click on menu: "Tours"

## Or contact:

EVENTS AND TRAVEL BARCELONA  
Rambla de Catalunya, 116, 6<sup>o</sup> 2<sup>a</sup>  
08008 BARCELONA, SPAIN.  
Telephone: + 34 932 38 54 40  
Fax: + 34 932 38 65 32  
Email: [info@eatb.es](mailto:info@eatb.es)  
[www.eatb.es](http://www.eatb.es)

# Introducción

**Metering, Billing y CRM/CIS Europa 2005 tendrá lugar en el Centro Internacional de Convenciones de Barcelona del 20 al 22 de septiembre de 2005.**

Metering, Billing y CRM/CIS Europa es parte de una serie de actos globales que se celebran anualmente en Europa, Asia, Norteamérica, Sudamérica, África, Oriente Medio, Australia y Nueva Zelanda. La próxima convención en

Barcelona será la séptima edición anual para Europa y hay expectativas de congregar alrededor de mil participantes. La convención será un excelente escaparate al mundo para presentar los últimos avances en tecnología de medidas, asimismo será un lugar de debate de los temas relacionados con medidas para legisladores, reguladores, fabricantes y otros grupos interesados. El idioma de la convención será inglés.

## 10 Motivos para asistir

### 1 Oportunidades de Relaciones Profesionales

Todos estos tipos de reuniones ofrecen grandes oportunidades para interactuar con otros participantes.

- Descansos durante las conferencias
- Almuerzos de trabajo
- Recepción de bienvenida ofrecida por Endesa
- Reuniones de relaciones profesionales

### 2 Mas de 100 conferenciantes cualificados:

Participar con un formato abierto de las conferencias. Los participantes pueden organizar su tiempo durante la convención y elegir las sesiones mas importantes para sus intereses.

Más en páginas 6 a 13



### 3 Estudio de Casos Internacionales

Asistir a las conferencias y aprender de los estudios de casos prácticos de proyectos internacionales de medidas, facturación y CRM/CIS y experiencias de AMR/AMM de Suecia, Italia, Holanda, Irlanda, España, Australia, Canadá y los Estados Unidos.

Más en páginas 6 a 13

### 4 Exhibición

Aprender todo lo necesario para tomar las decisiones correctas en AMR, medidas, facturación y/o sistemas de gestión de clientes avanzadas. Ver a los mejores proveedores de medidas, facturación y CRM/CSI mostrando sus productos de manera conjunta.

Más en páginas 18 y 19

### 5 Demostraciones gratuitas por los proveedores

Algunas de las empresas participantes realizaran demostraciones en un área especial para ello en la planta de exhibiciones. Tanto participantes como visitantes podrán asistir a éstas demostraciones.

Más en páginas 18 y 19

### 6 Participación Internacional

En la última convención de Metering Billing y CRM/CIS Europa asistieron 918 delegados de 64 países. Para la próxima convención en Barcelona se espera una asistencia de más de 1000 participantes de alto nivel.

### 7 Premios Europeos de Utilidades MBC

Synergy tiene el placer de comunicar los Premios Europeos de Utilidades, patrocinados por Accenture como reconocimiento a empresas con alto rendimiento dentro de la industria en las siguientes categorías:

- Premio a Business Performance
- Premio a Customer Excellence
- Premio a Innovation

Los ganadores se anunciaran durante una ceremonia de premios que tendrá lugar después de las conferencias el día 21 de septiembre, durante la cual se dará un aperitivo.

Más en página 22

### 8 Sesión Introductoria

En la Sesión Introductoria del jueves por la mañana del día 20 de septiembre les pondrán al día de los últimos avances en Metering, Billing y CRM/CIS en España. Los intervenciones serán en español con traducción simultanea al inglés.

### 9 Sesión de Clausura

Klaus Heimann, Vicepresidente de IBU Utilities, SAP AG compartirá su visión sobre éstos temas y del futuro de las empresas de éste campo durante la sesión de clausura de la convención del sábado 22 de septiembre.

Más en página 14

### 10 Elección de contenidos (Focus Tracks)



Está usted buscando información relacionada con los últimos avances en Escandinavia? O, Está involucrado en el campo de la industria del gas? Siga su propio programa especialmente ideado para usted.

Más en página 16

### Y... disfruta Barcelona!

Y lo último y no menos importante, asista a la convención y aproveche la oportunidad de disfrutar el tiempo, la gastronomía y la maravillosa ciudad de Barcelona. Habrá disponibles rutas culturales y programas sociales para usted y su acompañante.

Más en páginas 20 y 21

## Información general

### Términos y Condiciones

Los gastos de participación incluyen la entrada a todas las conferencias, demostraciones, así como las bebidas durante los descansos y almuerzos.

Synergy tiene derecho a cambiar el programa sin previo aviso o cancelarlo totalmente reembolsado íntegramente el importe de lo pagado. Está reservado el derecho de participación.

### Detalles de pago

El pago debe recibirse antes del comienzo de la Convención. Si por algún motivo fuera imposible pagar antes, el pago se garantizará por medio de tarjeta de crédito en el mismo lugar de la Convención.

### Cancelaciones

Las cancelaciones se realizarán por escrito, y se reembolsará el 50% de lo pagado a las recibidas antes del 19 de agosto de 2005. No se hará ningún reembolso después del 19 de agosto de 2005. Sin embargo, recibirá un vale, lo cual le ofrece la oportunidad de asistir a cualquier otra convención de Synergy del mismo valor, con validez de un año. Se permiten sustituciones en cualquier momento, siempre que se notifique a Synergy antes de la Convención.

## Precios reducidos para grupos

Solicite "Corporate Plan" e inscriba a varios participantes de la misma empresa para los tres días de la Convención.

Corporate Plan de 3 personas 3500 €  
Corporate Plan de 4 personas 4500 €  
Corporate Plan de 5 personas 5500 €

Para más información y para bajar los impresos de inscripción ver nuestra página Web y haga clic en "registration".

## Participation Information

### Terms & Conditions

Participation fee includes admission to all conference sessions, admission to the exhibition, coffee, tea and refreshments during the breaks and lunches. Synergy holds the right to alter this programme without prior notice or to cancel with full refund. Right of participation reserved.

### Payment Details

Payment must be received prior to the start of the event. If payment is not received by the conference check-in date, the registration fee must be guaranteed on a credit card until proof of payment is provided.

### Cancellation Policy

Written cancellations received before August 19, 2005 are 50% refundable. No refunds will be made after August 19, 2005, but you will receive a Conference Voucher, which offers you the opportunity to attend any other Synergy conference for the same value, within one year. Substitutions are allowed at any time, provided Synergy is notified in writing before the event.

## Reduced Group Packages

Apply for a Corporate Plan and register multiple participants from the same company for the three-day conference.

Corporate Plan 3 persons € 3500  
Corporate Plan 4 persons € 4500  
Corporate Plan 5 persons € 5500

For information and to download the registration forms, please check our website and click on 'registration'.

## For more information

**synergy**

PO Box 1021 - 3600 BA Maarsse  
The Netherlands

Phone: +31 346 590 901  
Fax: +31 346 590 601  
www.synergy-events.com  
www.metering.com/events

Maureen de Graauw, Project Manager  
Email: [maureen@synergy-events.com](mailto:maureen@synergy-events.com)

Rick Wall, Exhibition Manager  
Email: [rick@synergy-events.com](mailto:rick@synergy-events.com)

# Registration Form



**Register before August 1, 2005 and benefit from the Early Bird discount!**

- 3-day conference registration  
Before August 1, 2005 € 1200  
After August 1, 2005 € 1325
- 1-day conference registration € 750
- September 20, 2005  
 September 21, 2005  
 September 22, 2005

DLMS Seminar € 450

Site Visit Photovoltaic  
Power Station, September 19 free

Visiting the Exhibition € 75 per day  
Online registration only: [www.metering.com/events](http://www.metering.com/events)

All rates are exclusive of 16% Spanish VAT.

## Participant Information

(please provide all the information requested)

Title : First Name: \_\_\_\_\_

Family Name: \_\_\_\_\_

Position : Nature of Business: \_\_\_\_\_

Company : \_\_\_\_\_

Address : \_\_\_\_\_

Zip Code : City: \_\_\_\_\_

Country : \_\_\_\_\_

Phone : Fax: Email: \_\_\_\_\_

Website : \_\_\_\_\_

## Payment (please tick and fill in as appropriate)

I will pay by:  bank transfer, after having received an invoice

credit card: I authorize Synergy to charge my credit card, number \_\_\_\_\_

Expiry date: \_\_\_\_\_, cardholder's name as printed on the card \_\_\_\_\_

Total amount € : \_\_\_\_\_ (please add 16 % Spanish VAT)

Card type

Visa

Euro/Mastercard

AMEX

Note: Payment must be received before September 16, 2005. If payment is not received by the conference check-in date, the registration fee must be guaranteed on a credit card until proof of payment is provided.

I agree with the registration conditions and cancellation policy as mentioned in this brochure.

Place and date: .....

Signature: .....

### Data protection

The information you provide will be held on a database and may be made available to external companies for marketing purposes. If you do not wish your details to be used for this purpose, or if you wish to change your mailing details, please contact Synergy.

**Register on-line at [www.synergy-events.com/meteor2005](http://www.synergy-events.com/meteor2005)**

**Please fax to: +31 346 590601**