

UTILITIES

DELGAZ GRID

Romania's Delgaz Grid Uses Getac's F110 Models to Keep Their Customers Powered Up.

/ Challenge /

On a daily basis, Delgaz Grid field operators work to fulfill repair and maintenance demands for gas and electrical services. Mobile gas leak detection labs must have a way to communicate information gathered in real-time while remaining fully remote and on-site maintenance for smart meters requires QR code scanning to determine the necessary repairs to get electricity back up and running.

/ Solution /

Getac's F110 tablets integrate perfectly into their everyday operations. They are built rugged to withstand occupational drop hazards and hold up in the heat, cold, snow, and rain. Built-in barcode scanning and GPS capabilities allow for seamless operations with no additional hardware needed.

/ Benefits /

Getac devices meet challenges while delivering high performance and endurance. Low replacement rate, a good quality-price ratio, and fast customer service make Getac a valuable provider. Overall, Getac provides a reliable and powerful custom solution that meets Delgaz Grid requirements with ease. With the F110, operators have the freedom to resolve issues quickly and efficiently, leading to high customer satisfaction.

/ Delgaz Grid /

"In our aim to distribute energy and increase the level of satisfaction of our customers, at Delgaz, we pioneer the use of digitalization of every link of the chain. With Getac F110, we go a step further in this process by facilitating our field operators with real-time information, which is translated into faster response and repair, and, thus, a happier customer"

Florin Mariuca, IT Manager



Getac F110
Fully Rugged Tablet

/ Challenge /

In recent years smart meters have become more prevalent the world over. The International Energy Agency (IEA) reported in a 2022 study that approximately \$21.4 billion in USD had been invested in smart meters in 2021.¹ It's understandable why investments are reaching these numbers. Smart meters are the latest step in digitizing electric grids, and by monitoring information such as energy usage, voltage regulation, load currents, and more, smart meters enable faster outage notifications and easier repairs. The efficiency boosts provided by smart meters also directly impact customer service for utility companies, keeping users happy.

The value of smart meters is not lost on members of the E.ON Romania group, which have installed over 300,000² already and have plans to add an additional 397,000 smart meters by the end of 2028. This means that over 45% of E.ON Romania's electric customers will be serviced by smart meters with even more to come.³

As smart as these digitized meters are, fieldwork operators are still vital to operations for Delgaz Grid. In Delgaz processes, workers specialize in either electricity or gas and both groups are responsible for repair and maintenance tasks.

Maintenance in gas operations includes detecting leaks in the natural gas infrastructure. Delgaz's "auto laboratories" are vehicles equipped with gas leakage detection equipment combined with a laser spectroscopy solution to detect gas leaks in PPM. These mobile labs must have a way to communicate information gathered in real-time in order to enable quick action and response, all while remaining fully remote.

For electrical maintenance, operators repair electrical poles and power lines and provide any necessary manual maintenance for smart meter settings. On-site maintenance for smart meters involves a QR code on the smart meter's outer box. Scanning these provides operators with information needed to quickly determine the necessary repairs to get electricity back up and running. A similar tactic is used for gas meters where scans are pivotal for fast and accurate repairs.

Of course, the usual hazards of field work are always present as well. On a daily basis, members in the field work to fulfill repair and maintenance operations under a full spectrum of weather conditions, from below-zero winters with heavy

snow, to rainy seasons and hot summers. Bright sunlight in the day and dark conditions at night plague workers servicing the grid, decreasing visibility in either the technology used to assist with tasks, or the physical objects darkened in the night. Plus, as with any outdoor work, the chances of dropping devices are high. Devices used in operations must be able to withstand in order to provide reliable support to operators.

/ Solution /

Since 2019, Delgaz Grid has integrated Getac's F110 tablets into their everyday operations, the tablets are built rugged to withstand occupational drop hazards and hold up in the heat, cold, snow, and rain. The F110 tablet is operable in temperatures from -29°C to +63°C (-20°F to 145°F). With IP66 protection, the F110 is protected against rain and snow.

Beyond its rugged qualifications, the F110 meets the needs of Delgaz's team when it comes to visibility. The 11.6" screen provides a wide display for viewing, and Getac's proprietary LumiBond® 2.0 technology makes it easy to read and use (via finger, glove, or stylus), in sunlight or rain without straining battery life too far.

Delgaz Grid continues to choose Getac, not only for its rugged nature, but also for the comprehensive capabilities of the solution. For Delgaz's gas leak-detecting auto laboratories, Getac tablets enable detailed reports for real-time visibility. The F110's dedicated GPS system tracks vehicles' routes and coordinates with gas leak detection solutions to deliver exact GPS coordinates for all natural gas leaks discovered. With Getac solutions in place, data can be easily transferred to and from headquarters, enabling faster response times, and translating to happy customers.

Smart meter maintenance is also directly supported by F110 tablets. Designed with barcode and QR code reading functionalities, F110's allow operators to scan, record, and receive the necessary information for repairs. Car charging accessories also allow Delgaz Grid operators to take the time they need when in the field, rather than being limited by their device's battery life.

/ Benefits /

Getac solutions meet Delgaz Grid's device needs on various fronts. From weather resistance to capabilities

and accessories that match their workflow, F110 tablets integrate seamlessly into operations.

Beyond meeting the needs of operators, working with Getac has provided an array of benefits to Delgaz Grid. Higher availability of devices means a consistent, scalable solution and a greater ability to replace or upgrade devices if necessary.

Fortunately, the need for replacement is low with Getac devices. When using Getac, Delgaz Grid has noticed lower replacement rates that demonstrate the high endurance and reliability of Getac products. After using the devices for years, Delgaz has remained fully satisfied with quality-price ratio of Getac products.

In case of any issues, Delgaz has also been highly satisfied with Getac's service. Quick feedback enables operations to move forward with minimal delays, and the inconvenience of device replacement or other issues is minimized.

Getac provides a reliable and powerful custom solution that meets Delgaz Grid requirements with ease. As new digital innovations develop, Getac will continue to build modern solutions for companies like Delgaz to smooth operations and meet challenges head-on.

/ About Delgaz Grid /

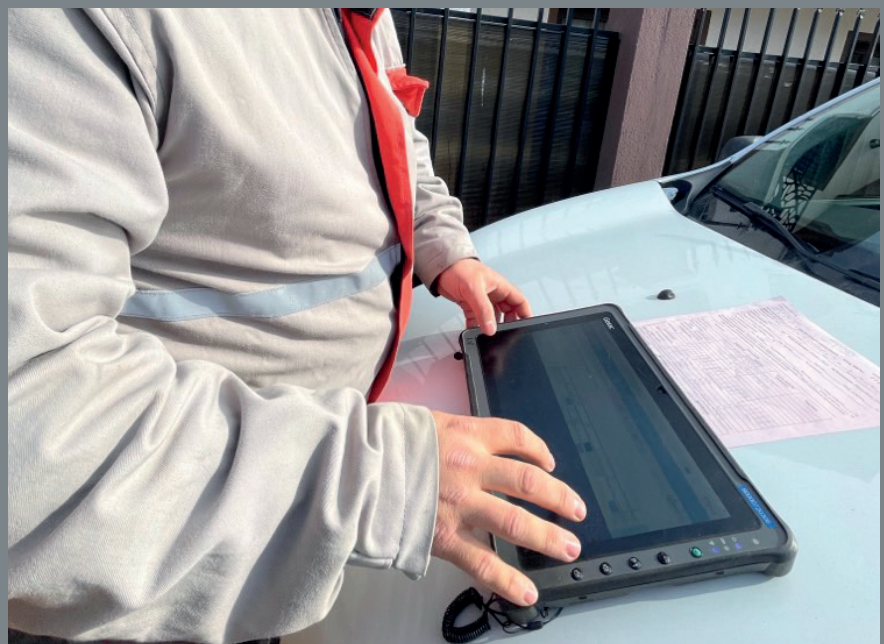
Delgaz Grid is a company part of the E.ON Romania group, the first integrated distributor of electricity and natural gas in Romania. Delgaz operates a natural gas network with a length of over 24,000 km, respectively an electricity network of over 83,000 km. They serve, in total, about 3 million customers and believe in providing those customers with fast service and a high quality experience.

/ About Quartz Matrix /

Quartz Matrix, Getac's partner, is a Romanian technology and engineering company present for 29 years on the Business-to-Business market in Romania, offering computing solutions with outstanding service to different industries.

/ About Elko /

ELKO Group, Getac's reseller, is one of the largest IT product wholesalers in Eastern Europe offering computer, electronic products, and expertise in a variety of solutions and services.



¹ Source: Smart Grids – Analysis - IEA

² Source: E.ON – 700,000 smart meters in Romania, 2.5 million in Germany by 2030 (smart-energy.com)

³ Source: E.ON to install 400.000 smart meters in Romania (balkangreenenergynews.com)