



WHEN LABEL PRINTERS HELP DISTRICT HEATING

At District Heating Funen (Fjernvarme Fyn) in Odense DK, Brother's small RJ-3050 mobile label and receipt printers play an important role in keeping track of the consumption meters located at the heating customers' site.

When the goal is to deliver the cheapest district heating and the best customer service, an efficient workflow and low costs are core elements of the strategy.

At Funen's largest district heating company with around 90,000 customers in and around Odense, the streamlining is largely done by means of digitisation.

District Heating Funen is owned by Odense and Northfunen municipalities. The company covers approximately 97 percent of the heat demand in Odense and Otterup. In addition, new areas such as Vissenbjerg, Nr. Broby, Morud and Sønderød have joined over the last years.

District Heating Funen is a non-profit company where the price of heating is cost-related. Everything follows the principle of 'self-containedness'.

Past paper heaps at District Heating Funen have been replaced by wireless communications, smartphones, tablets, laptops and digital storage of all important data in the process of supplying district heating to the customers – and there are many details to keep organised.

Today, all approx. 64,000 meters of District Heating Funen can be read remotely and wirelessly. In most cases, this is done by Odense's refuse lorries that collect waste from all properties in the area once a week anyway.

Refuse lorries are provided with radio equipment that automatically read the district heating meters when passed by the vehicles.

The results are then forwarded – electronically – to District Heating Funen's computers to help the utility company's employees regularly monitor consumption, load variation, etc.





About Brother RJ-3050

Brother RJ-3050 is a compact and robust printer for labels and receipts. With a weight of just 750 grams, it's easy to carry on the move or mount in a vehicle.

Brother RJ-3050 can print in widths up to 80 mm and speeds up to 127 mm per second. The printer can easily be integrated with tablets, smartphones and laptops, and a wide range of accessories makes it possible to tailor it to customer specific needs.

RJ-3050 uses Direct Thermal technology for printing and offers both USB connectivity and wireless communication via Bluetooth and Wi-Fi.



Printing at the customer's site

Brother's compact mobile receipt and label printer, the **RJ-3050**, has a small, but not unimportant finger in the pie, when District Heating Funen tries to refine and streamline its operations further.

Spot checks of the district heating meters are carried out every six years. This means that every year a part of the meters – between 500 and 1,000 pcs. – will be dismantled and sent to an accredited laboratory.

In the past, technicians needed to fill a lot of papers and print labels manually. Both for internal use, to customers as proof of their consumption – and to identify the individual meters.

Nowadays, this is done electronically using an app on an iPad and Brother's mobile printers, which are equally suited for printing labels and receipts.

Lars Rasmussen, Team Manager of the Meter Department at District Heating Funen, says that the project of digitising the replacement of meters has been in the pipeline for eighteen months. It has been in service since December 2016:

"It is very important that we can identify every meter that is being replaced. The meters are part of a spot check batch, and, therefore, require special handling and visible identification with a lot number," explains Lars Rasmussen.

"This precision is necessary to ensure that we can track any errors. Incorrect metering could cost both our customers and our utility company a lot of money," he continues.

District Heating Funen's technicians bring along the **Brother RJ-3050** printers together with iPads, for which the company has had its own app designed.

"It was our requirement that the mobile printer should be small, solid and easy to operate – and that it could work directly with iPads via Apple AirPrint," explains the Team Manager.

"We carefully researched the market, and only Brother's printers could live up to our expectations."

Brother printers are used for printing e.g. special self-adhesive labels from an app on the technician's iPad. The customer gets a label with a signature, and another label is attached to the meter that has been replaced.

District Heating Funen currently has six **Brother RJ-3050** printers in operation, and they run impeccably every single day. More printers will be purchased as the utility company – according to plan – introduces further digitisation with the use of smartphones and iPads.

"Our progress in the digitisation is already evident. We used to have a lot of binders with metering results on paper. Today, we have none," Lars Rasmussen concludes.