



#### **Ecowatt: its history and effectiveness at Pick 'n Pay Durbanville**

Our association with Ecowatt came about as a result of our long term relationship with Service Systems, a wireless customer feedback system that has been installed at our store for approximately 5 years. Both products are manufactured, maintained and supported by Wi-Lite Technology Development.

Over the last few years, Service Systems has provided Pick 'n Pay Durbanville with a customer service monitoring platform. It collects real-time data from strategically placed wireless touchpads throughout the store and then presents it in daily, weekly and monthly reports, giving us valuable insight into our customer service levels.

This information has enabled us to monitor and manage our customer service levels. Real-time alerts in response to poor service help us intervene and ensure that our store maintains a high level of customer satisfaction.

A little over a year ago, Wi-Lite presented Ecowatt to us - their wireless energy monitoring and management solution. The system makes use of the simple premise, "Controlling energy costs by removing the human element from the equation".

We currently use the system to monitor refrigeration and drop temperature areas, as well as the environment within the trading areas of the store with special focus on the fresh foods areas. Custom thresholds help us keep track and send email alerts to specific email addresses.

In addition, incoming electrical current is monitored and recorded using Ecowatt current monitors to keep track of and reduce energy costs. Using this data, loads are shed at specific points when demand is high - saving us a considerable amount of money on avoidable demand charges. We are also able to switch devices on and off and set schedules using their intuitive control dashboard.

We monitor geyser output temperature with Ecowatt's wireless geyser controller as well as set specific set point temperatures. Geysers can be shut off remotely when hot water will not be required.

With the correct implementation of the Ecowatt energy monitoring and management system, we have been able to safeguard the integrity of our perishable goods and ensure quality and traceability to our customers. In addition, the remote switching and load shedding functionality is resulting in a saving of at least 8% on our energy bill.

On a personal note, I cannot fault Ecowatt or Service Systems on their delivery and customer service levels. They are truly a professional organisation and live up to their promises.

Graham Pateras  
Managing Director  
Pick 'n Pay Family Store Durbanville