



CASE STUDY: Heat Metering at a Major London Retail Destination

Sector: Retail & Leisure

Location: United Kingdom

Solution Provided: Heat, Water & Gas



Overview

One of the UK's largest and busiest shopping centres, located in West London, required a reliable and accurate heat metering solution to monitor energy use across its extensive retail, hospitality, and common service areas. With a complex mix of tenants and infrastructure, the system needed to provide clear, tenant-level consumption data while integrating with the site's broader energy management systems.

Project Requirements

- Precision heat metering across multiple retail and commercial zones
- Meters suitable for retrofitting into busy plantrooms and riser cupboards
- Communication-ready devices to support remote data collection
- Reliable, low-maintenance meters capable of long-term performance
- Scalable deployment across hundreds of units and shared spaces

DMS Solution

Heat Metering – Sontex High-precision heat meters were installed throughout the site to monitor thermal energy use across both process equipment and building services. Known

for their long-term accuracy and stability, Sontex meters are ideal for energy-intensive environments like food production.

Water Metering – Apator PoWogaz Robust water meters were selected to monitor both hot and cold water supplies across the facility, supporting hygiene-critical systems essential in chocolate manufacturing. Apator PoWogaz meters are well suited to continuous industrial operation.

Gas Metering – Honeywell Honeywell gas meters were integrated into the plant's infrastructure to monitor usage for heating and key production processes. Their compact design and proven reliability made them ideal for the demands of the factory environment.

All metering components were supplied with installation accessories and communication-ready outputs for connection to the central monitoring system.

Results

- Accurate allocation of heating costs between retail units and shared spaces
- Improved transparency for tenant billing and internal energy tracking
- Reduced administrative overhead with remote-ready metering
- Long-term energy data to support performance analysis and sustainability goals

Why Choose DMS?

With more than 25 years of industry experience and as the exclusive UK partner for Sontex, DMS is trusted to deliver reliable metering solutions that meet both performance and compliance standards- especially for critical infrastructure such as industrial food production.