



case study

How Smart Submetering Prevented \$750 in Losses in Gdańsk, Poland

About The Project

Client: Residential community in Gdańsk's Kowale district

Scope: 2 buildings, 6,700 m²

Meters Installed: 280 water meters, 140 heat meters

Residents: 140 apartments

Connectivity: 2 gateways for full coverage

The Challenge



In the residential community water billing was often inaccurate and delayed. Residents received estimated charges, which led to frequent disputes and frustration. Property managers also had no clear visibility into where water losses occurred.

Without real-time data, leaks and abnormal consumption could remain unnoticed for months, adding unnecessary costs to the community's overall water bill.

The Solution



The residential community installed ultrasonic water submeters with instant access to usage data through Mainlink's online platform. The system enabled:

- Immediate anomaly detection
- Automated meter readings (no resident involvement)
- 24/7 data access for managers and residents
- Alerts for abnormal consumption such as leaks or no flow

Results & Benefits

Leak Detected

- Within the first days of operation, the system flagged unusual consumption in three apartments.
- In one case, a leaking toilet was wasting about **300 m³ (79,250 gallons)** of water over several months.
- At local rates, this amounted to more than **3,000 PLN (~\$750) in losses.**
- Without remote monitoring, the issue would have remained undiscovered until the next manual read.

Additional Leaks Prevented

Two other apartments showed smaller leaks. With real-time alerts, residents fixed them before they became costly problems.

Extended Meter Lifetime



In Poland, ultrasonic meters can undergo statistical verification. Instead of replacing every unit after five years, only a small sample is tested, extending certification by three more years. This allows one ultrasonic water meter to remain in service for up to 16 years, limited only by battery life.

Operational Efficiency



- Automated meter reads eliminated the need for manual visits.
- Accurate data reduced disputes and provided clear consumption records.

Conclusion

The Gdańsk project shows how modern submetering protects communities from hidden losses and ensures transparent billing.

With ultrasonic meters and real-time monitoring:

- Residents only pay for what they use
- Property managers save time and reduce disputes
- Leaks are detected early, preventing wasted resources and unnecessary costs