

T-BOX: The Answer to Water Distribution at La CILE

La CILE, Compagnie Intercommunale Liégeoise des Eaux, is located in Liège and was founded in 1913. It is one of the largest water distribution systems in Belgium, serving more than 650,000 people in 23 communities. La CILE has more than 500 water pump stations, water reservoirs, and underground water resources covering more than 3,000 kilometers.

Since starting the delivery and transportation of water in the 1930s, the company has continuously upgraded the measurement technology used in its supervision and control network. At first, the company controlled its network primarily by manual operations. When customers reported water leaks, field service technicians were dispatched to the problem area.

A new project was started to create a system with advanced functionality. This included:

- Automatic remote measurement and control of the entire network with less human resources.
- Automatic alarm management 24 hours/day with pager systems.
- Automatic control of the pumping stations.
- Automatic data transfer to central systems.
- Real-time information about water-distribution.
- Quick identification of water leaks.

After a thorough review, La CILE selected T-BOX technology for data collection, monitoring, and control. Today, more than 170 T-BOX outstations with PSTN modems and more than 80 stations with HF modems are connected with the central computer. By choosing T-BOX, La CILE not only worked with a system standard on the market that is easy to program, but also could leverage T-Box's deep experience in remote system integration.

Upon project completion, La CILE achieved the following benefits from their T-BOX system:

- Real-time information about their network.
- Daily statistical information.
- Automatic invoicing using real consumption data.
- Fast customer service thanks to the Pager alarming system.
- Remote commands for set-point changing.
- Fast discovery and remediation of leaks.

