

# AGUAS ANDINAS (Santiago-Chile): A Great company with a Great Control Center

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## AGUAS ANDINAS:

Aguas Andinas is the largest water utility in Chile, one of the largest in South America.

The company provides drinkable water, sewage collection and water treatment services to a population of 5.3 million users, from Santiago central to all neighboring suburbs (for more details, see [www.aguasandinas.cl](http://www.aguasandinas.cl)).

Most of the assets are spread across the concession's 175.000 Acres and are interlinked through a network more than 15.000 Miles long, all of which can be remotely monitored and controlled from the Operations Control Centre (OCC).



## OPERATIONS CONTROL CENTRE (OCC):

The OCC is running 24/7 and handles real-time information coming from all units, centralizing the decision making process and optimizing the management of all its "state of the art" IT tools.

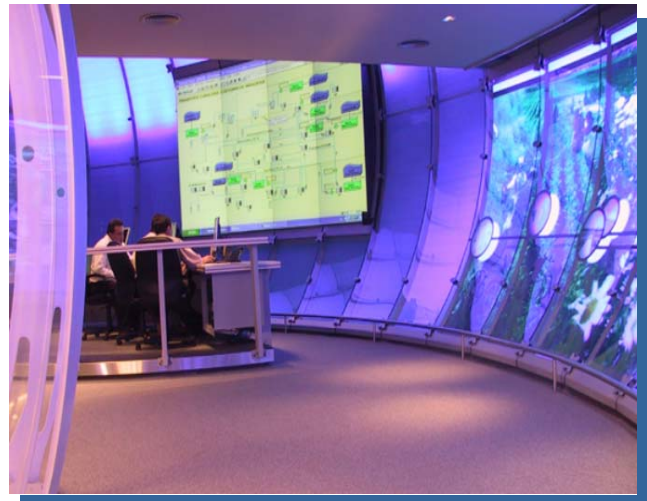
As a result, with the help of technological tools, the best support is given to the requirements coming from Production, Transportation, Water Distribution, Recollection and treatment operational needs.

At the end of the day, customers' satisfaction and a quality and efficient service are there.

## TOPKAPI SCADA PLATFORM:

The Remote Monitoring at Aguas Andinas, includes:

- Redundant TOPKAPI V3.0 running on Windows 2000 Server.
- 8 "permanent" Clients, 10 "floating" Clients and 60 web-based Clients accessing the Intra/Extranet.
- The application holds more than 23.500 variables (and more to come...), collecting data from more than 450 field RTUs.
- Integration of heterogeneous devices/brands (RTU, PLC, various drivers) and multiple TOPKAPI options (Appicom, Modbus, Modbus/Dh, Client OPC, Client DDE).
- Transfer of historical data to a database management system - DBMS - (ORACLE), via ODBC and transfer.exe mechanisms.



The TOPKAPI architecture was set up by the internal staff (Remote Monitoring Systems Dpt), along with the collaboration of all operational units of the company.

Regarding the technical issues, it has been decided to call-in the experience, support and consultancy of the Agbar Group (mainly Adasa Sistemas), along with the specific and constant backing of Areal that has proceeded to specific adaptations (the Client DDE was tailor suited to Aguas Andinas needs) and applied many of the customer's suggestions & requirements to the next versions of the software.

With the modern communication means, the technical support provided by Areal had not to suffer from distance, its quality being mainly based on the direct relationship between the end user and the editor.

