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HUBLO: HYPERVISION OF LYON MÉTROPOLE'S DRINKING WATER SERVICE

CONTINUOUS GLOBAL SUPERVISION OF THE DRINKING WATER SERVICE FOR METROPOLITAN LYON

To improve the performance and drinking water services for the city, a new tool for centralized, overall supervision of the system in real time was implemented on February 3, 2015.

Known as HUBLO, this software runs 24 hours a day, seven days a week, on a secure and robust technical architecture. Lyon Métropole and Eau du Grand Lyon services are able to access it in real time from the operational hub.

KEY DATA

- HUBLO is the world's first operating overall supervision system for drinking water
- Easy to use and transparent, information is available 24/7
- Data from various sources is pooled for greater performance

INNOVATIONS

▶ HUBLO allows real-time access to information from all functional areas related to providing service, in particular information related to remote management, water quality throughout the service, hydraulic management of the network and interventions and work, as well as to user information (complaints, incidents, consumption).

With a visual interface based on a mapping application, as well as tools for analysis, forecasting, alert generation, modeling and simulation, HUBLO allows operators to optimize service (supervising installations, interventions, water quality and users) and makes it easier for Lyon Métropole to supervise by using only one view that consolidates the main service data. In addition, HUBLO is also a tool that facilitates decision-making in case of crisis.

STAKEHOLDERS

▶ Lyon Métropole is the authority that organizes public drinking water services; it is in charge of the strategy and tracking of the contract for delegating this public service.

▶ Eau du Grand Lyon, a subsidiary of VEOLIA, is dedicated to providing drinking water services for Lyon Métropole; the company has implemented HUBLO according to the needs stated by Lyon Métropole and in collaboration with VEOLIA technical services and software editor IBM.

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IMPLEMENTATION

▶ The signing of a new drinking water service contract between Lyon Métropole and Eau du Grand Lyon provided an opportunity to modernize the computer control system by implementing appropriate IT tools to optimize performance and operation (improvement of yield, detection of leaks, etc.).

▶ This led to the implementation of a new hypervision tool called HUBLO in February 2015. HUBLO was developed jointly with VEOLIA technical services and IBM and was built on the basis of an application infrastructure provided by the software editor.

▶ Implementation involves three phases, which will be finished in 2018, and will include analysis, simulation and forecasting functionalities.

HUBLO and the Internet of Things

In HUBLO, connected sensors provide feedback on various types of information:

- 360,000 connected meters (remote readings),
- 5,500 leak sensors located on the network («Gutermann» sensors),
- 63 water quality sensors («Kapta 3000» sensors),
- mobile consumption (500 «Mobil'eau» suitcases),
- sensors on hydrants (opening/closing),
- remote management sensors,
- geolocation of service vehicles.

RESULTS

/// Service management assistance that allows better preparation by giving the precise location of interventions (with Google Street View), a view of nearby events (work, leaks, etc.), traffic conditions (Lyon Métropole Opendata) and the location of service vehicles.

/// Smoother relations with users by providing agents with the subscriber's characteristics, consumption data and work planned for the account and grouping this with events occurring in the vicinity of the user's home. This is possible thanks to the installation of connected meters in homes (360,000 meters will be installed by end 2018 over the metropolitan area).

/// Simplified supervision for Lyon Métropole. From their offices, metropolitan agents can use HUBLO to have a quick view of service operation (operating conditions of the network and installations, water supply interruptions, on-going work, customer interventions, etc.).

FINANCIAL SCOPE OF THE OPERATION

/// Funding for HUBLO is included in the budget of the new drinking water service contract between Lyon Métropole and Eau du Grand Lyon.

/// The HUBLO tool will remain the property of Lyon Métropole when the contract ends.

KEY FIGURES

→ €730,000 of contract budget invested in the HUBLO project

→ 45 performance goals with corresponding indicators

eau DUGRANDLYON HUBLO

GRANDLYON la métropole

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