



# SUCCESS STORY

## AN ENERGY PROVIDER SUFFERS A SERIES OF SERIOUS POWER OUTAGES.

The company required better status updates the next time a big outage occurs.

### The Challenge:

In order to provide real-time outage impacts for customers, a comprehensive back-end infrastructure needed to be developed.

This outage information relies on :

- Accurate maps
- Detailed customer information
- Comprehensive network linking electric assets
- Interaction with the control systems (SCADA), and an Outage Management System (OMS) to manage these resources

While some of these systems were in operation, others needed to be created. Then, all these systems needed to be connected to communicate information in real-time.

### The Client

An electric utility provider that serves hundreds of thousands of customers and tens of thousands of miles of power lines.

### The Solution:

HMB began by extensively revamping the mapping (GIS) systems. Utilizing the industry leader in GIS systems, ESRI's ArcGIS, HMB digitized the maps and provided integration with the Customer Information, Billing and Asset Management systems.

With the mapping infrastructure set, the next big component was implemented: the Outage Management System. By providing an interactive application for technicians, outage information could be managed and controlled. Finally, with outage data being captured, a public facing web site provided a window into the impact of outages for electric customers.

### The Results:

By bringing together customer, outage, asset and mapping information, SCP has saved time, money and manpower for managing outages and updating maps.

In addition, SCP reduced response time and increased customer satisfaction in response to outages.

### The Deliverables:

- Customers have access to a customer-friendly public facing website which provides real-time information on outages
- Our client has a new, more accurate, digital, GIS mapping system