SmartWorks

SmartWorks Compass
Outage Performance

Power Outages impact the utility in myriad ways. Phone calls flood the customer service department, your teams have to determine the cause & location, crews have to resolve the issue and you need to keep the customer informed. Without a full scale Outage Management System, you don't have all the necessary information at your fingertips.

The SmartWorks Outage Performance module takes the complexity out of understanding the data so you can resolve outages faster.

Outage Response

When an outage occurs, the Outage Performance module receives notifications for your metering systems. Customer service reps can also rapidly enter outages called in by a customer. Notifications are combined and displayed in a map in combination with information on the distribution network or other data in your Geographic Information system. Map views continually update as new information is received on outage progression or restoration work. With automated workflows, MeterSense applies business logic that is specific to your environment and executes actions automatically – from determining the likely cause of the outage to notifying crews and initiating customer communications. This reduces crews' time in the field for faster resolution at reduced cost.

Outage Statistics

In addition to getting the lights back on faster, the solution measures your outage performance

on an ongoing basis. Outage statistics – SAIDI, SAIFI, CAIDI and CAIFI – are presented in dashboard format with the ability for users to configure their own thresholds and rules for notifications. These statistics provide industry standard measures of the average outage frequency and duration at both the system level and individual customer level. Outage reason codes can be used to calculate performance statistics and assess your track record for outages of different types, providing guidance on where to focus efforts for improvement.

Customer Engagement

When power is out there is massive value in being able to reach out to customers before they contact you. The SmartWorks Outage Performance module gives you that ability. Once a failure has been identified and affected customers are known, the system can launch communications directly to customers, or initiate communications through your own IVR. The result is fewer calls to your customer service department, lower handling costs and greater confidence in your utility.

The solution provides a cost effective way to take the complexity out of understanding your outages, responding faster and making your customers happier without the expense of a full blown outage management system.

Get in touch to see how this solution can achieve these results for you.