Outage Performance
Data to Help Resolve Outages Faster

Take the complexity out of understanding your outages without the expense of a full blown outage management system.

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 (OMS), 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, even without an OMS.

Holistic View
Combine data from metering, systems, customers & personnel.

Outage Statistics
Accurate outage reports to help you make reliability improvements.

Outage Response
Visibilty to help better manage outage response times.

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. Input can be gathered from other systems and personnel can enter reason codes. 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, the solution can apply business logic that is specific to your environment and execute actions automatically – from analyzing the scale of the outage, pinging meters that remain unresponsive and automatically sending reports to personnel. This keeps your whole organization informed and 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 performance 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.
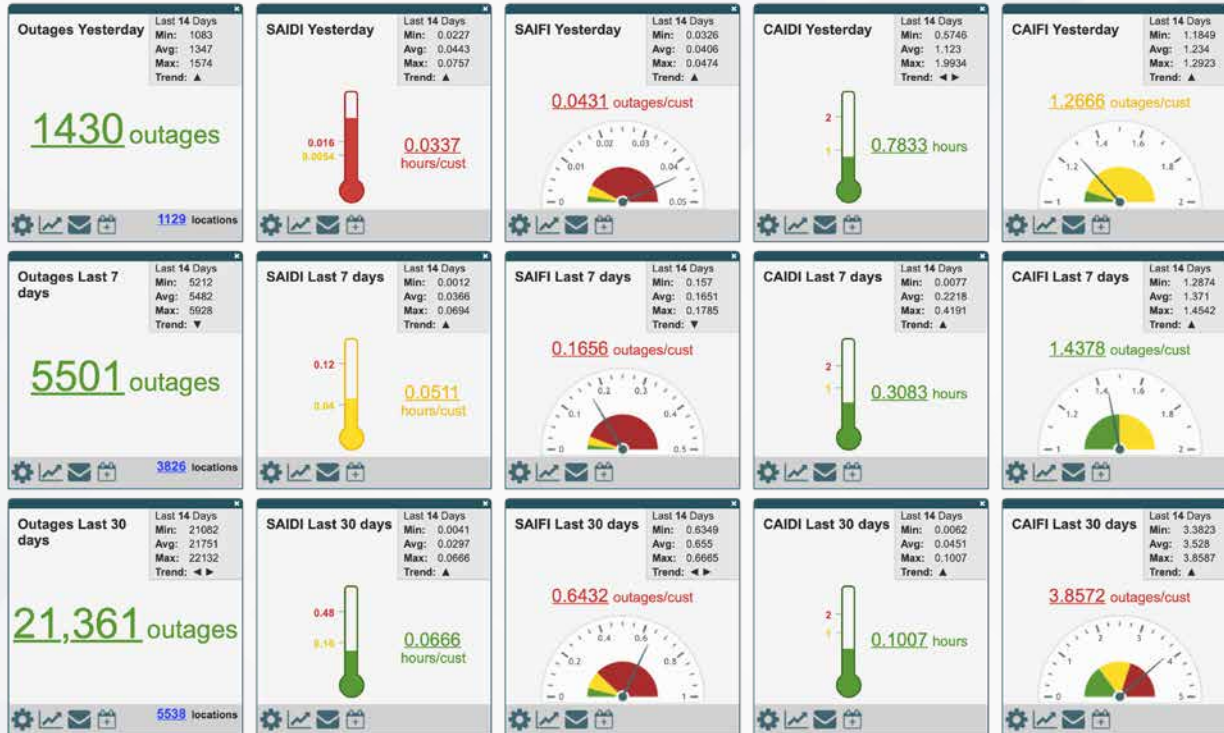
SmartWorks
Make the Complex Simple

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 streamlines that ability. Once a failure has been identified and affected customers are known, the system can initiate communications to customers, or provide outage status information to display online. 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.

Outage Performance KPI

Integration		Additional AI Applications
• Any open Customer Information System	• Blink Analysis	• Baseline & forecast development
• Any meter data source	• Voltage Analysis	• Conservation program performance
• Extended weather data	• 3rd Party communication platforms	+ Plus more to be added
• Transformer Loading Analysis	• Other systems as needed	
Supported Browsers		
• Google Chrome	• Apple Safari	• Opera
• Mozilla Firefox	• Microsoft Edge	

Get in touch to schedule a demo or speak to one of our consultants to learn how the SmartWorks Outage Performance module can achieve these results for you.

SMARTWORKS