



Software Solutions for Utilities

eRespond: Incident Identification and Management

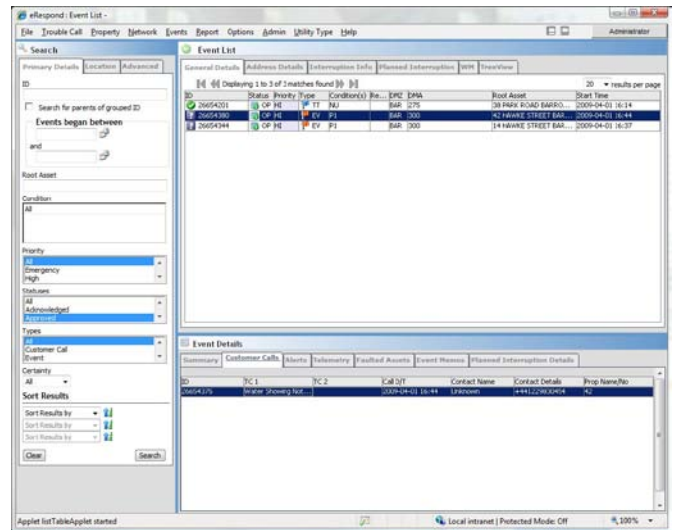
Modern Utility companies are employing the latest advances in technology to provide their customers with the level of service they demand. Using LeT Systems software, utilities can now concentrate on proactively managing all aspects of the incident management process. *eRespond: Incident Management* is a functionally rich, modular solution to the requirements of utility distribution companies. The system allows users to effectively manage the incidents and aid in the restoration process and provide timely and relevant information to all stakeholders.

LeT Systems' solutions have a long history of successful operation in the highly de-regulated and competitive utility operating environment across the globe. Our solution has been developed in response to successive user requirements over several years and addresses all of the functional requirements of an Incident Management System for any distribution utility.

Through information from Trouble Calls, SCADA and the Network Model, *eRespond* identifies the premises affected by the incident and allows dispatchers to group incident and trouble calls together where appropriate.

Features

- Manages incidents of the entire network
- Summary overview of all incidents filterable by specific criteria
- Automatic aggregation of information to prevent information overload for the operator
- Spatial Redline features to add and restore premises
- Incident Reporting
- Manual creation of incidents
- Spatial view of incidents
- Flooding Register
- Capital Improvements Scheme
- Mitigation Measures
- Historical Information



Incident Management Screen

Inferencing Engine

eRespond has an inferencing engine specifically tailored for the water industry. It has the following features

- Multi-symptom call grouping
This feature allows trouble tickets reporting different symptoms to group to the same incident e.g. no supply, poor supply and discoloured can all group into a event.
- Spatial, Radius-based Call grouping
This will allow calls group to a single event if they are with a predefined number of meters from each other, This is useful for leak incidents.
- Latency
This is used against an event so that trouble tickets logged after a incidents has been resolved can group to it. This is useful where it may take up to 2 hours for customers with no water to be restored supply after the fault has been fixed.

Spatial Redline

Dispatchers or resources in the field can update the extent of the incident using eRespond's spatial tool. This allows for polygons to be drawn around network sites and premises. These can then be added to the incident or marked as resolved.

Incident Reporting



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eRespond is designed to reduce significantly the time to record incidents and it allows for data capture on site by mobile resources to improve the accuracy of the data.

Historical Information

Respond allows instance access to historical events for devices and customers to maximise the level of info available to a dispatcher.

Further Information

This product is intended to give a brief overview of the main functions and benefits of eRespond. For further details:

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