



Software Solutions for Utilities

eRespond Electricity Product

The eRespond Electricity product provides a comprehensive set of features designed to simplify the end-to-end process of fault management in an electrical distribution network, from customer trouble call management - through event/workforce management and dispatching and onto regulatory reporting.

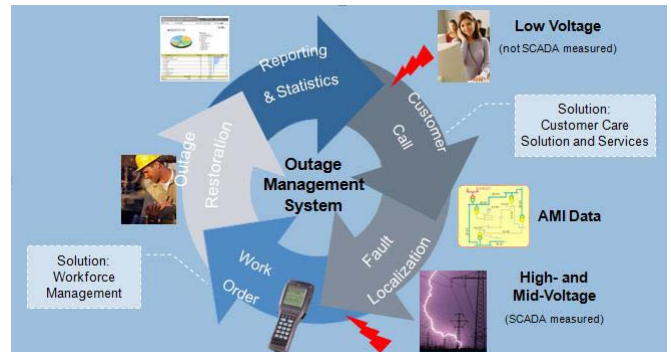
Incorporating best practices based on common operational objectives and next generation software technology (both EAI and SAO) LET is assisting utility organisations to achieve their operational goals for a fraction of the cost of alternative approaches.

LET Systems is assisting distribution utilities to achieve these goals and the results are being measured against ROI payback targets which are between 12 and 24 months on average. These ROI measurements do not include many other benefits to the utility and its customers which are difficult to measure or are unquantifiable e.g. improved customer service.

LET Systems delivers a comprehensive suite of proven applications, eRESPOND™, to address a wide range of global distribution utility industry specific requirements for a solution to manage all aspects of planned and unplanned outages/ incidents on the electrical network. eRESPOND™ is made up of a number of modules which can be deployed individually or in unison to meet the requirements of utilities.

In today's competitive environment eRespond aids a utilities goal of reducing the number of planned and unplanned outages, the scheduling of planned outages to reduce customers off supply and the length of time they are off and the fulfilment of information obligation to the authorities while at the same time keeping customers informed all along the way. eRespond becomes the hub for the localisation of faults , restoration and the coordination of maintenance and provides bi-directional links to SCADA/DMS, GIS and CIS systems to exchange data.

Key Functions:



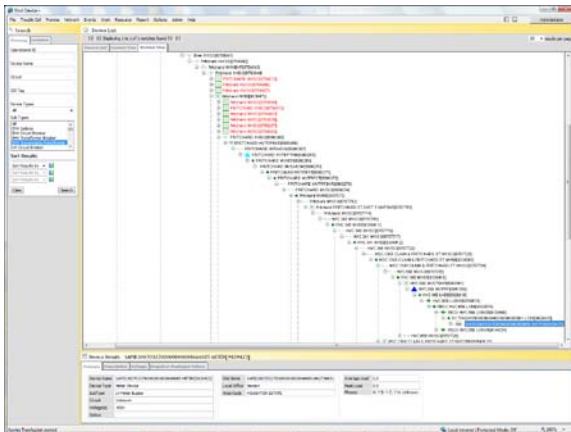
eRespond Outage Management Process

The Electricity product has the following key features:

- Specially tailored call grouping, event identification and localisation algorithms to suit the electrical environment, including special facilities to minimise multiple reporting of outage events
- An integral electrical distribution network model to support fault localisation and general network visualisation
- Standard interfaces to customer call handling systems to improve event/incident feedback at point of call
- User friendly facilities to support timely and accurate event management, and minimise regulatory reporting 'rework'
- Background 'monitoring' of key event parameters with automatic user alertin
- Plan and track necessary steps for fault restoration (switching procedures, on site work etc)
- Electricity –tailored event reporting functions to support accurate regulatory and management reporting
- A suite of electrical –specific operational reports, available anytime directly via a few clicks of the mouse including Key Performance indicator reports (CML, SAIDI, CAIFI)
- Standard interface allowing you to maximise the benefits of eRespond through automated timely information flow from telemetry, field, and ERP systems etc.
- Multi-mode display of fault information, including tabular, schematic and spatial displays.



Software Solutions for Utilities



eRespond provides a 'source to meter' interactive network model to support key fault management functions of fault localisation and call grouping, as well as providing support to control room remedial assessments



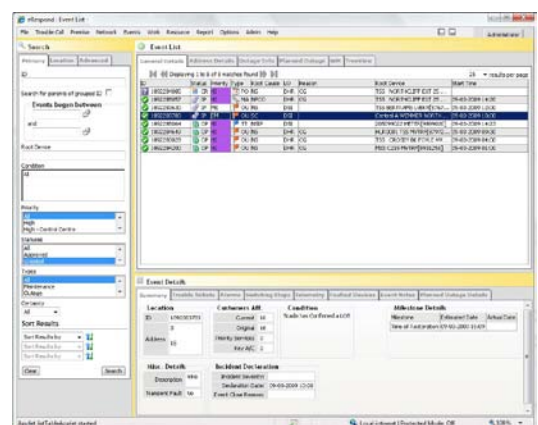
Events, Customer Calls, Network Assets, and Properties can be displayed on the spatial viewer to aid fault and incident assessment

Benefits:

The eRespond OMS System will provide significant benefits in the form of:

- Significantly improved call grouping reducing the instances of 'duplicate work creation'
- Quicker and more accurate fault location identification, with consequent reduction in fault durations and customer minutes lost
- Improved and more timely customer feedback
- Extensive fault history for assets and individual customers/premises
- Reduced data collation effort for management and regulatory reporting

- Better Utilisation of field resources
- Provide Control Centre Staff with Tools and Time to be more effective
- Improved management of planned outage including intelligent grouping do reduce CML
- Improved supervisory 'situational awareness' during major incidents.
- Reduced Costs
- Network management support for LV, MV and HV
- Improved Performance / Regulatory Metrics
- Auditable Regulatory and Management Reporting
- Reduced IT TCO via next generation Architecture and Technology
- Best of Breed Business Processes
- Standard and Certified Integration Capabilities
- IEC61968 CIM Compatible
- Records Manual Switching and standard interfaces for SCADA/DMS
- Intelligent use of AMI and telemetry information to detect outages and identify equipment that needs maintenance.
- Easy integration of existing applications
- System maintenance cost reduction through standardization of applied technologies



The eRespond Event List provides an easy to use tool to filter and manage all events on the network, allowing incident managers to focus on just the key events



Software Solutions for Utilities

Further Information

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

LET Systems
National Software Centre,
Mahon,
Cork,
Ireland

Tel: +353 21 2309328

Email: info@letsys.com

Website: www.letsys.com