



Software Solutions for Utilities

eRespond: Event 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 outage/event management process. *eRespond: Event Management* is a functionally rich, modular solution to the outage and event management requirements of utility distribution companies. The system allows users to effectively manage the planned and unplanned outage/event identification and 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 Outage/Event Management System for any distribution utility.

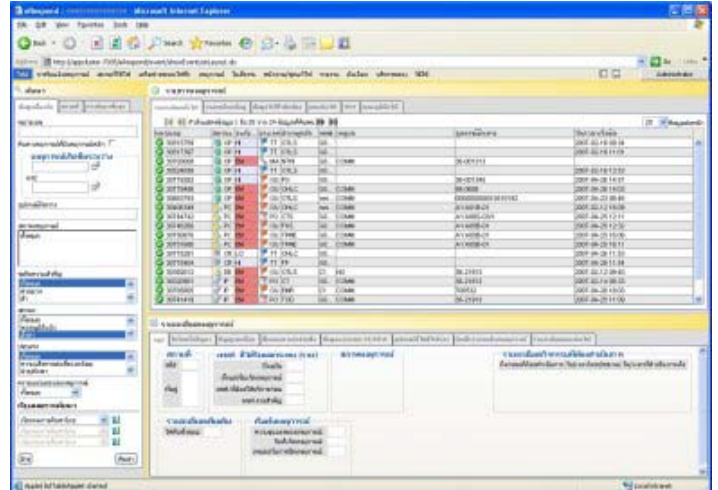
Through information from Trouble Calls, AMR, SCADA and the Network Model, *eRespond* identifies the most likely location of the outage/event. The application will infer outages and associate/group all information for that outage, allowing the operator to manage the event with a minimum of manual intervention

Features

- Manages events of the entire network (HV, MV and LV)
- Calculates Accurate CML (Customer Minutes Lost)
- Inferencing Engine based on Customer Calls and telemetry data (including AMR)
- Interface to SCADA to maintain a 'As Operated' view of the network
- When SCADA is not available or does not have the data it records switching operations in the field
- Summary overview of all events filterable by specific criteria
- Automatic aggregation of information to prevent information overload for the operator
- Outage reporting
- Measurement against Service Level Agreements
- Manual creation of events
- Spatial and tree views of events

Service Level Agreements

This functionality is invaluable where attainment of guaranteed standards or performance targets are concerned. The system automatically generates a short-list of all jobs in danger of failing the performance target



Event Management Screen

IVR Integration

Using IVR (interactive voice response) customers can be kept informed with an emphasis on achieving minimal disruption. The two important issues to be addressed are how to minimise the outage restoration time and keep the customer updated on the outage status. *eRespond* addresses the restoration time by seamlessly integrating with the work management module. It also automatically calculates estimated time of restoration (ETR) when an outage is created and allows the manual input from control staff or field engineers. These ETRs can be fed into the customer IVR system for future inbound outage calls.

Historical Information

Respond allows instance access to historical events for devices and customers to maximise the level of info available to a dispatcher. The system also automatically detects transient faults.

Planned Outage Management

Planned Maintenance work is the main reason for network interruptions for most utilities. Effective management of the



Software Solutions for Utilities

planned outage is critical to maintaining positive customer relationships.

This is a sophisticated module that allows engineers to schedule network plant interruptions or outages. The system is designed to follow a workflow for planning, approval, switching plan and notification that can be customised to meet each utilities needs. The module is also used to handle potential Guaranteed Standard failures as customers ring in during the outage

The planned outages module will permit the user to:

- Plan, organise, schedule and manage planned outages
- Perform what-if analysis and decision support
- Notify customer of planned outages in advance
- Tracking of calls from customers who claim they were not notified
- Tracking of planned outage milestones
- Planned outage reporting
- Identify Key Account and Special Needs customers to organise alternative arrangements if required and agree dates

Further Information

This product 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