



Software Solutions for Utilities

eRespond: Incident Identification and Management

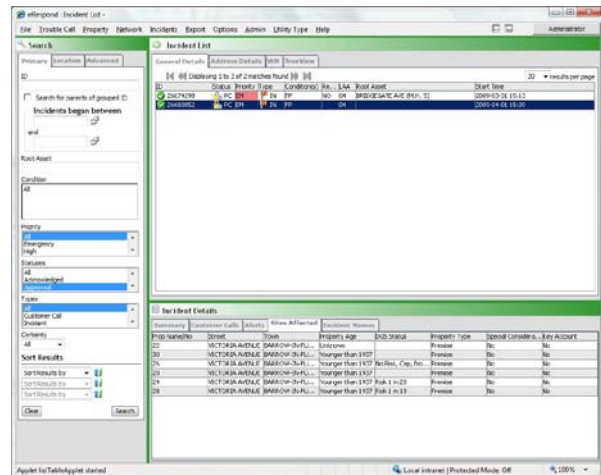
Modern Utility companies are employing the latest advances in technology to provide their customers with the level of service they demand. Using LeT Systems software, utilities can now concentrate on proactively managing all aspects of the incident management process. *eRespond: Incident Management* 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

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.

Flooding Register

Every time a premise is flooded it is added to a flooding register automatically. eRespond stores 2 different types for flooding registers internal and external.

Capital Improvements Scheme

In order to try to remove premises from a flooding register utilities invest in capital improvements. eRespond stores details about the capital improvements and the premises that will be affected by the investment. It updates the premises in the flooding register to not at risk. If the premise becomes flooded again then the status in the flooding register is changed and the capital improvements scheme is marked as failed.

Mitigation Measure

This is a temp measure to stop premises from flooding. eRespond records the premises associated with each one and applies rules on that basis.

Incident Reporting

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



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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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