

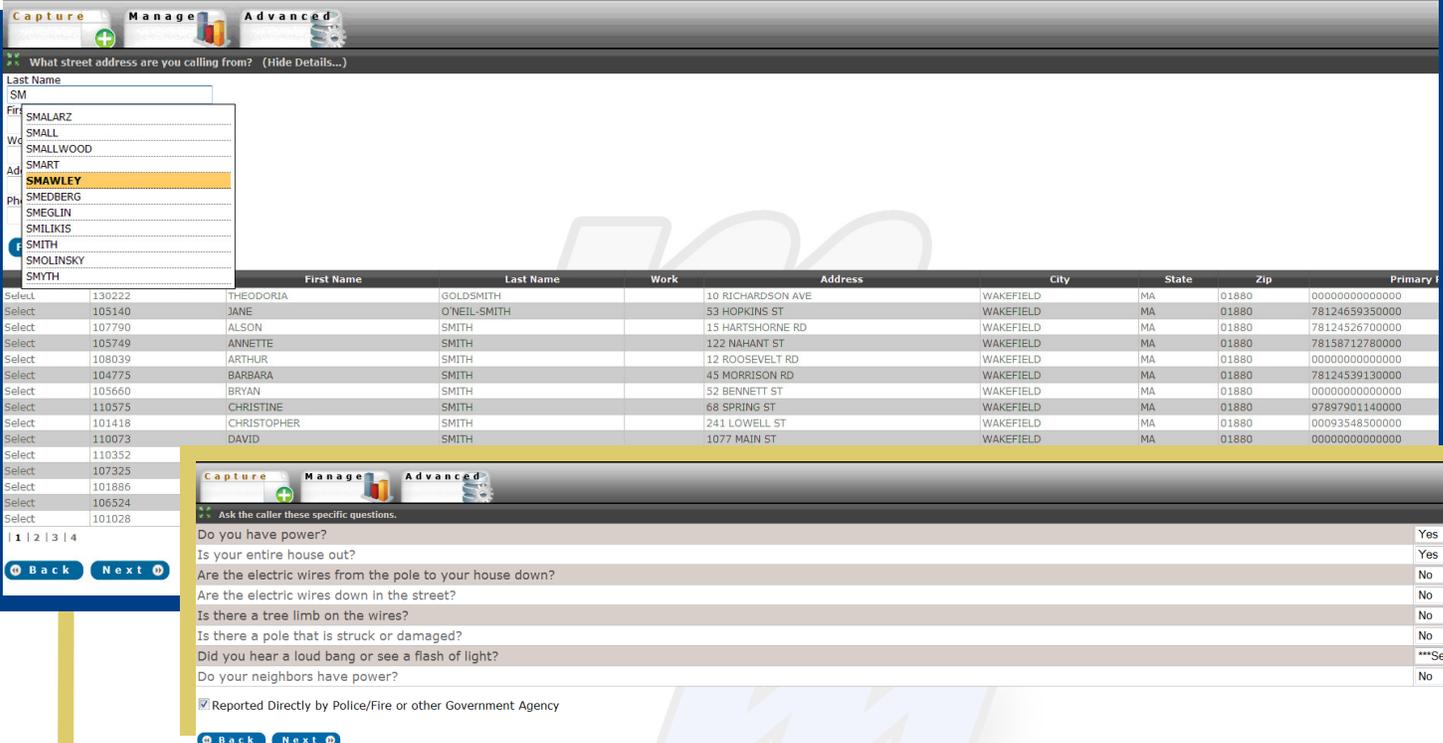


The mPower Outage Management System is a browser-based Call Capture and Response Management System that can be utilized for multiple utility incident types (Power Outage, Water Main Break, Gas Leak) The OMS can easily be linked to existing Customer Information Systems (for Call Capture) and data can be projected into existing GIS Systems, including the mPower Integrator GIS/Asset Management System .

CALL CAPTURE

Quickly find information on callers by searching the CIS system on any combination of First Name, Last Name, Street, or other identifiers. Once you've located the correct customer in the lookup window, alternate phone numbers and free-form notes can be entered before proceeding to the user-definable list of pre-defined questions, (i.e. Did you hear a loud boom?, Is there a tree limb down?) Simple Yes/No toggle buttons allow the call-taker to capture the key information and quickly move to the next caller. For those organizations with multiple utility types, different sets of questions can be pre-defined for each utility. Calls can be captured directly through the mPower OMS System and/or imported from off-hour call centers.

How Utilities Strike Back



The screenshot displays the mPower OMS interface with three tabs: Capture, Manage, and Advanced. The 'Capture' tab is active, showing a search form for 'What street address are you calling from?' and a dropdown menu for 'Last Name' with 'SM' selected. Below the search form is a table of search results with columns: First Name, Last Name, Work, Address, City, State, Zip, and Primary. The table contains 14 rows of data, with the first row highlighted in yellow.

	First Name	Last Name	Work	Address	City	State	Zip	Primary
Select	130222	THEODORIA	GOLDSMITH	10 RICHARDSON AVE	WAKEFIELD	MA	01880	0000000000000
Select	105140	JANE	O'NEIL-SMITH	53 HOPKINS ST	WAKEFIELD	MA	01880	78124659350000
Select	107790	ALSON	SMITH	15 HARTSHORNE RD	WAKEFIELD	MA	01880	78124526700000
Select	105749	ANNETTE	SMITH	122 NAHANT ST	WAKEFIELD	MA	01880	78158712780000
Select	108039	ARTHUR	SMITH	12 ROOSEVELT RD	WAKEFIELD	MA	01880	00000000000000
Select	104775	BARBARA	SMITH	45 MORRISON RD	WAKEFIELD	MA	01880	78124539130000
Select	105660	BRYAN	SMITH	52 BENNETT ST	WAKEFIELD	MA	01880	00000000000000
Select	110575	CHRISTINE	SMITH	68 SPRING ST	WAKEFIELD	MA	01880	97897901140000
Select	101418	CHRISTOPHER	SMITH	241 LOWELL ST	WAKEFIELD	MA	01880	00093548500000
Select	110073	DAVID	SMITH	1077 MAIN ST	WAKEFIELD	MA	01880	00000000000000
Select	110352							
Select	107325							
Select	101886							
Select	106524							
Select	101028							

Below the table, the 'Advanced' tab is active, showing a list of questions to ask the caller. The questions are: 'Do you have power?', 'Is your entire house out?', 'Are the electric wires from the pole to your house down?', 'Are the electric wires down in the street?', 'Is there a tree limb on the wires?', 'Is there a pole that is struck or damaged?', 'Did you hear a loud bang or see a flash of light?', and 'Do your neighbors have power?'. Each question has a dropdown menu for the answer. The 'Did you hear a loud bang or see a flash of light?' question has a '***Select Answer***' option. There is also a checkbox for 'Reported Directly by Police/Fire or other Government Agency'.

INCIDENT MANAGER

The incident management screen is the heart of the OMS system and provides a “dashboard” to the Response Coordinator responsible for analyzing incoming calls and coordinating the investigation, response and resolution of each individual incident.

The screenshot displays the Incident Manager interface. At the top, there are tabs for 'Capture', 'Manage', and 'Advanced'. Below these are search filters for 'Smart Search', 'Status' (Unanalyzed Call), 'Type' (Electric), 'Date Range' (60 Days), and 'Category' (Lights Out). A legend on the right identifies incident statuses: Unassigned Incident, Assigned Incident, Restored Incident, Completed Incident, and Unanalyzed Call. The main area shows a table of incidents with columns for Created On, Category, Work Name, First Name, Last Name, Address 1, Address 2, City, Primary Phone, Alternate Phone, and Comment. Below the table, there are buttons for 'Turn to Incident' and 'Assign to Incident'. A detailed activity log for a selected incident is shown below, with columns for Timestamp, Activity, Comment, Resource Name, and Resource Description.

Created On	Category	Work Name	First Name	Last Name	Address 1	Address 2	City	Primary Phone	Alternate Phone	Comment
3/19/2010 11:00:33 AM	Tree or Limb on Wires with No Outage		DON	WOOD, DON	0003011 BROTHERS	Suite 2A	Chicago	312-444-6792	312-456-8787	Tree limb down on line but power is active.
3/19/2010 10:59:50 AM	Street Light		JAMES J	JOCHEN, JAMES J	0002500 RAINTREE	Suite 2A	Chicago	312-444-6792	312-456-8787	Street light flickers all night.
3/19/2010 10:58:46 AM	Part Off		WOONG JAE	BOO, WOONG JAE	0001805 YELLOWHOUSE C	Suite 2A	Chicago	312-444-6792	312-456-8787	Heard loud bang no power entire block.
3/19/2010 10:58:03 AM	Reported Directly		JAMES M	APPLEBY, JAMES M	0001501 HOLLEMAN 7	Suite 2A	Chicago	312-444-6792	312-456-8787	Wire down in street.
3/19/2010 10:39:12 AM	Street Light		JOANNA R	SMITH, JOANNA R	0000704 PLUM HOLLOW	Suite 2A	Chicago	312-444-6792	312-456-8787	Street light out.
3/17/2010 1:12:21 PM	Lights Out Area		JORDAN L	EWING, JORDAN L	0000305 COLUMBIA	Suite 2A	Chicago	312-444-6792	312-456-8787	Trace demo Lead call.

Timestamp	Activity	Comment	Resource Name	Resource Description
Friday, March 19, 2010 11:03 AM	Runner Assigned	Send running to verify and troubleshoot reported issue.	Bob	Electric Crew 1
Friday, March 19, 2010 11:45 AM	Crew Assigned	Send Bob's crew out to fix problem.	Bob	Electric Crew 1
Friday, March 19, 2010 11:15 AM	Condition Found	Issue was a fault overload by KVA by 20%.	Bob	Electric Crew 1

By analyzing incoming calls for key indicators, the response coordinator can convert an incoming call to a Lead Incident, which is also a “container” that other calls can be associated with and resources, such as: Runner, Field Crew, etc. can be assigned to. As more information is obtained from the field, additional data can be captured and additional resources can be deployed as the status of the incident evolves into one of the following: Unassigned, Assigned, Condition Found, In Progress, Restored, or Completed. An on-going history of the data obtained and activities assigned is maintained and easily referenced.

CALL-INS AND NOTIFICATIONS

The screenshot shows the 'Call Ins' and 'Notifications' section of the Incident Manager. It features a 'Notified' field, a 'Timestamp' field (Friday, March 19, 2010 11:09 AM), and a 'Comment' field. Below this is a table of notified parties with columns for Notified, Timestamp, and Details. A 'Referrals' section is also visible, with a table of referred parties including columns for Referred To, Timestamp, and Comment.

Notified	Timestamp	Details
Water Company	Friday, March 19, 2010 11:06 AM	Water lines controllers affected contacted WPU.
Cable Company	Friday, March 19, 2010 11:07 AM	While working on the transformer the cable lines got cut on pole 34521.

Referred To	Timestamp	Comment
Telephone Company	Friday, March 19, 2010 11:08 AM	Found damage phone switch while working. Notified condition to local AT&T office.

A date/time stamped record of individuals who have been called in to respond to the event is easily created, tracked and reported. Similarly, notifications to other organizations (Fire/Police) and other utilities (Phone, Gas) can also be easily recorded and reported.

In addition, mPower can provide a complete OMS/GIS solution. We offer everything from the consulting and services required to make your maps GIS ready, to our flagship product, mPower Integrator. Integrator is an extremely powerful, intuitive software product for deploying intelligent mapping applications over the web—in a fraction of the time and cost of traditional GIS systems. The Integrator application includes full Trace Flow Analysis capabilities, enabling you to project visually onto your map those customers who have reported outages, making analysis of outage causes more rapid and efficient.

Already have a GIS System or an OMS system in place? No problem, mPower OMS and mPower Integrator can be easily interfaced into your existing GIS and OMS systems and are utilized by some customers as more intuitive, browser-based “front-ends” to existing systems, which are often cumbersome and difficult for non-technical personnel to use effectively.

Manage calls and incidents. (Hide Details...)

Smart Search: Status: Unanalyzed Call Type: Electric

Date Range: 60 Days Category: Lights Out

Find Clear

- Unassigned Incident
- Assigned Incident
- Restored Incident
- Completed Incident
- Unanalyzed Call

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3/17/2010 1:12:21 PM	Lights Out Area		JORDAN L	EWING, JORDAN L	0000305 COLUMBIA	Suite 2A	Chicago	312-444-6792	312-456-8787	Trace demo Lead call.

Turn to Incident Assign to Incident Export

CS City Electric System - mPower Inte...

SHAW, SANDRA
0000301 COLUMBIA
Phase: B
63689148

HALE, DARIN D
0002409 CORNELL
Phase: B
20704898

MERVISH, KEITH A
0002411 CORNELL
Phase: B
63574720

JOHNSON, SHERISSE
Phase: B
63587370

599 kwh
599 kwh
Feeder: 6
689 kwh
689 kwh
Feeder: 6
321 kwh
321 kwh
Feeder: 6
1000 kwh
1000 kwh

Customer Name
Cont. AND
Address Cont. CO
Work Name Cont.
Phone Cont.
Category Cont. Lights Out Area
Call Status Cont. Open

Available Reports
Outage Calls Report
Search and Report
Open in new window

Tracing
Start Tracing
Trace Admin

Google Earth

Tracing Module
TRACING
SHOW DETAILS
Show All Show Available Reports
TRACE SAVER
Trace Up to Fuse
SAVE
BACK TRACE

X: 3562422.135283, Y: 10208996.800885 (FOOT)
6 features selected
1: 1114.85
1137.11 x 647.42 (ft)
Powered by MapGuide

INCIDENT REPORT

The Standard Incident Report, which can be automatically printed to PDF for easy viewing and distribution, provides a comprehensive summary of an incident—Calls related to the incident, resources and activities assigned, outage details, call ins, notifications, referrals and history detail.



Incident Report

2/16/2010

Created By: Administrator	Outage Type: Electrical 2	Condition: Partly Cloud	Incident: JobTestingReport
Created: 2/12/2010	Outage Code: Pole Damage	Temp: 33	Status: Completed
Completed: 2010-02-15		Wind Chill: 24	Work Order: WO8746765B
Category: Tree or Limb on Wires with No Outage		Wind Speed: 12	Object ID:

This job was created by Administrator on Friday, February 12, 2010 1:34 PM. Incident direct comments right on the incident container itself.

Lead Information: EMARC Bob Johnson 143 NAHANT ST Suite 2A WAKEFIELD, MA 01880	Phone 1: (333)345-3456 Phone 2: (800)555-7595 Ext 205	Lead Comment: Wire down looks to be a tree across wire. Reported by police as they are on site blocking traffic. Water main is also affected please advise and take caution.
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Calls

Full Name	Cust ID	Address	Phone
Work Name			
Shmaoh, Joe	100258	389 MAIN ST	00000000000000
LAUREC REALTY TRUST		WAKEFIELD MA 01880	123-123-1234
Lights Out Area			

Comment: Wire down looks to be a tree across wire. Reported by police as they are on site blocking traffic. Water main is also affected please advise and take caution.

Assignments

Timestamp	Activity	Resource Name	Resource Description
Monday, February 15, 2010 12:00 AM	Runner Assigned	Bob	Electric Crew 1
Assigned Bob as runner since he was closest to the lead call location.			
Monday, February 15, 2010 2:00 AM	Condition Found	Bob	Electric Crew 1
Bob reported line down on pole id 4563.			
Monday, February 15, 2010 2:15 AM	Crew Assigned	Janet	Electric Crew 2
Assigned crew to solve the line down issue.			
Monday, February 15, 2010 4:15 AM	Action Taken	Janet	Electric Crew 2
Janet's crew has fixed the line.			

Outages

Created On	Time Off	Time On	Reported	Total Hours
2/15/2010 3:23:29PM	Monday, February 15, 2010 12:00 AM	Monday, February 15, 2010 4:00 AM	4.00	24.00
Outage caused by broken line which has been repaired.				
2/15/2010 3:24:00PM	Monday, February 15, 2010 12:00 AM	Monday, February 15, 2010 4:00 AM	1.00	6.00
Additional outage while testing repaired wires.				
2/15/2010 4:24:15PM	Monday, February 15, 2010 12:00 AM	Monday, February 15, 2010 4:23 PM	8.00	48.00
Water causing issue with energize. Water Company foxed the issue before we commit.				
Grand Total:			13.00	78.00

Call Ins

Time Called	Response	Name	Resource Description
Monday, February 15, 2010 12:00 AM	Came In	Bob	Electric Crew 1
Called Bob in as he was near the incident and other crews all assigned.			
Monday, February 15, 2010 12:00 AM	Unable to Contact	Janet	Electric Crew 2

Outage Management—Made Easy