

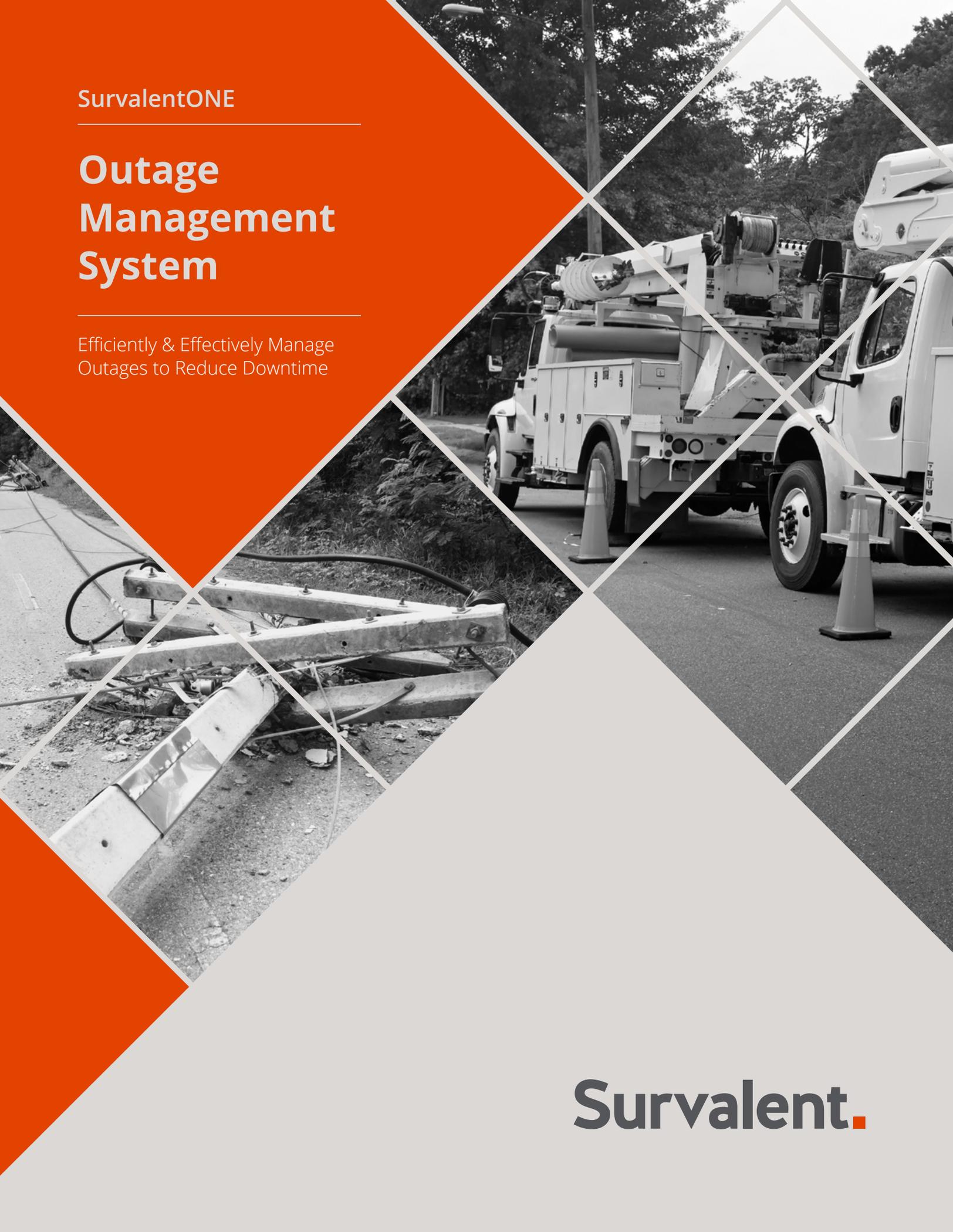
SurvalentONE

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# Outage Management System

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Efficiently & Effectively Manage  
Outages to Reduce Downtime



**Survalent.**

## SurvalentONE ADMS

The SurvalentONE ADMS platform is a fully integrated SCADA, OMS, and DMS solution that allows you to effectively operate, monitor, analyze, restore, and optimize critical network operations. By integrating data from across your network, the solution delivers real-time operational intelligence and control which empowers users to proactively respond and take corrective action when necessary.

It provides a common user interface for all roles for ease of operations, a shared as-operated network model and real-time database for increased performance, and a single hardware platform to simplify IT & OT maintenance and security. Easy to deploy, manage, scale and use, the SurvalentONE platform provides a low total cost of ownership.

Utilities from around the globe have benefited from greater operational efficiencies, enhanced customer satisfaction through reduced outages, and improved network reliability.

## SurvalentONE ADMS

**SCADA**

**Monitor  
& Control**

**OMS**

**Track  
& Restore**

**DMS**

**Analyze  
& Optimize**

**With SurvalentONE OMS, you have the ability to respond faster to network interruptions, reducing the duration of each outage and its impact on your customers.**

SurvalentONE OMS is a comprehensive solution that empowers utilities to reduce the scale and duration of outages through efficient tracking and management.

It provides predictive outage analysis to help isolate the extent of the outage and probable fault location, processes for rapid damage assessment, automated reporting capabilities, and enhanced customer communications capabilities to provide up-to-date outage information to all stakeholders.

Moreover, SurvalentONE OMS allows you to proactively and safely guide dispatchers and field crews when they are conducting restoration activities.

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### **Restore Power Sooner**

With the efficiency gains achieved through SurvalentONE OMS, your field crews can be dispatched to fix a problem within minutes of the first outage report. Instead of driving around to locate the fault, crews can immediately focus their attention on the device or grid segment identified by the OMS, saving even more time.

Since repairs get underway sooner, outages are shorter which means improved reliability indices.

### **Proactively Manage Power Outages**

SurvalentONE OMS, complemented by a diverse collection of optional applications, provides an enterprise-class platform for all outage-related activities.

Fully integrated with SurvalentONE SCADA and DMS, our OMS suite can also exchange information with a host of critical business applications, including:

- Geographic Information Systems (GIS)
- Customer Information Systems (CIS)
- Advanced Metering Infrastructure (AMI)
- Workforce Management Systems (WMS)
- Automatic Vehicle Location (AVL)
- Trouble Call Systems (TCS)
- Integrated Voice Response (IVR)

Industry standard reliability indices are automatically calculated from the detailed online and archived records maintained for each outage. You can also leverage an extensive list of key performance indicators (KPIs) to monitor the health of your network in real-time and address potential problems early on.

## Increase Operational Efficiency

SurvalentONE OMS automates the receipt of outage information by empowering your customers to quickly and easily submit outage reports online through the browser-based SurvalentONE Customer Outage Portal, instead of phoning them in to your call center.

Using AMI notifications or customer outage reports the OMS can predict the extent of an outage and the probable fault location.

Dispatchers and field crews are able to leverage the comprehensive job management features included in SurvalentONE OMS to coordinate repair activities in the field and stay on top of ongoing operations.

Notably, field crews can use the Damage Reporting and Assessment application to upload photos, notes, and other information to the OMS, giving the control room a firsthand look at what is happening in the field.

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## Track All Customer Issues

SurvalentONE OMS also gives your team the ability to record and track calls regarding faulty streetlights, downed electrical wires, vegetation management issues, and other infrastructure problems unrelated to power outages. Dispatchers can review call records and create tickets to follow up on work as required.

## Enhance Customer Satisfaction

Shortening the duration of unplanned service interruptions isn't the only way that SurvalentONE OMS can help reduce the impact of power outages on your customers. It also has the capacity to determine which customers are in a scheduled outage area and notify them in advance via text messages, so that they can plan ahead to minimize any inconvenience. By adding the SurvalentONE Customer Outage Portal application to your website, you can give your customers anywhere, anytime access to the latest outage updates, including scheduled outages and — for outages in progress — the estimated time of restoration (ETOR). An added benefit of keeping your customers in the loop with real-time outage information is that you minimize the number of inbound calls per outage, freeing up the CSRs in your call center to address other customer concerns. Customers can also subscribe to receive real-time outage updates through IVR, Text or Twitter.

## Optimize Network Performance

SurvalentONE OMS provides detailed insight into the operation of an electric distribution network by calculating IEEE reliability indices and many other KPIs in real time. You can use these KPIs to detect problems as they emerge, proactively find solutions that will keep your network running smoothly and evaluate how your network is performing over time.

## Benefits

- Enhanced customer experience
- Increased operational efficiency
- Greater situational awareness
- Faster, more informed decision-making
- Less impact on customers due to shorter outages
- Increased transparency so customers can stay informed about upcoming and current outages
- Improved reliability indices (e.g., SAIDI)
- Lower inbound call volume
- Availability of OMS displays in a variety of SurvalentONE applications (SmartVU, Customer Outage Portal, Mobile Crew Manager, OMS Dashboard, etc.)

## Key Features

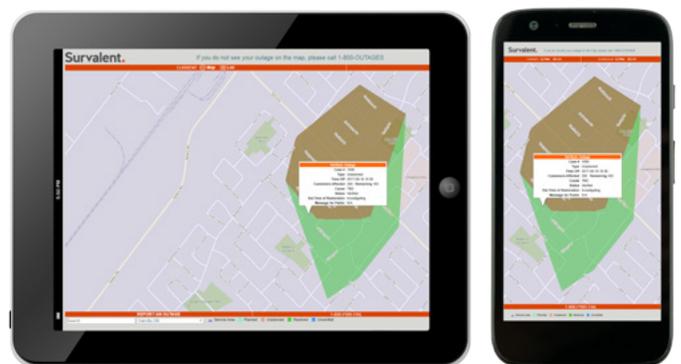
- Full integration and the ability to receive notifications from ADMS applications, including controls, command sequencing, field/network operations, and tags
- Advanced call analysis for predicting the interrupting device
- Auto-generated outage callback lists based on customer preferences
- Job management feature for tracking field-crew assignments, materials, and vehicles
- Create custom reports based on outage cases or IEEE reliability indices
- Standards-based interfaces (e.g., Multispeak) to third-party systems (GIS, CIS, AMI, etc.)
- Licensing available for single, dual, tri, or quad server configuration

The SurvalentONE Customer Outage Portal has proven to be particularly effective at driving customer engagement, an ongoing challenge for most utilities.

### ▪ Customer Outage Portal

Shows the extent of active and scheduled outages on an online map that users can display in their web browser. Using the portal, your customers can access real-time status updates detailing estimated time of restoration, scheduled outages, and other outage-related activities.

The Customer Outage Portal includes an optional outage reporting form that they can use instead of dialing into the call center.



## CSR Call Handler

Makes it easy for CSRs to record caller information and submit outage data to the SurvalentONE OMS for processing. CSRs can also use this web app to monitor network status (including pinging meters), keep customers informed about outages, and record non-outage calls.



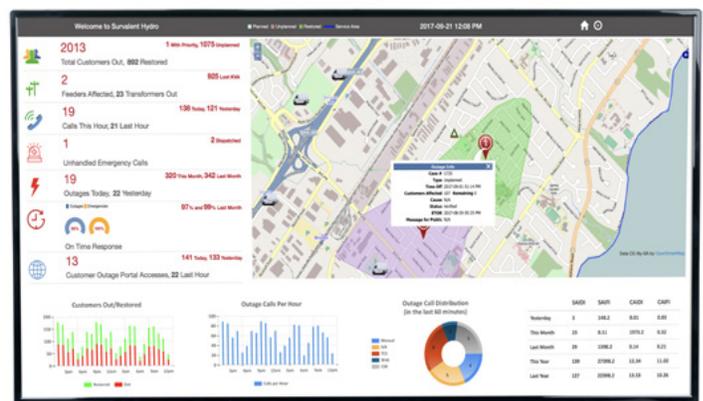
## Mobile Crew Manager

Helps field crews stay on task by giving them anywhere, anytime access to work assignments for outage cases, tickets and damage reports on their tablets and laptops, while at the same time keeping control-room personnel apprised of field activities in real time. The Mobile Crew Manager can be configured to work in areas without wireless coverage by saving data locally until it has an opportunity to synchronize with SurvalentONE OMS.



## OMS Dashboard

Provides an easy-to-read, real-time overview of the network's status, displaying outage data, KPIs, outage call volume and distribution, and reliability indices. The dashboard offers fully customizable tabular and graphical displays, including configurable map layers for visualizing the connectivity model, meters and transformers, outages, job sites, and vehicle locations. OMS Dashboard is available in Lobby and Mobile/Desktop versions.



SurvalentONE OMS applications can help you track storms, communicate more efficiently with internal stakeholders, generate detailed assessments of the damage to your network infrastructure, and comprehensively document all aspects of a major event.

- **Damage Reporting & Assessment**

The Damage Reporting and Assessment application is available for field crews to quickly document equipment failures such as broken crossarms, downed poles, and damaged cabinets. Crews can use the application to take notes, attach photos and relevant files, and upload reports to SurvalentONE OMS providing detailed, on-the-ground information to the control room.

Assessors or dispatchers can then review the damage report and determine what the next course of action is — whether requesting an inspection tour by dispatching a field crew or unmanned aerial vehicle (UAV), or attaching these damage reports to tickets or outage cases for follow-up. Damage Reporting and Assessment may also be accessed through Mobile Crew Manager.

- **Stakeholder Email Notification**

Automatically sends outage information to predefined mailing lists when a significant event occurs in the OMS (e.g., outage case created/closed, ETOR changed). Ad-hoc emails can be manually issued by the dispatcher at any time.

Emails can include logos and other branding items, and links to the Customer Outage Portal, allowing the utility to control the style and layout of the message. It also allows recipients to navigate directly to an online outage map in the Customer Outage Portal that shows the actual outage area with all of the latest updates.

- **Major Event Management**

Automatically collects all outage cases, tickets, damage reports, jobs, and weather data associated with a significant event and stores them in one place, creating an insightful historical record of what has transpired.

A utility can use the Major Event Management application to retroactively assess these events (by calculating SAIDI, CAIDI, the number of customers affected, etc.) and predict how the organization will be impacted by similar events in the future.

- **Audit Trail**

Tracks changes made in the OMS database, logging each instance in an audit file. Individual entries include user name, timestamp, and other relevant data.

## Control your critical network operations with confidence

With Survalent, you can control your critical network operations with confidence. We're the most trusted provider of advanced distribution management systems (ADMS) for electric, water/wastewater, gas, and transit utilities across the globe.

Over 600 utilities in 30 countries rely on the SurvalentONE platform to effectively operate, monitor, analyze, restore, and optimize operations. By supporting critical utility operations with a fully integrated solution, our customers have significantly improved operational efficiencies, customer satisfaction and network reliability.

Our unwavering commitment to excellence and to our customers has been the key to our success for over 50 years.

“The Survalent system is very user friendly and easy to configure. The staff is very responsive and knowledgeable - it was indeed a pleasure working with them.”

- London Hydro

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