

# **Outage Management**

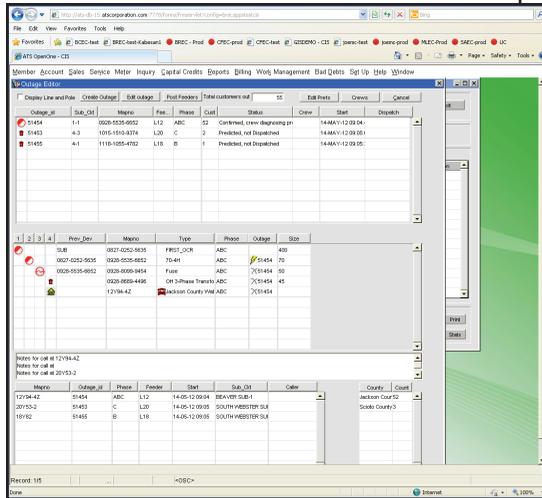
OpenOne's Outage Management System is a fully integrated system that enables real time outage management integrated completely with the rest of OpenOne's systems.

## **OpenOne** Fully Integrated Software

The Outage Management System allows accurate statistical record keeping on all aspects of the clients system. With the Outage system working directly off the CIS data, accurate up to date information about the state of the system is available at a glance. This is available in multiple places and in multiple levels of detail.

Our real time and after the fact outage reporting allow the flexibility to either work outage live as they happen or when time is available. This flexibility allows the correct information to be added as it comes back in from the field. The causes and equipment issues and weather conditions are recorded for later analysis.

OpenOne has an outage prediction feature that, based on your data model, predicts where the outage based on the calls entering the system. This system is also customizable for extreme weather conditions. When a storm hits it allows only confirmed data to enter the system. This allows the dispatcher to send the crews to the right location, saving down time.



Outage ID	Sub_ID	Memo	Phase	Feeder	Status	Crew	Start	Dispatch
51454	1-1	0005-5335-6932	L12	ABC	52	Confirmed, crew dispatched	14.06.11-12:09:34	
51455	4-3	1010-1055-8774	L10	C	2	Predicted, not dispatched	14.06.11-12:09:34	
51455	4-1	1110-1055-4782	L10	B	1	Predicted, not dispatched	14.06.11-12:09:34	

Sub_ID	Memo	Type	Phase	Outage	Size
0005-5335-6932	0005-5335-6932	FUSE_LOC	ABC	51454	400
0005-5335-6932	0005-5335-6932	FUSE	ABC	51454	70
0005-5335-6932	0005-5335-6932	FUSE	ABC	51454	50
0005-5335-6932	0005-5335-6932	OP-3Phase Transformer	ABC	51454	40
12194.42	12194.42	South County VME	ABC	51454	

Memo	Outage ID	Phase	Feeder	Start	Sub_ID	Color	County	Coord
12194.42	51454	ABC	L12	14.06-12:09:34	51454	Blue	South County	
20175.2	51455	C	L10	14.06-12:09:34	51455	Blue	South County	
10182	51455	B	L10	14.06-12:09:34	51455	Blue	South County	

### KEY POINTS

- Real time and after the fact outage reporting.
- Outage prediction
- Crew Tracking
- Third party integration
- Integration with IVR systems
- Integration with OpenOne GIS for maintaining circuit models
- RUS statistical reporting.
- Letter generating capabilities

The Power of **OpenOne** Software Solution

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This coupled with the crew tracking allows the dispatcher to see who is where and working on what issues in order to better allocate resources in the field. These records are maintained for future analysis.

The OpenOne Outage management system allows 3rd party integration with several different vendors including CRC and Callnet for after hours crew dispatch. We also offer real time integration with Partner and Google earth map based displaying of the outages on the system.

We also integrate with several IVR systems for the entering of outage calls. This coupled with our call entry and 3rd party integration offer several options for call entry.

The OpenOne OMS uses a model that can be maintained OpenOne's GIS system. This allows seamless integration of the maintenance and outage models.

OpenOne offers a wide variety of statistic reports for RUS and other reporting. Various reports useful for maintaining the system are readily available in the OpenOne system. These include reports broken down by cause and equipment by substation over customized lengths of time. Many useful exports are available for customized analysis of circuit performance and reliability.

OpenOne's Outage Management System has letter writing capabilities to create customized letters for planned outages and outage response letters. This allow letters to be sent to just the customers that will be out or were out to help gauge response and notify those customers that will be out, helping to minimize irritation.

Together these features add up to a robust and flexible Outage Management System that will meet all your management and analysis needs. The OMS is just another facet that makes OpenOne the one management suite to meet all your needs.