

Outage Event Management

Siemens EnergyIP® Outage Event Management (OEM) application enhances smart metering return-on-investment

The result: lower operational costs and better, more responsive customer service. In fact, recent research shows that utilities can save from \$.95 to \$7.92 annually per meter with sound outage management practices in place. These savings come from reduced troubleshooting time, fewer truck rolls and lower call center costs. Better yet, utilities that use Siemens OEM realize a huge increase in their Customer Average Interruption Duration Index (CAIDI) and System Average Interruption Duration Index (SAIDI) metrics.

Introduction

The arrival of advanced metering infrastructure (AMI) and smart meters has brought new approaches to solving existing problems—approaches that utility professionals may not even be aware of today.

For example, utility professionals can gain insights into outage events, but these events still require effective management before they can be sent to the Outage Management System (OMS).

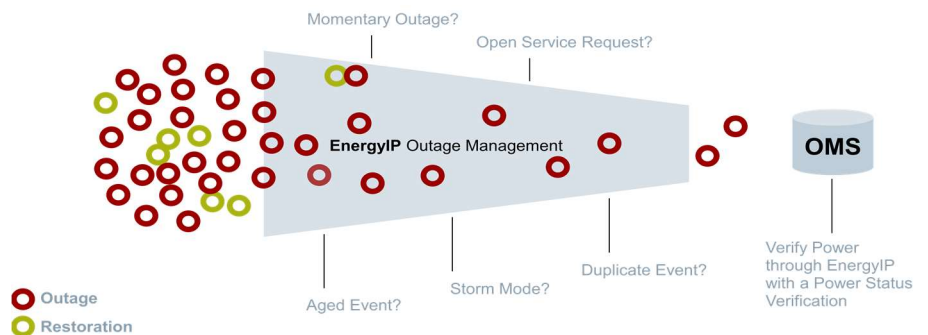
And, during storms or natural disasters, outage data from smart meters can quickly overload a utility's OMS, degrading performance when peak performance is required.

According to a recent study, "Improving outage management processes", using smart meter data in the next year was the number one goal of North American utilities. (*1) Siemens OEM application is a critical step in achieving that goal.

(*1) Zpryme Survey 2015, commissioned by Siemens.

Effective event management cuts costs

Siemens OEM features an effective outage event management process that reduces unnecessary utility truck rolls, accurately resolves service incidents, and identifies distribution issues—before they impact service. With Siemens OEM you can manage outage and restoration events, with only relevant information delivered to your OMS, reducing OMS overhead associated with managing events unnecessarily, especially during storms and massive outages.



Why choose Siemens EnergyIP Meter Data Management System and OEM Application?

Be aware of outages before they happen

With OEM, utilities can be aware of outages before a customer even reports a problem. AMI meters automatically report outages, without manual intervention. OEM handles millions of outage events in real-time, helping utilities respond more quickly, improving customer service and satisfaction.

Identify outages down to the individual meter

While a typical OMS provides a view into a wide utility service area and large-scale events, Siemens OEM gives operators visibility into every meter and the power status of every household.

Increase the accuracy of OMS predictions

OEM processes and forwards just the right amount of AMI data to the OMS. Complementing customer call data to enhance outage prediction and handling processes.

Shield your OMS from massive data "event storms"

Siemens OEM prevents the OMS from being overwhelmed by filtering outages and restoration events and delivering summarized, critical information, enabling the OMS to continue to function at full capacity without being impeded by handling AMI events.

Get real-time status updates

When integrated with work management systems, Siemens OEM provides utilities with instant updates on restoration and outage events, quickly identifying persistent outages that require further action.

Key Features

1. Intelligent configurable filters

Manage outage and restoration events from AMI systems with comprehensive suite of intelligent and configurable filters.

- Filter events that result from normal service - Eliminates false event reports that result from normal, planned fieldwork by filtering events that originate from end-points with open field orders, as tracked by service request records, and verifies that the event occurred during non-holiday business hours and within the planned start and end times stored in the work management system.

- Filter events that result from short outages or transient faults - Suppresses any outage event reports to the OMS that occur when a restoration event alert is received within the configurable delay period, while still logging it in the core event subsystem.

- Filter large-scale events - Blocks all events except those received from "bellwether meters" to reduce the possibility of "event storms" during large outages.

2. Power status verification

Remotely check any meter's power status using the OEM's real-time Power Status Verification (PSV) high-performance web service and Java-based message service (JMS).

- Validates power status and automatically responds with appropriate action such as power on or off, unknown power status, communication failure or unknown ID / reference.

- Power status service can be integrated with your utility's OMS to automate clearing of "single lights out" events, ensuring accurate accounting by other systems such as call center and interactive voice response (IVR) systems.

3. Smart meter data storage

Siemens EnergyIP Grid Application Platform accurately stores smart meter data, including "last gasp" outage messages with time stamps, complementing your utility's OMS to deliver a complete outage handling solution that includes AMI.

4. Statistical information dashboard

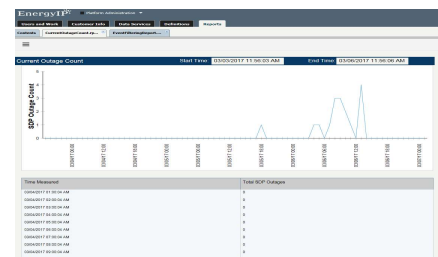
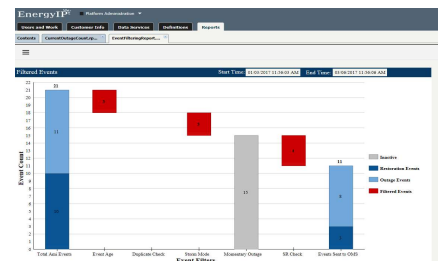
OEM provides users with executive dashboard showing overall outage status of the service points and how effectively OEM is filtering events.

Hourly trend with user friendly graph and tables provides how many outages have been reported. In normal condition, this will help users understand the overall level of outage is under their control. When in storm and massive outage is occurring, this will tell the overall status and its recovery progress at glance.

Waterfall graph shows activities of each intelligent filter by visually displaying how many events came in from AMI system, how many are filtered out by each filter, and how many were sent to OMS. This shows the overall status of your OMS and makes the business value visible.

The field-proven OEM solution

Siemens EnergyIP MDM and Outage Event Management solution has helped one North American, community-owned electric utility company deliver better customer service by developing efficient processes that include using the PSV service to deliver accurate information to call center and field personnel, and isolating false events with the remote connect and disconnect feature.



Siemens
4000 E. 3rd Avenue, Suite 400
Foster City, CA 94404

Tel : +1 (650) 227-7770
Fax : +1 (650) 227-7771