Case Study

Organization
Benton Public Utility District

Location
Washington, United States

Industry
Electric/Fiber-optic utility

A Real-Time Network Picture

When it's time to respond to a customer, Benton Public Utility District operators and field crews must rely on sound data. Using ArcGIS® from Esri, the utility can place the latest network maps and information in the hands of everyone on staff. This means faster response to outages and other customer requests. Meanwhile, the utility is reducing labor costs and eliminating the expense of printing paper maps.

What Did They Do?

Benton Public Utility District obtained a real-time picture of its electric and fiber-optic network by implementing ArcGIS from Esri. Everyone on staff now has a map view of customers and assets along with access to pertinent data such as maintenance history, aerial photographs, and GPS coordinates.

Esri helped the utility integrate ArcGIS with other systems including SCADA; the off-site, after-hours call center; customer information; light and transformer asset data; financial and Federal Energy Regulatory Commission (FERC) accounting; time and labor; and work order information.

Do I Need This?

For utility and communication companies, ArcGIS provides a common platform to access business data, manage assets, update network information, integrate work orders, find customer information, and prepare reports.

> "We have been able to lower the duration of customer outages, improve crew response time, and reduce labor and overtime costs by $240,000."
>
> **Chris Folta**
> Manager of Applications and Integration
> Benton Public Utility District

For more information, visit esri.com/electric or esri.com/telecom.

Need More Details?

Benton Public Utility District has been able to shorten the duration of customer outages and improve crew response time. The utility has also reduced labor and overtime costs that were a result of inaccurate information in the legacy paper maps.
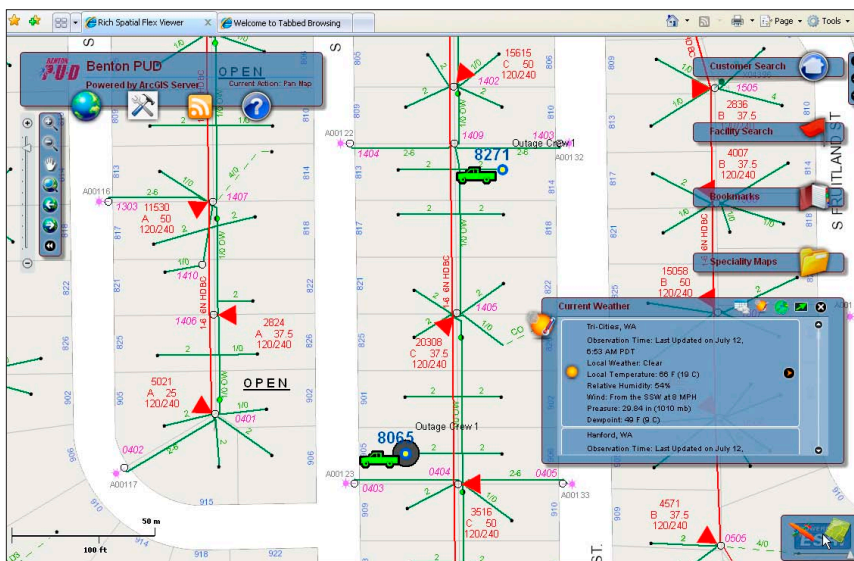
Now, instead of looking for physical copies of maps and work orders, staff members can use ArcGIS tools to find the information they need. Field crews go out each day with an updated facility map that includes customer information, usage history, and work orders.

Data is kept in sync and up-to-date. ArcGIS supports database version management so multiple users can work simultaneously. This means that one person in the field can update asset or customer data while another person in the office analyzes the information.

Customers are easy to identify. ArcGIS enables network tracing, which improves outage response. In the field, workers are able to trace the network to see, for example, which customers would be out of power if they opened a switch.

Paper maps are a thing of the past. Since ArcGIS maps are available via mobile or desktop devices, the utility saves time and resources.

Network maps are updated quickly. Before upgrading to ArcGIS, the utility averaged a five-week turnaround time for information updates to the map. Now, the average is three days.

A real-time display in ArcGIS shows a single customer outage, reports that the customer called the after-hours call center, and notes that the utility has assigned a crew to the incident.

For more information, visit esri.com/electric or esri.com/telecom.