



Case Study

Organization
Union Power Electric
Cooperative

Location
Monroe, North Carolina

Industry
Electric Utility

Dashboard View of the Distribution Network

Union Power Cooperative managers and executive directors now have an up-to-the-minute picture of how utility systems are performing, where employees are focusing efforts, and how customers are affected. What's more, the automated processes are saving the utility time and money. All staff members have access to data from across the company, merged into one easy-to-use map called Union Power Operations Dashboard.

What Did They Do?

Union Power operators used Esri® technology to create a customized operations dashboard that provides real-time and historical outage information, data from the advanced metering system (such as voltage and the occurrence of momentary interruptions), work order type and location details, and meter-tampering indications.

Do I Need This?

Using Esri's ArcGIS® technology, an electric operations manager can quickly answer questions such as what is the current operational status of the network? What incidents or outages are occurring and where? Are there any external environmental events that can impact operations?

Esri's Electric Distribution Operations Dashboard template can be used as a guide when implementing a common operating picture to improve operational decision making in response to outages and other events that affect service.

"Within the first week the meter-tampering widget was live, it recovered over \$3,000 that we may have never identified or have taken the next billing cycle to discover."

Todd Harrington

GIS Administrator
Union Power Cooperative

For more information, visit esri.com/electric.



Need More Details?

Operators at Union Power took the electric distribution dashboard template from Esri and modified it to suit their needs. They added customer information and automated metering data from an Oracle® database and Milsoft® data on a SQL Server to GIS data and web services from Esri.

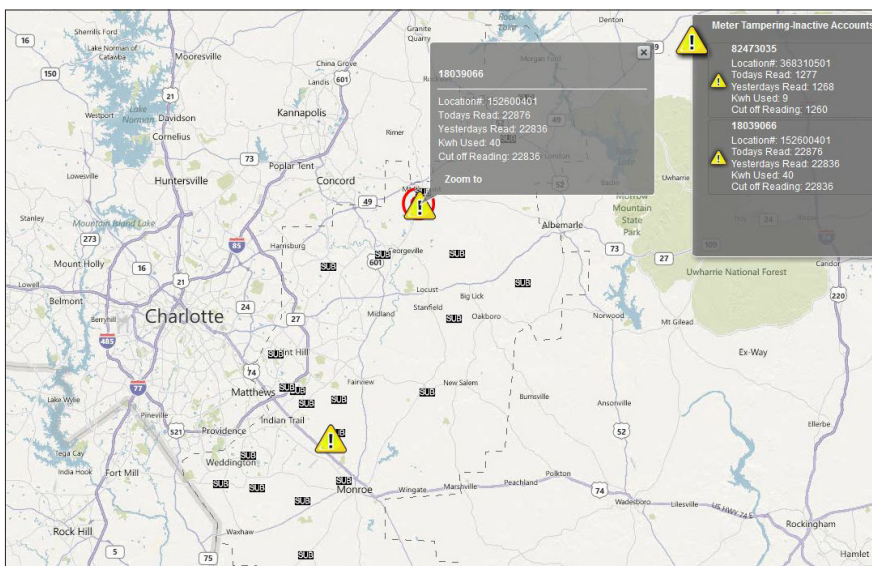
So far, management is excited about and pleased with the dashboard, according to Todd Harrington, GIS administrator at Union Power.

Dashboard maps are much faster. The dashboard provides more information to Union Power employees, and it is much faster and easier to use than the company's existing digital maps.

Meter tampering can be discovered. Within the first week the dashboard meter-tampering widget was live, it identified more than \$3,000 in meter tampering that the utility might never have recovered or would have needed the next billing cycle to discover.

Time savings are significant. Since everything is automated, personnel are no longer tied up with the time-consuming tasks of extracting data, cleaning it up, and producing maps.

Personnel are now trained. All field service personnel, customer service representatives, and dispatchers have learned to use the dashboard. Future plans include training the linemen and setting up data connections in the crew's trucks.



In the first week of its use, the Union Power operations dashboard's widget recovered \$3,000 in meter tampering.

For more information, visit esri.com/electric.

