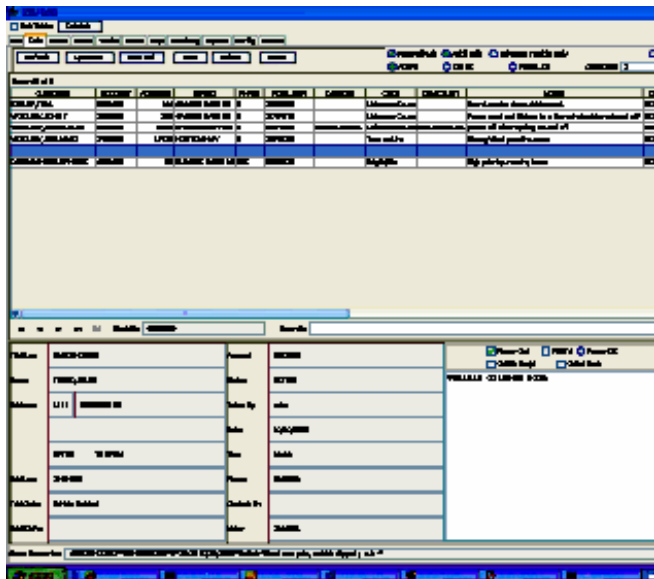


USSI OUTAGE MANAGEMENT SYSTEM

USSI OMS provides the software for an Electric Utility to Identify, record, track and restore power to its customers.

RECORD TROUBLE CALLS

Operating on multiple call center computers, USSI OMS software provides scalable and lightning fast software to collect information and manage the safe and prompt restoration of power to outage case incidents.



Features include:

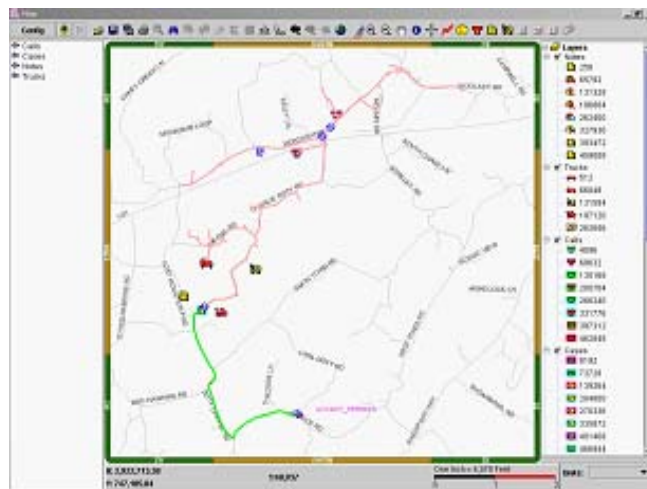
- ➔ Data collection from customers calling in with power problems. Optional IVR, AMR and SCADA interfaces.
- ➔ Interface to the Customer Information System to automatically identify the Customer and locate them on the map.
- ➔ Immediate feedback to the call center operator as to whether the problem call is part of an existing outage so that the customer is notified of the status at the time of the initial problem call.
- ➔ Multiple call center computer support with high speed networking for high volume calls from large scale outages.
- ➔ Prediction of open components based upon the number of callers and their location in the circuit or from available AMR or SCADA information.
- ➔ Standard reports regarding the number of customers affected, timing of the outages, when predictions were made, what device operated out, when verified, when service was restored, which customers were affected, causes of the outages, etc.

DYNAMIC ESRI BASED GIS MAP

USSI OMS interfaces to a GIS database and pinpoints the location of customers, circuit elements, outages and crews on the Map with proprietary HIGH SPEED map display technology..

Features include:

- ➔ Both tabular and graphical presentation of the customer call and outage case incident information is provided and base map information including the location of roads, buildings, poles, transformers, etc and upstream and downstream traces of the system.
- ➔ USSI OMS provides ESRI Mapobjects or ARCobjects map software (other map displays as required)
- ➔ Temporary Switching shows dynamic modification of the system circuit model from manual switching directed by the switching supervisor from field information or SCADA.



CREW MANAGEMENT

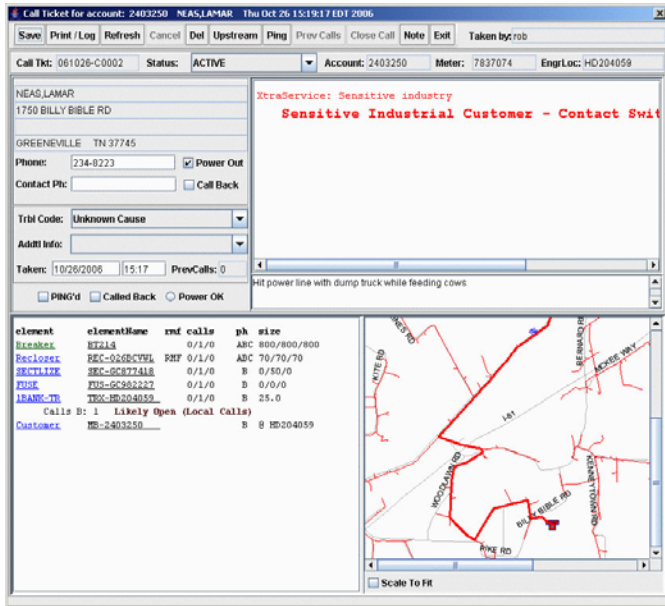
- ➔ Manual Crew Location on the map with interface to Automated Vehicle Location as an option.
- ➔ Assignment of individual employees to repair crews and assignment of crews to verify or confirm outages.
- ➔ Optional Automatic Crew Call-Out Module with reporting.

USSI

Utility Software Solutions Inc.

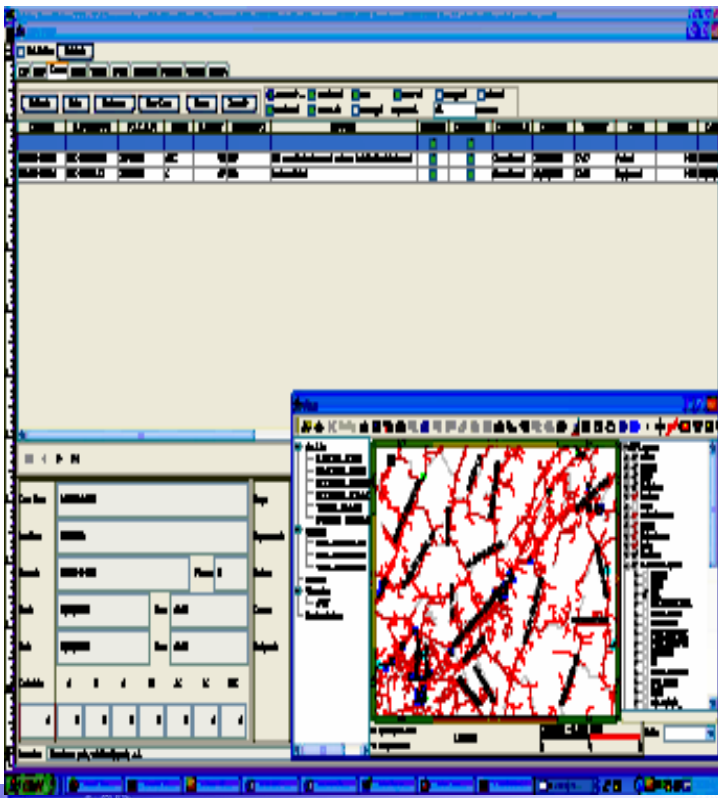
DISPATCH THE CREW

A **Trouble Ticket** printed with connectivity and map help direct a crew to check the predicted outage. Unique upstream connectivity diagram pictures the relevant circuit information.



DOCUMENT & MANAGE OUTAGES

A Predicted Outage Incident Case can be made or once confirmed, a Confirmed Outage Incident Case from the open circuit component is created. The call center operator sees screens and map presentations of all existing outage cases and customers affected by the outages and closes the outages once repairs are made. Temporary switching keeps the circuit model up to date.



RECOMMENDED SYSTEM

- Open System: Windows/Linux/Unix etc Operating System; Oracle or other database.
- Server and workstation hardware can be inexpensive light duty PCs. 1GB memory is required for workstations and 2GB for the server. Higher performance hardware such as high speed dual or quad processors yields higher performance though not a requirement.

OPTIONS

- In-Truck Laptop Maps and complete system snapshot.
- Automated Meter Reading Interface .
- Advanced Work Order Management (WOM).
- Advanced Crew Management System.
- Integration with SCADA Systems.
- Automated Vehicle Location System (Showing dynamically in real time the location of the Crew/truck on the graphical presentation).

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