

5. Early warning app for managing of service reservoir issues

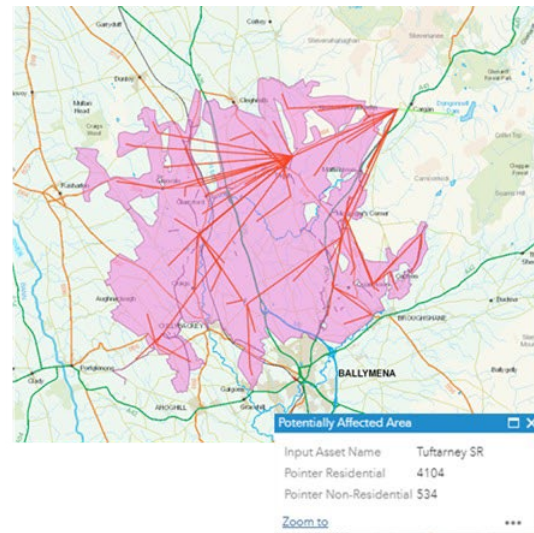
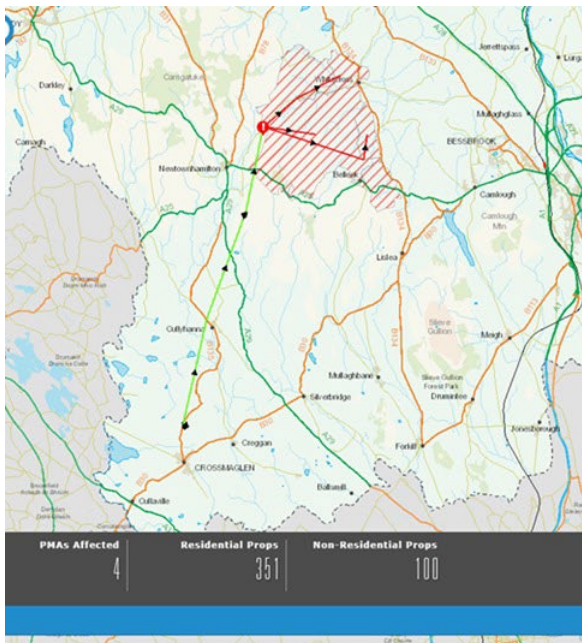


Situation

Our telemetry triggers an alarm when a service reservoir goes to low level. Yet there is no method to alert customers to a problem on the network based on the alarm. We also do not know visually the area which could potentially be out of water due to this alarm. Any notifications are reactive rather than proactive.

Action

'Source to PMA Topology' is an app that has been developed inhouse to provide an "as the crow flies" skeleton



schematic representation of asset hierarchical relationships. It identifies areas potentially affected by an outage before customer calls begin. When there is a low or very low service reservoir (SR) alarm, a trace is automatically generated identifying the area fed directly or indirectly from that SR. The number of properties affected is generated and an address list/ critical care register list is generated.

Results

The solution provides an early warning for an area which may experience an outage. It provides property counts and users can generate an address/critical care customer list for the area affected.

Proactive alerts rather than reactive alerts have resulted in a reduction in total number of customer complaints via based on customer complaints.