



Customer Service Improvements Using Mobile GIS



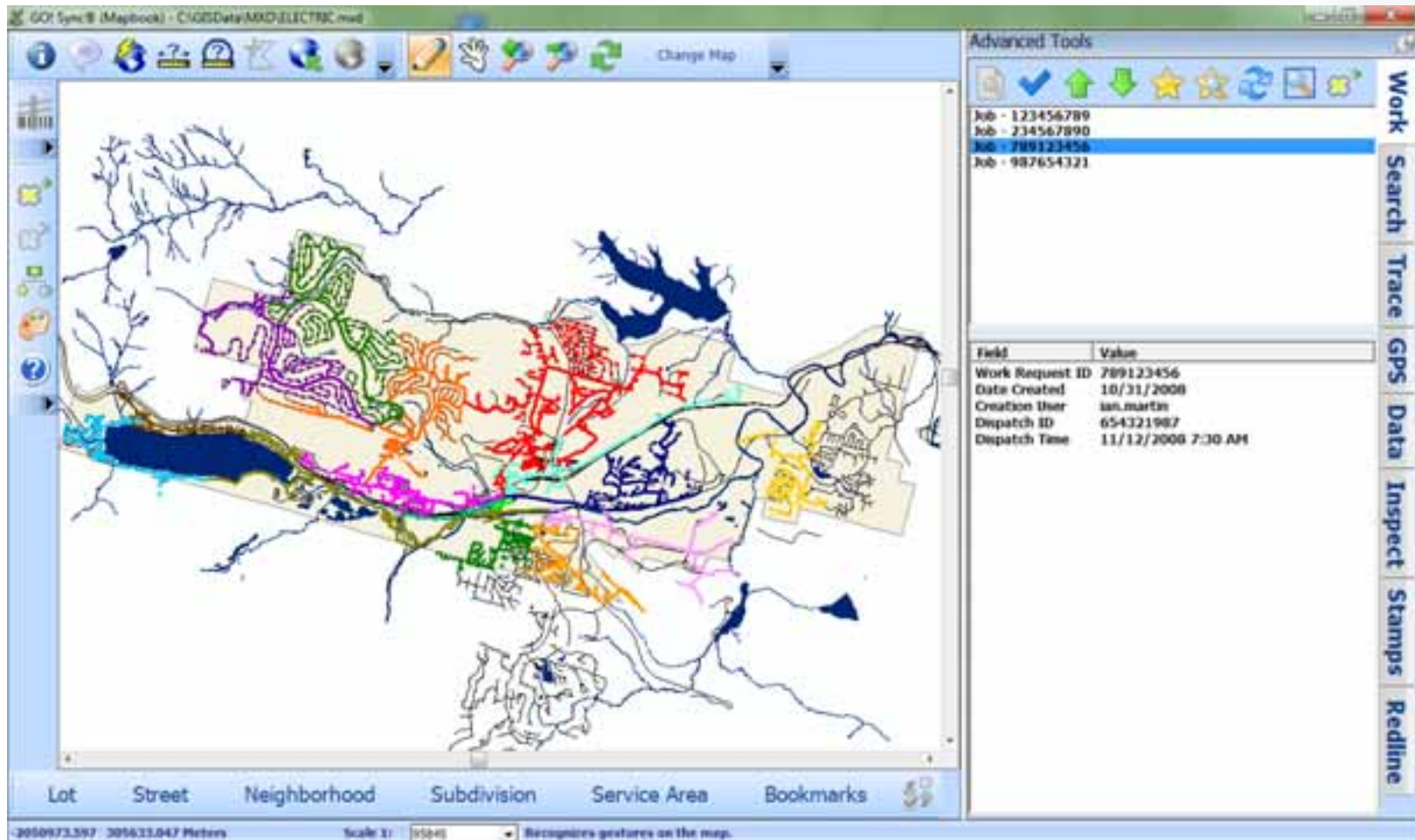


SMECO

- **Potomac River and Chesapeake Bay**
 - Southern Prince George's County
 - Charles County
 - St. Mary's County
 - Calvert County
- **Established in 1937**
- **First energized in 1938**
- **150,000+ members**



GO! Sync Mobile GIS





The Ultimate Map

- GPS enabled
- Multiple map views
- Data drill down – a first for the field.
- Integrated work order and service order dispatch.
- ADC map grid
- **NO MORE PAPER!!!!**



Crew Uses

- **Ability to map outages**
 - PragmaCAD MobLite
- **Hyperlinks**
 - GO! Sync manages documents
 - Crews access via simple tool
- **Data Drill Down**



Benefits

- Boost efficiency
- Raise GIS awareness
- Improve data reliability
- It's a LOCK that your GIS does NOT match reality





Improving Customer Service

- **Incorrect Outage Grouping**
- **Crew Deployment/Outage Assignment**
- **Correct Phasing**
- **Abnormal Outage Recognition**
- **NCC Accounts**



NCC Accounts

- **Create problems for OMS**
 - Prediction
 - Restoration
- **Started inventory in Spring 2011**
- **Thousands connected since**
- **NCC rate steadily falling**
- **SMECO connectivity over 98% - Our Highest Ever**



Reducing Outage Time





Additional Uses

- **In-field Printing**
- **Storm Assessment**
 - Assessment Team
 - Crew Leaders
- **Capture Storm Data**
 - Pole and Transformer Change Out
- **Line Inspections**
- **Design/Staking**





\$\$\$avings

- **Labor**
 - 120 linemen
 - \$75/hr x 16hr/day
 - \$144,000 a day
- **Hurricane Irene**
 - \$6.5M over 7 days
 - Estimate 1 ½ days saved during storm assessment
- **GO! Sync Costs**





Hurricane Irene Damage – Any