EXPEDITING UTILITY SERVICE RESTORATION

CHALLENGE

Managing service outages during times of emergency is tough.

Quickly and safely restoring service following major storms, natural disasters, and other emergencies is critical to the recovery of the affected service areas. Managing restoration efforts is difficult, even for well-prepared electric, gas, and communications companies.

Challenges include marshaling emergency responders, managing external crews and contractors, and interfacing with desperate customers. These challenges are addressed in adverse environmental conditions, with the knowledge that each additional minute of outage increases the risk to life, limb, and property.

SOLUTION

Empower utility crews with improved situational awareness.

Coolfire provides operations centers with real-time visibility into the locations and dispositions of work crews, assets, and resources on service-area maps. Managers task and communicate with crews directly through the map interface. They can efficiently and confidently deploy crews, provide accurate ETRs, and help assure crew safety. Coolfire enhances the experience by integrating with any existing systems and infrastructure – such as OMS, WMS, cameras, and weather forecast feeds – to support workflows and automate the supply of pertinent information.

Coolfire connects all parties through a common operational picture. Work crews, emergency personnel, and others in the field simply download the Coolfire-powered mobile app to share statuses, pictures, videos, and on-screen annotations. No specialized equipment is required.
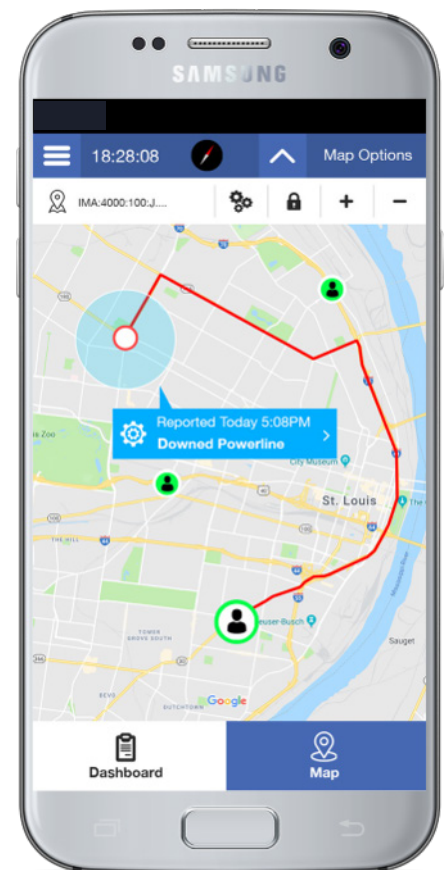
RESULTS

Key Fuctionality

- VISUALLY TRACK CREW PROGRESS AND FTE STATUS NEAR A REPORTED OUTAGE. INSTANTLY KNOW WHEN A CREW IS FREE TO BE REASSIGNED.

- USE GEOFENCES TO DELINEATE OUTAGE AREAS, AREAS OF RESPONSIBILITY, OR DANGER ZONES ON A MAP INTERFACE AVAILABLE TO CREWS AND MANAGERS.

- BROADCAST NOTIFICATIONS TO ALL CREWS IN REAL-TIME AS CONDITIONS CHANGE. CHAT DIRECTLY WITH A SPECIFIC TEAM ABOUT THEIR STATUS. CREWS EFFICIENTLY RECEIVE THE INFORMATION RELEVANT TO THEM ON A SINGLE SCREEN.

- INFORM AFFECTED SUBSCRIBERS WHEN A CREW ARRIVES AT A LOCATION, BEGINS WORK, AND COMPLETES RESTORATION.

- STORE DATA ON CREW LOCATIONS, COMMUNICATIONS, AND JOBS FOR REFERENCE AND REPORTING (USEFUL FOR CONTRACTOR INVOICE VERIFICATION, INVESTIGATING POSSIBLE CRIMINAL ACTIVITY, AND CONTINUOUS QUALITY IMPROVEMENT).

- IMPROVE WORK CREW SAFETY WITH LOCATION TRACKING, DIRECT COMMUNICATION LINKS, AND PANIC BUTTONS.

- COMMUNICATE QUICKLY AND VISUALLY BY USING TELESTRATION TO DRAW DIRECTLY ON SERVICE AREA MAPS.

- MARK LOCATIONS OF DEPOTS, ASSETS, RESOURCES, AND OTHER POINTS OF INTEREST IN THE FIELD. ASSOCIATE THESE WITH OUTAGE RESTORATION TASKS AND WORKFLOW. TAG WITH NOTES AND DIRECTIONS FOR WORK CREWS (USEFUL FOR HELPING EXTERNAL CREWS UNFAMILIAR WITH THE SERVICE AREA).

- SHARE VIDEO FEEDS, DRONE IMAGES, AND DATA FROM OTHER IoT DEVICES AND SYSTEMS TO FURTHER IMPROVE SITUATIONAL AWARENESS AND CREW PREPARATION.

- CREWS, CONTRACTORS, AND EMERGENCY RESPONDERS CAN QUICKLY JOIN THE RESTORATION EFFORT BY DOWNLOADING THE MOBILE APP AND SHARING LOCATION, STATUS, AND OTHER CRITICAL INFORMATION.

SIGNIFICANT OUTCOMES

- Coolfire allows ops centers, managers, and crews to instantly visualize critical information in the context of their locations, tasks, and roles. This situational awareness leads to quicker, better-informed decisions, and optimized application of restoration resources.

ABOUT COOLFIRE

- At Coolfire, we create technology for people at every edge of the enterprise. We believe the best way to empower users is by removing the barriers they face when making decisions. Coolfire connects people to data to allow for real-time decision making.
- Founded in 2010
- HQ in downtown St. Louis, MO with offices in Seattle, WA; Chicago, IL; Kansas City, KS; Washington DC; Rochester, NY; Raleigh, NC; and London, UK
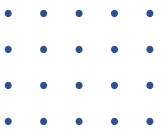
LET'S GET STARTED.

WWW.COOLFIRESOLUTIONS.COM

⬦ Coolfire