

Spectra OMS™

Outage Management System

Spectra OMS™ - Advanced Outage Management System

Utilities recognize that when it comes to power outages, the bar has been raised. Customers, regulators, media and public officials have significantly higher expectations for the reliability of service and the efficiency and effectiveness of restoration efforts when the power goes out. Today's utilities require a next-generation outage management system to:

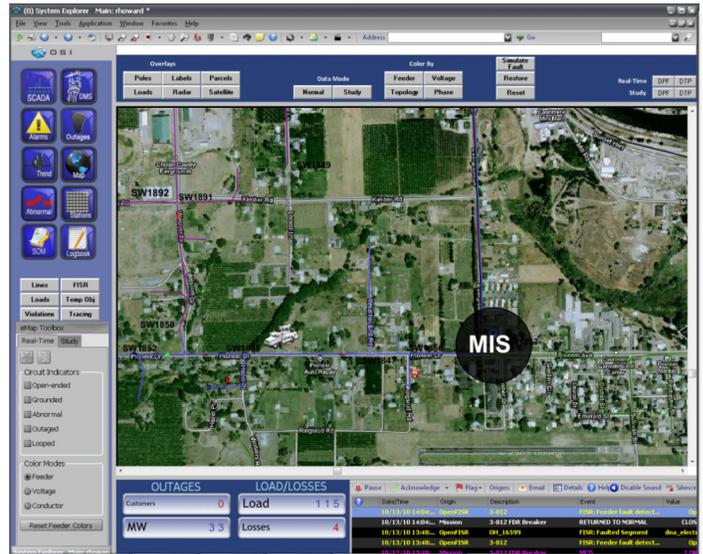
- Become quickly aware of who has lost power
- Pinpoint fault locations and quickly isolate the fault
- Assign the right crew to the job and provide the crew with accurate information
- Document each outage job as it is worked
- Provide timely and reliable information to internal and external stakeholders

Spectra OMS™ is a next-generation, state-of-the-art outage management solution that empowers utilities to better manage all areas of their outage response times, keep customers, management and regulators well informed about the scope, status and forecast of restoration efforts, as well as to improve overall system reliability. **Spectra OMS** equips utilities with a solution that enables them to efficiently and effectively assign work to field technicians and to improve field technician utilization and productivity.

Increased Outage Awareness

Contract Management is a full-function module of **Spectra OMS**. In addition to call entry capabilities, Contract Management interfaces with CIS, IVR, Web Portal and social media, allowing customers to report power outages and learn about the status in their outage job and Estimated Time of Restoration (ETR) using their desired channels of communication.

Additionally, **Spectra OMS** integrates with AMR, AMI, MDMS, SCADA and other data acquisition systems to obtain real-time changes in the status of electric meters, SCADA monitored devices and other distribution automation monitoring devices (e.g. fault indicators) to become aware of power outages as soon as possible, in some cases before any customer calls are received.



Improved Situational Awareness

Comprehensive and accurate system connectivity and customer models are a primary requisite for accurate outage prediction and outage reporting.

Spectra eMap is the fundamental component that provides the operational model of the distribution system, including topology processing and advanced visualization to enable distribution operators to monitor and control the distribution system and make operational decisions.

As a full-featured graphical viewer, **Spectra eMap** is designed to support both geographical and schematic views of the distribution system, distribution substations and transmission networks and provides a fully functional operational interface for distribution operations.

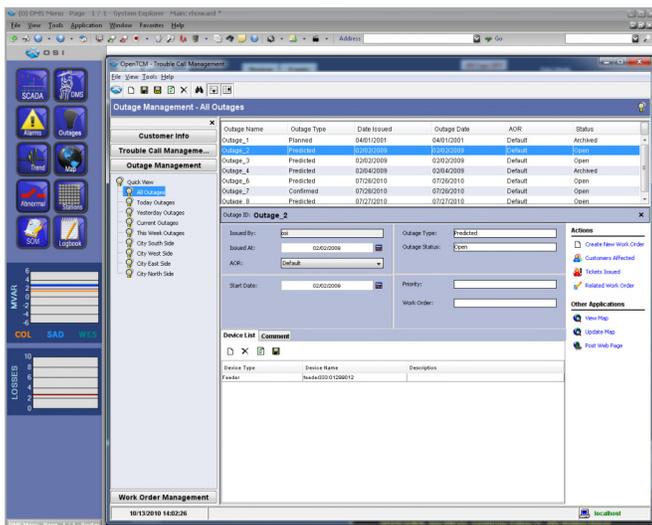
Spectra eMap supports:

- Incremental updates for system and customer additions, removals and changes
- Synchronized commissioning (within the model and in the field) of new facilities and system reconfigurations
- System model edits that reflect temporary changes made in the field (circuit cuts, installation of jumpers, mobile transformers and substations, etc.)
- Operating devices within the model to reflect the “as-switched” state of the system (switches, elbow terminators, etc.)

Outage Management System - Spectra OMS

Reduced Time to Dispatch

Spectra OMS utilizes a powerful Outage Analysis module for processing thousands of inputs per minute, producing real-time information about the number, location and extent of power outages within the distribution system. This real-time outage information is accessed by operators through a state-of-the-art Graphical User Interface (GUI) that features highly customizable tabular displays and a full-featured graphical viewer, enabling operators to quickly identify the highest priority work, along with the nearest qualified response crew.



The Work Management module of **Spectra OMS** enables operators to track crew availability, skills and location in order to dispatch the right crew to the right job.

Furthermore, the flexible job process in **Spectra OMS** allows operators to prioritize and manage the variety of outage and non-outage work performed by different company and contract crews more effectively.

Utilizing **Spectra OMS**'s outage restoration verification function, operators are quickly able to identify nested outages and to address secondary problems before crews move on, enhancing customer responsiveness.

Spectra OMS empowers utilities to reduce their response times to outage events and emergency situations, improving their power delivery reliability metrics and customer satisfaction.

Beyond Traditional Outage Management

Just as utilities' outage restoration processes involve more than the management of outage calls and outage jobs, **Spectra OMS** is far more than a traditional outage management system, supporting other business processes within the overall outage restoration process. Included among these value-added functions of **Spectra OMS** are:

- Planned Outage Management module
- Support for retailers and third-party service providers
- Field inspections for assessing asset damage and potential public safety situations
- Creation and processing of referrals and corrective action follow-up work orders
- Keeping customers and utility personnel informed about specific outage and storm restoration efforts
- Coordination of efforts for multiple decentralized dispatch offices
- Managing outage jobs that are beyond the capability of first responders
- Determining overall staffing requirements
- Managing local, foreign utility and contractor repair crews
- Documentation and processing of third-party damage to plant incident reports
- Managing priority customer and operational non-outage service orders

With **Spectra OMS**, operators are able to easily navigate within a consolidated software solution to perform their many tasks. It consolidates the capabilities typically provided by a host of different applications, each employing their own user interfaces with disparate user functionalities. **Spectra OMS** dramatically reduces training time, frees valuable desk space and eliminates redundant entry of information and annual transfer of information between applications. **Spectra OMS** is a comprehensive solution that fully supports the overall outage restoration process.

Spectra OMS - Outage Management System

Spectra OMS Highlights

User Interface

The outage processes involve many different types of users across the utility, including users in the electronic security perimeter (ESP) as well as corporate users. **Spectra OMS** provides access to real-time outage information using a state-of-the-art interface that includes highly configurable web-based displays for easy access of outage job summaries, available resources and situational alarms.

A full-function graphical viewer is also included, with both geographical and schematic views of the distribution system for the operator to visualize outage calls, meters, jobs, crew locations and the current state of the system. All web-based displays are interactive with the system maps and schematic one-line diagrams. The **Spectra OMS** User Interface is fully configurable and customizable at both the system and the user level.

Outage Data Management

Spectra OMS supports a disciplined outage record review, edit and approval process, affording users confidence in the integrity of data and in the accuracy of reliability performance reports. For cases where it becomes necessary to make corrections to an outage record, the **Spectra OMS** outage editing tool allows for editing all aspects of an outage record, including the operating isolation device, partial restoration steps, times, comments, outage codes, etc. For edits made to outage records, **Spectra OMS** also maintains a comprehensive audit trail.

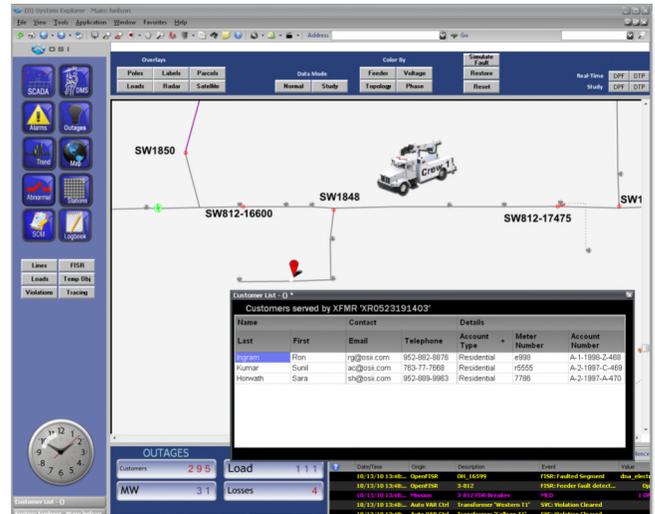
Outage Communication

The Outage Information System (OIS) module of **Spectra OMS** incorporates various tools for providing reports and dashboards to many users across the utility. These reports track current conditions and performance of feeders, as well as identifying repeated outage customers, customers experiencing missed ETR's and critical and priority customers. **Spectra OMS** additionally produces standardized reliability reports including CAIDI, SAIDI, SAIFI, CAIFI and MAIFI.

The Outage Notification function makes it easy to keep utility personnel informed regarding significant outage events and storm restoration efforts. Supported features include:

- Outage specific information is automatically populated into messages

- Messages can be delivered to subscribers via e-mail, text message, can be posted to websites and more
- Operators can be automatically prompted to issue updates and "restoration complete" messages



Spectra OMS makes painless, the difficult task of keeping management, call center personnel, media and major customer representatives informed and updated regarding outages and restoration efforts, eliminating the disruption of phone calls and personnel visits to the control center.

Storm Management

The Storm Management module of **Spectra OMS** supports the:

- Evaluation of how different repair crew staffing plans will impact a storm restoration effort and expected ETR's
- Development of repair crew deployment plans
- Calculation of a storm-specific ETR, utilizing outage data, historical performance data, current repair crew staffing levels and more
- Monitoring of system and localized restoration efforts

Integrated DMS/OMS

The optimum solution for distribution operations management is an integrated DMS/OMS solution providing operators with a single environment and network model of all of their operations.

Product specifications in this document are subject to change without notice.

Outage Management System - Spectra OMS

The **OSI Spectra** solution provides a truly integrated DMS/OMS solution, built from the ground up for distribution system operations.

Spectra OMS can be easily expanded to handle DMS related operational business and process needs by adding **Spectra DMS** modules and applications.

Available advanced distribution management solution add-ons include:

- **Spectra SOM™** – OSI's Switching Order Management Solution
- **Spectra FLISR™** – OSI's Fault Location, Isolation and Service Restoration Solution
- **Spectra FR™** – OSI's Feeder Reconfiguration Solution
- **Spectra DPF™** – OSI's Volt/VAR Control Solution with Conservation Voltage Reduction

Each of these solutions functionally integrate with **Spectra OMS**, utilizing the same user interface and system model to maintain the same look and feel, allowing the operator to seamlessly utilize any or all of the **OSI Spectra** solutions.

To learn more about OSI's **Spectra OMS** solutions and how they can assist in transforming your outage response organization and associated business processes into a world class operation, ready for the challenges of tomorrow, please contact sales@osii.com.

