Outage Analysis
A Performance-Based Business Outcome
Shorter outages. Fewer outages. Real awareness.

Your goal is to provide your customers with consistent and reliable energy. That means optimizing outage response times using near-real-time intelligence.

Smart meter deployments and Outage Management Systems (OMS) are not your only options. At a fraction of their costs, you can achieve your outage intelligence needs using “bellwether” connected-grid meters strategically placed throughout your distribution service.

Itron’s Outage Analysis is a service-based approach that makes detecting outages easy. Achieve near real-time outage intelligence by replacing existing customer meters at strategic “bellwether” locations with cellular AMI meters.

BENEFITS

Full AMI Not Required

Itron installs and operates the Microsoft® Azure cloud-based platform required to deliver the outage outcome. All infrastructure services are monitored 24/7 from our state-of-the-art global managed services center. We also procure the cellular connectivity for the meters. Other than installing the meters, all you need to provide is location, GIS and device hierarchy information. Since the meters are included with the monthly fee, there’s no upfront capital expenditures for you. You also can have peace of mind knowing our warranty on the meters is for the length of the entire initial service period.

GUARANTEED PERFORMANCE

Outage Analysis operation is simple. We notify you by email or text when a sustained outage begins and ends. The detailed notifications we receive and transmit to you from the bellwether sensors enable you to quickly access the scope of an outage so you can respond efficiently and assuredly, maximizing your ability to deploy and inform your customers, while saving both time and cost.

Performance guarantees are based on the following:

» 95% of all sustained outage* notifications sent within one minute
» 98% of restoration notifications sent within three minutes

*Bounded outage is defined as interruptions of at least five minutes. Itron will send the notification within one minute after the five-minute sustained outage window has elapsed.
Capabilities

In addition to delivering value-based outage notification messages, the following capabilities are offered ‘out of the box’ for the connected endpoints and are included within the single monthly service fee:

» **Accurate daily midnight meter index** – minimizes local field reads, saving time and effort

» **Access to our Outage Detection and Reliability Analysis applications** – providing additional information such as:
  - Interval voltage levels and usage data
  - Daily meter events log
  - Reliability indices (SAIDI, SAIFI, etc.)

**Near real-time display of ongoing and recently restored interruptions**
PLATFORM FOR GROWTH

Simple and straightforward.

When you leverage Outage Analysis, your need for detection granularity will determine how many bellwether meters you need installed. If you later determine you need increased visibility and granularity, it’s simple to add cellular meters anytime.

What’s more, if you have sensitive or problematic areas, Outage Analysis allows you to target specific feeders, trunks, phases, laterals, taps and transformers with different levels of granularity.

Positioned for the future.

Outage Analysis provides an already-deployed infrastructure as a springboard to make the leap beyond outage-related services. With the platform in place, additional Itron outcomes and applications, such as voltage analysis and transformer load management, can be more simply procured and utilized.

Should you desire later to grow from a bellwether architecture to full AMI deployment with connected grid meters at every service point, that endeavor also becomes easier to facilitate.

MITIGATE OUTAGES & MAXIMIZE VALUE

Harness the power.

Outage Analysis insight and visibility enable you to address sustained outages with a robust plan. Near real-time reliability notifications, plus post-outage data, can be leveraged for valuable preventive maintenance and distribution improvement opportunities that enable you to:

» Avoid unnecessary truck and crew mobilizations
» Avoid re-dispatching field crews for missed nested outages
» Detect and resolve outages post haste
» Inform customers of known outages to preempt a flood of incoming phone calls
» Anticipate and implement preventative maintenance opportunities before problems exist

Outage Analysis service results in ROI by optimizing your operations

Outage Analysis is a managed service that allows you to maintain your focus on your distribution expertise. Itron manages the software, platform, SaaS and other components that make up the solution and then simply delivers the outcome.

With Outage Analysis, you can achieve substantial cost savings, thereby increasing your return on investment and speed to achieving value—while improving reliability, maintaining focus, and building goodwill with your customers.