

- 1 **Q. Describe the functionality of the Outage Management System software, including:**  
2 **a) Outage identification by geographical coordinates or specific device(s),**  
3 **b) Time recording of when the outage begins,**  
4 **c) Identifying the number of customers affected by the outage,**  
5 **d) Input of when crews are dispatched to the outage,**  
6 **e) Calculation of an initial Estimated Restoration Time (ERT),**  
7 **f) Recording times of both partial and full restoration, along with the number**  
8 **of customers, and**  
9 **g) Input of cause codes.**
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- 11 **A.** a) Outage identification in the Outage Management System (“OMS”) is based on  
12 geographical coordinates. The OMS will use a coordinate linked to the customer’s  
13 account information in the Company’s Customer Service System (“CSS”). If there is no  
14 coordinate available in the CSS, the OMS will use a geo-processing tool to determine a  
15 coordinate based on the customer’s address information.  
16
- 17 b) For outages resulting from the operation of a protective device remotely monitored by  
18 the Company’s supervisory control and data acquisition (“SCADA”) system, the start  
19 time of the outage is based on timestamp recorded in the SCADA system. If the start  
20 time cannot be determined from the SCADA system, for example when a transformer  
21 fuse or tap fuse blows, the start time of the outage is based on the time of the first outage  
22 report received from a customer.  
23
- 24 c) For outages to an entire feeder, the number of customers affected by the outage is  
25 determined from CSS. For outages not affecting an entire feeder, for example when a  
26 transformer fuse or tap fuse blows, the number of customers affected is determined either  
27 from electronic records of customer counts related to the device or from an estimate  
28 provided by field staff responding to the outage.  
29
- 30 d) Dispatch times are automatically recorded in the OMS when an outage ticket is  
31 dispatched to a field crew.  
32
- 33 e) Refer to response to Request for Information PUB-NP-103.  
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- 35 f) Times of partial and full restoration are recorded by field crews electronically using the  
36 ClickMobile software. More complex restoration procedures may require discussion  
37 between the SCC operator, who is responsible for creating the interruption report, and the  
38 field crew.  
39
- 40 g) Refer to the response to Request for Information PUB-NP-154.