PECO improves response time to power outages by 12%

Our Client

PECO is the largest electric and natural gas utility supplier to the state of Pennsylvania and a subsidiary of the leading national energy supplier, **Exelon Corporation**. PECO serves roughly **1.6 million electric** and **511,000 natural gas customers** in the Philadelphia area.

In operation for over 130 years, PECO places a focus on modernizing its systems to improve the customer's service experience. The utility supplier's system to resolve outages relied heavily on customers to call in power outages or gas issues placing much of the work on the client because they did not, at the time, have a more efficient way of discovering the problem.

Exelon Combined Service Territory

PECO operates in southeastern Pennsylvania and provides electricity to about 1.6 million customers and natural gas to over 511,000

BGE serves more than 1.3 million electric customers and more than 680,000 gas customers in a diverse, 2,300-square-mile area encompassing Baltimore City and all or part of 10 central

PEPCO provides safe, reliable and affordable electric service to approximately 894,000 customers in Maryland and the District of Columbia.
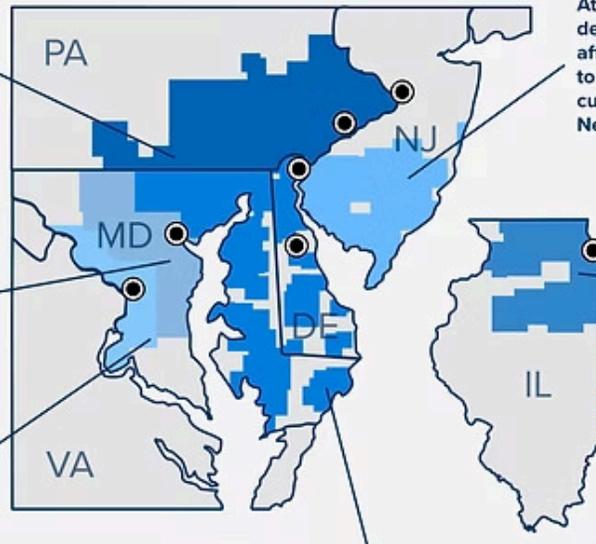
Atlantic City Electric delivers safe, reliable and affordable electric service to approximately 560,000 customers in southern New Jersey.

ComEd serves more than 4 million electricity customers in Northern Illinois and operates more than 90,000 miles of power lines

Delmarva Power provides clean, safe, affordable and reliable energy service to approximately 532,000 electric customers in Delaware and Maryland and approximately 136,000 natural gas customers in northern Delaware.

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Their Challenge

For many electrical/gas issues to be resolved multiple data sources must be utilized to collect relevant information and have a clear understanding of what the problem is. As stated by the Damage Assessment Coordinator Dan Butcher, *"Our Emergency Operations Center decision makers were looking for a way to correlate data to better deploy key assets where they were needed most."*

In other words, a system in which real-time information is streamlined and then placed into the hands of those who can resolve the problem for the customer without the patron's involvement. This is where **IPC Global stepped in** to help PECO achieve its goal of becoming a utility company of the future.
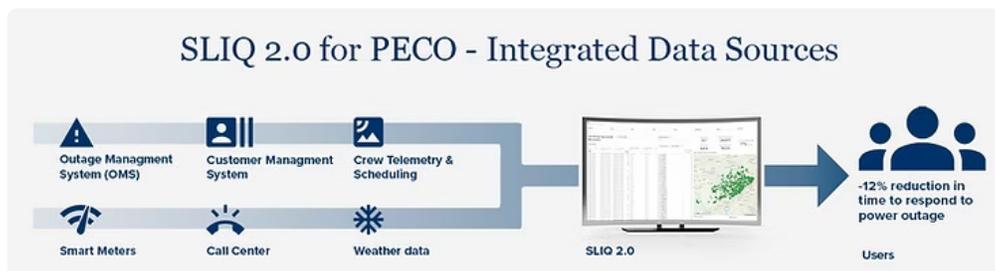
> Successful integration of a solution would mean a customer's power goes out at night and PECO is able to be informed of the problem in real time, locate the appropriate resources, and dispatch them in a timely fashion, so the power is back on before the customer knows it went out.

In short, the goal is to increase efficiency to evolve into the image of energy sector best practice by creating new questions to generate previously unforeseen insights.

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Our Solution

IPC Global's creation of **SLIQ** delivered a platform that would blend data from PECO's Outage Management System (OMS) system, smart meters, outage management jobs, GPS, geo-analytics, customer relationship management, etc. into one cohesive system. On top of this, users in the Emergency Operations Center are now able to see not only the proximity of crews to an outage, but also the crew's direction of movement in real time, type of equipment on the crew's vehicle, and the team's supervisor.

Monitoring weather patterns and historical data of outages, SLIQ 2.0 is able to help PECO predict trouble areas before the power goes out and see to it that crews are in the area on standby, a pre-emptive strike on power outages.

SLIQ 2.0 for PECO - Integrated Data Sources

Outage Managment System (OMS) | Customer Managment System | Crew Telemetry & Scheduling | Smart Meters | Call Center | Weather data | SLIQ 2.0 | -12% reduction in time to respond to power outage | Users

Advanced Capabilities

The process of locating a crew with the correct equipment and knowing who to contact to reroute them is completed by hovering a mouse; A task that speaks to the application's user interface ability. The application uses **ESRI map layers** to give accurate and timely information. IPC has added a sensitivity report named CAIDI, allowing PECO to generate "what-if" scenarios with ultra-specificity. SLIQ 2.0 is not only a high volume, high urgency application but also built to be run for day to day operation. In a span of six months, IPC provided the technology and resources needed to expedite the process of decision makers.

Reducing the need for customer call-ins, simplifying data for end-users, increasing predictive accuracy, and accelerating problem-solving capability, SLIQ 2.0 delivered. *"What PECO and IPC Global have been able to accomplish from an idea over a conversation to a world class BI solution directly effecting operational intelligence real time, immediate on-demand analytics and time saving process improvements is staggering"* Dan Butcher stated. *"Bringing this dark data to light, SLIQ has spawned and delivered a dozen other use cases that continue to evolve the way electric operations functions day to day."*


SLIQ 2.0 for PECO - Visual Dashboard
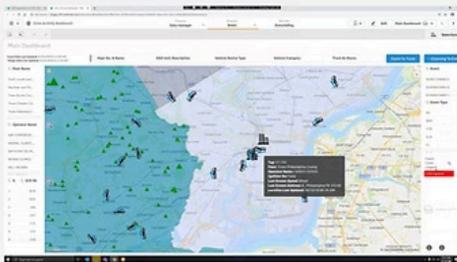
Users at PECO take in the entire operating environment with a single dashboard. Geo-analytics make it possible to track outage events from smart meters along with detailed, live crew information as they work to resolve the issue.
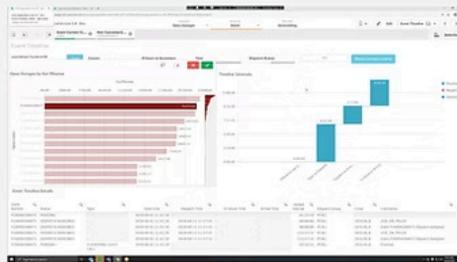
SLIQ 2.0 gives PECO users an unprecedented ability to discover and respond to outage events from within a single application. Integrating multiple data sources and real-time analytics enabled PECO to reduce outage response time by 12%.
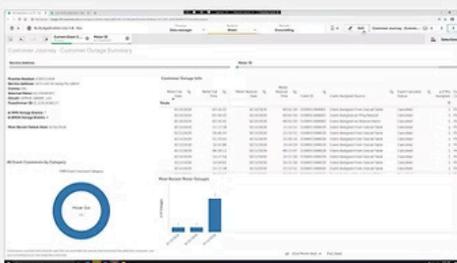
Generating Insights often requires diving deep into the data. SLIQ 2.0 brings everything together for analysts to follow their intuition and make connections to drive performance improvment right now.
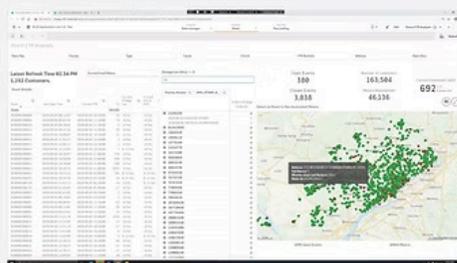
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Client Results

Adding SLIQ 2.0 to PECO's arsenal of tools has led to major success in the proper allocation of resources to mitigate power outages across the Philadelphia area. Reducing the need for customer notification and reliance has led to PECO being able to deliver a more thorough service to its clients. They have experienced an **increase in efficiency** and a **decrease in expenditures** in both the areas of resources, and more importantly time.

12%	6	12+
Faster Response	**Months**	**Use Cases**
Improvement in response time to power outages	From concept to implementation	Additional applications spawned from SLIQ

With weather pattern changes, and such a vast area being monitored, time is a precious asset that, with the power of SLIQ, can be utilized to empower decision makers to give them the greatest opportunity of success.

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Awards & Recognition

SLIQ has received recognition for its innovation as well as those who played an integral part in its inception. At the **Exelon Innovation Expo in 2017**, it received **2nd place out of 500 competitors** for the idea pitch segment and **1st place in innovation ideas**, voted by Exelon Corp. employees. Again in 2018 it was recognized, receiving 3rd overall and again in 2020 with the Outage Validation Bot. Dan Butcher of PECO has received notoriety from **Fortnightly, being #5 on the list of Top Innovators of 2018**, specifically for his outstanding work on SLIQ's beginning.

2017
2nd place idea pitch & 1st place innovation at Exelon Innovation Expo

2020
Recognition for Outage Validation Bot innovation

1   **2**   **3**

2018
3rd overall at Expo; Dan Butcher named #5 Top Innovator by Fortnightly

Looking to the future, IPC intends to continue communicating with PECO and increase the user interface capability to give better access to PECO's core users. In addition, features will be continuously added as IPC expands SLIQ's capability and strives to offer the best in class technology. Having already taken PECO to the level of an industry standard in technological advances, IPC intends to continue raising this bar in the future.

We are here to answer your questions.

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Ready to transform your operations?

[Contact IPC Global's experts](#) for personalized guidance.

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