

Enersource Makes

Vice President of Engineering & Operations, Raymond Rauber (far right) accepts the Intergraph ICON Award on Enersource's behalf.



Enersource Recognized for Being an Industry Icon

This June, Enersource was recognized for its innovative Smart Grid initiative when it received an Intergraph ICON Award. The award recognizes visionary companies for innovative adaptation of Intergraph software. The Mississauga-based utility uses Integraph technology to operate its entire electric grid through a single computer console, allowing for the quick detection of outages and greater overall system efficiency.

Last fall, Enersource successfully implemented a new electrical distribution operations system. The Integrated Operating Model or IOM, as it is known, establishes a single connection point for operators and engineers to monitor and operate the distribution system.

When a massive storm hit the City of Mississauga this summer, leaving a mess of downed power lines, trees and debris in its wake, the newly installed IOM was put to the test and Enersource was able to see first-hand the potential for future benefits during storm conditions.

"At Enersource, we're always looking for ways to enhance reliability and improve customer engagement," said Craig Fleming, President and CEO of Enersource. "Leadership through technical innovation such as the IOM is a critical element of our strategy."

Over the last year, Enersource invested heavily in critical distribution infrastructure assets, with a focus on system reliability, customer care and Smart Grid technologies such as the IOM.

After a rigorous selection process, the company decided to go with Intergraph's command-and-control technology, known by its trade name as InService.

Intergraph is a leading global provider known for its ability to create industry-specific soft-

ware, allowing customers, like Enersource, to organize complex data into easily-understood visual representations.

"Our goal was to implement an integrated system that was easy-to-use and understand," said Fleming. "Intergraph's leading-edge technology fit the bill and they were willing to work with us to provide a system that meets our needs."

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The first phase of the IOM was launched in September 2008. Enersource's system operators and mapping team began the implementation by synchronizing the old system of wall-board maps with the IOM and monitoring the volume of activity to establish a process for managing distribution network updates. From there, the team began working with real-time data while continually testing the new system's functionality.

The result? Today, Enersource is well on its way to managing operations through an improved and unified Smart Grid system.

"The IOM has made it much easier to identify and quickly remedy outages and proactively resolve any other potential issues," said Fleming. "We're building towards the development of one cohesive system which will go a long way toward helping us keep the lights on."

The system today uses real-time map updates, and outage probability modeling and will eventually provide automated restoration capabilities to increase efficiency and reduce errors. The IOM has allowed Enersource to formalize and streamline a number of processes while improving the accuracy of its plant and equipment information. Benefits of the IOM include improved planning, rapid response times and the delivery of greater overall system efficiency for customers.

With just a quick glance, employees in Enersource's control room can now track active outages, assess the number of customers affected and will eventually be able to determine which crews are able to respond the fastest - this will come in handy when restoring power quickly after a surprise storm like the one experienced this summer.

"A severe storm like this one gave us an opportunity to really see the IOM in action," said Fleming. "The results were promising - we were able to quickly identify the affected

a Smart Move

areas, and as the project continues to evolve, we'll be able to mobilize our crews more efficiently and ensure that residents know what is happening every step of the way."

After quickly identifying the areas affected by the storm, Enersource was then able to get to work on the lengthy process of rebuilding

damaged assets much more quickly than they previously would have been able to.

The potential benefits don't end there though. The recent passage of the Ontario government's Green Energy Act encourages other LDCs to follow a similar path to that of Enersource through strategic Smart Grid investments and systems like the IOM. ■

Enersource Corporation is a diversified energy and technologies company serving residential and business customers in the City of Mississauga through the regulated utility, Enersource Hydro Mississauga, and its non-regulated energy services company, Enersource Hydro Mississauga Services.



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