



# *Connecting through the OMS*

October 19, 2016

2016 Esri GeoConX Conference



## Introductions

Mike Young | CoServ

- GIS Analyst III
- ArcGIS and ArcFM
- GIS Data/Business Analyst
- GIS Workflow Analyst

Jeff Mertz | SSP Innovations

- Director of Technology
- Principal Consultant
- GIS Integrations



## About CoServ,

**MAY 1937:** Denton County Electric Cooperative is chartered.

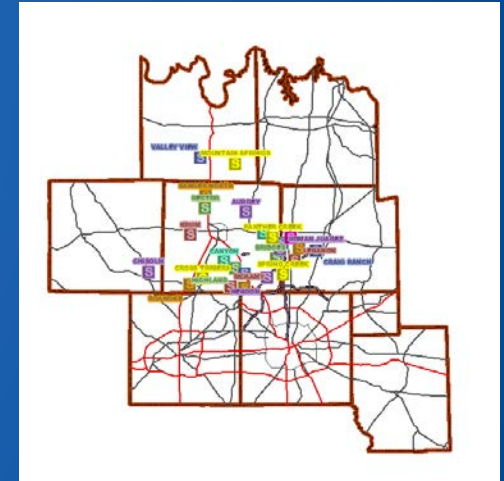
**JANUARY 1998:** Denton County Electric begins doing business as CoServ, an abbreviation of "Cooperative Services."

**JULY 1998:** CoServ Gas established.

**APRIL 2004:** 100,000th meter installed, making CoServ the second-largest electric cooperative in Texas.

**SEPTEMBER 2015:** Official dedication ceremony held for CoServ Solar Station. CoServ begins offering Members a solar rate option.

**In July this year:** we set a combined total of 300,000 electric and gas meters.



- Established in 1937
- Headquarters: Corinth, TX
- Serve several Counties in North Central Texas

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## About Us....

- Eleven-year old GIS consulting company
- Back-to-back Esri EPC Award Winner
- Work exclusively in the U.S. utility/telecom industries
- 100+ years of combined utility & telecom experience
- 100% aligned with Esri platform strategy
- Over 80 clients and growing
- Industry-leading reputation for quality, successful solutions to requirements



Esri Partner Conference  
2015 Award Winner  
Initial Operating Capability  
Services Implementation



esri

Partner Network  
Silver



Esri Partner Conference  
2016 Award Winner  
Excellence in Web GIS Expansion

# Business Drivers



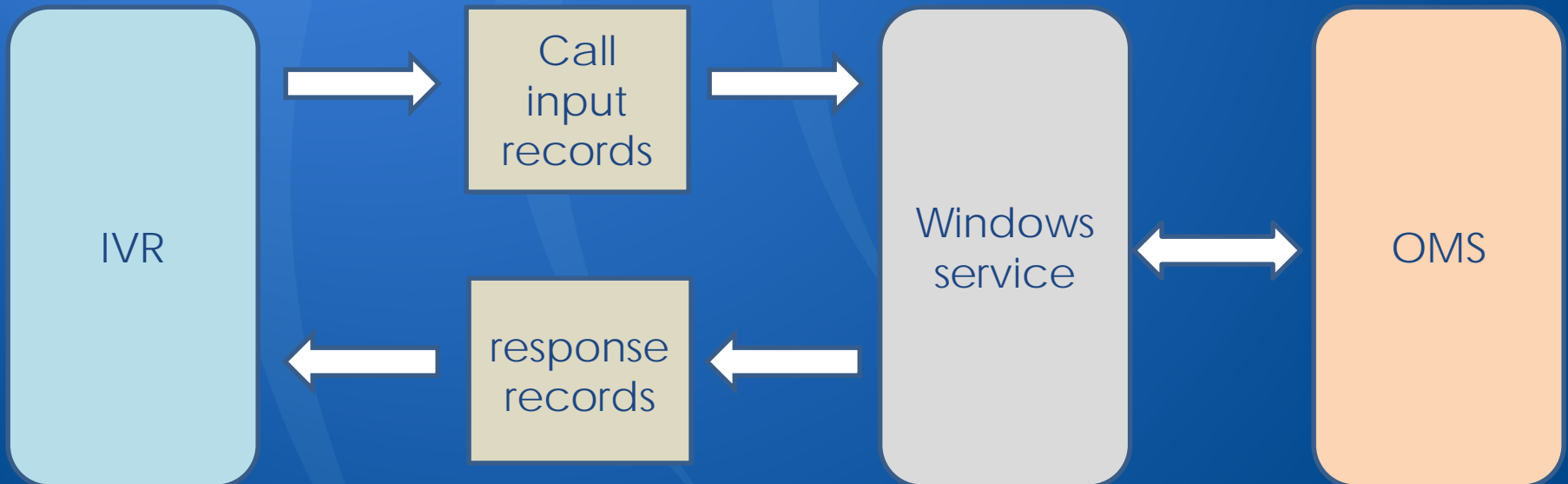
- Expanding the use of OMS data to better serve internal and external customers
- Upgrade older systems
- With the new system, system planners can monitor and manage system without overloading, use the new web interface.

# The Solutions



## IVR

- Existing file-based ingest system

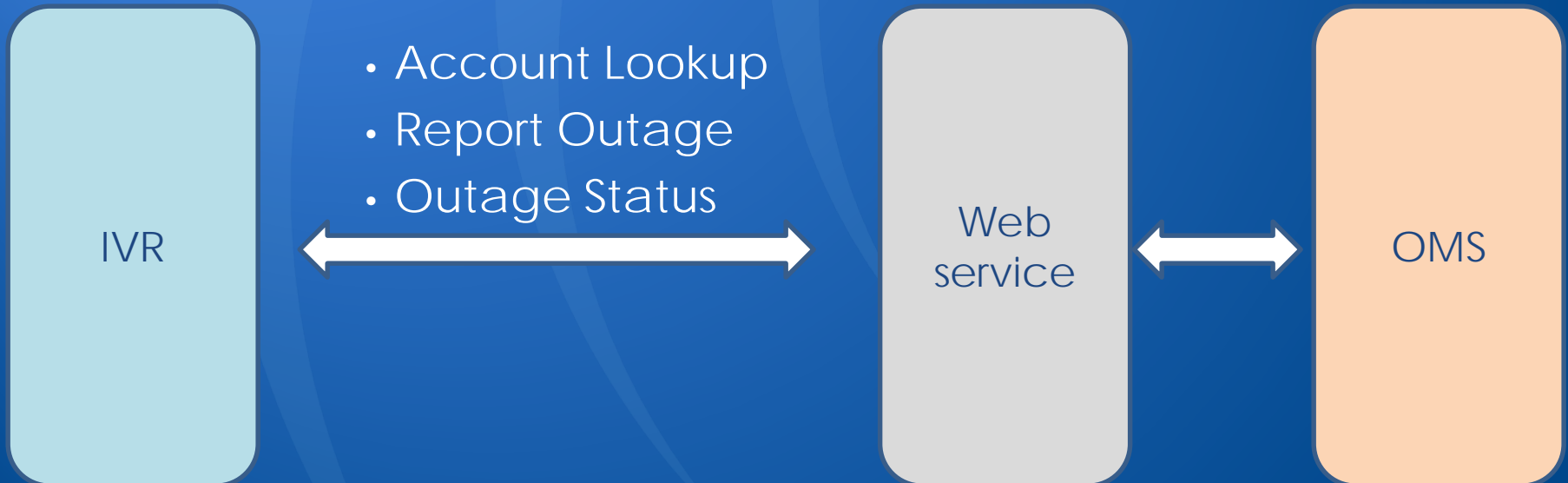


# The Solutions



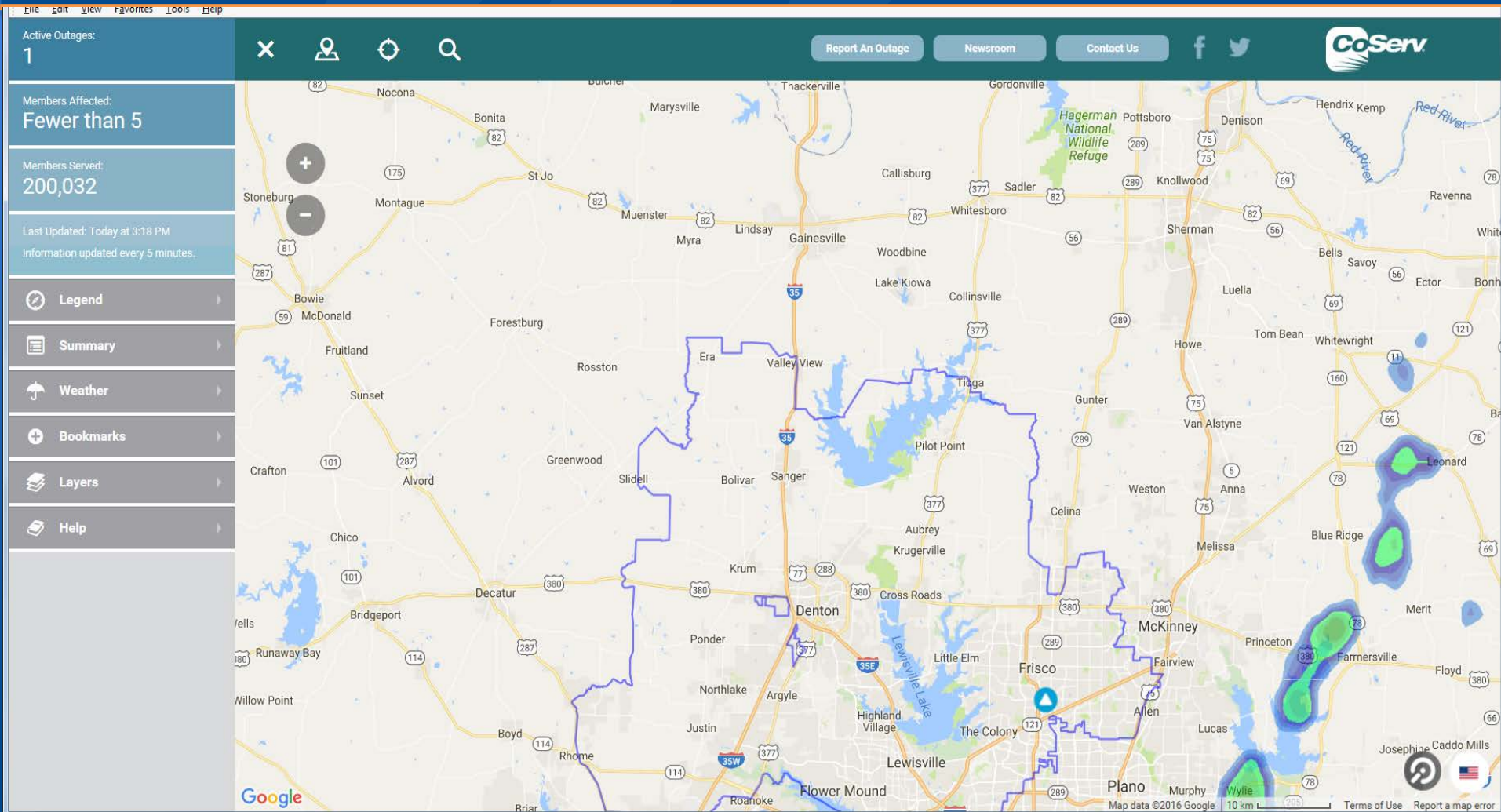
## IVR

- New interface introduced in 2014





# The Solutions



# Forward Progress - 2016



Report An Outage

Newsroom

Contact Us



Locate  
STEP 1

Verify  
STEP 2

Report  
STEP 3

Please provide a phone number or account number.

IMPORTANT: To report downed power lines, call (844) 330-0762. To report gas leaks, call 911 and (844) 330-7063.

10-digit phone number

- OR -

Account number



+ 10-digit Member ID (required)

Continue



LOGIN | REGISTER | CONTACT US

ABOUT | CUSTOMER SERVICE | ENERGY SOLUTIONS | SAFETY | COMMUNITY | NEWSROOM | TOGETHER WE SAVE | CAREERS | PAY

## Contact Us

**IMPORTANT NOTICE ABOUT YOUR BILL:** The amount of time you have to pay your CoServ bill has been adjusted. Please make sure to pay your balance due by the date listed on your account statement to avoid late fees and possible service interruptions. For a list of payment options, [click here](#).

Have questions about an energy solution? Use one of the forms below to contact CoServ. Inquiries typically handled within two business days.

For general inquiries, call (940) 321-7800 or (800) 274-4014.

To report downed power lines and other electric emergencies, call (844) 330-0762.

To report a gas leak or gas-related emergency, call (844) 330-0763.

If you smell gas, call 911.

Questions	>	Request New Service	>	Program Sign Up	>
Report Theft of Energy	>	Non-Emergency Hazard	>	Street Light Outage	>

**Phone:**  
(940) 321-7800 or (800) 274-4014 (general inquiries)  
(844) 330-0762 (electric emergencies)  
(844) 330-0763 (gas emergencies)  
(940) 270-6640 (fax)

**Business Hours:**  
Customer Service Representatives are here to serve you from 8 a.m. to 5 p.m., Monday through Friday.

Our Dispatch team is on-call 24 hours a day, seven days a week, to manage outage reports and other emergencies.

**Mail Payments to:**  
P.O. Box 850785  
Dallas, TX 75285-0785

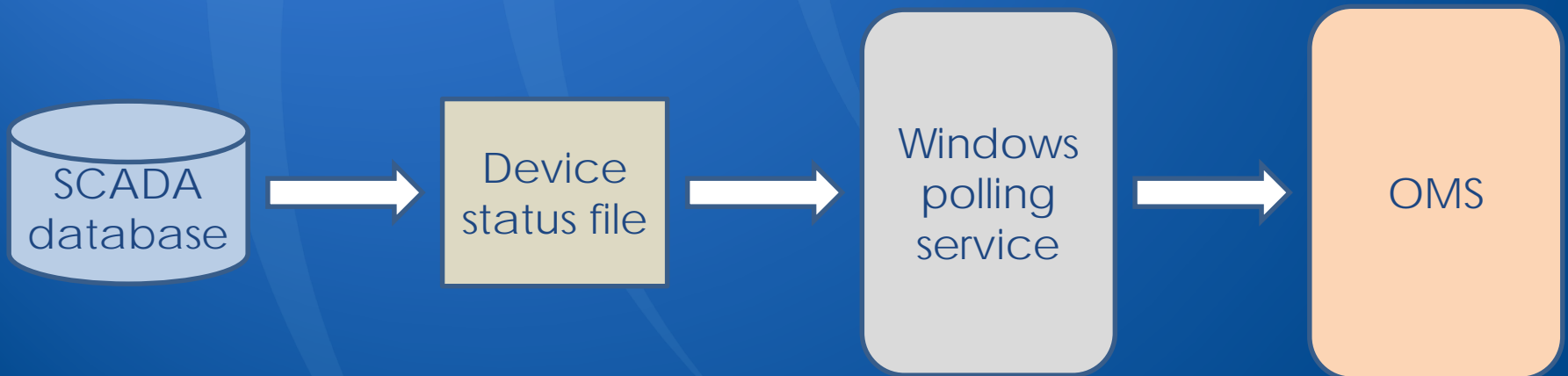
**Headquarters:**  
7701 S Stemmons  
Corinth, TX 76210-1842

# The Solutions



## SCADA Device Status to OMS

- Old system – circa 2010
  - Based on database triggers and Windows-based polling process. (*Processed only 1 outage per minute*)
  - Complicated device lookup routines

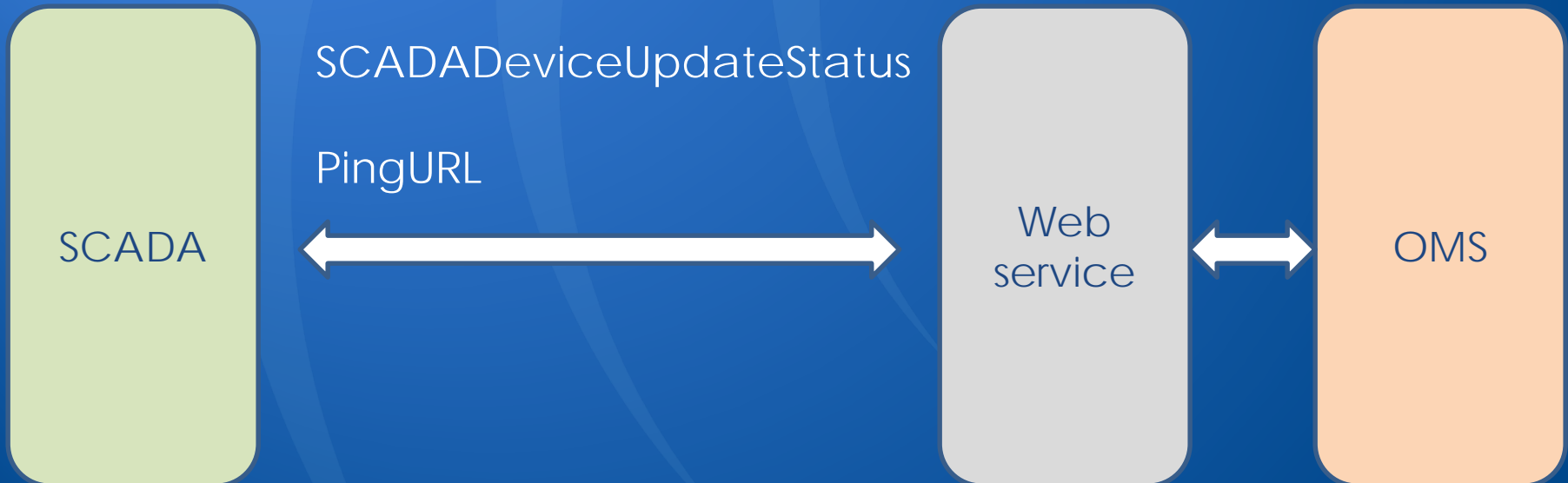


# The Solutions



## SCADA Device Status to OMS

- New system - 2016
- MultiSpeak 4.1 based web service



# Benefits



- Increased productivity
- Increased consumer satisfaction
- Better communication
  - With consumers
  - With dispatchers
- Quick access to pertinent, detailed information
- Less applications to train on and maintain

# The Future



- OMS to SCADA Integration
  - Sending device status information to the SCADA system to complete the two-way communication
  - Non-SCADA controlled devices
    - Fuses
    - Switches
    - Elbows
    - Gang-operated by phase

# Questions?



Mike Young

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