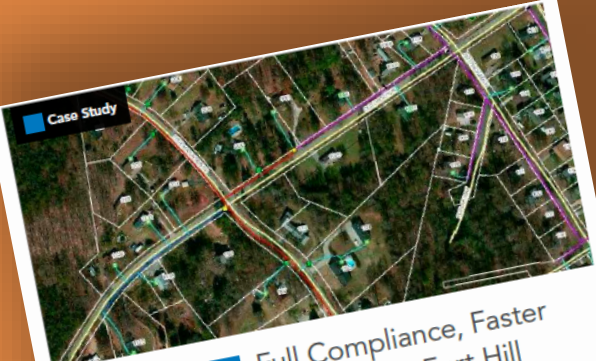


The ArcGIS Platform in Gas Utilities

Brian Baldwin | Tom Coolidge | Kevin Kirk



Case Study



Full Compliance, Faster Fieldwork at Fort Hill

GAS DISTRIBUTION

User
Fort Hill Natural Gas Authority, a natural gas distribution utility in Easley, South Carolina

Partner
GEO-Jobe, an Esri partner since 2002, based in Nashville, Tennessee

Challenge
FHNGA wanted to replace its outdated legacy mapping system with an advanced GIS that included mobile features.

Solution
FHNGA chose Esri for its industry-leading GIS platform and GEO-Jobe for its online GIS solutions.

Results
FHNGA saw huge time and money savings, streamlined processes, and the elimination of traditionally printed maps.

Fort Hill Natural Gas Authority (FHNGA) distributes natural gas to parts of South Carolina. It is a nonprofit, tax-exempt entity established by the state legislature. Until recently, FHNGA hadn't found the best mobile solution for its field inspections and maintenance work.

The Challenge
Changes in federal utilities regulations required FHNGA to show improvements throughout its operating systems with historical data. To track annual inspections and maintenance issues, FHNGA wanted an advanced geographic information system (GIS) that could pull up the complete historical data on a particular asset. This way, federal inspectors could see any operational, sustainability, and system improvements information.

The Partner
FHNGA selected Esri for its mobile technologies and partner solutions, which could provide fieldworkers and construction and underground crews with mobile GIS. The utility picked GEO-Jobe for its experience and expertise in deploying an ArcGIS® Online model. FHNGA had limited internal familiarity with GIS. GEO-Jobe kept the project on track and accurate while personalizing its solution to meet FHNGA's needs.

The Solution
FHNGA adopted the full Esri platform including ArcGIS® for Desktop, ArcGIS for Server, ArcGIS® Online, and the Collector for ArcGIS and Explorer for ArcGIS apps. On to this platform, FHNGA added three GEO-Jobe solutions: GEOPowered Cloud (for ArcGIS for Server via software as a



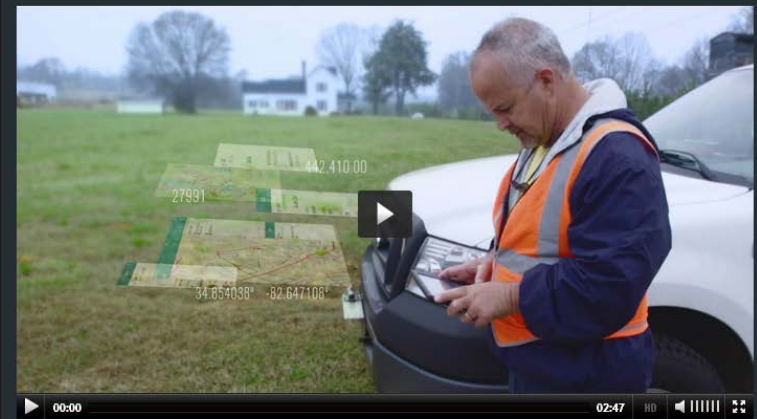
80-SECOND VIDEOS

EVENTS

FEATURED SPEAKERS

PRODUCTS

ALL VIDEOS



Fort Hill Natural Gas Authority

See how Fort Hill Natural Gas Authority uses the ArcGIS Platform to improve efficiencies company-wide.

Mar 27th, 2015

The ArcGIS Platform for Gas Utilities

- Provide all employees and contractors with instant access to powerful information products
- Provide new perspectives and patterns
- Empowers entire organization to make informed decisions and take faster action
- Significantly save time/money
- Improved customer service thru communication and collaboration
- Improved regulatory compliance
- Increased revenues

The ArcGIS Platform in Action



Field Worker



Customer



GIS Analyst



Compliance
Manager



Executives

FOCUSED MAPS, APPLICATIONS AND SERVICES

Addressing gas utility industry common workflows and business needs

Maintain Utility Assets

- Utility & Pipeline Data Model (UPDM)
- Map Change Request
- As-Built Mapping app
- As-Built Editing tools
- Data Reviewer
- Excavation Damage map
- Exposed Pipe Inspection app

Gas Marketing

- Gas Service Lookup map
- Upsell Analysis
- Potential New Customers

Modernize Leak Surveys

- Leak Survey Compliance dashboard
- Leak Survey Manager
- Leak Survey Mobile Map

Capture Field Notes

- Survey Manager

Connect with Customers

- Service Request app
- Gas Service Lookup map
- Gas Main Replacements map

**ArcGIS
Platform**

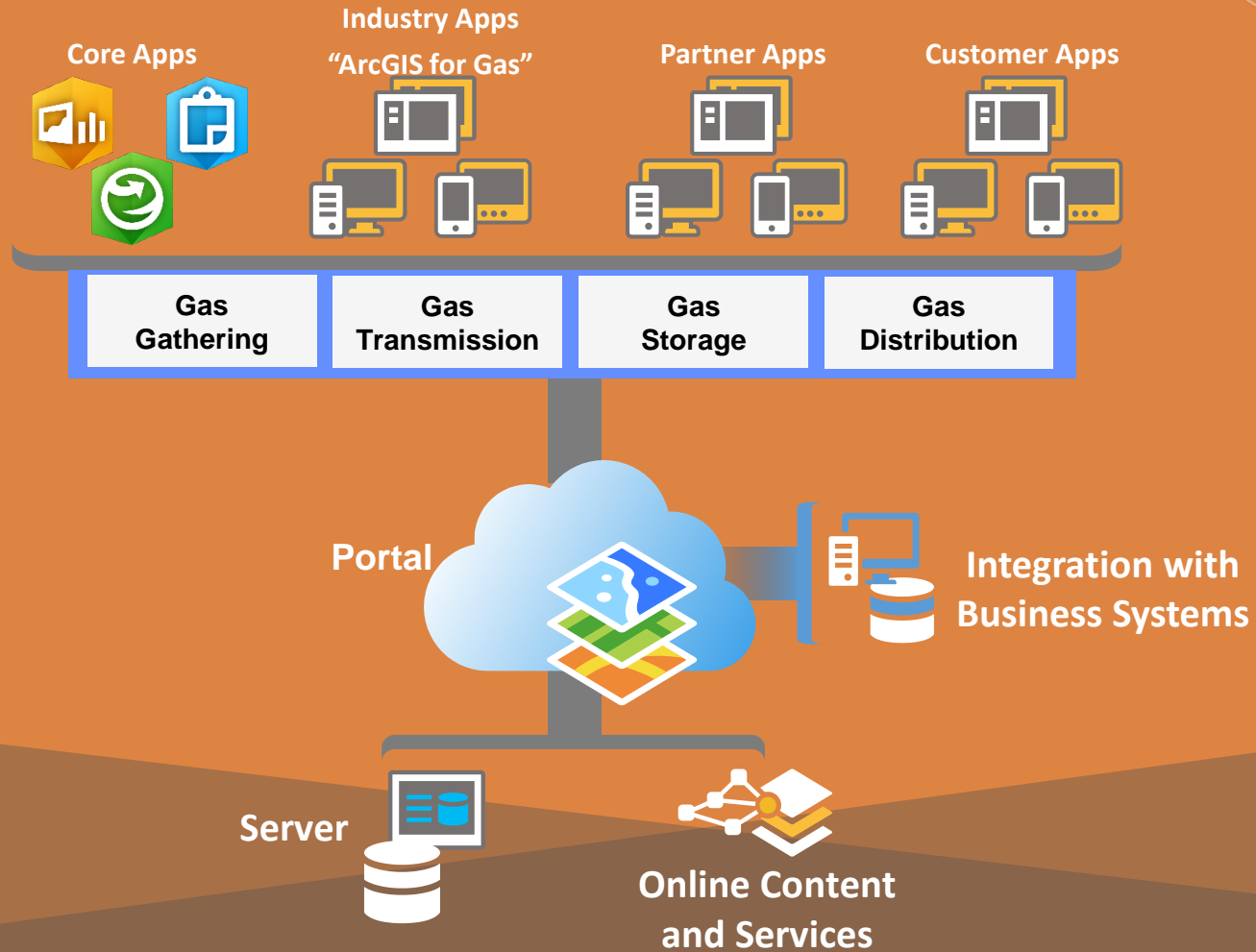


Generate Facility Reports

- Facility Reports for Gas Distribution
- Facility Reports for Gas Transmission

Respond to Emergencies

- Gas Relight app
- Damage Assessment Collector app



The ArcGIS Platform in Action

- **Provide all employees and contractors with instant access to powerful information products**
- **Provide new perspectives and patterns**
- **Empowers entire organization to make informed decisions and take faster action**
- **Significantly save time/money**
- **Improved customer service thru communication and collaboration**
- **Improved regulatory compliance**
- **Increased revenues**

How do I get started?

1. Configure your Portal

- Configure your groups or leverage your Corporate Identity Management System
- Identify and Publish 5 key information products needed organizationally
- Invite people to participate, provide feedback and contribute

2. Try out ArcGIS for Gas Solutions

3. Geo-enable other business systems/information

Visit us next door to begin the journey

Thank
You

