MILSOFT®
Utility Solutions

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Electric
Utilities
CITIZEN OWNED ENERGY

Overview of Electric Utility New Software Solutions

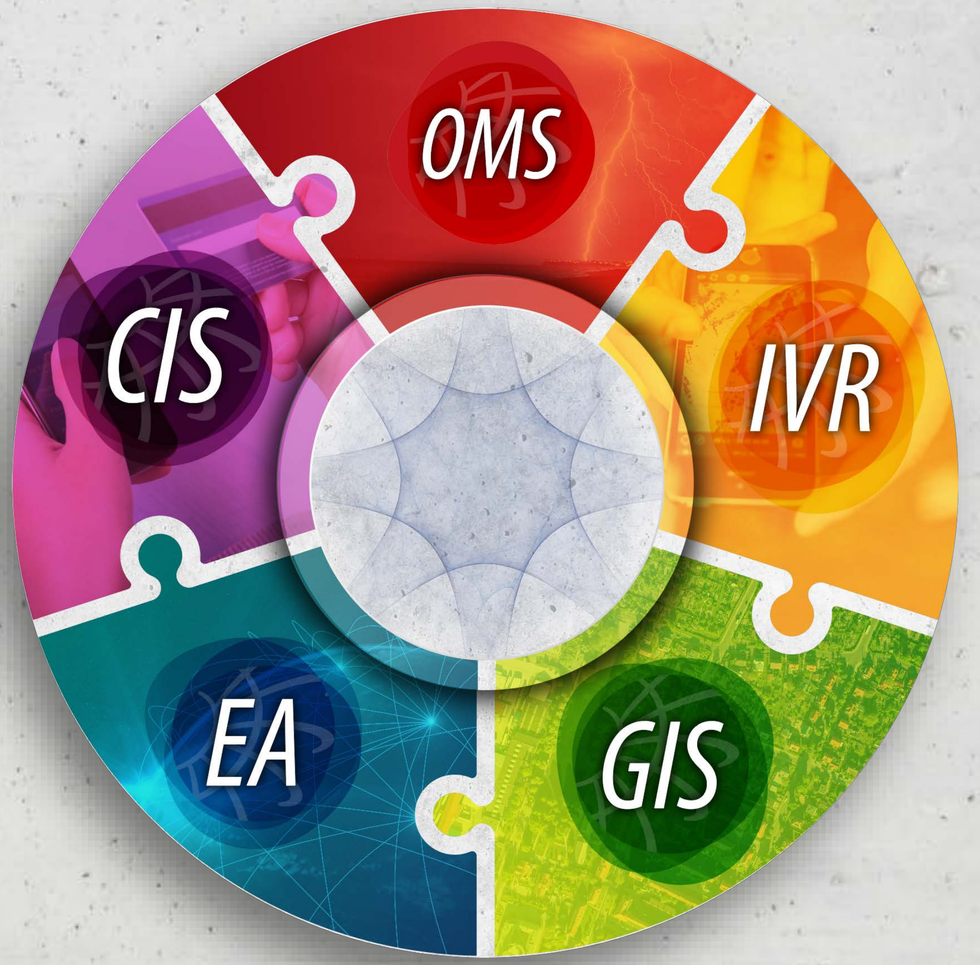
One Platform: Several Integrated Solutions

Already Purchased

- **OMS** (Outage Mgmt. Software)
- **EA** (Engineering Analysis software)
- **GIS** (Geographical Information System software)
- **IVR** (Interactive Voice Response system)

Future Purchase

- **CIS** (Utility Billing System)



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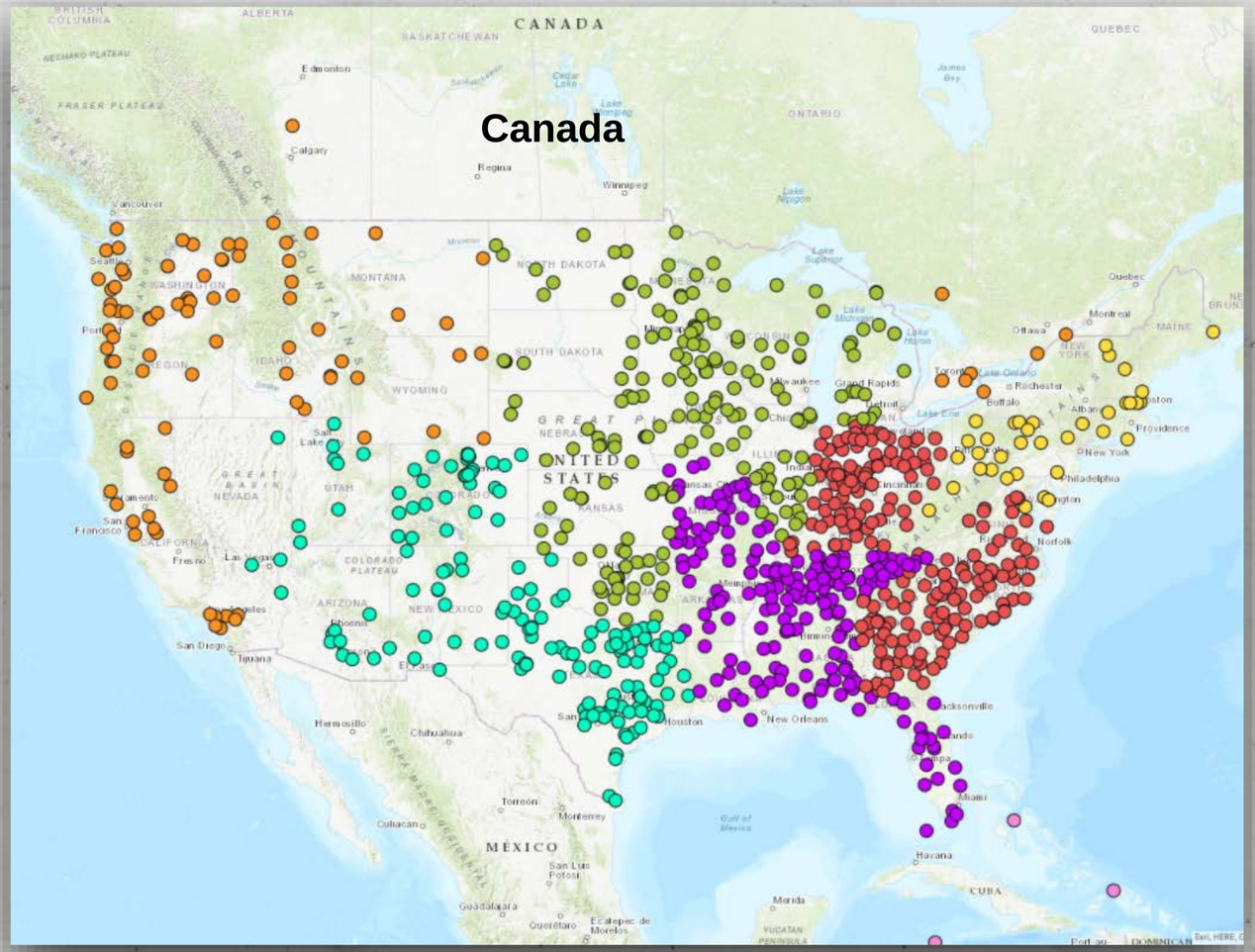
Over 900 Utilities Currently Use Milsoft Electric Utility Software Solutions



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Our Primary Software Solutions

Engineering Analysis

First commercially available **Detailed Circuit Model** software package becomes the choice of hundreds of utilities nation wide.

Outage Management System

First commercially available **Outage Management System** that leverages the power of the detailed circuit model to respond to outages.

Communications (IVR)

Fully integrated communications platform designed to leverage outage situations.

Geographic Information System

First **GIS** fully integrated with detailed Circuit model with Field Engineering software.

(future implementation)

Utility Billing

Solution includes Utility Billing (CIS), Work Order System, automated PrePaid Electric billing and Community Solar Billing capabilities.

Year	1989	2001	2003	2006	2019
Customers	832	238	219	209	65

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Why use the latest Software Solutions to manage our Electric Utility

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Utilities Must Operate Efficiently, Effectively, and Safely

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Our Utility Customers Expect More

More Of

Value
Responsiveness
Involvement
Consideration
Dependability
Flexibility

What Customers Really Want

Less Of

Aggravation
Rigidity
Bureaucracy
Excuses
Lack of Integration

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Employees Want to be More Efficient with Their Time

- **Employees want to learn new skills and become more efficient**
- **Employees need accurate data faster**
- **Employees need access to that data wherever they are**

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Our New Software Solutions

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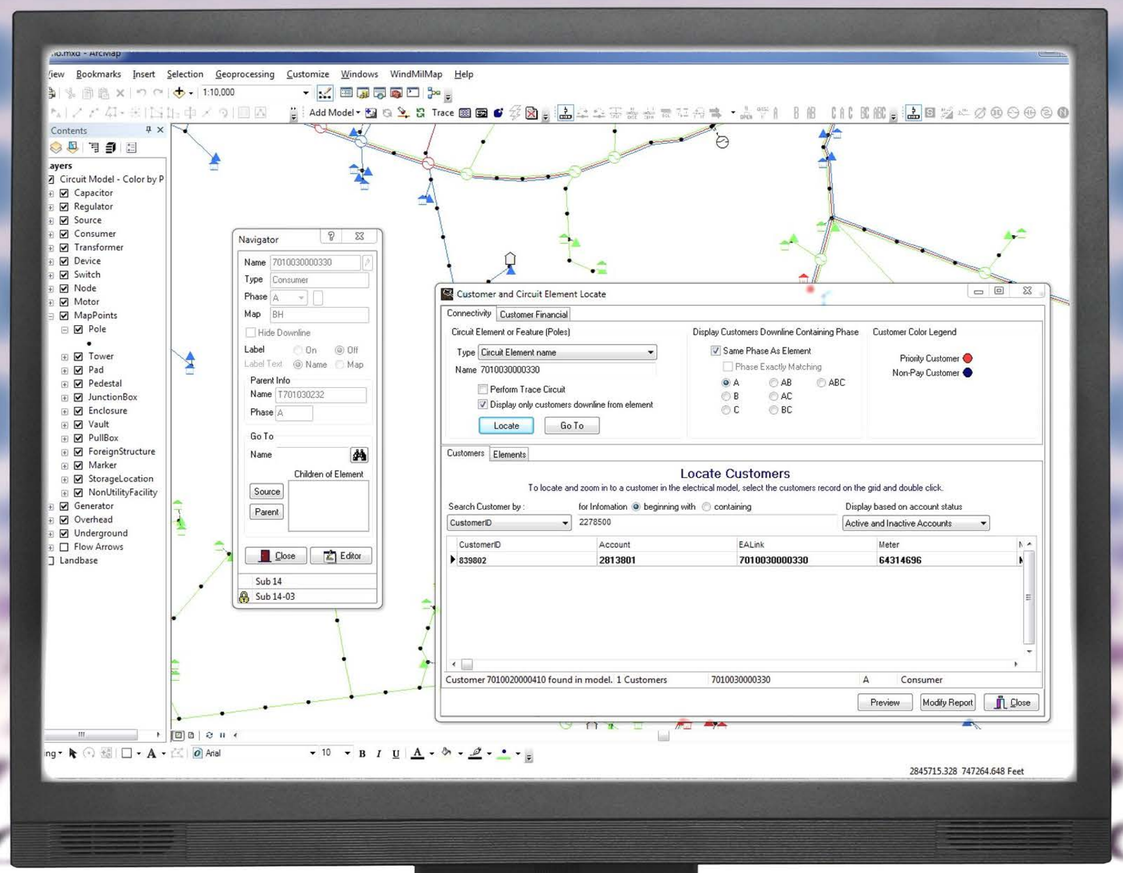
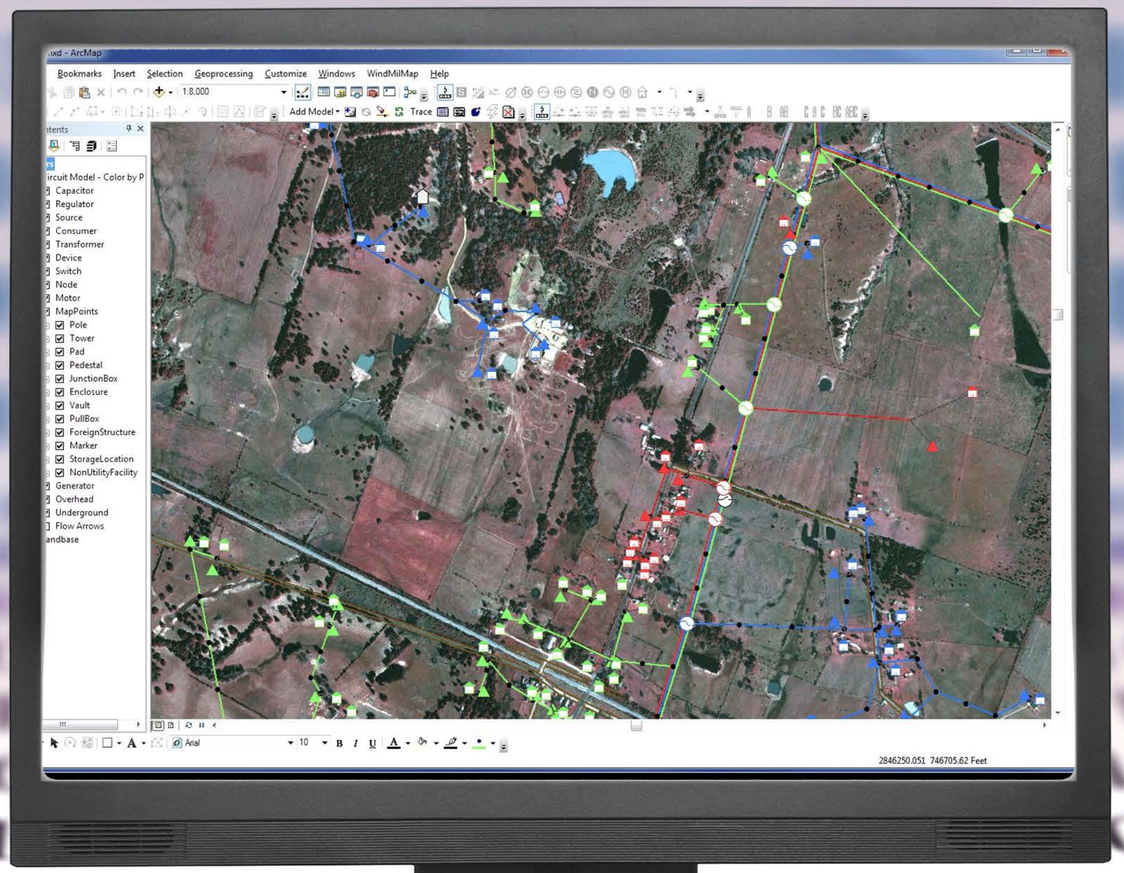
Engineering Analysis (EA)





EA is a Transformative Game Changer

- **Improve Quality**
- **Increase Reliability**
- **Improve Safety**
- **Increase Efficiency**
- **Cornerstone of the OMS/GIS/IVR Systems**

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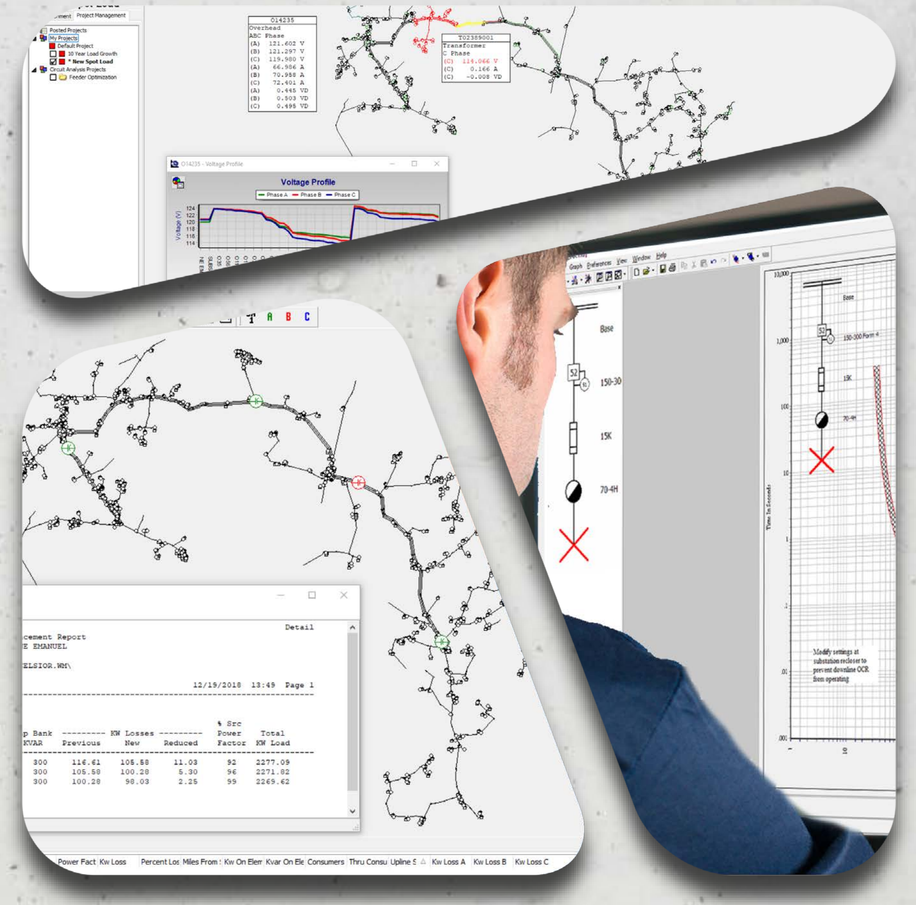
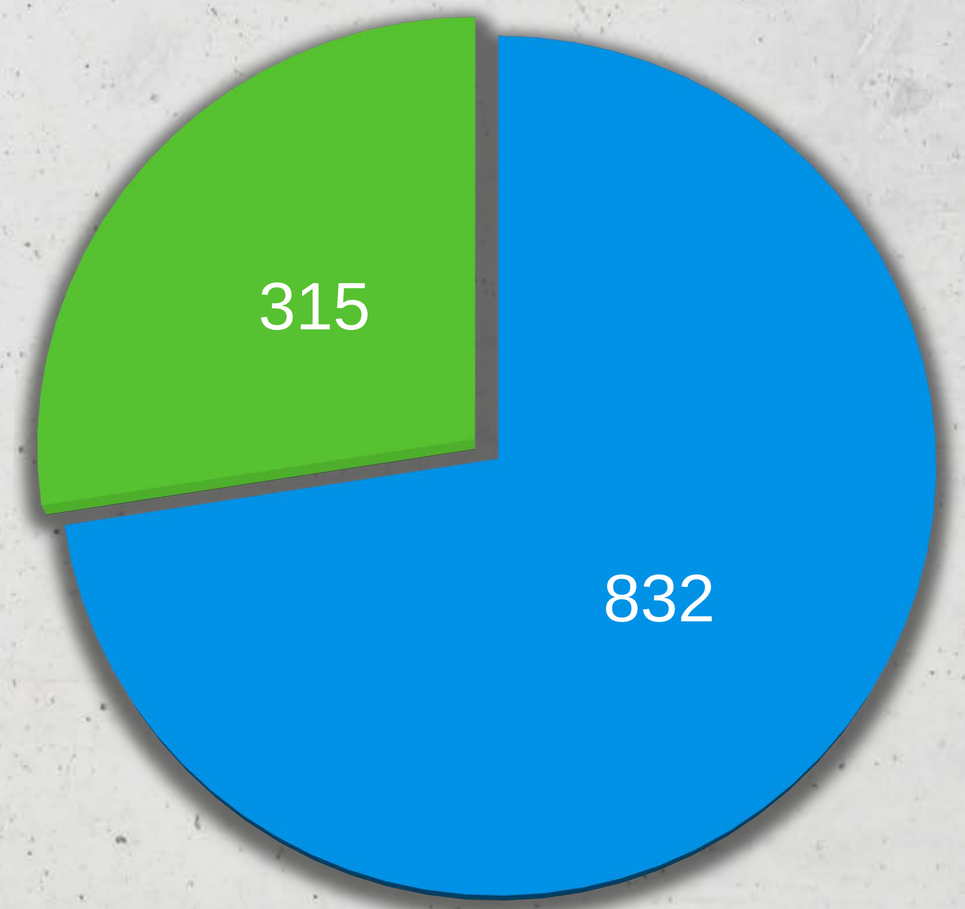
Key Features

- **Optimization Analysis for Loss Reduction (Capacitor Placement, Feeder Optimization & Load Balance)**
- **Protective Device Coordination Studies**
- **Arc Flash Hazard Analysis (IEEE 1584 Standards)**
- **Represent Any Number of Elements at Any Voltage Level**
- **Robust Planning Tools Including Load Forecasting and Project Management**



Since 1989, EA has led the industry in electric modeling

- **832 Active Utilities Using EA**
- **315 Utilities use EA and OMS, GIS, and IVR Systems**



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Outage Management System (OMS)

Invaluable Regardless of Weather

- **Reduce durations associated with power outages**
- **Streamline workflows in response to outages**
- **Efficiently dispatch resources to where they are needed most**
- **Provides Situational Awareness to Employees and Customers**
- **Can be used effectively for planned outages as well (Event Management)**

Outage Management System

- **Reduce Outage Times**
- **Fault Location**
- **Mobile Tools**
- **Data Collection for reporting**

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Keep People Informed

- **Analytical Reporting**
- **Web Outage Viewer**
- **Employee Notifications of Outages**
- **Proactive Customer Outage Alerts via email and texts**
- **Statewide Outage Reporting**

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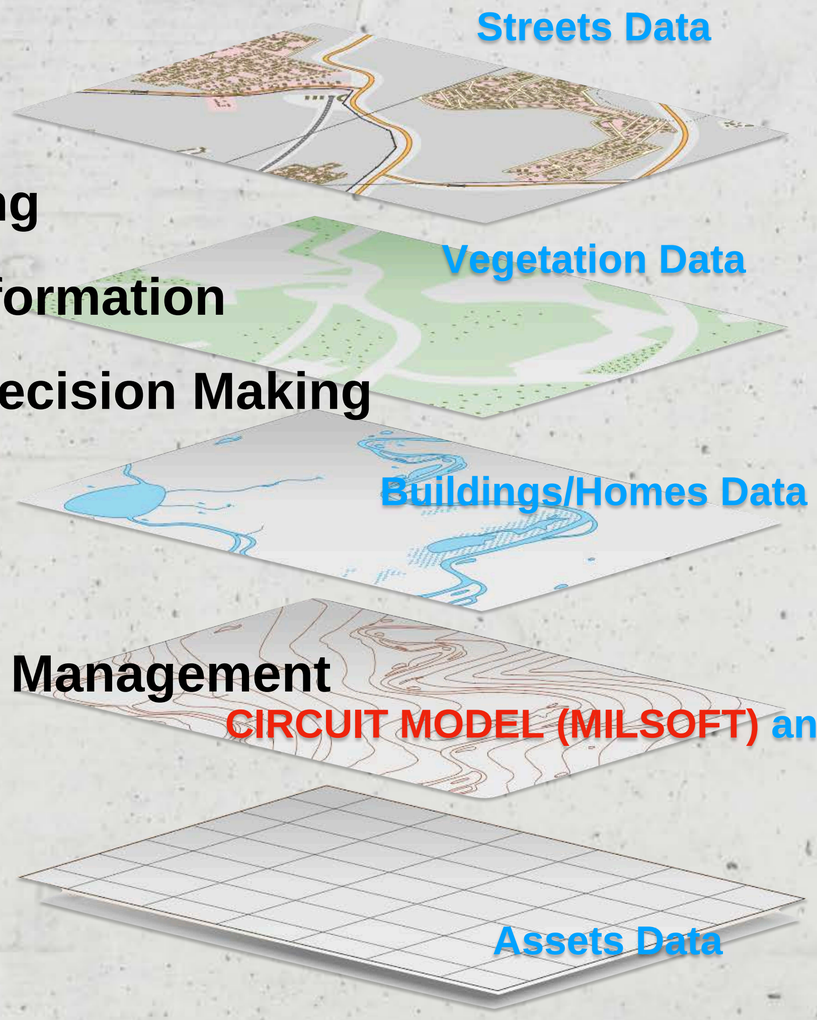
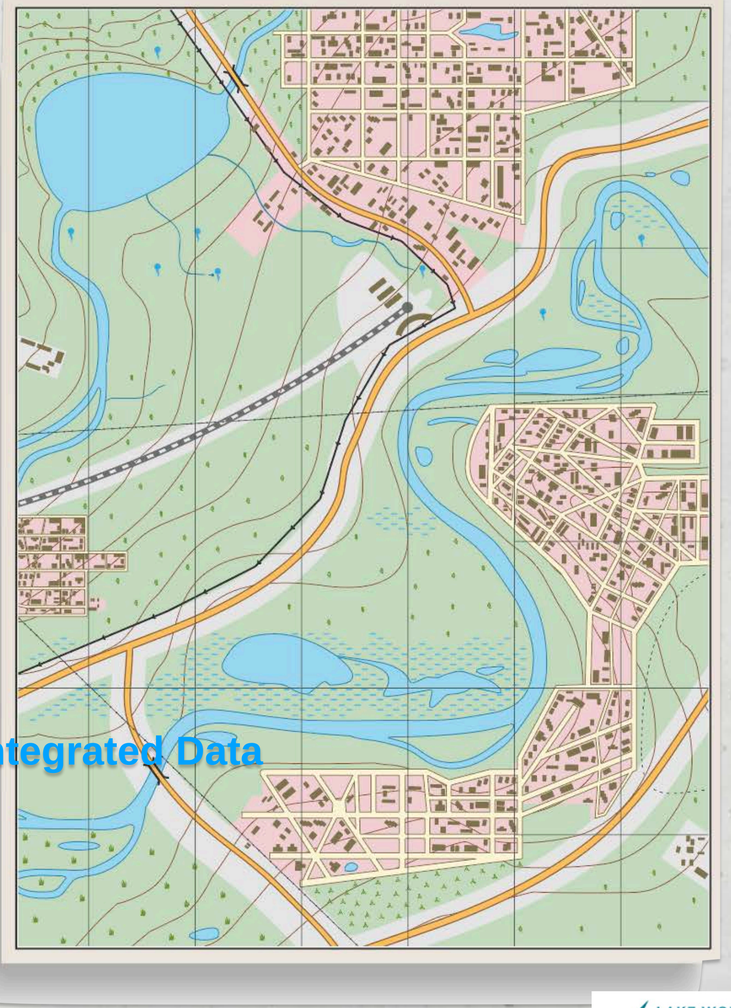
Geographic Information System (GIS)

GIS *PLUS* Electric Model Combined

- **Facilitates Operational Planning**
- **Offers Real Time Access to Information**
- **Improves Transparency and Decision Making**
- **Reduces Costs**
- **Enhances Responsiveness**
- **Improves Resource and Asset Management**





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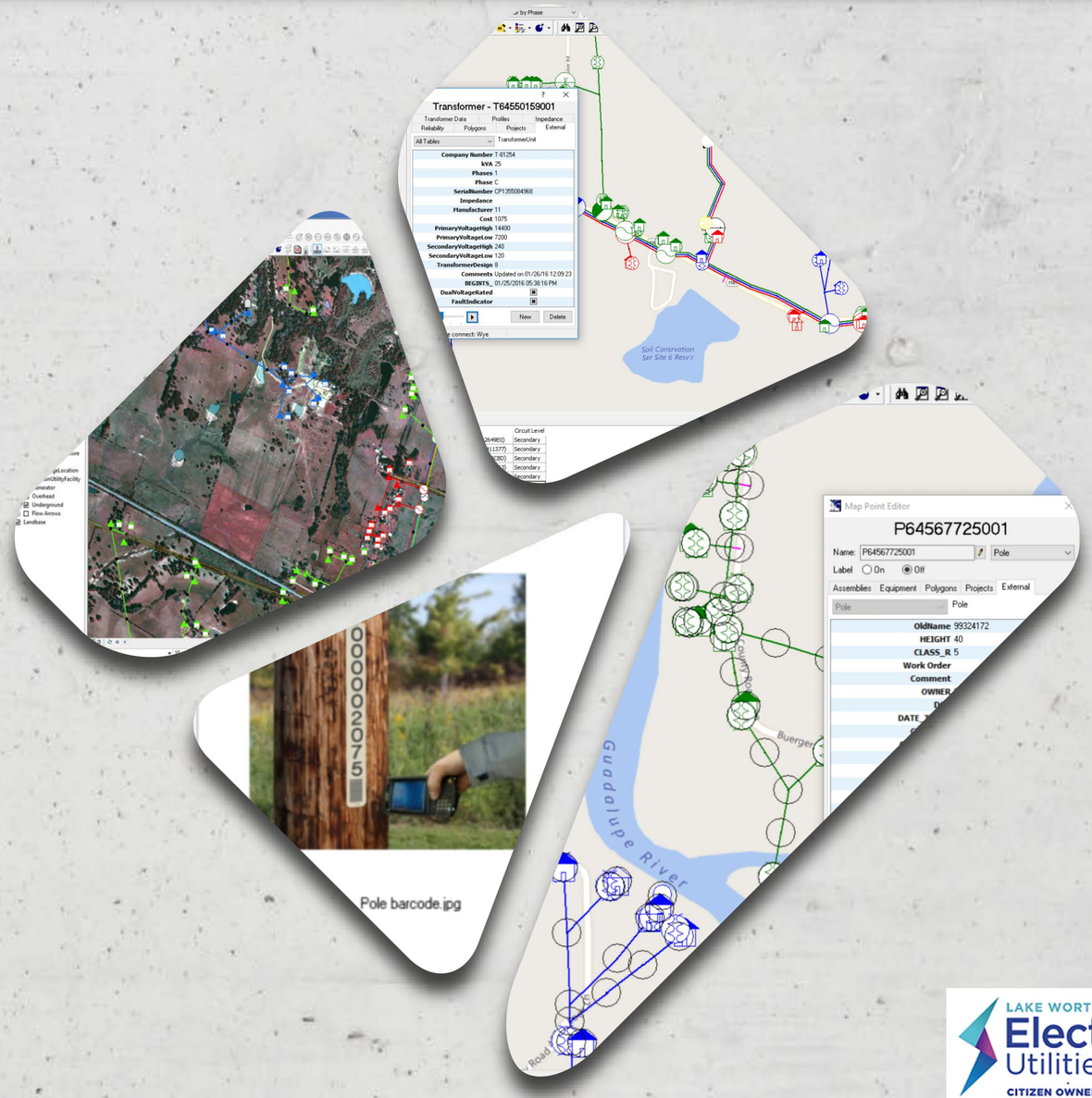
Powerful - Informative - Fast

- Map Viewing (In house or in field)
- Engineering Validated
- Map Publication
- Replaces Paper
- Facilitates Infrastructure Planning
- Integrations to AMI
- Asset Inventory



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The ONLY GIS that is Validated by the Engineering Circuit Model

- **Electric Modeling Tools**
- **Tools Provided for Accurate Modeling of Electric Equipment Attributes**
- **Real Time Data Validation**
- **Phase Verification**
- **Circuit Tracing**
- **Dynamic Editors**

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Proactive Communications (IVR)

Information that Customers Appreciate

- Provides critical support for busy times and disasters
- Intelligent call routing
- Improves the customer experience
- Measure customer satisfaction
- Eliminates several mundane tasks
- Reduces costs
- Fully Integrated to OMS system
- Eliminate Busy Signals
- Provide 24/7 Outage Call Reporting
- Customer Notifications Via Phone or Text for Outages

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Future Software Purchase

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Utiling Billing System (CIS)

Features of a New Utility Billing System (CIS)

- **Proactive Customer Notifications**
- **Multi-Service Capability**
- **Community Solar Billing**
- **Budget Billing**
- **Prepaid Billing Included**
- **Customer Self-Service Portal**

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Benefits of a Fully Integrated System

- **Save Time and Costs**
- **Increases Financial Visibility**
- **Minimizes Errors**
- **Improves Asset & Inventory Management**
- **Provides Real Time Data**
- **Enhances Decision-Making Processes**
- **Gives High Flexibility**
- **Pre-integrated with Engineering and Operations software**

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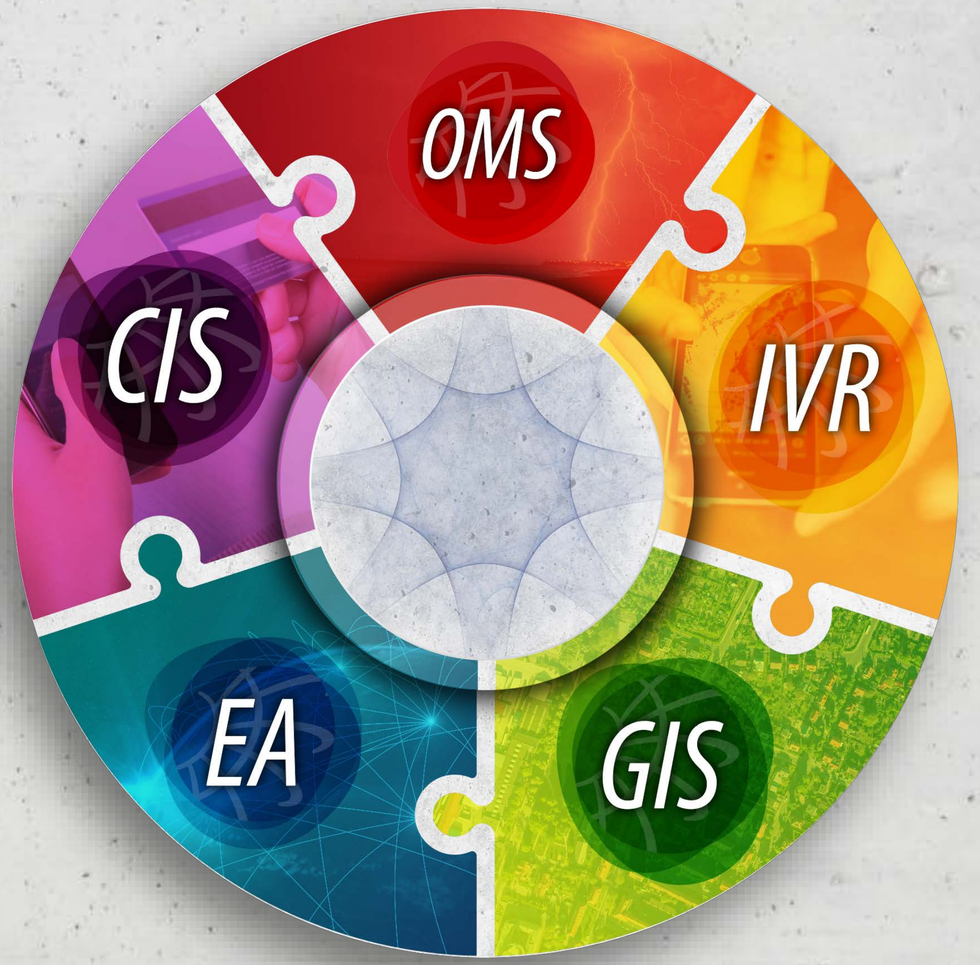

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