

Customer-to-Transformer Linkage

Customer-to-transformer connectivity is vital for improving responsiveness to outage and trouble calls, and is essential for the operation of many outage management systems. Osmose® will perform a customer-to-transformer linkage survey that reports the accurate customer connectivity you need to enhance reliability and responsiveness.

In performing a customer-to-transformer audit, Osmose technicians link customers to the network. Technicians can link customers to transformers or secondary wires, using either house address or meter number. This process also identifies missing transformers. GPS position and meters can be collected at the same time. Customer source data for a customer-to-transformer linkage project can consist of GIS network databases, CIS data (address), and/or a meter-reading database. Underground linkage is also possible using line-of-sight or provided underground drawings.

Osmose Differentiators

What makes Osmose Customer-to-Transformer Linkage different from others?

- o Ability to import and leverage existing GIS, landbase, CIS and meter-route data to create a fully integrated service map
- o Automated processes during data-production and data-enhancement phases
- o Automated and manual QC performed throughout the project on data at every processing stage
- o Trained, nationally deployed field staff—ability to mobilize and train crews quickly
- o In-the-field validations built into Osmose’s field-collection software, FastGate® Mobile
- o Field-tested linkage methods ensure high-quality standards
- o ANSI standard quality control process enabled with FastGate Mobile
- o Ability to integrate data from various existing sources and deploy that data in the field for validation and enhancement
- o Ability to return spatial or relational data into a utility’s GIS, CIS, engineering, or accounting database

Why Link Customers to Transformers?

Reasons for performing a customer-to-transformer linkage audit include the following:

- o Through improved device prediction and more efficient crew dispatching, you can enable or enhance your OMS performance and reduce outage times
- o Customer-to-transformer data is vital to efficient load analysis
- o Customer-to-transformer linkage is often mandated to compute kpi’s for SAIDI and SAIFI



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