



# WebEOC 9 for the Electric Utility Industry

Electric utilities face complex regulatory, physical, and cyber challenges that require reliable and scalable tools that work for both the command center and the field staff, for routine outages as well as major emergencies

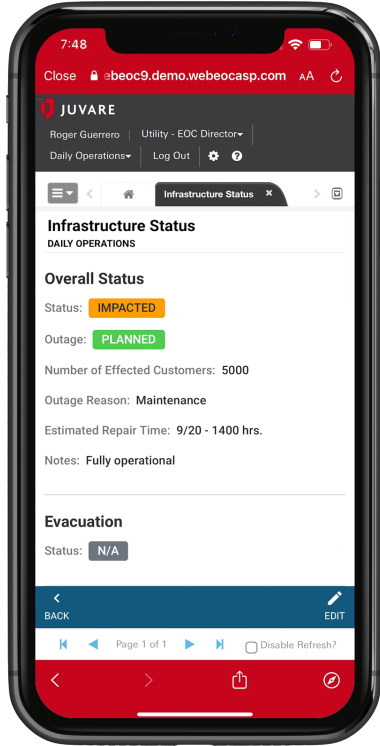
Using WebEOC 9, electric utility organizations can now use off-the-shelf WebEOC data and process workflows – called Boards – that are already configured to meet best-practice workflow. These mobile responsive Boards, map-enabled workflows, and WebEOC’s underlying robust information architecture make this indispensable for electric utility firms who take preparedness and response seriously.

Providing users the right data at the right time with the right depth of information, WebEOC 9 empowers utility firms to streamline routine operations and emergency management functions.

## **Our off the shelf Boards include:**

- Infrastructure Status
- Support Services
- Public Safety Outage
- Work Orders
- Situation Report
- Checklists
- Incident Creation
- After Action Review & Improvement Plan
- Incident Documentation
- Event Reporting
- Event Calendar
- Schedule Overview
- File Library
- Contacts Management





## Some of Our Favorite Utility Boards

Boards are data and process workflows and the foundation of everything in WebEOC. For over 20 years, emergency management professionals have used WebEOC Boards to enable effective workflow to prepare for, respond to, and recover from incidents and emergencies. WebEOC 9 for Electric Utilities builds upon the practices of the EM discipline and provides an out-of-the-box solution immediately useful for electric utility clients. Here are some of our favorite Boards:

### Infrastructure Status

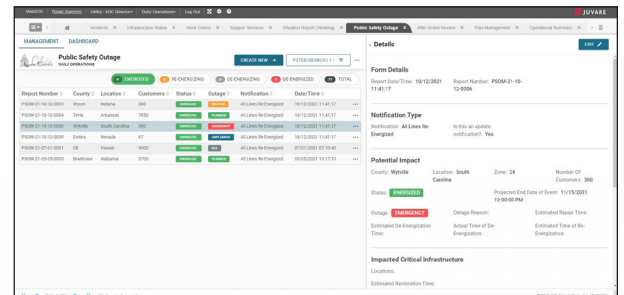
The Infrastructure Status boards enable a new way of merging daily operational data into emergency management, and creating a high-level decision-making view for company leaders. These enable routine generation, substation, transmission, and distribution events to be documented in detail and tracked alongside emergency incidents. All events are then combined into a high-level dashboard, which can provide leadership a full overview of grid and asset availability, and enabling faster, more accurate decisions.

### Support Services

The Support Services board allows tracking of human and physical assets related to incidents. Work crews can be classified by whether or not they are internal to the organization, contracted, or provided under mutual aid agreements. Union status as well as high level contract information can also be tracked. Logistics for crew support (such as trucks, tools, lodging, meals, etc.) can also be recorded individually or in bulk. The crew support details can be consolidated into a high-level dashboard.

### Public Safety Outage

The Public Safety Outage board provides a high-level summary of public safety requests for the de-energization or re-energization of field utility assets (such as generation facilities or transmission/distribution assets). These requests may be related to weather or other natural disasters, or other conditions which can threaten public safety. Specific details about such requests can be documented, and roll up to a high-level dashboard. This process will show the number of incidents, affected customers, and incident status.



### Work Orders

Specific work orders related to incidents can be recorded, tracked and viewed in the Work Orders board. These work orders are listed, and financial and contractual data can be integrated into each work order. Status is also reported, so management and emergency leaders can track various components of each request.

### Situation Report

The Situation Report board helps you collect reports from contributing entities to develop a published report. SITREPs (SITuation REPorts) are typically published at least once every 24 hours during an emergency. WebEOC provides a flexible format that can be used to support any organizational structure, such as Incident Command System (ICS). Functional areas within the organization update their portion of the SITREP, which then populates a master SITREP. The master SITREP can be viewed online and approved before release.

Want to see more?  
Contact Us.

