



**ELECTRICITIES
ANNUAL CONFERENCE**

Aug. 12-14 | Williamsburg, Va.

NORTH|STAR dataVoice

What to do when things go wrong

Ram Siva, NorthStar
Ron Bentley, dataVoice



About NorthStar

- **Founded 1976**
 - Original Harris business unit
- **Developed & delivered in NA (100 staff)**
- **100% focused on meter to cash for utilities**
- **Serving over 300 customers**
 - 3.5M+ daily active accounts
 - 8M+ bills every month
 - 200+ interfaces completed

NorthStar Solutions

CIS

- Customer care & account management
- Service connections & moves
- Payments & collections

mCare

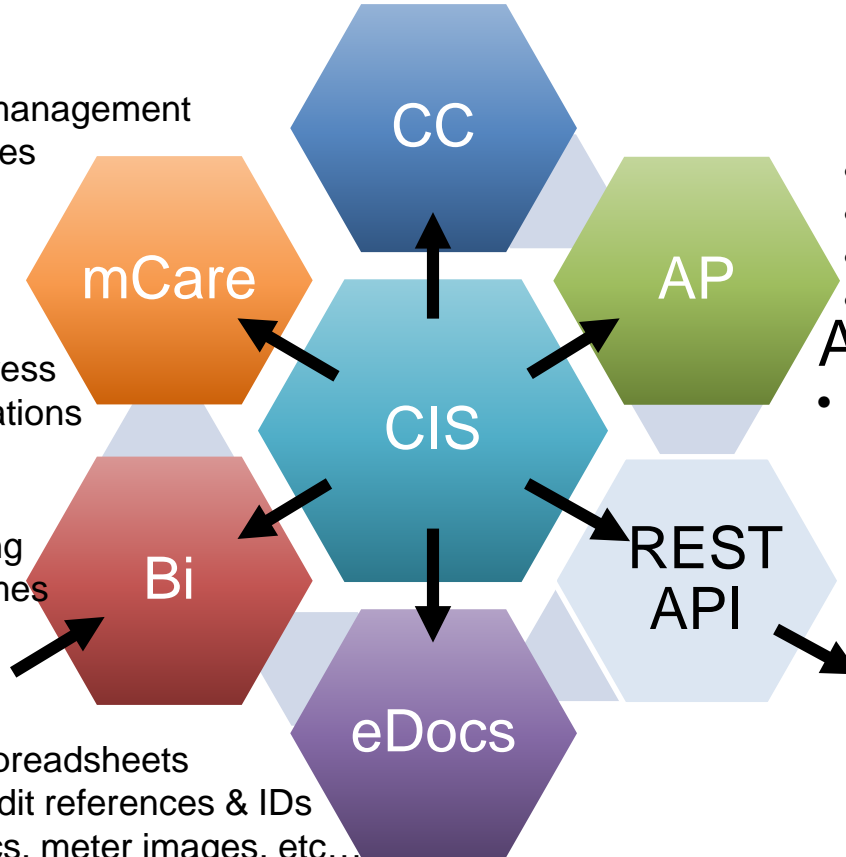
- Real-time dispatch
- Worker/work status & progress
- Configurable forms & validations

Business Intel

- Enterprise data warehousing
- Templates & configure themes
- Trending & forecasting

eDocs

- Relevant account docs & spreadsheets
- Account emails, letters, credit references & IDs
- Premise layouts, schematics, meter images, etc...



Customer

Connect

- View usage & pay bills
- Manage accounts & profiles
- Programs & campaigns
- Reminders, alerts & socials

Automation Platform

- Automation of routine tasks
 - i.e. Move in/Move out
 - i.e. Updating accounts overnight
 - i.e. SO generation on disconnection

REST API (Site)

- Connect to any system
- Secure and encrypted
- Webservices

About dataVoice

- Founded in 1989
- 30 years experience designing solutions for utilities
- Current customer base is primarily:
 - Municipals
 - Cooperatives
- Software and support handled primarily through offices in McKinney, TX
- Harris acquired dataVoice in Oct., 2017; helps complete a suite of solutions for:
 - Operations Management
 - Customer Engagement



Outage & Work Force Management

Outage Response Management
Predictive Model & ERT
Field Crew Management
Integration with GIS, AMI & SCADA
Robust Reporting Engine
Manager Apps and Notifications



Interactive Voice Response

Trouble Reporting
Balance Inquiry
Payments
Pay Arrangements
Planned Interruptions
Pre-Pay Notices
Service Restoration
Past Due Reminders



Customer Engagement

Customer Mobile App
Website Outage Map
Customer Online Outage Reporting
Outage Reporting and Notifications via Text



Crew Mobile Apps

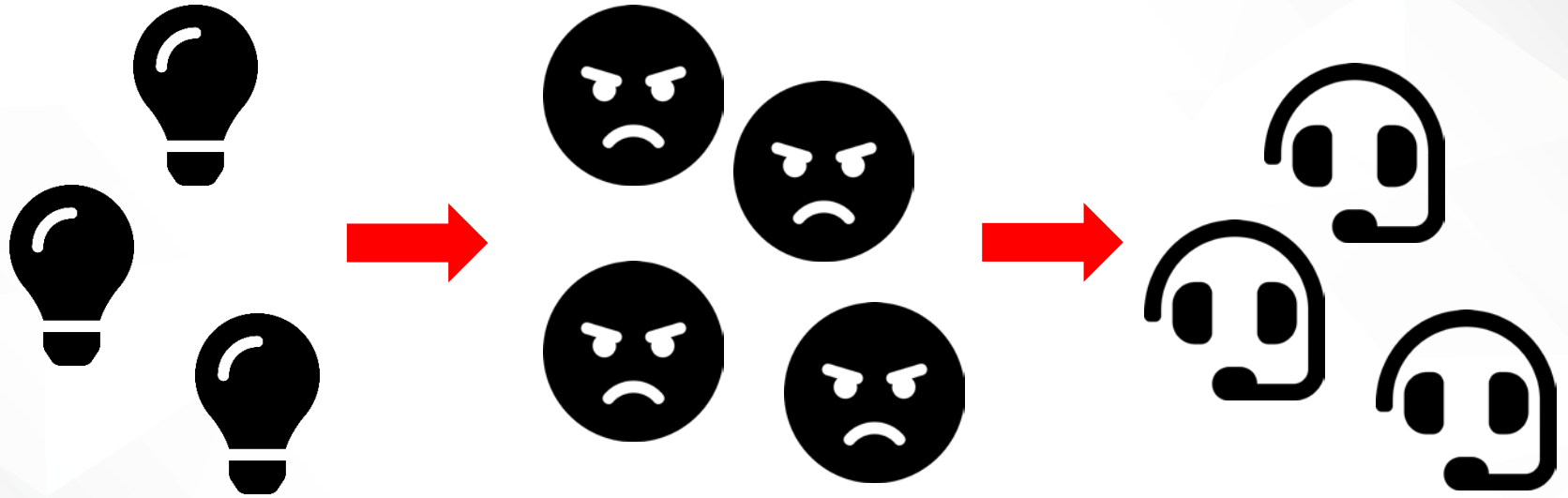
Lineman App
Damage Assessment
Vegetation Management
Collect and Inspect
Meter Audit



Augmented Reality

Facility Data in Real World
Voice Command Driven
SME Remote Guidance
Improve Damage Response

Lights Out – Angry Customers – Calls

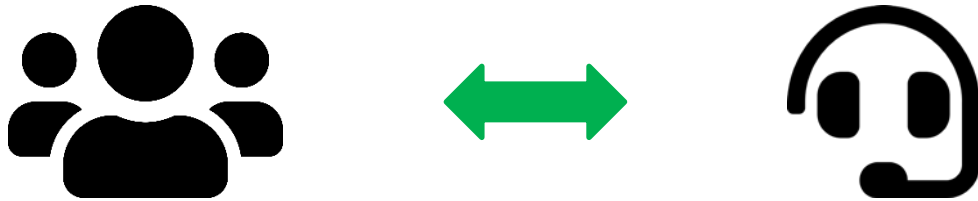


Wrong Answer

Real line from an exasperated CSR:

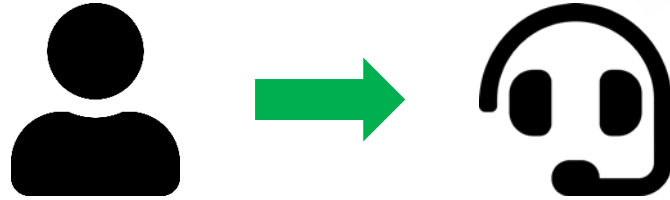
“We won’t charge you for any electricity while your lights are out!”

Opportunity to exchange information



1. What can you tell us about what happened?
2. Here's what we know ...

Collecting Information



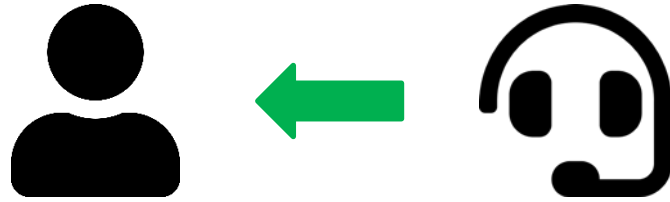
Can you confirm your neighbors are out of power?

Yep.

Did you see or hear anything?

Yes! A car ran into one of those green boxes in my front yard. There was a loud bang. Now the car and the box are on fire!

Providing Information



Yes, we are aware of a problem affecting your service location. It is affecting 1,560 others. We do have a crew dispatched, and we expect to have the power back on in 2 hours.

The big three questions

- Do you know my power is out?
- What happened?
- When is it coming back on?

Today's demonstration



First call, CIS, Ram



Dispatch, OMS, Ron



Field Report, OMS, Ron



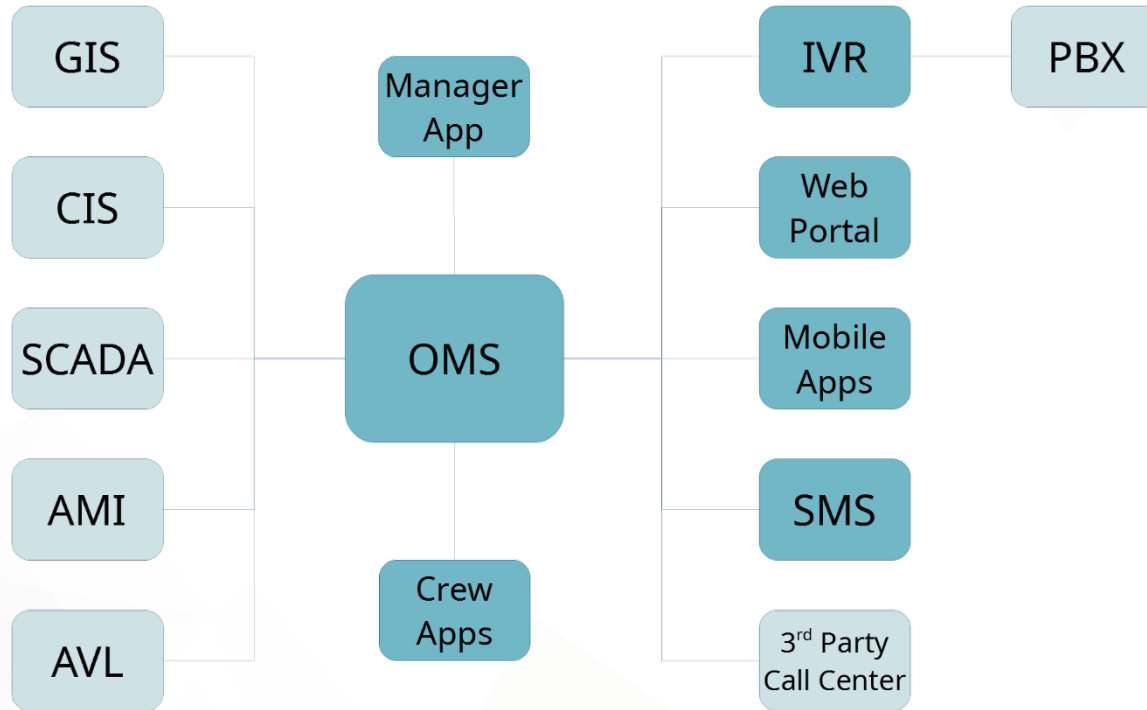
Subsequent Reports,
CIS, Ram



Subsequent Reports on Web,
CIS/OMS Portal, Ram

Big Picture in the Background

More sources of information, more ways to communicate ...



Thank you!

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Thank You

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