

# United Energy Information and Consultation Innovations

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September 2014

## AMI innovations



Benefits realised by the network company

Benefits that will flow through to the customer

## Outage Management



- Smart Meters report loss of power back as it occur (before customers call)
- It assist in identifying the number of customers affected and potential type of fault (Help with prioritising and appropriate equipped fault truck dispatch)
- Web Portal keeps customers up to date about magnitude of outage and estimated time of restoration
- Confirm restoration of supply to all customers before leaving the site
- It allows the call centre to confirm the presence of a supply up to the meter while on the phone with a customer (Reduce the number of truck been dispatched and possible on charging to customers for problems on the customer's side)

## Detecting localised supply problems, even before the customer notice





## Detecting Service Mains problems, even before the customer notice





## Smart Meters provide data for load flows through Distribution Transformers (Subs)

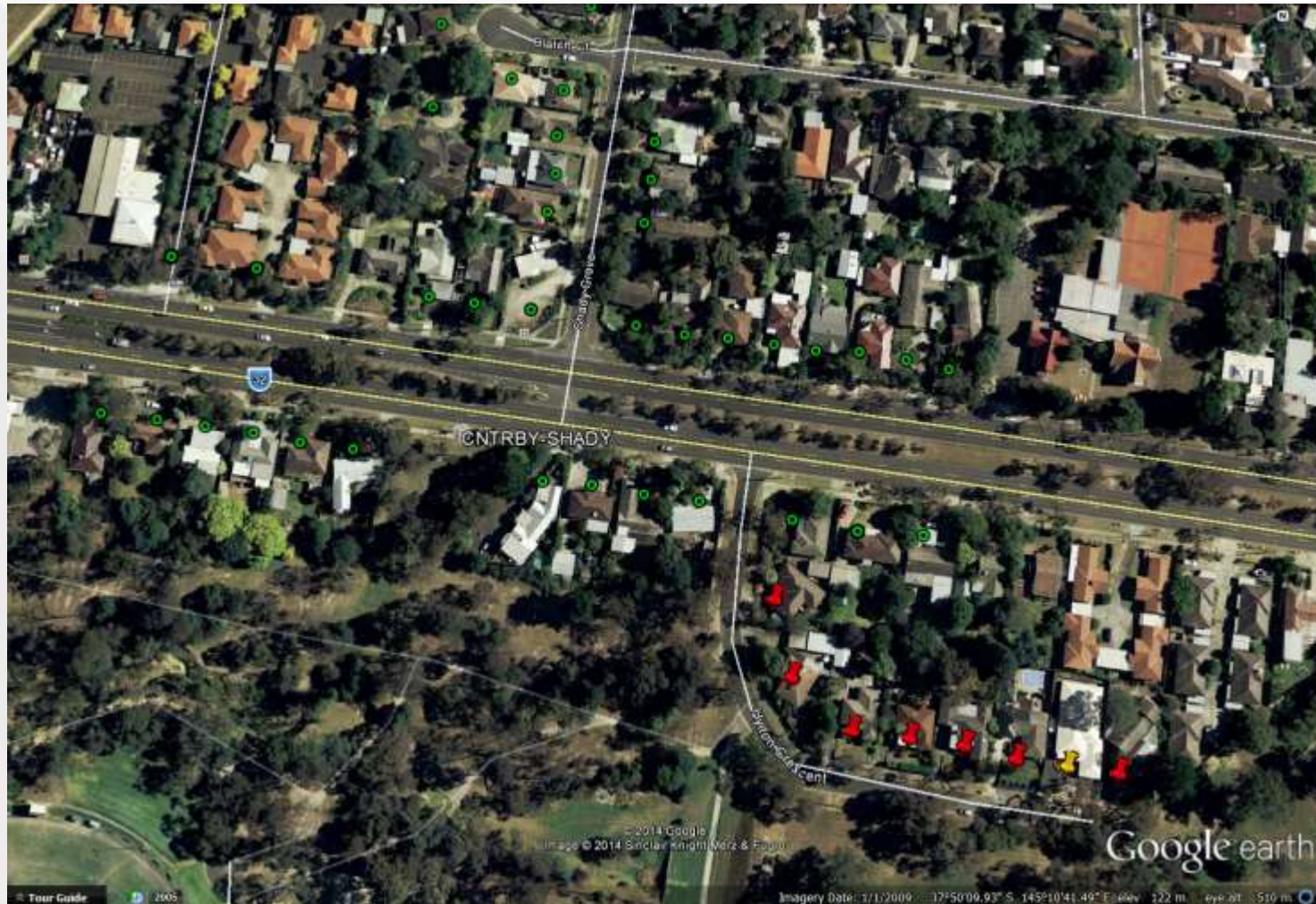




## Sample of a warn neutral screen cable problem



## LV Network Problems (identified down to the pole)





## Bad Connection

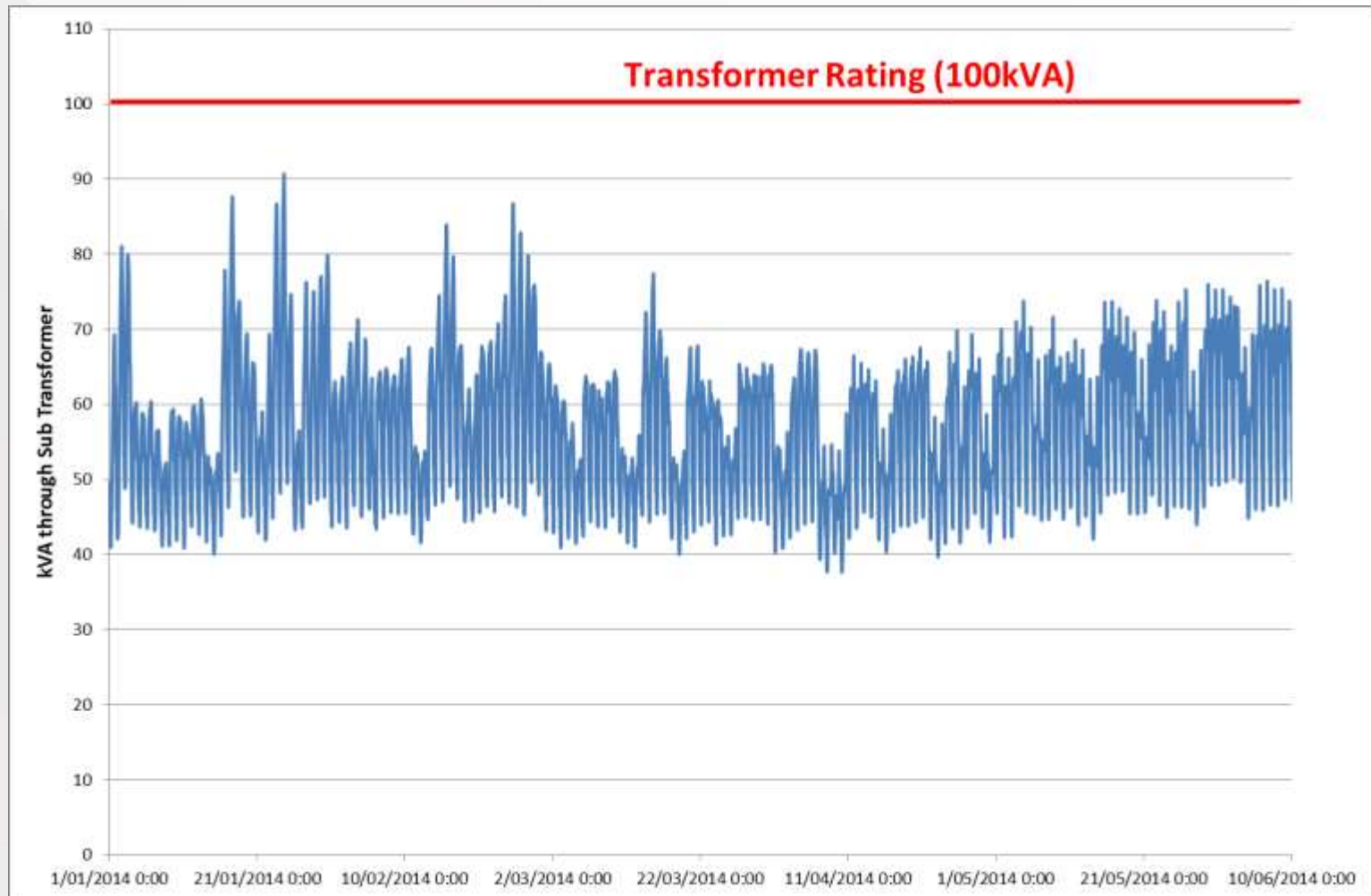


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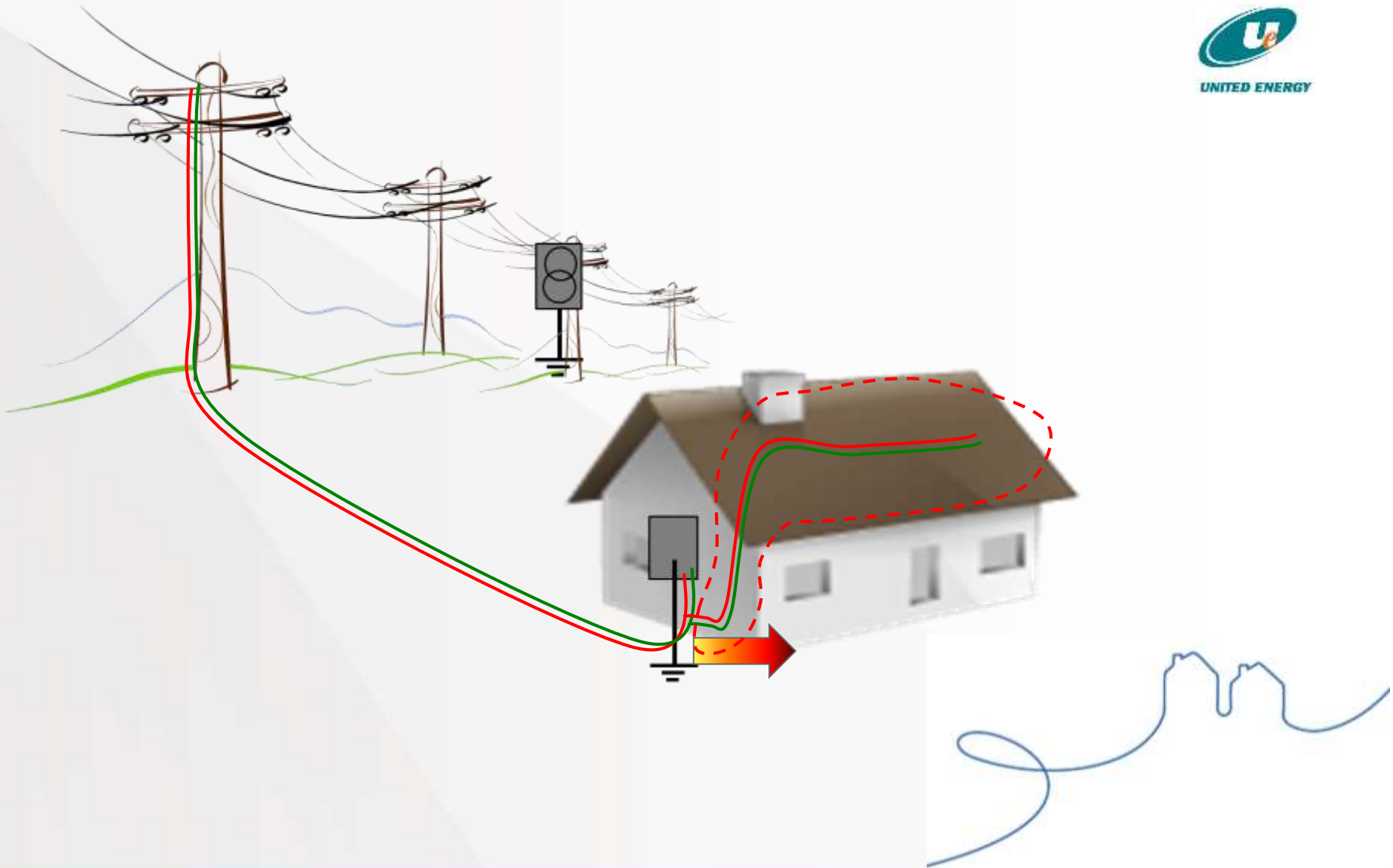




# Calculated Transformer loads vs Ratings



## Detection of meter bypasses







## What does the future holds?

### **Improved Safety:**

- Real Time 24/7 monitoring of customers on Life Support
- Detection of “Candling” High Voltage Fuses (Prevention of Bush fires)
- Detection of Broken conductors and Live conductors on the ground

### **Improved Customer Experience**

- Identification HV Fault locations (Truck direct to fault, faster restoration)
- Near real time network voltage monitoring and control (Better Quality of supply)
- Deployment of applications into meters (Distributed intelligence – Faster alerts of problem conditions e.g. service mains problems))
- Solar apps e.g. Solar panels that tripped (Help to maximize customer’s investment)