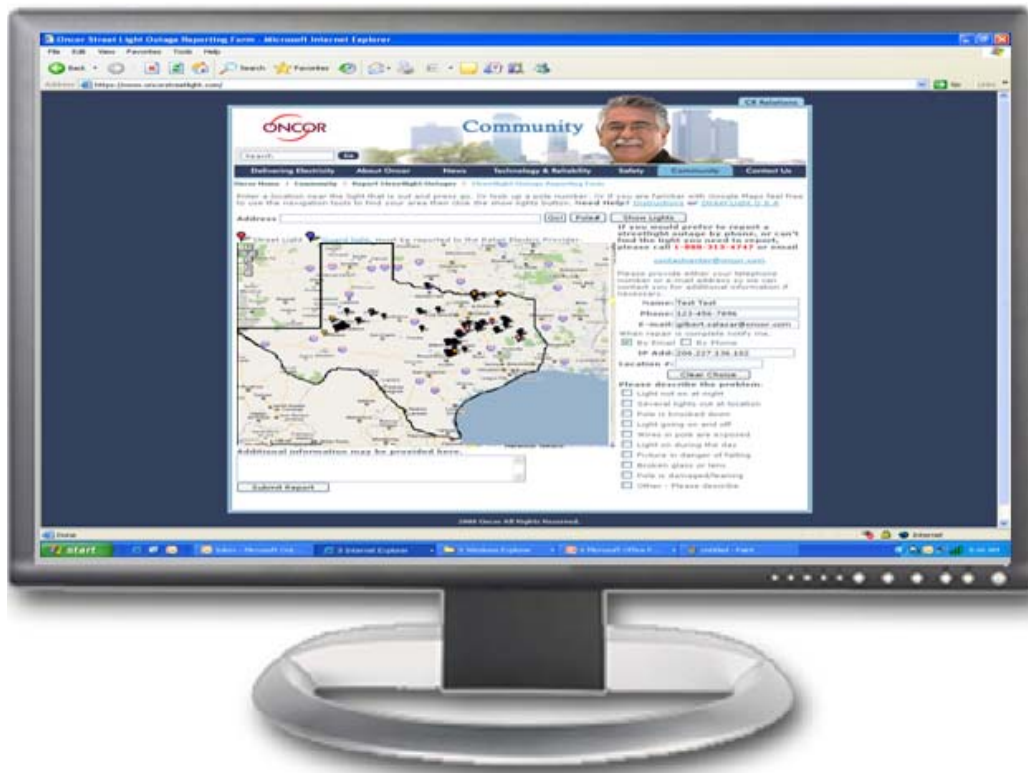


SLOTS

Street Light Outage Tracking System



Please describe the problem.

- Light not on at night
- Several lights out at location
- Pole is knocked down
- Light going on and off
- Wires in pole are exposed
- Light on during the day
- Fixture in danger of falling
- Broken glass or lens
- Pole is damaged/leaning
- Other - Please describe

Drake McLemore

SWEDE Conference

SLOTS

Overview & Discussion



➤ **Oncor Electric Delivery**

- **Background of Oncor Streetlight Maintenance**
- **How we got to where we are today**
- **Online reporting**
- **Streetlight Outage repair**
- **Streetlight reporting and tracking**

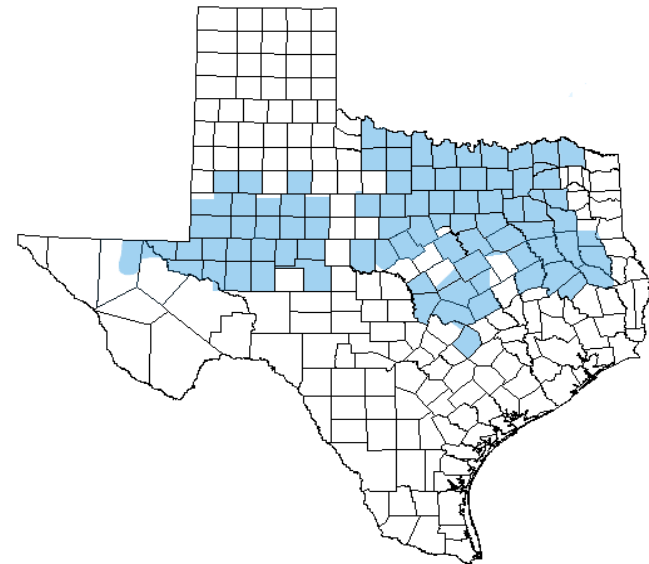
SLOTS



Background of Oncor Streetlight Maintenance

➤ Oncor Electric Delivery

- 91 Counties
- 400 Cities
- Over 400,000 streetlights
- Annual Repairs \approx 80,000
- Spanning 500 miles east/west & 300 miles north/south



SLOTS



Background of How We Arrived at Current State

- **January 2008, Public Utility Commission Revision**
 - Streetlight restoration timeline compressed
 - Measured system-wide, by City
 - Recognition for not meeting metrics
- **January 2008, Streetlight maintenance reorganization**
 - Centralized streetlight maintenance restructured into one organization
 - Began constructing a contract workforce solely dedicated to system-wide streetlight maintenance
 - Initiated real time updates via laptop computer technology
- **Identified need for enhanced online reporting system**

SLOTS



Birth of Street Light Outage Tracking System

- **Talented employee envisions new streetlight outage tool, utilizing & merging Google maps with Oncor graphics database**

- **Purchased a Google Maps enterprise license**
 - Protects customer information
 - Prohibits advertising

- **Overlay Oncor Streetlights and Guard lights on Google Map**
 - Web-based software
 - <https://www.oncorstreetlight.com/>

SLOTS

Street Light Outage Online Reporting



ONCOR Community

Search

Delivering Electricity About Oncor News Technology & Reliability Safety **Community** Contact Us

Oncor Home > Community > Report Streetlight Outages > Streetlight Outage Reporting Form

Enter a location near the light that is out and press go. Or look up a pole number. Or if you are familiar with Google Maps feel free to use the navigation tools to find your area then click the show lights button. [Need Help? Instructions](#) or [Street Light Q & A](#)

Address

Street Light **Guard light**, must be reported to the Retail Electric Provider.

If you would prefer to report a streetlight outage by phone, or can't find the light you need to report, please call **1-888-313-4747** or email contactcenter@oncor.com

Please provide either your telephone number or e-mail address so we can contact you for additional information if necessary.

Name:

Phone:

E-mail:

When repair is complete notify me.
 By Email By Phone

IP Add:

Location #:

Please describe the problem.

- Light not on at night
- Several lights out at location
- Pole is knocked down
- Light going on and off
- Wires in pole are exposed
- Light on during the day
- Fixture in danger of falling
- Broken glass or lens
- Pole is damaged/leaning
- Other - Please describe

Additional information may be provided here.

SLOTS

Street Light Outage Online Reporting, continued...



Street Light Not Found Report - Message (HTML)

Message Insert Options Format Text

Cut Copy Paste Format Painter Clipboard

Calibri 12 A A Basic Text

Address Book Check Names Names

Attach File Attach Item Include Business Card Calendar Signature

Follow Up Spelling Proofing

To... OncorED Correspondence RightNow

Cc...

Send

Subject: Street Light Not Found Report

If you were unable to locate the light you are trying to report on the map, please provide the following information so that we may contact you and assist you in reporting your outage:

Name:

Phone number:

Location information: (e.g. 1400 Sycamore, or corner of Sycamore and Main)

City:

Brief Description of Problem/Additional Information (e.g. light not burning at night, light goes on and off, etc):

Please be aware that sending this email does not automatically initiate an outage ticket. We will need to contact you by phone to determine how to proceed with your outage report. The light that you are trying to report may not be owned by Oncor or may be a private security light and we will assist you in determining how to complete your outage report. If you would like to contact us by phone directly, please call 1-888-313-4747.

SLOTS

Street Light Outage Online Reporting, continued...



How to report an outage using OncorStreetLight.com

Please follow the numbered steps below to report an outage.

1. In the "Address" box, enter the approximate street address of the light, always being sure to include city name and then click "Go" to take you to the location and display the lights in the area. The arrows +/- in the upper left corner of the map can be used to move around the map to a different location and then click on "Show Lights" to display the lights in the new area.
2. The address you entered will be marked by a yellow balloon. Oncor street lights will be shown in red. (Blue balloons denote Guard Lights which must be reported to the Retail Electric Provider.)
3. After balloons appear, click on the red balloon indicating the affected Oncor light. Once selected, the balloon will change from red to black. The "Location #*" box on the right side of the page will automatically be filled.
4. Enter your name and contact information.
5. Check the box indicating whether you'd like to be notified about the repair by e-mail or phone. E-mail is the quickest way to receive confirmation.
6. Check the boxes indicating the issue(s) affecting the light you've selected.
7. Type in any additional information not covered by the check boxes in number 6, such as "bird's nest in fixture."
8. Click the "Submit Report" button. Do not hit the "Back" button while page loads. A screen will appear confirming your report and providing a tracking number for future reference.

SLOTS



Street Light Outage Online Reporting, continued...

Enter a location near the light that is out and press go. Or look up a pole number. Or if you are familiar with Google Maps feel free to use the navigation tools to find your area then click the show lights button. [Need Help? Instructions](#) or [Street Light Q & A](#)

Address Pole#

Street Light **Guard light**, must be reported to the Retail Electric Provider.

If you would prefer to report a streetlight outage by phone, or can't find the light you need to report, please call 1-888-313-4747 or email contactcenter@oncor.com

Please provide either your telephone number or e-mail address so we can contact you for additional information if necessary.

Name:
Phone:
E-mail:

When repair is complete notify me.
 By Email By Phone

IP Add:
Location #:

Please describe the problem.

- Light not on at night
- Several lights out at location
- Pole is knocked down
- Light going on and off
- Wires in pole are exposed
- Light on during the day
- Fixture in danger of falling
- Broken glass or lens
- Pole is damaged/leaning
- Other - Please describe

Additional information may be provided here.
Light out at night
Test Test Do not work!

SLOTS

Street Light Outage Online Reporting, continued...



You have successfully entered a Street Light outage into the Oncor Street Light outage reporting system. For a routine repair, you should expect to see your light repaired within five days.

The ticket number for this outage is 74332.

You may want to make a note of this number or to print a report of this ticket number for your records use the print function of your browser.

Do you need to report more street lights? Select

REPORT MORE LIGHTS

Thank you for your help in "Keeping the Lights On".

SLOTS



Street Light Outage Repair

Repair Type: All Open Ticket Types | Group: HEB | Open Ticket# Lookup

Show Open Tickets

Starting: 2010-01-01 | Ending: 2010-04-19 | 43 Tickets

Enter a location of interest and press go.

Go! Pole# Show Repair Form

Routine Circuit Non-Routine Duplicate Knockdown [Open Display Page](#)

Left Dropdown:

- All Open Ticket Types
- All Open Ticket Types
- Routines
- Non-Routines
- Duplicates
- Circuits
- Knockdowns

Right Dropdown:

- METRO
- MCK
- PLA
- MSQ
- TER
- DES
- FWN
- HEB
- ARL
- CLE
- FWE
- DEC
- LDL
- DAL
- NON-METRO
- COR
- KIL
- LUF
- MDL
- ODE
- PAL
- PAR
- RRK
- TAY
- TEM
- TEX
- TYL
- WAC
- WFS

SLOTS



Street Light Outage Repair, continued...

The screenshot shows a web browser window with a map on the left and a table of repair records on the right. The map displays a street intersection with labels for 'Cheek-Sparger Rd', 'Brown Trail', and 'Treamont Cir'. The table lists three repair calls with their respective dates, repaired dates, types, and work performed.

Call#	Date	Repaired	Repair Type	Work Performed
65506	2010-03-05	2010-03-16	Circuit	Replace UG conductor
67471	2010-03-16	2010-03-16	Duplicate	Replace UG conductor
74332	2010-04-19		New	

Close

SLOTS



Street Light Outage Repair, continued...

Call Id: 74332 Ver 1 Name: Date:

Phone: Email:

Problem Information:
Light not on at night - Light is not on at night. 04/19/2010 Test Test Test Do not work!!

GLN: 3870398-3628621 *Repair Type:

Actual GLN: First Call:

Replacement type:

*Work Performed:

Type HP

Size 100 W

Check if light watts as indicated enter correction in remarks.

FLN: Pole# 3870398-3628621 This WR #:

COLLEYVILLE

Repair Remarks: 0 of 255 characters used. **Rate: A**

Miscellaneous Instructions:
Oncor owned full maintenance

*Foreman: Complete: Update: By:

*Indicates Required Field

From: Oncor Street Light Maintenance [noreply@oncorstreetlight.com] Sent: Mon 04/19/2010 1:42 PM

To: Salazar, Gilbert

Cc:

Subject: Request 74332 complete

Responses to this email account are discarded please do not reply.
Your request 74332 has been completed, the disposition was Replace Photocell & Lamp.
Thank you for helping us keep the lights on.

SLOTS



Streetlight reporting and tracking



Streetlight Maintenance

- [Home](#)
- [Ticket Lookup](#)
- Reports**
 - [SL Daily Status Chart](#)
 - [EVW Request](#)
 - [Open Status](#)
 - [Completed Tickets](#)
 - [WorkList](#)
 - [Late Tickets](#)
 - [Stranded Tickets](#)
 - [Downtown Dallas Tickets](#)
 - [Open Repeat Tickets](#)
 - [All Repeat Tickets](#)
 - [Knockdown Inspections](#)
- [Standard Patrol Status](#)
- WR's**
 - [Locked Fixture Report](#)
 - [Unassigned Fixture Report](#)

SL Daily Status Chart				
All Tickets				
			Completed	
Area	Hold	Open	Today	Last 5 Days
Metro	385	134	143	717
Non Metro	68	134	80	392
Stranded	32	7	5	36
SYS	485	275	228	1,145

SLOTS



Streetlight reporting and tracking, continued...



Streetlight Maintenance

[Home](#)

[Ticket Lookup](#)

Reports

[SL Daily Status Chart](#)

[EVW Request](#)

[Open Status](#)

[Completed Tickets](#)

[WorkList](#)

[Late Tickets](#)

[Stranded Tickets](#)

[Downtown Dallas Tickets](#)

[Open Repeat Tickets](#)

[All Repeat Tickets](#)

[Knockdown Inspections](#)

[Standard Patrol Status](#)

[WR's](#)

[Locked Fixture Report](#)

[Unassigned Fixture Report](#)

747 - Complete Stranded Tickets

Call#	Date	GLN	FLN	Sch	Repair Type	Work Description	Customer Notes	Construction Notes
1446	2009-07-08 - 285	4014231-3597298	01S07E-00766	0	Routine	Replace Various Materials	Light not on at night. USS PATROL NBJ	Replaced bulb, photocell & refracture oak creek circle east side 2 north of loganwood. Brunt. 1 light billing/1 light not billing. Verified in google maps 1 light on pole Request to remove light not billing on pole. CBush 3/23/10
1688	2009-07-09 - 284	3782499-3566161	713855-329475	0	Routine	Replace Photocell & Lamp	Light not on at night.	400HPS/120V COBRA... REPLACED LAMP AND PHOTOCCELL. MP 7/10/09
1915	2009-07-10 - 281	3832389-3562338	763460-324445	0	Non-Routine	Repair Bad Connections	Light not on at night.	duplicate of 1922

HEB Repeat Tickets w/Opens

Group	Town Name	GLN	Count
HEB	EULESS	3887067-3612688	3
HEB	EULESS	3895824-3623558	2
HEB	IRVING	3928627-3614177	2
HEB	IRVING	3930063-3636610	2
HEB	IRVING	3931883-3628910	2
HEB	IRVING	3935311-3634600	2
HEB	IRVING	3937608-3631475	4
HEB	IRVING	3939187-3631430	2

Repeat Ticket Detail

Town	GLN	Call Id	Posted	Completed	Trouble Reported	Const. Notes
EULESS	3887067-3612688	7507	2009-07-21 23:47:03	2009-07-22	Light going on and off	REPLACED 100W BULB
EULESS	3887067-3612688	42187	2009-11-22 19:13:21	2009-11-24	Light not on at night.	REPLACE LAMP & PHOTOCCELL LIGHT WORKING 11/24/09 A.V
EULESS	3887067-3612688	73894	2010-04-16 01:43:51	2010-04-20	Light not on at night.	ONE SOUTH FROM THIS LIGHT NEEDS CUT OUT IS MISSING 04/19/10 A.V... installed new cut out and re wired fixture light is buring 4-20-10 JM

SLOTS



Streetlight reporting and tracking, continued...



Streetlight Maintenance

[Home](#)

[Ticket Lookup](#)

Reports

[SL Daily Status Chart](#)

[EVW Request](#)

[Open Status](#)

[Completed Tickets](#)

[WorkList](#)

[Late Tickets](#)

[Stranded Tickets](#)

[Downtown Dallas Tickets](#)

[Open Repeat Tickets](#)

[All Repeat Tickets](#)

[Knockdown Inspections](#)

[Standard Patrol Status](#)

[WR's](#)

[Locked Fixture Report](#)

[Unassigned Fixture Report](#)

Street Light			
Routine Repair Status			
Area	On Time	Late	% On Time
Metro	12,099	206	98.33%
Non Metro	7,433	311	95.98%
SYS	19,532	517	97.42%

Street Light			
Circuit Repair Status			
Area	On Time	Late	% On Time
Metro	611	14	97.76%
Non Metro	119	21	85.00%
SYS	730	35	95.42%

Street Light			
Knockdown Repair Status			
Area	On Time	Late	% On Time
Metro	289	2	99.31%
Non Metro	52	2	96.30%
SYS	341	4	98.84%

SLOTS

Questions?



May 6th, 2010