

# Utility Technology

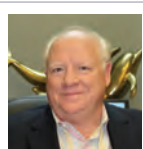
dataVoice Customer Newsletter

Winter 2011

## In This Issue:

- From the President: Running Start for 2011
- Meet a dataVoice Employee: Ron Bentley
- User Story: Fault Indicator at Maquoketa Valley
- Tutorial: Work Force Management
- Tapping into Technology: Meter Viewer on the Map
- Cost-Effective GIS: Staking Integration to Quantum GIS
- User Tip: Ability to Import Aerial Maps
- New Product: Field Collection Tool
- News: Release 2.0 Is Here
- News: dataVoice User Conference in April
- Welcome New Customers!

## From the President: Running Start for 2011



Roy Rooker  
President

As the new year begins, I want to take this opportunity to thank you for your continued loyalty and express my warmest wishes to you and your family for the New Year.

2010 was a monumental year for dataVoice. I have always believed that great companies never stand still--they continue to evolve and grow to meet the changing needs of the marketplace and their customers. That is exactly what 2010 was about for dataVoice.

Our revenue growth for the last 12 years has averaged over 20%. Even with the economic conditions, our marketing team managed a 32% increase in bookings in 2010. Congratulations go out to them for their hard work.

We have executed a game-changing strategy of expanding our products into the geospatial marketplace with our GIS Publisher/Network Evaluator, an open-source GIS platform, and our Field Inventory tools.

We have enhanced and launched new product families:

- ◆ Outage Status Maps, Outage Entry, and smart phone applications
- ◆ Automated Vehicle Location

- ◆ Crew Assignment and Dispatching modules shipping in WFM 2.0 release
- ◆ Work Force Management for service orders and outages
- ◆ Open-source GIS solution
- ◆ GIS Publisher and Network Evaluator
- ◆ Communications with Kenwood Serial Radio for GPS, Back-office OMS, and WFM
- ◆ Open-source Field Design software tools
- ◆ Mobile PC software for Field Inventory

The unique design concept behind dataVoice enables our platforms to truly be greater than the sum of their parts, with the best in reliability, operational simplicity, technology advances, and load tested and proven.

Thank you for giving us the opportunity to participate in this great industry for over 20 years and for your continued support.

From everyone in the dataVoice family, we would like to wish you all a happy and prosperous New Year.

**Roy Rooker**  
President



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## Meet a dataVoice Employee: Ron Bentley



Ron Bentley

### How long have you been at dataVoice and what's your current position?

A: Four months. My title is "Director of GIS and Engineering Projects." I'm leading an effort to set up open-source mapping tools for utilities. This offers some exciting possibilities for a GIS system that fits small utilities well.

### What's your professional background?

A: I began my professional career while I was getting my engineering degree. I was a coop student with the Dept. of Defense in Ft. Meade, Maryland, in the early 1990s. I began managing the engineering department at Medina Electric Cooperative near Hondo, Texas, in 2000. After Medina, I took off six years to pursue graduate work in a completely unrelated field, but I continued to consult with Medina during that time.

### What is your favorite thing about working at dataVoice?

A: I've been very fortunate to work with good people my entire professional life, and dataVoice is no exception. I'd have to say that's my favorite thing.

### What are your hobbies?

A: I sing in the choir at church to keep my sanity, and I stargaze casually with the kids. But anyone who knows me knows my real passion is playing with computers. It's sad, but a fun Saturday is one when I discover a "shunting yard algorithm" is what you use to convert "infix notation" to "postfix notation"!

### What about your personal life?

A: My wife, Debbie, is from San Antonio. We met there and both of our boys were born there. Jonathan is now in seventh grade and Geoffrey in fourth. Although they're native Texans, all three really enjoyed the time in Charlottesville, VA, while I was in graduate school. They were reluctant to leave, but they're settling in well now.

## User Story: Fault Indicator at Maquoketa Valley



Fault Indicator has become an intelligent part of an evolving SCADA system. The purpose of the Fault Indicator feature is to monitor the SCADA database for recent faults and automatically insert a ping job when a fault has occurred. Maquoketa Valley attested to its usefulness in a letter thanking dV.

"Roy, I wanted to thank you for developing the auto ping triggered by SCADA faults functionality. It has already shown to be a useful tool for us. In its first week of implementation we found 3 outages as a result of the auto pings prior to a member calling in."

The Fault Indicator key points of functionality are:

- ◆ When a fault is detected at a node, all meters down-line from that node will be pinged.
- ◆ The result of the ping job can be used to determine if any new outages have occurred as a result of the

fault.

- ◆ The feature will detect current faults on any phase of a circuit. The amperage threshold that will trigger the feature to insert a ping job is configurable.

Optionally, the feature can be set up to temporarily disable itself when the volume of faults increases above a configurable level. This is useful for shutting of the automatic pings during a storm. While in this disabled state, the feature can be configured to notify one or more employees that it is disabled. The feature will re-enable itself once the volume of faults decreases to below a configurable level.

Fault indicators provides a proactive, cost-effective means of improving reliability in regards to SCADA. We thank you Maquoketa Valley for your continued communication in letting us know what is valuable to your utility and working together to continually serve you.

## Tutorial: Work Force Management



dataVoice has announced the availability of dataVoice Workforce Management 2.0, with new enhancements in dispatching functionality.

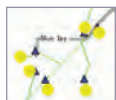
The new functionality includes:

- ◆ New Outage Assignment Capability - You can now assign a single employee, multiple employees, crews and/or vehicles to each outage.
- ◆ Assemble and Manage Crews
- ◆ Simply drag and drop employees and vehicles to

create or modify crews.

- ◆ Easily add temporary, mutual aid, or contract crews. These crews will appear in yellow on the Employees tab. The system provides the ability to track where they are traveling from and when they are expected to arrive, including emergency contact information.
- ◆ Ability to assign escorts or leaders for each crew.

## Tapping Into Technology: Meter Viewer on the Map



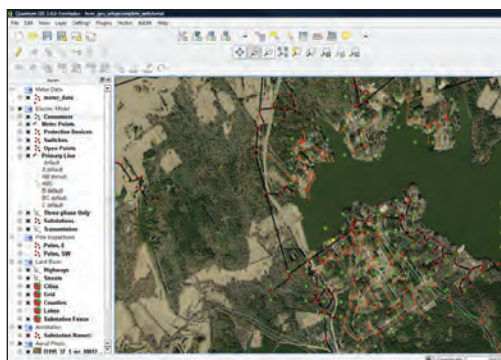
The dataVoice Map Viewer's latest improvement provides a separate view for analyzing Meter Data. In the Meter Viewer, Under the Meter Analysis Tab there are designated layers to view each of the following in the electric network map. You may select each of these layers by day for easier analysis:

- ◆ Meter Status On
  - ◆ Meter Status Off
  - ◆ Meter Status Invalid
  - ◆ Meter Blink (Day 1 - 7)
  - ◆ Outages (Day 1 - 7)
  - ◆ 24 Hour No Pulse (Day 1 - 7)
  - ◆ Reverse Rotation (Day 1 - 7)
  - ◆ AMR Communication
- Failure
- ◆ Metering Point Status - Provides status of AMI communication at substation level.
  - ◆ New Meter Management Reports – These new reports have been added to the Meter Management Menu:
    - ◆ Communication Failures
    - ◆ Reverse Rotation and No Usage reports
    - ◆ Ping Meters by Phase – When pinging meters downline, the user now has the ability to ping one meter per phase per section downline.

## Cost-Effective GIS: Staking Integration to Quantum GIS



dataVoice will provide an integration via Multispeak to import new devices, lines and consumers from the Partner staking sheet, and place them automatically on the appropriate layers inside Quantum GIS. When available, dataVoice also import other relevant data about these elements: substation, feeder, and phase, for instance.



Depending on how the staking sheet is drawn, the person importing the data may have to draw an additional line to complete the connection to existing infrastructure.

## User Tip: Ability to Import Aerial Maps



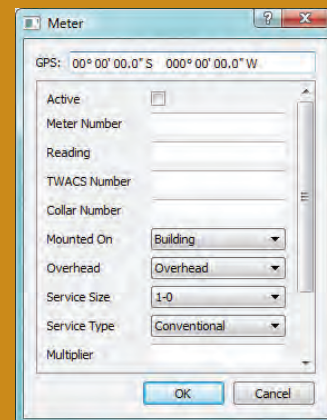
As you already may know, dV Map Viewer provides an in-depth analysis of current outage data as well as historical outage information. However, did you know that dataVoice now has

the ability to import aerial photography from the federal government WMS server into the dataVoice Map Viewer, so the user can view the aerial maps on the Map Viewer.



## New Product: Field Collection Tool

The dataVoice Mobile Field Collection Tool is yet another new valuable enhancement within our GIS Analysis tools Version 2.0. The dataVoice Mobile Field Collection Tool allows your utility's linemen to quickly gather GPS coordinates and electric facility data, and update an existing GIS solution or prepare the framework for a new GIS solution. This tool operates as a stand-alone application on a lap top connected to a GPS unit via a USB connection. It provides an easy-to-use interface implementing all of the components necessary for building a powerful electric geometric network from the substation source to the customer's meter.





 **News: Release 2.0 Is Here**

Yes! Release 2.0 is here, and it's full of great updates. There's loads of improved functionality across the board within dataVoice products:

- ◆ **Workforce Management** - Dispatching functionality.
- ◆ **GIS Analysis Tools** - New data field collection tool.
- ◆ **Mapping** - Ability to now import Aerial Maps.
- ◆ **Meter Management** - New Meter Viewer on the dV Map Viewer.
- ◆ **IVR** -Employee Callouts to send standard messages.
- ◆ **AVL** -New and existing AVL reports moved to WFM.

Log into the dV Incident Management System and look for the "See What's New!" icon at the top of the page. Click on icon to view the Enhancements Version 2.0 notes.



**News: dataVoice User Conference in April**



The dataVoice User Conference will be held April 10-13, at the Westin Stonebriar Resort in Frisco, Texas. We are really looking forward to the conference this year, we have many new and exciting things to share, and some fun entertainment planned!

We will be taking a guided tour of the new Cowboys Stadium in Arlington (home of the upcoming Superbowl XLV) and having

dinner at the historic Trail Dust Steak House. Take advantage of our Early Bird discount prices below, good until January 31st!

Each year dataVoice encourages our clients to present topics at our user's conference. This year all speakers will receive a free netbook laptop, so contact us today with your ideas!

Please contact Denna Sandoval at 888-328-2864 ext. 105.

	Regular Fee	Early Bird (until Jan. 31)
<b>Premier Customers</b>	\$560	\$400
<b>Standard Customers</b>	\$700	\$500



**dataVoice Welcomes Our New Customers!**



dataVoice would like to welcome our newest customers: City of Bentonville and Tri-State Electric. We will strive to always provide all of our customers with the best possible service, support and solutions, and we thank you for trusting dataVoice.

**City of Bentonville**

For the City of Bentonville, we are integrating with their AutoCad GIS to provide them analysis tools and help them modify their GIS to support GeoSpatial connectivity.

**Tri-State Electric**

Tri-State purchased an IVR integrated to SEDC for account balance and payment information, payment by credit card and check. Callers can also use the IVR to validate and update their telephone numbers on their account. They are also using the IVR to make outbound notifications for PrePay Announcements, Delinquent Account Reminders, and Planned Outage Notification.