



Point of Service—Customer Link Tool

What is Point of Service™?

Point of Service is a software tool that provides electric utilities with access to customer-transformer link information via a customizable user interface. Making use of the Adele Data Model enables users to maintain this critical information using a simple application with the unique option of *visualizing* the customer-transformer relationship.

This approach to managing customer links allows users to instantly spot anomalies in the Data. Before long, the customer-transformer link accuracy has greatly improved by enabling the end users to “see the customers”.

Locating your Customers

POS relies on the Adele Data Model to perform queries and visualize the customer-transformer geographic location, via the **POS Viewer** Window. This allows users to visually validate the customer-transformer links....graphically. Errors become obvious and are easily detected with the POS Viewer—making it a valuable QA tool.

Why Point of Service?

Including customer information as part of the Electric Distribution Network Model provides an Outage Management System (OMS), and a Customer Information System (CIS) with a reliable reference in which to manage customer connection changes. Since an accurate customer-transformer link is a pre-requisite to deploying an effective OMS, we have made it simple for users to access and manage this type of information within the Data Model.

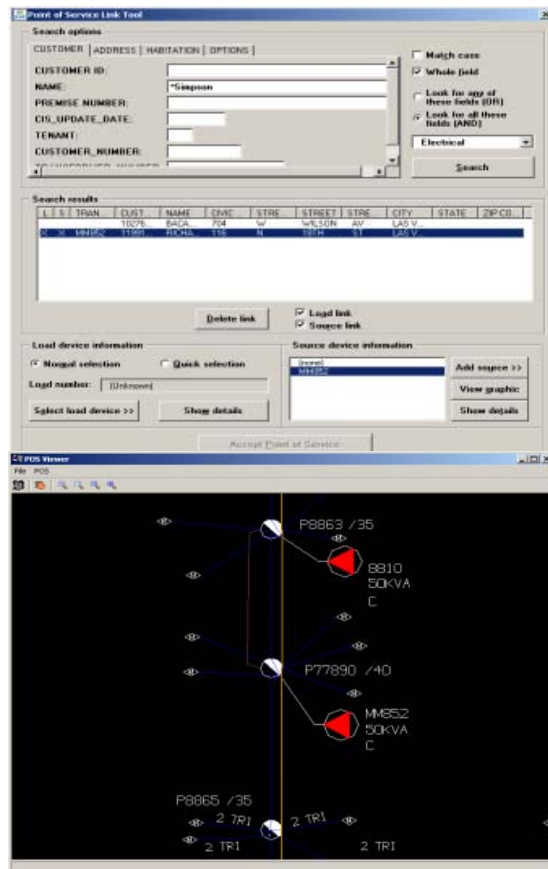


Figure 1: The Point of Service Link Window (above), provides users with a point-and-click application by which they can retrieve and maintain customer-transformer information. This validated information is saved in the database and can be accessed by CIS, OMS and other customer-critical applications. The customer’s meter and transformer is shown in the viewer to help visualize the situation.

What are the Benefits of Using POS?

- Enables users to maintain their customer link information through an intuitive User Interface.
- Provides an accurate and up-to-date customer-link reference for all customer-critical applications.
- Offers users the confidence to associate customers to transformers by visualizing the circuit.

