

# **Quick Reference Guide:**

Live Outage Management



Technology Solutions to Enhance Delivery and Reliability of Electricity



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PYXIS OMS row Composition of Storm
Quick Reference Guide – Live Outage Management

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### 12. Enter an Outage into History

Moving a Restored Outage into History allows you to delete the Outage from Live Outage Management keeping your **live** outage calls clear of clutter.

- 1. **Right-click** on a Restored Outage either from the | **Outages** | tab or from the **Archived** folder.
- 2. Choose the menu option to Enter Outage into History.
- 3. Modify any of the data fields in the Historical Outage screen.
- 4. You can still redefine the outage using the buttons in the toolbar.
- 5. If you see a consumer location highlighted in **pink**, that location can be deleted by clicking in the gray box to the left of the row and then pressing the **Delete key** on your keyboard.

<b>.</b>	Consumer Count =	8			S	how Matching C	alls in Live	Outages 📃 📕
	Location	Name	Acct/Mem#	Sub	Feeder	Linesection	Phase	Verified
•	20.34.06.006(20)	FORCIER, TIMOTHY	3461350	001	3	71	A	<b>V</b>
	20.34.06.007(21)	JONES, DEBRA	16053010	001	3	71	A	<b>V</b>
	19.15.01(20)	WINTER, MATTHEW	8432017	001	3	1637	A	<b>V</b>
	17.02.03.001(20)	SCHAUER, PENNY	32216515	021	3	468	A	<b>V</b>
	17.02.03.002(20)	VENUTA, ROBERT	32141010	021	3	468	A	<b>V</b>
	17.03.05(10)	ZACHER, BEN	34868800	021	3	468	A	
	17.03.5A(60)							
	17.02.2C(20)	BETSY ROSS RESORT	35086201	021	3	468	A	
*								

These pink highlighted locations are not verified. They still exist in your Esri map but are no longer in the OMS database. Deleting them from the locations list will keep your outage statistic reports more accurate.

- 6. Click the **Save** button to save changes at any time.
- 7. When finished, click File Exit to close.
- 8. Right-click the Outage and choose **Delete Outage** to remove from Live Outage Management. Associated Calls will be removed as well.



**Historical Outages** can still be modified from the main menu on the main PYXIS OMS<sup>®</sup> screen. Search in **Past** outages.

PYXIS OMS - User admin Logged Into REA-Test

File	Setup	Historical Outages	Reporting Live Outages Tools Help
2	۹ 🔟	New	🞗 Look up Customer Info 📓 Manage Live Outages
		Past	



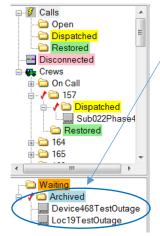
### 11. Archive an Outage

Archiving Restored Outages helps to remove unnecessary clutter from the live outage screens which can be helpful during a large live outage.

- 1. **Right-click** on a restored Outage within the | **Outages** | tab. (*Restored Outages are highlighted green*)
- 2. Select the Archive option from the menu.

Calls	Outages	Predictions	Cu	irrent Sta	atistics	📌 No	on Outage Cal	
📑 D	efine New	Outage						
Outa	geName		Cre	W	Open	Calls	Dispatched(	
	Sub022Ph	ase4	157	र	0		6	
	62718		181		0		1	
	Sub21Fee	d3PhaseA	190		Ō		0	
		4	8	Archive	Sub21Fe	ed3Phas	seA 🔷	
			2	Edit Info	for Sub2	21Feed3	PhaseA	
			0	Restore Sub21Feed3PhaseA				
			2	Enter Su	b21Feed	3PhaseA	A Into History	
			X	Delete O	utage			
				Poll Meter(s) In Outage				
			۲	Zoom N	lap to Ou	utage		
		-	_					

3. You will get a popup message asking if you are sure you want to Archive the Outage. Click the **Yes** button.



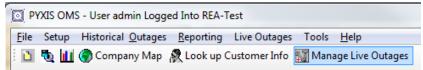
4. The Outage is moved to the **Archived** folder in the left window pane.

- Tip
- You can right-click any Archived outage and Edit any of the information for the Outage.
- You can still redefine an Archived outage, adding or removing service locations.
- Archived outages can be entered into History at any time.
- Archived outages can be deleted.

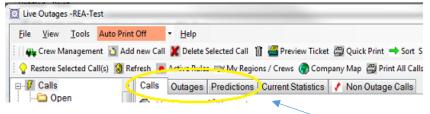


### 1. Manage Live Outages – Getting Started

1. Log into PYXIS OMS<sup>®</sup> and click the Manage Live Outages button.



2. In the Live Outages screen you will see 5 panel tabs near the top >>



3. When working with Live Outages we will primarily be focused on the first three tabs which will be outlined in the rest of this "Live Outage Management" Reference Guide for PYXIS OMS<sup>®</sup>

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### 2. View Open Calls

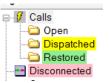
- 1. Within the | Calls | tab view you will see many columns of data within the grid.
  - a. The Source column displays Local or Call Handling.
     Local usually means the call was entered into PYXIS by a user. Call Handling means the call came in from your Call Handling Service through a Multispeak® interface.
  - b. The **Entered By** column will display the user who entered the call into the system. (*may need to scroll to view*)

Live Outages -REA-Test				/			$\overline{}$		~~~		
<u>File View T</u> ools Auto Print (	Off <mark>▼ <u>H</u>elp</mark>							$\overline{}$			
🗄 🙀 Crew Management 👔 Add i	new Call 🐹 Delete Sel	ected Call 🏢 🕌	Preview	v Ticket	🛱 Quick Pr	int 🔿 S	ort Sub-	-Fdr-Phs	- Connectivi	ty Tree	
💡 Restore Selected Call(s) 🚷 Ref	resh 🜘 Active Rules	😅 My Regions /	Crews 🤅	Comp	any Map 🛱	Print Al	Calls 8	Custom	er Info		
⊫-9 Calls ▲	Calls Outages	Predictions Cu	urrent St	atistics	🕴 Non O	utage C	alls				
- 🗀 Open 📰	O Unplanned	Planned							Sorted By S	Sub, Fee	der, Phase 🚺
Dispatched     Restored		on Pho	ne #'s i	n Red ar	e from Call	er ID		$\sim$			
Disconnected									\ _		Advanced Sort
E- 🚛 Crews	Select All	Unselect	All 🔳	Inver	t Selection		Create	e List Cate	gories N	lone	
🖻 🚞 On Call	Name	Location	Sub	Feeder	Linesection	Phase	Crew	Priority	Status	Source	EnteredBy
Dispatched	GOODWIN,	01.07.06(10)	001	1	1401	В		Normal	Open	Local	STAR\mknott
Carl Restored □ Carl 157	M CHINNENKA	01.05.04(10)	001	1	26	A	181	Normal	Dispatched	Local	STAR\mknott
Dispatched			021	3	1588	A	190	Normal	Dispatched	Local	STAR\mknott
Restored T	MORICAL,	25.01.02(21)	022	4	504	С		Normal	Open	Local	STAR\mknott
- 🗀 Waiting	1										
🗈 🗸 🗀 Archived											
📳 Instant Message Session											
E-R Active OMS Operators	•										
MELISSA_LTX STAR\mknot	· L										,
۰ III ۲	][										
Auto Refresh Enabled (90 seconds)	Calls	In System:	Open-2	Dispa	tched-2	Restore	d-0 A	rchived-1	) Disconne	ected-0	

2. Columns can be re-ordered by dragging the column heading and dropping it in a new location within the grid.



*Filter* the Calls view by using the options in the left window pane. If you click Open, the window grid will show only Open calls, etc.





View Calls and Outages assigned to **Crews** by clicking the **Crews** folders in the left window pane with red checkmarks next to their folder.



### **10. Print Outage Ticket**

- 1. In the **Calls** tab, sort and categorize the calls using the sorting options and the Create List Categories dropdown to locate the outage calls you wish to print on a Ticket.
- 2. **Click** an outage call to select it. Select multiple calls by holding down your **Ctrl key** while you click on the outage calls you want to print on this particular Outage Ticket report.
- 3. After your Outage Calls are selected, click the Preview Ticket button

Print	Off		<u>H</u> elp			_							
Add	new	/ Call	🗶 Delete S	elected Call  🏦	Prev	view Ticket	🚑 Quick P	rint 🔿	Sort Sub	o-Fdr-Phs	- Connectiv	ity Tree	
🕄 Re	fresk	1 🔸	Active Rules	😅 My Regions /	Crews	🕤 Com	pany Map 🔮	2 Print A	II Calls	Custon	ner Info		
*	Са	alls	Outages	Predictions Cu	rrent S	Statistics	🚺 Non O	utage Ca	alls				
E	0	Unp	olanned 🤞	Planned						Sort	ed By Sub, F	eeder, F	hase 쉴
		Ne	eds Attentio	on Pho	ne #'s	in Red ar	e from Calle	er ID				Adva	nced Sort
			Select All	Unselect	All [		t Selection	Crea	ate List (	Categorie	s Crews		•
	Na	ame		Location	Sub	Feeder	Linesection	Phase	Crew	Priority	Status	Source	EnteredBy
	P	Not As	signed to a (	Crew									
	44	G	OODWIN,	01.07.06(10)	001	1	1401	в		Normal	Open	Local	STAR\mkno
		OC	TYSIDE	03.22.05.001(21)	002	1	92	С		Normal	Open	Local	STAR\mkno
35	44	I OH	ARDWOO	25.36.14(11)	022	3		в		Normal	Open	Local	STAR\mkno
34	0	Crew -	157										
	44		MH RECR	25.12.04(53)	022	4	500	ABC	157	Normal	Dispatched	Local	STAR\mknc
	44		OE TOW	25.11.07(30)	022	4	2028	В	157	Normal	Dispatched	Local	STAR\mkne
Ψ.	44		ORICAL,	25.01.02(21)	022	4	504	С	157	Normal	Dispatched	Local	STAR\mknc
•	44		AST MOE	25.01.04(30)	022	4	504	С	157	Normal	Dispatched	Local	STAR\mknc
	44		OUGLAS	25.12.10(11)	022	4	1987	С	157	Normal	Dispatched	Local	STAR\mkne
	44		LSON, AN	25.01.02.005(21)	022	4		С	157	Normal	Dispatched	Local	STAR\mknc
	0	Crew -	181										

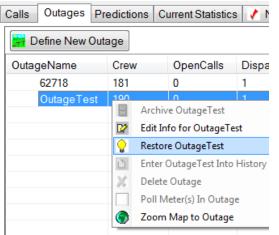
- 4. An **Outage Ticket** report will open in a new window.
- 5. Click the **printer button** at the top of the report.

6						
PYXIS OMS Report Viewer -REA-Te	st	in the			1 Aug 1999	and the second
🗟 🙆 🕲 к ч 🕨 н 4	🔉 🛛 🕅	<b>#</b> •				
Main Report						
			O	utage	Ticket	1
	-					
Earliest Time into Syste	7/20/201	5 10:31:04 AM				
Earliest Time into Syste Consumers Involved	em 7/20/201	5 10:31:04 AM				Outage
Earliest Time into Syste Consumers Involved Name	Location	5 10:31:04 AM Sub	Fdr	Phs	Priority	Outage Home Ph

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### 9. Restore an Outage

- 1. RIGHT-click an Outage within the | **Outages** | tab.
- 2. Choose the **Restore** option from the menu.



- 3. Fill in the End Time, Cause and Equipment Code (*if known*).
- 4. If you need to remove a location from the Outage (perhaps for any location(s) not yet restored as part of this Outage):
  - Click in the gray box to the left of the location row.
  - Press the **Delete key** on your keyboard.

	Locations MapSnapShot	
	LocationID	DeviceID
	04.35.06.003(21)	1588
•	04.35.06.002(21)	1588
Þ	04.35.06.005(20)	1588
	04.35.06.006(21)	1588
	04 35 06 004(41)	468

- 5. Click the Save and Close button.
- 6. The Outage and the Calls pertaining to the outage will be highlighted green to indicate they have been Restored.



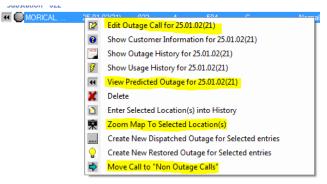
## 2. View Open Calls (...Continued)

- 3. If you make any changes to the order of columns or column width, you can set back to default by clicking on the **View** menu at the top then select **Restore Listview Columns to Default.**
- 4. Click on any column heading to sort by that heading.
- 5. Use the **Advanced Sort...** button to create your own combination of columns to sort by.
- 6. Use the **Create List Categories** dropdown to group all open calls by the category chosen:

Calls	Outages	Predictions	Current S	tatistics	📌 Non O	utage C	alls				
🔘 Un	planned 🚽	Planned							Sorted By S	Sub, Fee	der, Phase 🔰
😑 Ne	eeds Attentio	on P	'hone #'s i	n Red a	re from Calle	er ID					Advanced Sort
	Select All	💻 Unsel	ect All 🔳	Inve	t Selection	<	Create	e List Cate	gories P	rediction	s 🗸
Name		Location	Sub	Feeder	Linesection	Phase	Crew	Priority	Status	Source	EnteredBy
Not In	a Prediction										
<u> </u>	SWANSON	04.35.06.003(2	21) 021	3	1588	А	190	Normal	Dispatched	Local	STAR\mknott
Transf	former - 1082	3 DownStream	n Consume	er Count =	1						
<b>H</b> ()	MORICAL,	25.01.02(21)	022	4	504	С		Normal	Open	Local	STAR\mknott
Transf	former - 1717	5 DownStream	n Consume	er Count =	1						
•• O <mark>I</mark>	HINNENKA	01.05.04(10)	001	1	26	А	181	Normal	Dispatched	Local	STAR\mknott
Transf	former - 5333	DownStream	Consumer	Count =	1						
•• 🔘	GOODWIN,	01.07.06(10)	001	1	1401	В		Normal	Open	Local	STAR\mknott

Any sorting will be applied within each Category grouping.

7. Right-click individual calls to access additional menu options:

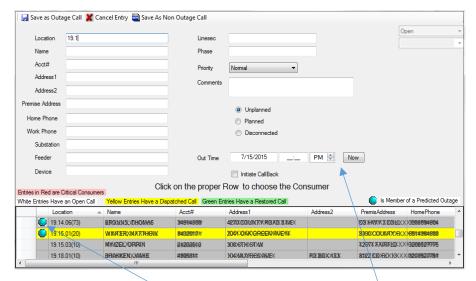


Some of the more useful actions during a large Live Outage are highlighted here.

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## 3. Add New Call

- 1. In the Live Outages screen, click the Add new Call button.
- 2. Start typing in any of the boxes to lookup a customer.



- 3. Note the different color coding and definitions.
- 4. A member that is already part of a predicted or defined outage will appear in the list with a globe icon next to their location.
- 5. Click on a customer from the lower pane and their information will fill into the rest of the boxes at the top.
- 6. Use the **Now** button or the text boxes to enter the **Out Time.**
- 7. Click the Save as Outage Call button at the top to save call.



Use the **Save as Non Outage Call** button to save calls that come in from residents reporting a concern or members who have non-emergency issues.



### 8. Redefine an Outage – Esri Map Trace

- 1. Double-click an Outage within the | Outages | tab.
- 2. In the Define Locations tab in the lower panel, click the "Import Esri Trace" button.



- 3. This will bring in all customers from your latest Esri Map Trace.
- 4. If you should need to remove a location from the list so it is not included in the Outage,
  - Click in the gray box to the left of the row to remove.

	Locations MapSnapShot		
	LocationID	DeviceID	*
×	04.34.01.002(20)	1588	
Þ	04.34.01.007(20)		
	04.34.01.008(21)		
	04 34 01 006/20)	1588	

- Press the **Delete key** on your keyboard.
- 5. Save & Close to accept the list of locations.

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### 7. Redefine an Outage – Connectivity Tree

- 1. Double-click an Outage within the | **Outages** | tab.
- In the Define Locations tab in the lower panel, click the "Import From Connectivity Tree" button.

Defined Locatio	ns MapSnapShot	
🌍 🤭 📙	🗶 Locations - 21	
Loost	iceID	

3. Drill in through the Tree to locate a device that is known to be the cause of the outage. Click on the device to select all locations under the tree for that device and add them to the outage.

🖾 Find			
- REA-Test	<u>~</u>		
		1 2	
🗄 🗖 001 - Belle River 🦰		3	
💷 🗖 004 - Brandon		4	
🖶 🖆 Recloser RCL16182 Phase 7		. /	
🖨 🖆 Recloser RCL16183 Phase 7	l III en	Poll Meter(s)	
🖶 🧉 Recloser RCL26132 Phase 7		Location	Phase
A Recloser RCL15361 Phase 1		18.02.06(20)	2
🗉 🗟 Fuse FB-53893 Phase 2		18.07.02(10)	2
Transformer 19244 Phase 1		18.29.02.003(20)	2
Consumer 15.36.02(10) Pl	≠	18.29.02.002(21)	2
🖬 🗟 Fuse FB-53899 Phase 3		18.30.02.002(20)	2
🖬 🗟 Fuse FB-53898 Phase 3 🖉		18.20.02.009(20)	2
🖶 🖆 Recloser RCL16311 Phase 1		18.20.02.008(20)	2
🖮 🗟 Fuse FB-31849 Phase 1⁄		18.20.02.09A(41)	2
🖶 📧 Transformer 9853 Phase 1		18.20.02.011(21)	2
		18.20.02.001(20)	2
iarr Transformer 5468 Phase 1		18.20.02.002(20)	2
🖬 🖆 Recloser RCL16184 Phase 7		18.20.02.005(20)	2
🖬 🖆 Recloser RCL16181 Phase 7		18.20.02.006(20)	2
ia- F Transformer 19115 Phase 7		18.20.02.003(21)	2
- 002 - Carlos		18.30.02.001(20)	2
🗉 🗖 015 - Frammas 🧹		18.30.02.02A(20)	2
018 - Glenwood		18.29.01(41)	2
013 - Holmes Çíty		18.29.01.018(20)	2
🗉 🗉 011 - Hudson		18.29.01.020(21)	2
🗉 🗉 009 - LaGrande		18.29.01.023(20)	2
012 - Lake Mary		18.29.01.025(20)	2

Deselect Phases to remove locations for that Phase from your Consumer list for this defined outage.

- 4. After clicking the device(s) to include, close the window.
- 5. Assign to a **Crew** and click **OK** to save the newly redefined Outage.



### 4. Define New Outage

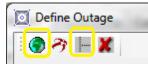
### \*You must have at least one Active Call that matches the Location List within the new outage you want to define here.

This feature can be useful during a widespread outage when a known area is out of power and can be defined as an outage before a large number of calls come into PYXIS OMS<sup>®</sup>.

- If you do not already have a call in the system within this outage area, first Add New Call to create at least one service location outage call to be included within the outage area.
- 2. In the Live Outages screen, click the | Outages | tab, then click the Define New Outage button.

🙀 Define New Outage

3. You can either **Import an Esri Trace** or **Import From Connectivity Tree** to define your list of Locations for the Outage.



- a. **Import Esri Trace** this option will pull in all locations from your last Esri Map Trace.
- b. **Connectivity Tree**\* this option allows you to select all service locations downstream from a particular device.
- 4. Type in an Outage Name.
- 5. Assign to a Crew.
- 6. Click **OK** to save and close.

\*More details on using the Connectivity Tree can be found in Section 7: "Redefine an Outage – Connectivity Tree".

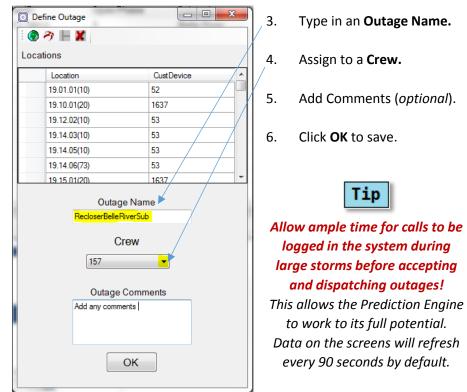
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### 5. Dispatch Outages

- 1. On the Live Outages screen, click the | **Predictions** | tab.
- 2. Right-click on a device within a prediction and choose Accept Prediction and Dispatch...

Calls Outag	es	Predictions	Current S	tatistics 📝 Non	Outage Calls	
Device Type		MapID		Open Phase	Substation	Consumer Count
7 Recloser		RCL1901	3	1	Belle River	147
	9	Zoom Map	To Predicte	d Outage		
	8011	List Consun	ners In Predi	iction		
	-	Poll Meter(s	) in Predicti	on		
	1	Accept Pred	liction and l	Dispatch		

In the **Define Outage** window that opens, you will see the list of locations included in this outage, regardless if there are open calls for the location.



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## 6. Dispatch Outages – Helpful Hints

- The more open calls the better in order to get the most accurate predictions. Patience is key during a large storm.
- Member calls that are logged and part of an already defined and dispatched outage will automatically appear as a dispatched call.
- As additional members call who may be *related* to an already defined Prediction, a new prediction may be defined – Accept the new prediction as a defined outage, the members who are part of the previously defined outage will now be part of this larger prediction and dispatched accordingly.