Asset Inspection

A leading energy utility that sells and delivers natural gas and electricity and its subsidiary which generates, transmits, and distributes electricity, turned to TrueContext for assistance with challenges it faced related to its inspection process.

TRUECONTEXT.COM

- ✓ Increased efficiency
- ✓ Improved operations
- ✓ Better compliance & audits
- ✓ Higher asset uptimes
- ✓ Improved data security
- ✓ Data capture at remote locations

VULNERABLE TO WILDFIRES

The company was responsible for its lines and poles causing many devastating fires that resulted in over $30 billion in liabilities, forcing it to file for bankruptcy. It sought a solution to help easily monitor its extensive electricity manufacturing and distribution operations across California.

STRICT REGULATORY REQUIREMENTS

All aspects of the energy utility's electricity manufacturing and distribution are closely regulated by CPUC (California Public Utilities Commission). The company must meet its strict regulatory requirements. Failure can result in additional fines plus more regulatory requirements to comply with. The company needed a way to meet these complex regulatory requirements.

The challenge

ENSURING ASSET UPTIME

Providing electricity to 16 million people is a major responsibility. Outages are inconvenient, dangerous, and have a significant negative impact on revenue. With an increased number of aging assets, the energy utility needed a tech solution that would empower it to conduct complex inspections and efficiently perform intricate repairs.

CRITICAL SECURITY NEEDS

Since the company captures the personal data of millions of individual customers and businesses, security is a massive concern. It needed a solution that could help it capture, share, and store data securely. The solution needed to be SOC 2 Type 2 and FDA Title 21 CFR Part 1 certified.

DATA CAPTURE IN REMOTE LOCATIONS

With a number of transmission substations in remote locations, all comprised of complex equipment, the utility company needed a technology solution to enable field technicians to capture rich data in remote locations. In addition, to inspect hard to reach substations the company uses drones to evaluate the condition of its assets. It wanted to empower its citizen developers to build complex checklists to perform detailed inspections easily.

MULTIPLE TECHNICIANS PER SITE

Large power generation centers and transmission substations have numerous technicians who collaborate on inspections. To ensure data captured by one technician can be shared easily with others, the company needed a solution that would allow multiple technicians to share and complete one form.

The challenge

LARGE, DIVERSE WORKFORCE

Inspections are conducted by who use their own devices. It was imperative that the company had a solution that worked seamlessly with iOS, Windows, and Android mobile devices. It needed to be user-friendly, easy to train on, and effortlessly adopted by both employees and external users.

Outcomes

With TrueContext, the leading energy utility has dramatically improved its inspection capabilities. They have generated positive business outcomes in several key areas:

▶ **INCREASED EFFICIENCY**

The company's field technicians have completed over 270,000 unique form submissions over the past six months alone. The utility has successfully trained and operationalized hundreds of employees and third-party contractors to use TrueContext to perform complex inspections

▶ **IMPROVED OPERATIONS**

With TrueContext, it is now easier than ever for techs to install, inspect and maintain the numerous complex components of the company's electric power grid as well as its natural gas system.

▶ **COMPLIANCE AND AUDITS**

TrueContext keeps the company compliant with the stringent regulatory requirements of CPUC (California Public Utilities Commission).

▶ **MEETING ESTABLISHED GOALS**

TrueContext has helped the company successfully manage its goals related to wildfire safety, gas system safety & reliability, electric system safety & reliability, and clean energy.

▶ **HIGHER ASSET UPTIMES**

The company can now easily prioritize asset maintenance by effortlessly quantifying and measuring when an asset needs repairs. Doing so has helped the utility company achieve higher asset uptimes.

▶ **ACCESSIBLE FORMS**

TrueContext's ability to work seamlessly with iOS, Windows, and Android mobile devices ensures forms are easily accessible to both the company's employees and third-party contractors.

▶ **IMPROVED DATA SECURITY**

TrueContext's SOC 2 Type 2 and FDA Title 21 CFR Part 1 certifications helped it become an official "approved vendor" for the utility company. The no-code field platform ensures the company can capture, share, and store data easier than ever.

▶ **REMOTE ISN'T AN ISSUE**

With TrueContext, field technicians and CIRT staff are now fully empowered to capture data at asset sites in remote locations.

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