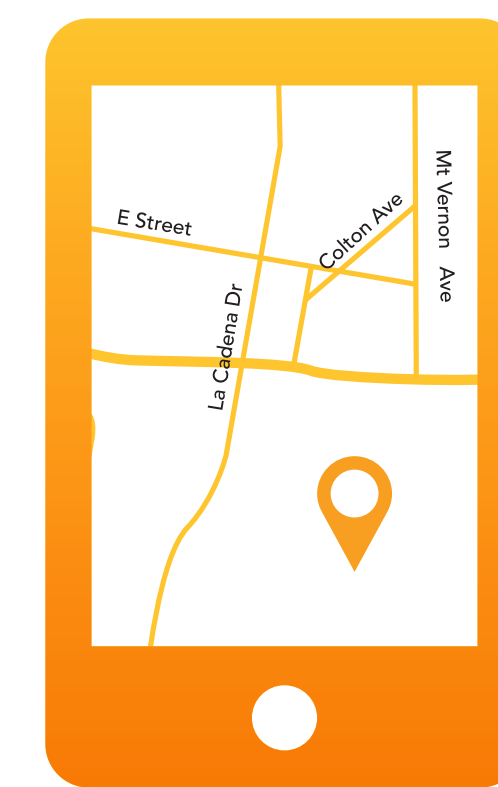


City of Colton Electric Utility ELECTRIC SERVICE OUTAGE MANAGEMENT & COMMUNICATION



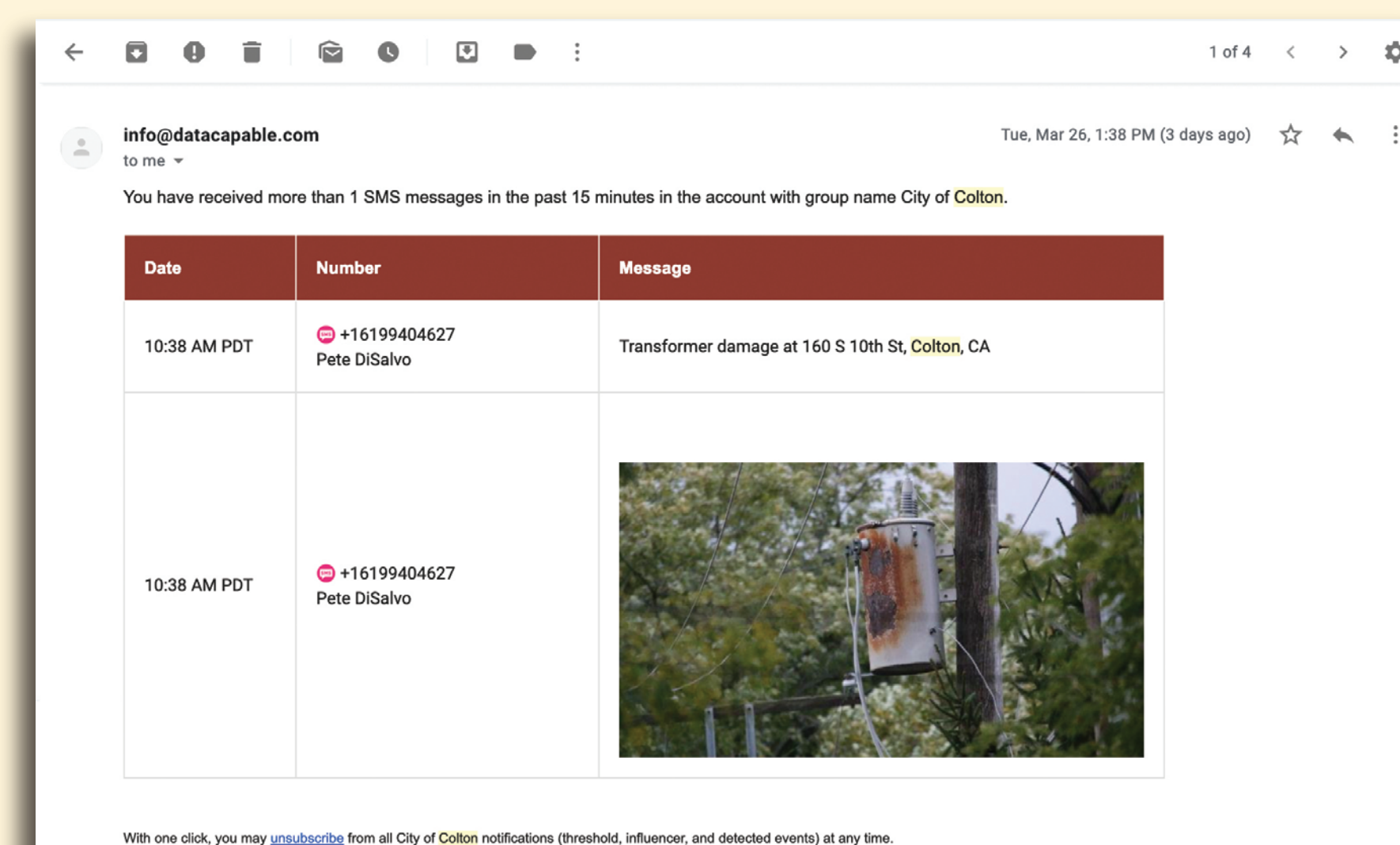
1 THE CHALLENGE

Communicating outages and emergencies to our residents without the use of an Advanced Metering Infrastructure (AMI) system is **difficult and inefficient**.

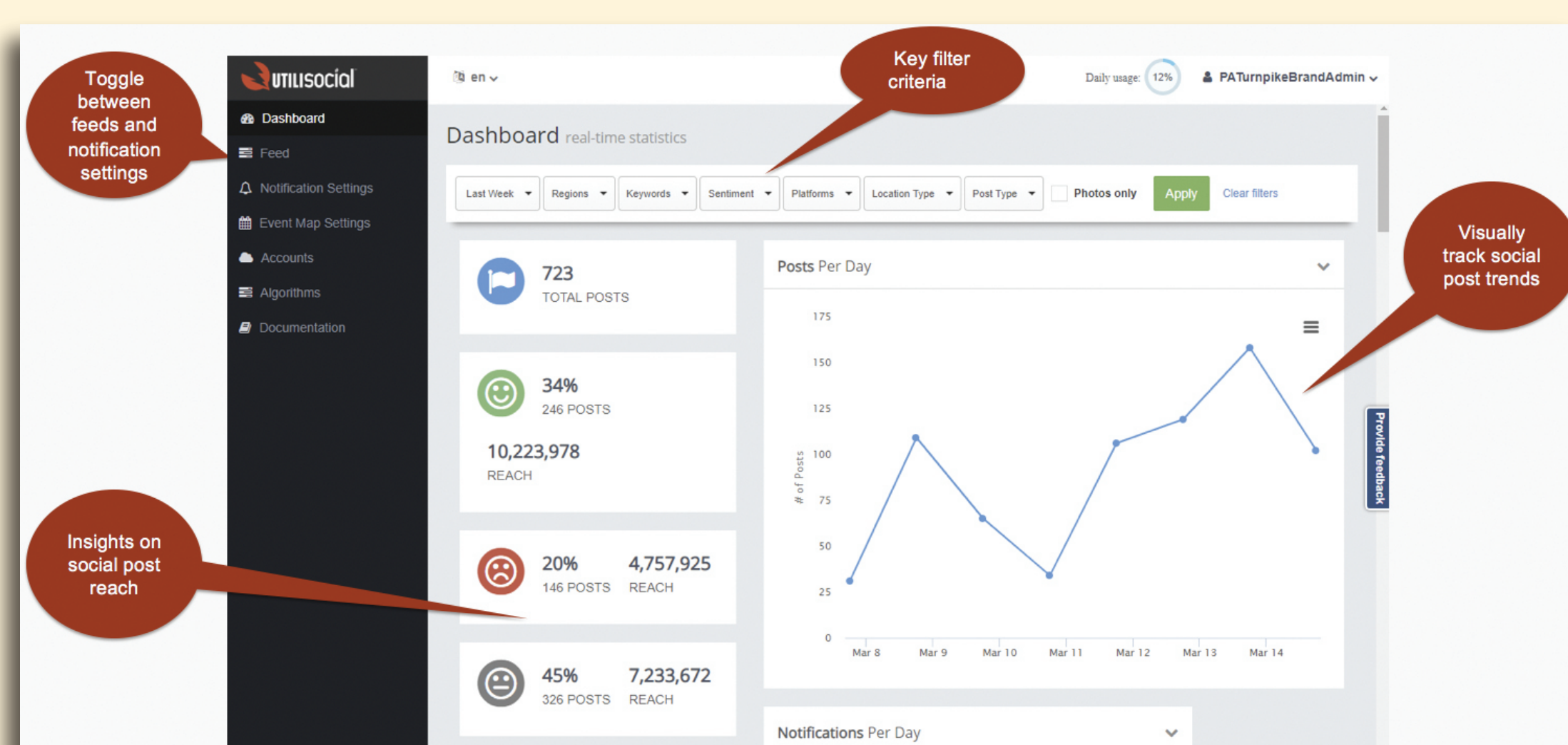
2 SOLUTION

Employ **DataCapable's** online analytic tool for outage mapping.

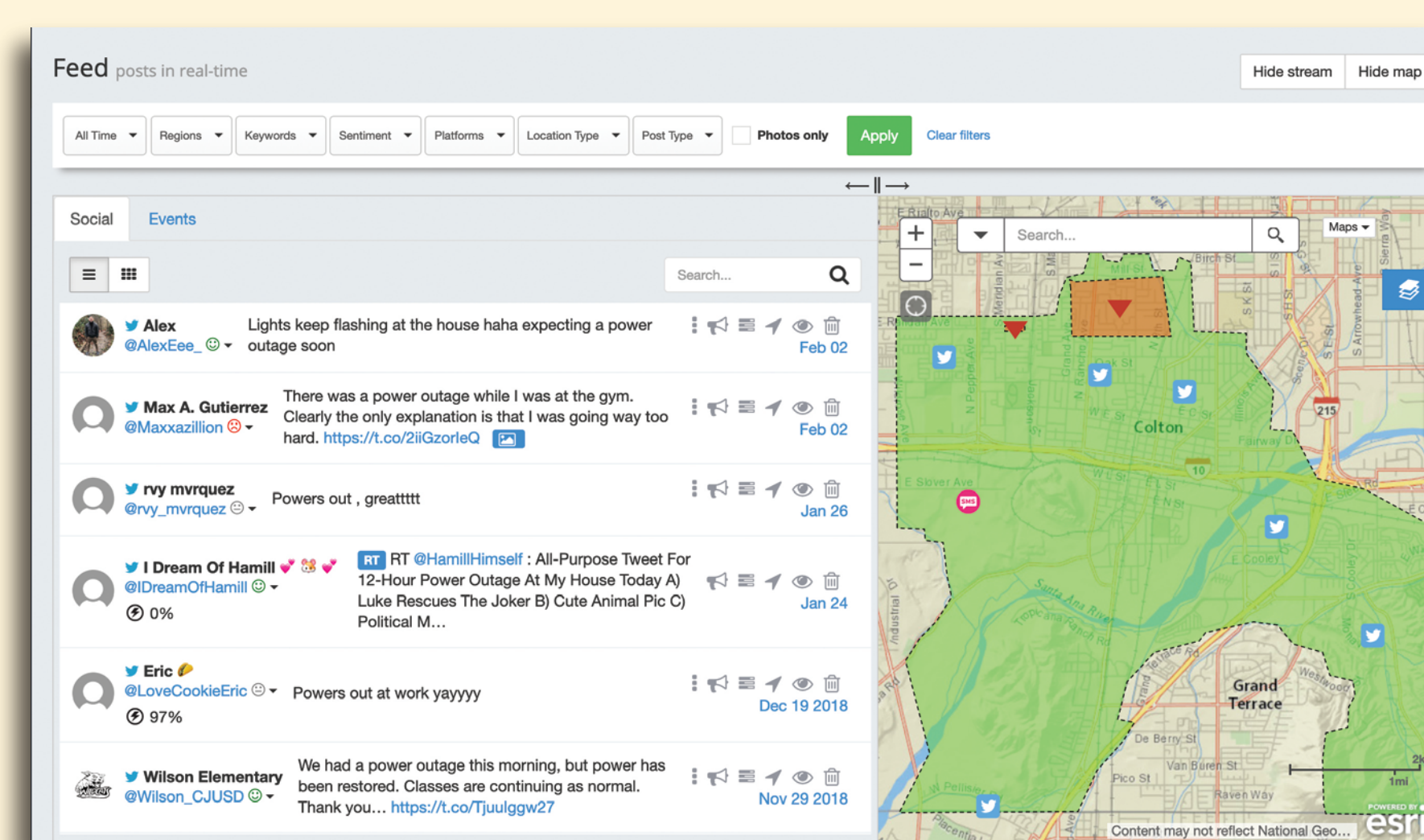
- Simplified and proactive community outreach that enriches customer engagement and satisfaction.
- Event detection and analysis including outage, wires down, safety etc. allowing for greater employee safety and faster response time.
- Interactive internal and external outage & event maps fully integrated with Esri (Colton event map)



Example email notification



Overview of Administrator's UI



Administrator's Feed & Map

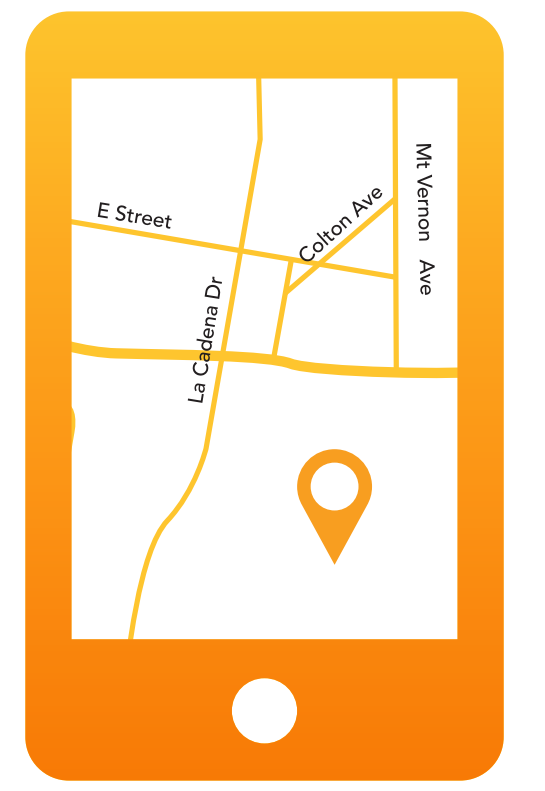
For more information visit coltononline.com or contact the following staff:

Jessica Sutorus
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Adrienne Rogers
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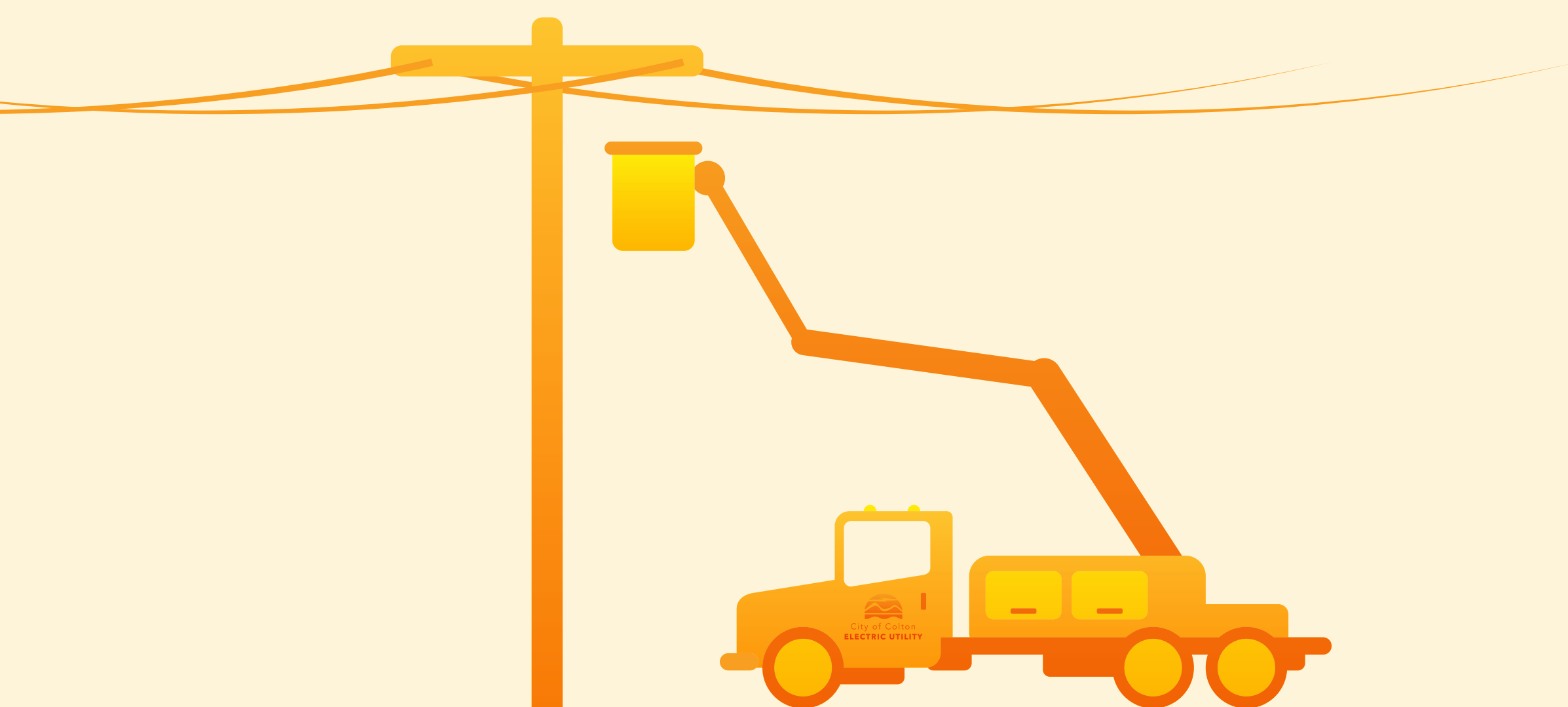
3 HOW IT WORKS



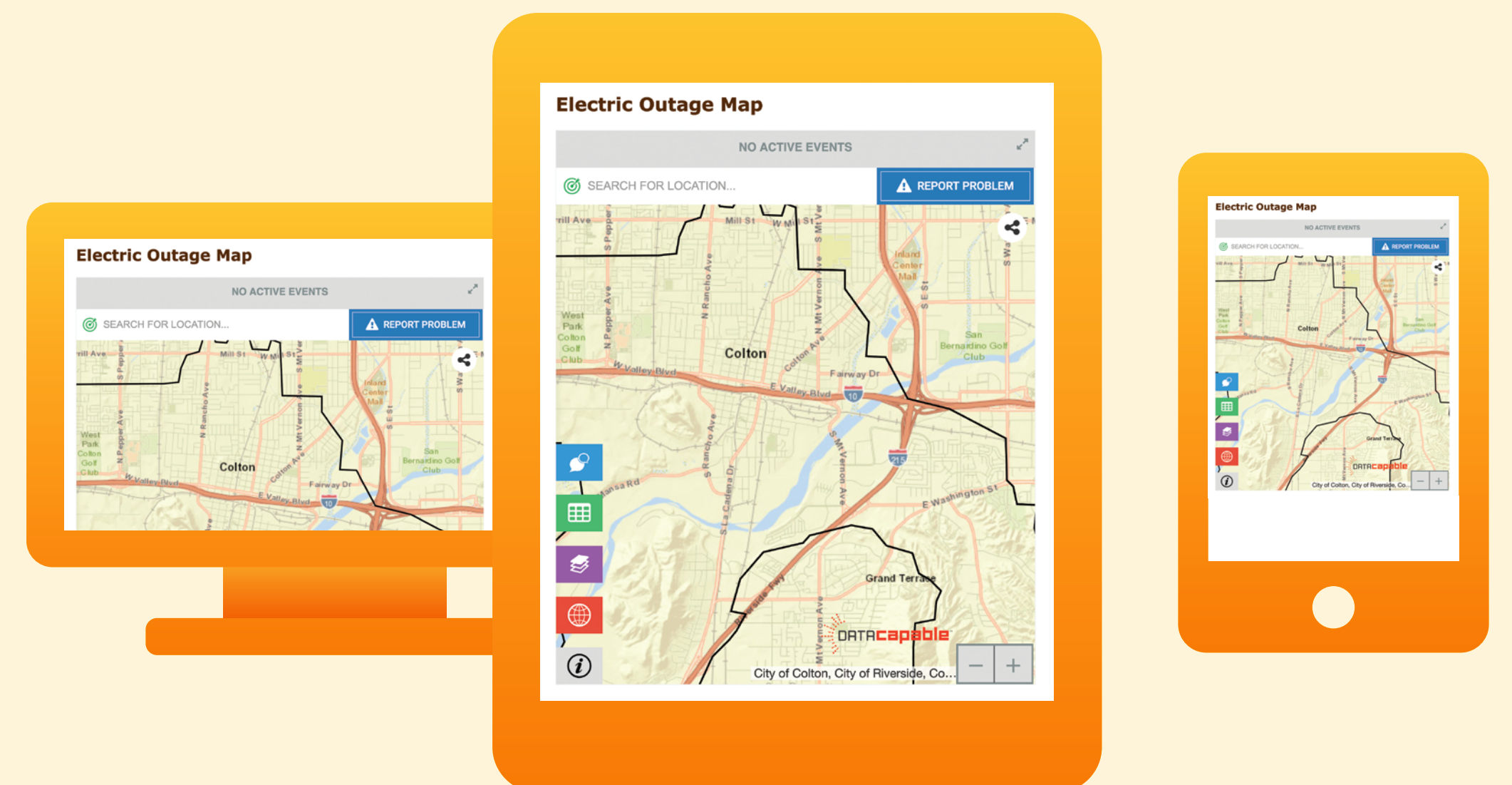
Texts from the public and staff are sent directly to utility administrators



Social Media analytics target key words to generate and submit outage reports



Colton Electric crews can pinpoint and quickly perform repairs where they are needed



Residents can view and monitor outages on the Colton Electric Website

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