



Frankfurt (Germany), 6-9 June 2011

Field OPERATIONS and new IT tools

ERDF's developments



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Our ERDF's usual service area unit

- ❑ 20 000 km², 1.4 million customers,
- ❑ A large number of sites
- ❑ 100 primary substations, 50 000 km MV & LV
- ❑ More than 2000 network incidents / yr
- ❑ 300 linemen
- ❑ Specialists : Scada room, substation building, maintenance and operation,...



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But ... also :





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A 3 levels organization

- ❑ The regional unit : global planning and resources, Scada room, asset mgt,...
- ❑ Operational agencies : programming the activities
- ❑ Local operational bases : doing the job !



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Analyzing and optimising

- Taking into account :
 - The service area : distances, roads,...
 - The network : maintenance standards, incidents level, connecting activities,...
 - The social rules
- You optimise sites and workforce ...
- ... with 2 key points :
 - combining scheduled / unscheduled activities
 - combining network / customer activities



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3 keys for a long term efficiency

- IT tools performance
- Response in case of major climatic event
- Ability of the organisation to make sense and to motivate

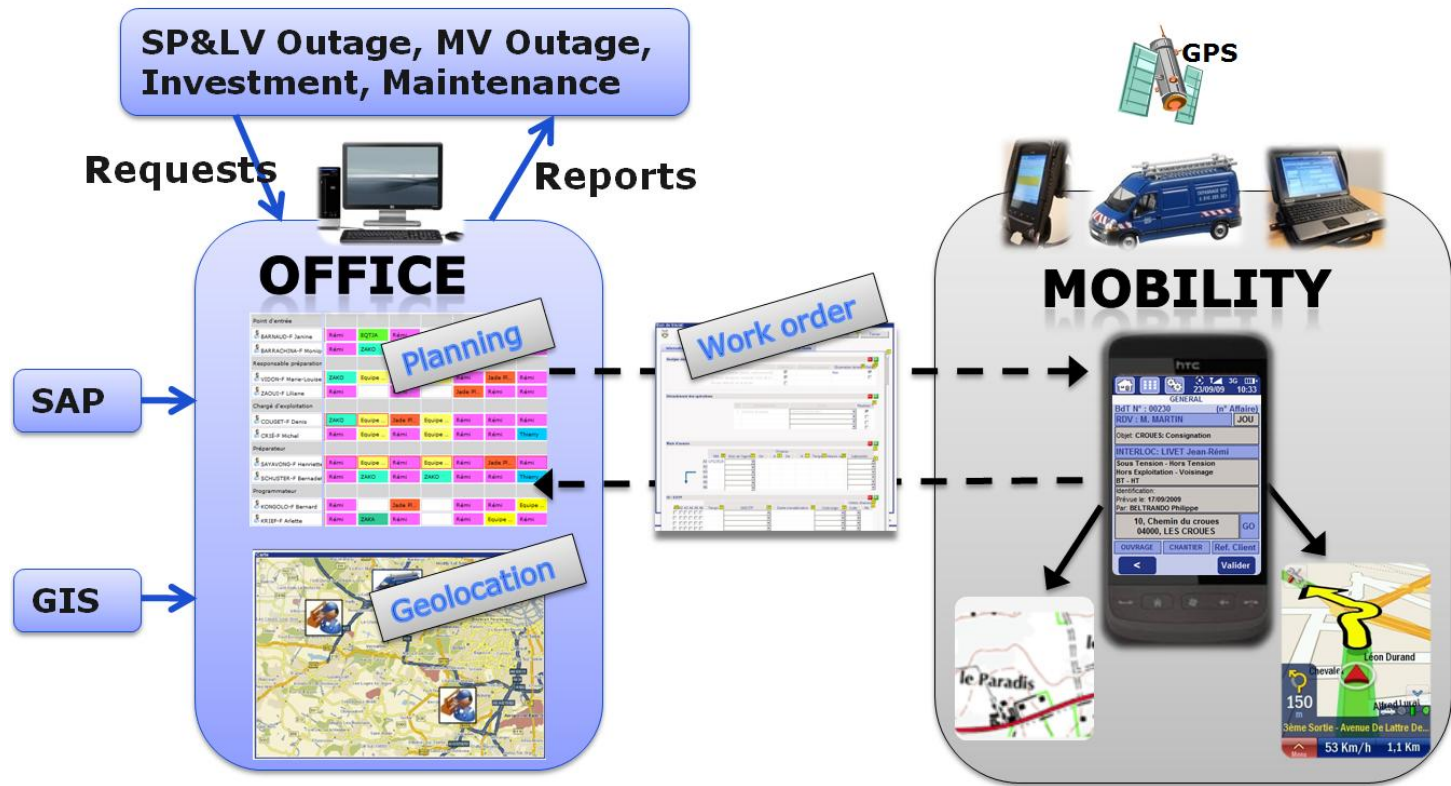


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IT tools performance

- Useful, necessary ...
 - GIS and GPS devices
 - Dematerialized information flows between field force and programming room
 - Technical support to field teams through PDA,...
 - Programming system

Example of new IT tools : mobility



□ ... but not sufficient



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Crisis management

- ❑ A major impact on our legitimacy : the heart of the “ public service ”
- ❑ You need to anticipate :
 - Organisation : temporary bases,
 - Resources : equipment (poles, cables, joints,...), food,...
 - Competencies : number of skilled liners,...
- ❑ You need to be local : confidence and cooperation / local authorities and communities



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Making and giving sense

- First level manager :
 - Daily brief /debrief
 - Daily activities adjustment
 - Coaching
- Developing safety observations and culture, identification of at risk behaviours
- Visualisation of objectives and results



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And then ? Smart grids ?

- New efficiency steps :
 - Better and quicker default localisation (including LV)
 - Less defaults : real time electric data, on-line detection,... but ... ageing networks and components
- Still one and only one of the 3 keys