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iRestore First Responder App



National Grid Overview

National Grid is committed to being an innovative leader in energy management and to safeguarding our global environment.

- 3.4 million Electricity and 3.5 million Gas consumers in New England and upstate New York
 - Massachusetts
 - 1.28 million electric customers in 172 communities
 - 850,000 natural gas customers in 116 communities



iRestore First Responder App PILOT PROCESS

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**FIRST RESPONDER
INSTALLS
iPhone APP**

National Grid provides a web link for first responders to download the app (to be available in app store later)



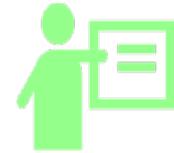
**FIRST RESPONDER
REPORTS
DAMAGE**

App picks up GPS location, meta data about damage type, creates a new event with time stamp and images and uploads to the cloud



**EMAIL
NOTIFICATION
TO NATIONAL
GRID**

Based on city / jurisdiction the appropriate National Grid personnel are alerted via email and text with a link to the new damage report



**NATIONAL GRID
PERSONNEL
LOG INTO WEB
CONSOLE**

Detailed damage report including damage type, street address, GPS location, event ID, time and date and images captured are available for search, viewing and processing



iPhone App

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App is keyed to specific iPhones for current pilot – we will provide app store distribution for the production version in early 2015.

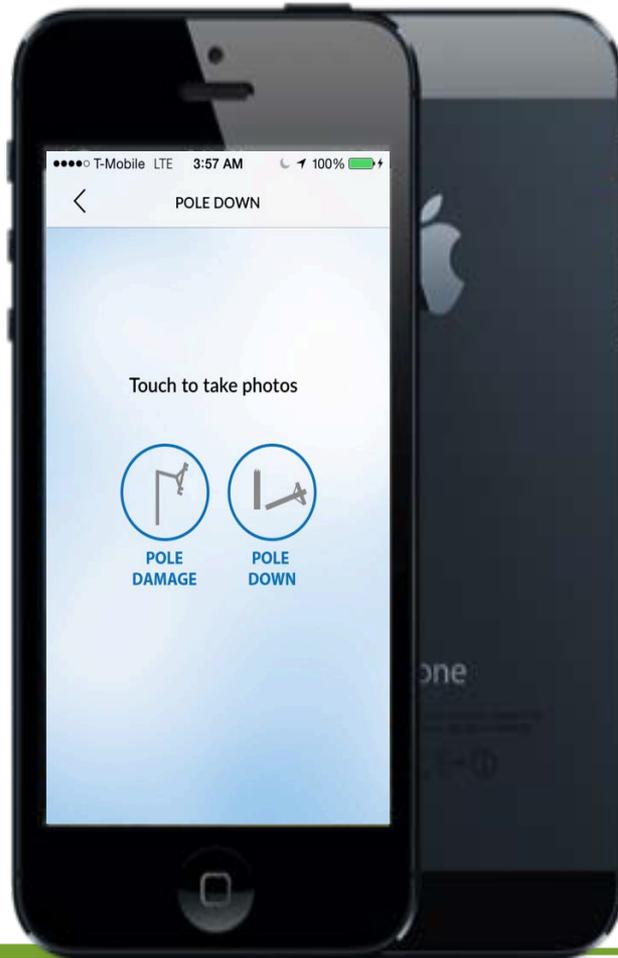


We're adding gas trouble reports in the new release!

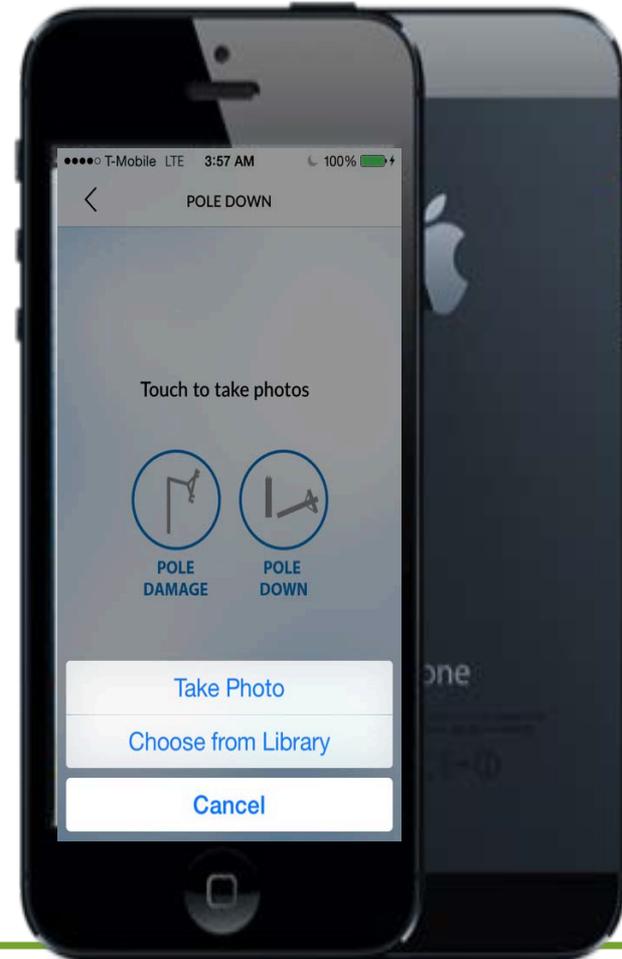
First responders can enter their information in the "My Info" option in the app – this is included in any damage reports.

iPhone App

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Easy user interface



iPhone App

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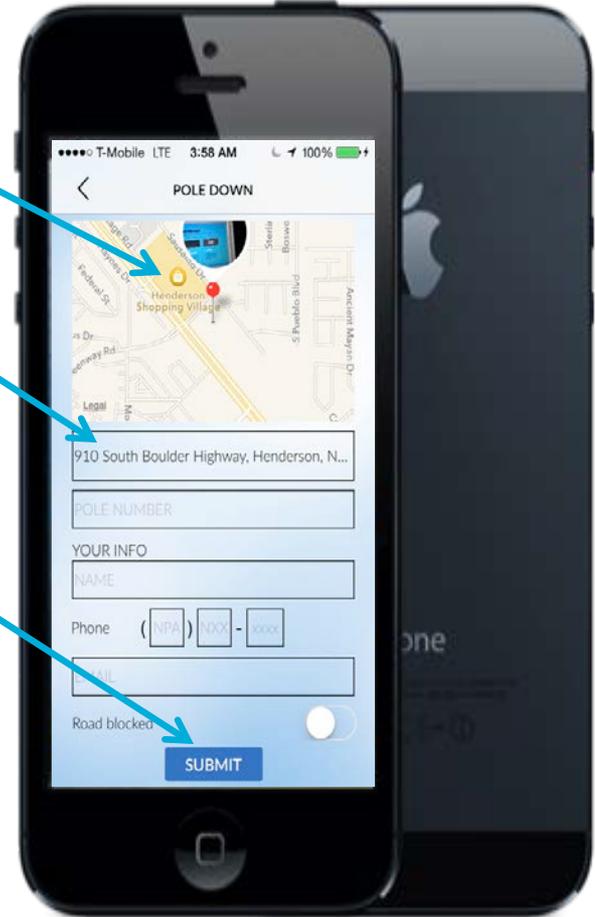


App automatically detects GPS location and converts into a street address.

Address and report details may be edited and updated

Hitting Submit automatically verifies information and uploads images, address and all report details to the cloud.

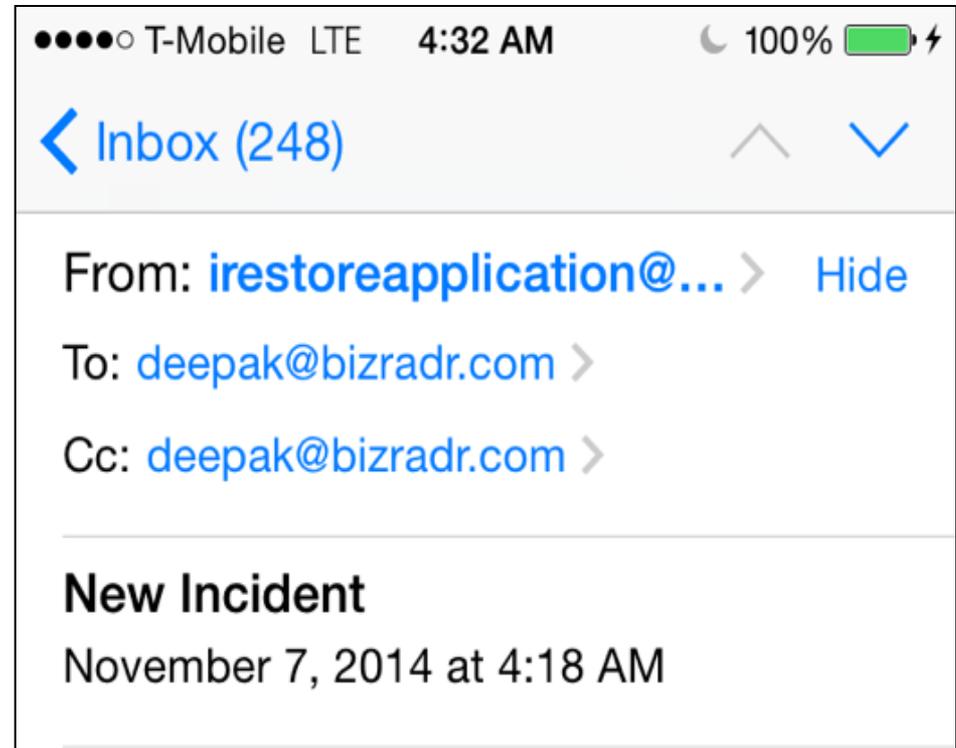
A unique geo- and time-stamped event ID is created if upload is successful.



iPhone App Notification

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National Grid personnel get an email and text notification with a direct link to the damage report. Email conditions are set to send to notification matrix (designated National Grid personnel for each city e.g. Ware, MA)



iPhone App

Web Console

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National Grid personnel can log into web console to view and manage all damage reports.

The screenshot displays the National Grid web console interface. At the top left is the 'Business Partner' logo. The main heading is 'DAMAGE REPORT'. Below this is a login form with fields for 'User Name' and 'Password', and a 'Login' button. To the right, there are filters for 'From Date' (2014-10-14) and 'To Date' (2014-11-30). Below the filters is a table of damage reports:

Email ID	Event Date	Damage Image
l@ail.com	2014-10-15	

Below the table is a 'Damage Full Details' section featuring a large photograph of a power pole that has snapped and is lying across a road. The interface also includes a 'View Report' button and a 'YOU HAVE LOGGED' notification.



iPhone App

Additional capabilities currently being worked on

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1

GIS INTEGRATION

First responder damage reports as a layer in ARC-GIS

2

ANDROID APP

App for popular Android smartphones

3

REPORTING APP

App to view and manage damage reports in the field

4

NOTIFICATION TREES

Ability for customers to manage their own notification lists—decentralizing outage notifications!

5

STORE n Sync

Stores data on the device when data connection is lost and syncs with server when online



iPhone App

Benefits

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Community Relations

Brings police and fire personnel and municipalities into National Grid's outage response process



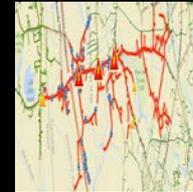
"EYES ON"

Provides National Grid with improved situational awareness: eyes on situation BEFORE crews can arrive



MAJOR event co-ordination

App facilitates better co-ordination during major outage events



Visual outage history

Provides a complete chronological and geo-tagged visual timeline of the outage event



Questions

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