Weather the storm of outage and restoration.

Power up faster with FlexNet.

Outage occurs

Common power outage causes:

Weather/trees · Faulty equipment · Human error · Vehicle accident · Animals · Cybercrime

Weather accounts for 67% of recorded electrical disturbances.

Outage identified

FlexNet® communicates the outage to the utility–usually before customers.

FlexNet always-on redundant coverage means 85% outage reporting success.

Within 15 minutes, base stations transmit 4 "last gasp" messages.

Minimum 10.8 hours of battery life per base station ensures functioning.

The average US electricity customer was without power for 250 minutes in 2016.

Affected areas pinpointed

Meters communicate outage locations and identify causes.

95% or more of endpoints are covered by 3 or more base stations.

90% of meters provide immediate notification of outage. Remaining 10% can be confirmed in under 5 minutes.

FlexNet pinpoints outage before crews go out, minimizing truck rolls.

36.7 million people are impacted by 3,526 outages annually.

Repair & response

Vehicles are dispatched to the affected area for rapid response and repair.

If messages are not received, **operators can ping meters** to check power before rolling trucks.

Nested outages are easily identified for more efficient restoration.

FlexNet increases event cancellations greatly reducing unnecessary truck rolls.

Each canceled truck roll saves the utility between $100 to $150.

Customer service enhanced

Informed and proactive responses improve customer service.

Customer call-ins are minimized by proactively informing customers of the outage. When calls come in post-restoration, the utility can communicate an accurate power status.

With FlexNet, customers' lights will be on more hours in the year than with any other available network technology.

Faster, more efficient response and restoration enhances customer service and protects revenue.

90% of meters on FlexNet receive "power restored" transmissions —versus 30% with mesh.

Impact by the numbers

Superstorm Sandy & the response of PECO Energy Company

STORM IMPACT

$70B in damage–the second costliest hurricane in US history.

1.13M customers impacted.

8.5M power outages across 21 states –highest outage total ever.

FLEXNET IMPACT

5,077 event cancellations, eliminating unnecessary truck rolls.

3 days faster power restoration.

Restoration efforts kept "in-house" allowing crews to help neighboring communities also affected by outage.

$15M direct cost savings for PECO.

Hurricane Harvey & the response of Nueces Electric Cooperative (NEC)

STORM IMPACT

64 inches of peak rainfall.

130 mph hurricane-force winds.

45% of customers (8,167) lost power.

FLEXNET IMPACT

95% of members had restored power in 24 hours, and 100% had power in 48 hours.

Real-time monitoring made it possible to restore service faster and avoid more damage.

Outage visibility allowed Nueces to prioritize events affecting the largest number of people first.

62 nested outages identified and efficiently restored.

The Sensus FlexNet communication network is proven to be the most resilient network, providing faster restoration, saving significant money and delivering vital peace of mind.

Learn more
sensus.com/outagerestoration

SENSUS
a xylem brand