

# UTILITIES ROI SHOWCASE

## BC Hydro

### Itron Inc. Case Study

BC Hydro

British Columbia, Canada

*BC Hydro supplies the province with electricity and services utility customers and equipment.*

### Business Process Improved

BC Hydro must constantly stay abreast of the latest technologies in order to fulfill its customer service and business strategies. So when the utility's existing mobile dispatch system reached its contractual limits for users and expandability, the company was faced with a complete rebuild of its system—an expensive proposition. BC Hydro opted to find a more cost-effective solution.

With their existing system, any simple configuration change required a considerable investment of both time and money. If the change affected a mobile unit, it usually meant recalling the unit from the field.

### The Solution

BC Hydro selected Itron's Service-Link, a flexible, low-cost mobile workforce solution. Service-Link makes it easy to perform configuration changes without requiring the user to visit each unit. It has been designed with standard

order types and implementation practices, as well as the ability for users to create their own order types, to greatly reduce the costs of both ownership and deployment.

BC Hydro chose Service-Link because of the low maintenance and implementation costs, tighter integration to the utility's storm management system, the high degree of user flexibility, and the system's fully Web-based architecture.

Service-Link's history feature was another key component. Dispatchers and supervisors are now able to view, evaluate and record the history of not only orders as they move through the creation and completion process, but also workers in the field as they sign on for and complete their shift assignments.

### The Benefits

BC Hydro took advantage of Service-Link's open-platform design by using a combination of traditional laptop units—mounted in their first response trucks for trouble orders—and low-cost handheld PCs for their meter technicians and collectors for disconnect and reconnect orders.

BC Hydro's Service-Link system uses a browser interface running over its

corporate intranet structure to allow all of its dispatchers and supervisors to communicate with mobile clients in vehicles.

The low-cost, secure connections provided with CDPD coverage, available in many areas of British Columbia, make this an affordable and reliable communication option. In addition, the real-time status indications for field workers displayed to dispatchers are a major advantage.

"The staff at Itron has been first-rate," says John Rennie, trouble center manager at BC Hydro. "They have listened to our problems and requests and have quickly adapted the system to meet our specific needs. Itron seems to have a jump on their competitors with their Internet-based technology and system flexibility."



### Contact Information:

**Itron Inc.**

2818 N. Sullivan Rd.

Spokane, WA 99216

Phone: (800) 635-5461

Fax: (509) 891-3932

Website: [www.itron.com](http://www.itron.com)