



SOSMobile Case Study: Groton Electric Light Department

SOSMobile's Role in Helping One Small New England Electric Utility Achieve More With Less

When Kevin Kelly, Manager of Groton Electric Light Department (GELD) in Groton, MA, first saw a demonstration of InsightAtlast's SOSMobile software in late 2013, he immediately realized it was a missing piece in his technology roadmap.

Automation is a key factor in how Kelly's lean operation maintains its enviable high reliability, low rates and great customer service. He had just completed implementation of mPower's Integrator and Outage Management System—now it was time to gain more efficiency by ridding the office of spreadsheets and his field crews of unnecessary paper.

He liked the fact that SOSMobile was affordable; that he could leverage his existing hardware (initially laptops in trucks, but now iPads); and he particularly liked the flexibility of the software to conform to GELD's processes. This flexibility is why SOSMobile users range in size from utilities with under 5,000 to those with nearly 1,000,000 meters.

"InsightAtlast's staff is amazingly quick to address issues and custom modification requests", explains Kelly. "SOSMobile definitely contributes to our ability to achieve more with just a few great employees."



"SOSMobile allowed us to automate many of the tasks we'd been tracking manually. And it gave our work crews access to inventory files and other information in the field. It was affordable and well worth the investment!"

- Kevin Kelly
General Manager
GELD

Quick Facts About GELD

Meters: 4,893/AMI

Employees: 12

Field Technicians: 8

Service Area: 32 square miles—hilly, heavily wooded

Started Using SOSMobile: 2013

Remote Devices: iPads

SOSMobile Modules Used:

- SOSMobile Server (required)
- SOSRemote (iOS version)
- SOSDispatch
- SOSMobile's Email Monitor

Key Benefits Gained:

- Collecting stock used in the field allows real-time inventory counts with quantifiable re-order points.
- Electronic Job Briefing Reports ensures no loss of paperwork and OSHA compliance.
- Entering employee time, truck time and billable time in the field means more accurate data.
- Automatically turning Dig Safe  notifications into electronic orders greatly facilitates the process.



Field Force Automation Made Easy
InsightAtlast.com



More on how GELD uses SOSMobile.

Originally GELD was tracking orders or issues manually via spreadsheets. When SOSMobile was implemented, the spreadsheets were imported into its database in order to retain history. Now orders are entered directly into SOSMobile via an entry screen in the SOSDispatch module. The foreman and crew members are also creating orders in the field with the SOSRemote module. These orders are stored in the same database and are visible to the office with the same entry screen.

50-000005291	DAILY WORK	RECEIVED IN FIELD	E6	Daily Work, Replace pole # 6.5 Common st w
50-000005300	STREET LIGHTS	PENDING		CONTINUING SAGA AT SEVEN HILLS - customer (
50-000005316	TREE - GELD	PENDING		Trees for GELD to deal with. He has a few
50-000005338	DAILY WORK	NEEDS REVIEW	E5	Daily Work Which pole #s were set on March
50-000005347	DAILY WORK	NEEDS REVIEW	E5	Daily Work, Nashua Rd phase removal, *****

Entry screen in SOSDispatch

At GELD, SOSMobile is configured to generate an email or text to the foreman and office manager when an order is created. For utilities without full-time dispatchers, these notifications can prevent priority work from falling through the cracks. Once notified, the foreman enters any additional comments, assigns appropriate status and/or dispatches the order to a crew.

Job Briefing Report

Crew Leader: [Dropdown] Briefing Leader (if different): [Dropdown]

Job Location: Street Name: [Text] Pole Numbers: [Text] Circuit #: [Text]

Type of Work: PRI SEC URD

Was description of work to be performed discussed? Yes No If No, why? [Text]

Energy Source Control: Cutout Recloser Pole Location: [Text]

Potential Hazards: Traffic Trees Overhead Lines Other

PPE: Hard Hat Glasses Harness Rubber Gloves Signs Hard Cover Rubber Goods Cut-Out Cover

Job Briefing Report

GELD also completes their job briefing or tailboard reports electronically within SOSRemote. This not only promotes safety compliance, it provides documentary evidence in case of an audit.

Tech 1 [Dropdown] Tech 2 [Dropdown] Addtl Truck #1 [Dropdown]

REGULAR	0.0	0.0	0.0
TIME AND A HALF	0.0	0.0	0.0
DOUBLE TIME	0.0	0.0	0.0

Time entry in SOSRemote

When orders are closed in the field, all entered information such as, the job briefing report, job location, stock used, crew members, crew member time, truck time and a description of work completed is transmitted to the office.

All data entered into SOSMobile is logged and available for reporting purposes—either through its canned reports, or using most any report generating tool. GELD often uses mPower’s Integrator to pull data from various sources including the SOSMobile database.

Item List

Entire Parts List	"L" cutout bracket (Hubbell C2060189)
Poles	#2 HV Tap Wire - 340 - Wire/ Tap & Ground (#2 CU 15K
Transformers	10" thru bolt - 120 - Bolt 5/8" thru (J8810)
X Pole Set Quick List	100 amp polymer cutout - 230 - Cut Out (SOS-JOB-000
X Pole Transfer Quick List Secondary Side	12" thru bolt - 120 - Bolt 5/8" thru (J8812)
X Pole Transfer Quick List Primary Side	14" Poly Anti Sway Bracket - 250 - Hendrix (BAS-14F He
X Riser Pole Quick List	14" thru bolt - 120 - Bolt 5/8" thru (J8814)

Techs have access and can search inventory in SOSRemote. Subsets of the parts list can also be set up to aid entry.



In 2018, GELD purchased SOSMobile’s Email Monitor to further eliminate paper. Now their 811 Dig Safe email notifications are captured, parsed and automatically turned into electronic orders. These orders, which appear in SOSDispatch along with the others, are automatically assigned to their locator’s iPad. Not only does this offer a paper-free way to track the work, but also easily allows for photo attachments—documented proof that the locate was performed.



Built for Utilities. Delivered with Competence.