

Web Outage Viewer Public - Basic Use

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Contents

1	Introduction	1
1.1	Introduction	1
1.2	Logging In	2
2	Basic Use	3
2.1	Map View Options	3
2.2	Outage Tab	4
2.3	Submitting an Outage	4
2.4	Outage Stages	5

Chapter 1

Introduction

1.1 Introduction

The Web Outage Viewer is a browser-based program that can be viewed on a computer or mobile device. It will show you the map of your surrounding area, along with a sliding panel that will show you specific outage information, such as outage start times, estimated times of restoration, the number of people affected, etc.

After you have [logged in](#), you will be able to see information about your own electric meter location(s) on the map and you will be able to [report an outage](#).

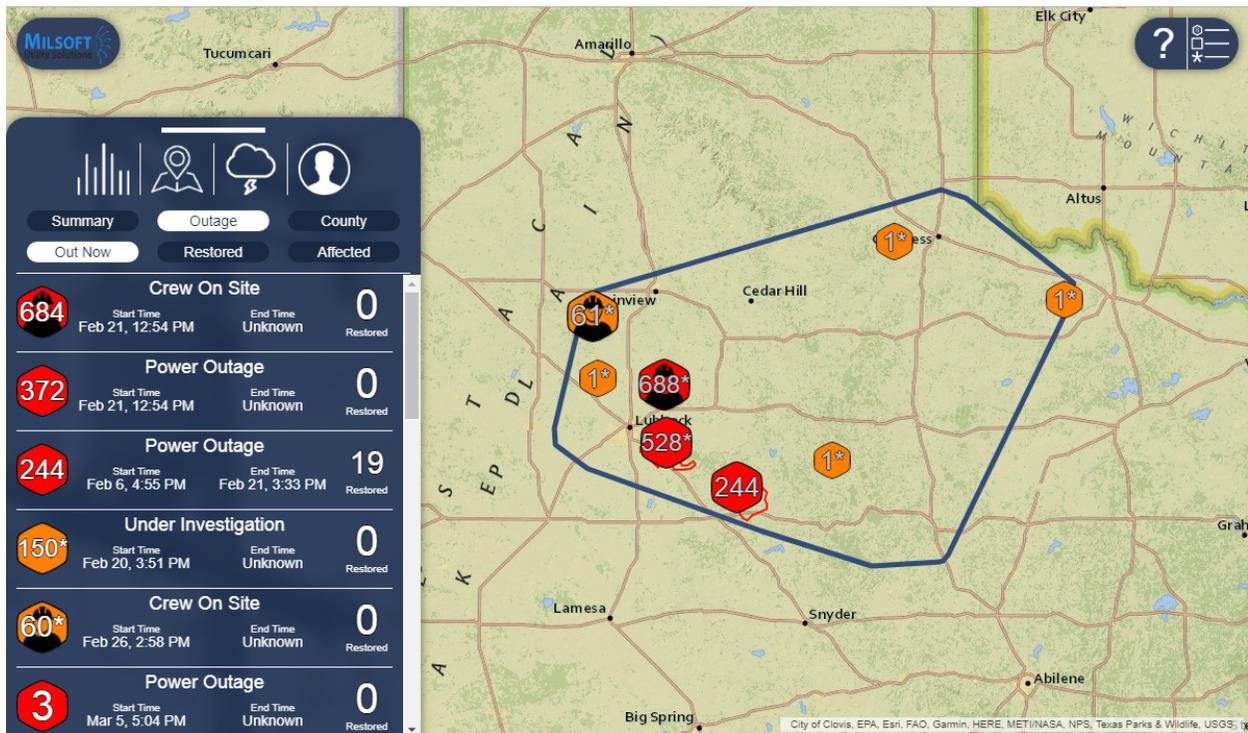


Figure 1.1: The Web Outage Viewer

This help document will go over some basic use information for the Web Outage Viewer.

1.2 Logging In

To log into the Web Outage Viewer, click the Profile button.



Figure 1.2: Profile Button

Click the **Log In** button. You can then authenticate your account using one of the authenticator providers available.

To link your account with the Web Outage Viewer, input your utility account number and meter number. You can likely find these on your last bill.

Chapter 2

Basic Use

2.1 Map View Options

The map view centers on your utility provider's service area. Any outages will be displayed as hexagonal icons containing the number of meters out for a given area. As you zoom in and out of the map, the icons will separate and combine. Each area affected by an outage is outlined. If you don't see an outline, try zooming in more. It is likely very small.

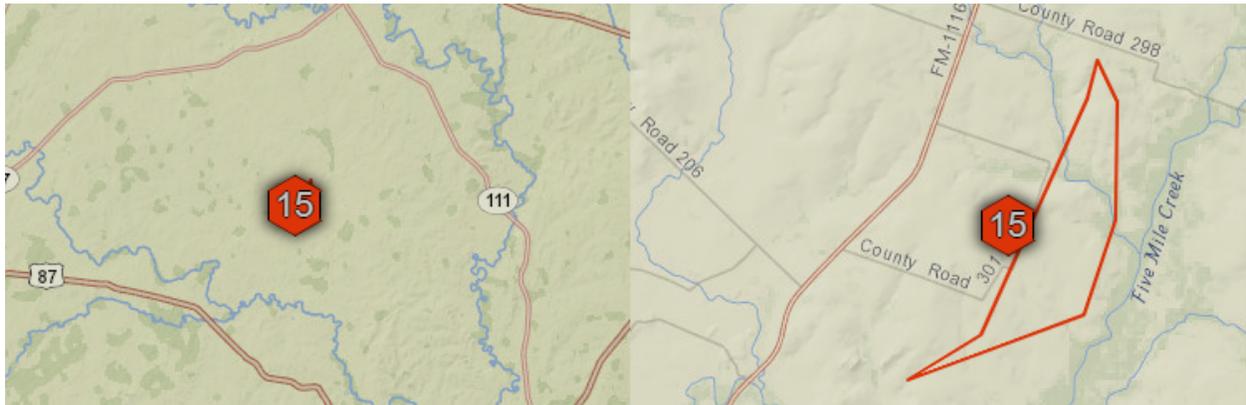


Figure 2.1: Zoomed out vs. zoomed in outage

Click the legend icon to view the purposes of all the outage icons that might be appearing on the map.



Figure 2.2: Legend icon

2.2 Outage Tab

The Outage tab contains a list of the outages currently present in your utility's system, as well as a summary of the outages and power meters affected by them.

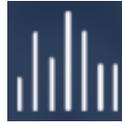


Figure 2.3: Outage tab icon

Click **Summary** to view the outage summary page.

Click **Outage** to view the current list of power outages filtered by outage. You can sort this list by the number of meters out now, the number of restored meters, and the number of meters affected overall (this might be the same as Out Now, but if an outage is only partially restored, Out Now and Affected will differ).

Click **County** to view the current list of power outages filtered by county. You can sort the county list with the same sorting tools as the outage list.

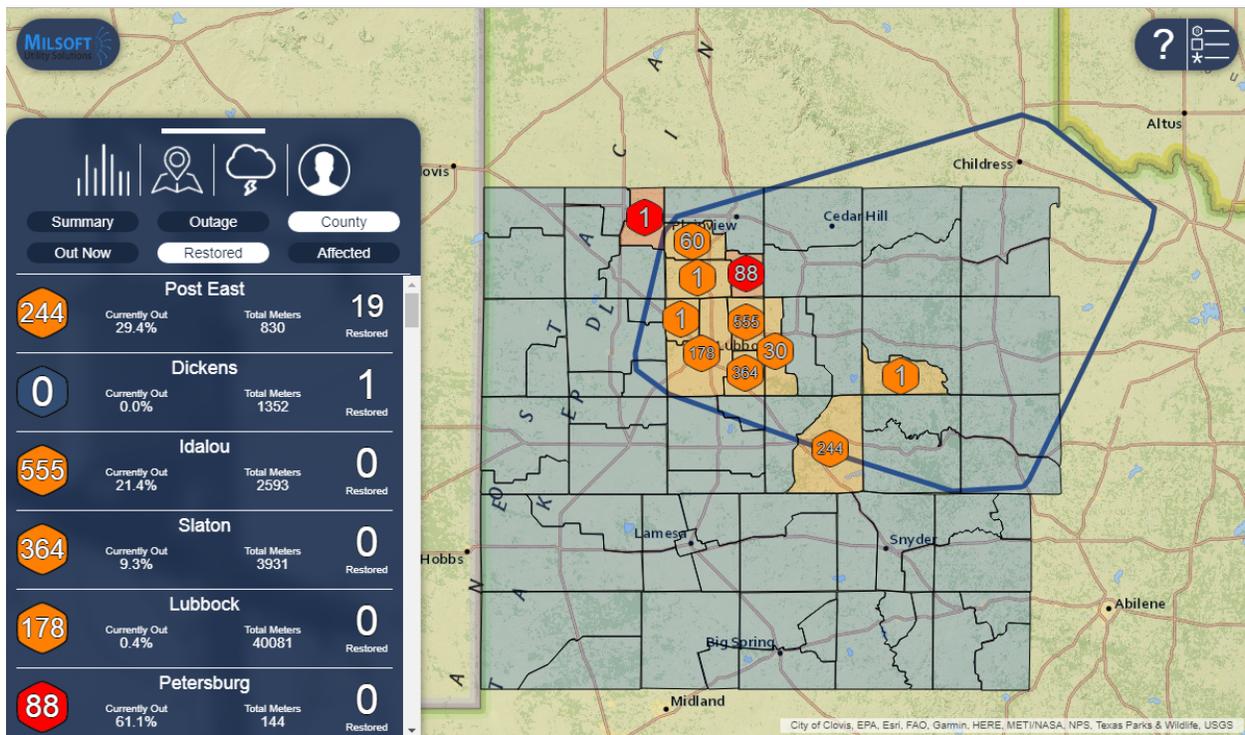


Figure 2.4: This shows the outages filtered by county and ordered by number of meters restored.

2.3 Submitting an Outage

Once you have logged in to the Web Outage Viewer, you will be able to see all of your power meter locations. To submit an outage, simply click on the lightbulb icon beside the location and select **Power is Off**.

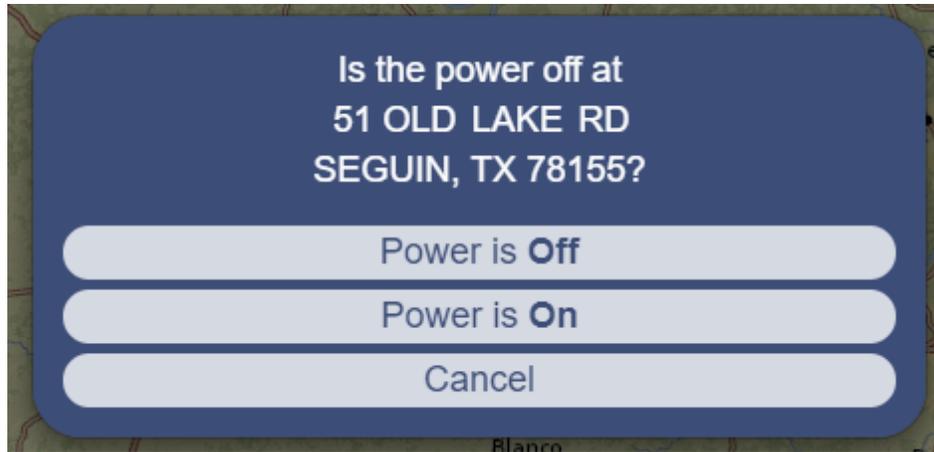


Figure 2.5: Reporting your power as on or off

You can then enter a phone number if you'd like a call back, but can also just continue with reporting your power out.

Once the report has been received by your utility's system, an outage that is Under Investigation will appear connected to the location you reported with. This kind of outage is orange and is also known as a "Predicted Outage".



Figure 2.6: An Under Investigation (or Predicted) outage

2.4 Outage Stages

Once an outage has been received by your utility's system, it will go through several stages as it is being fixed.

Under Investigation/Predicted

An outage can be put into the system in several ways: a phone call, a power out report via the Web Outage Viewer, or even through a smart meter. Once the outage is first received by the system, it is classified as

Predicted. This will appear as Under Investigation in the outage list. The number of customers listed as out is an estimation.

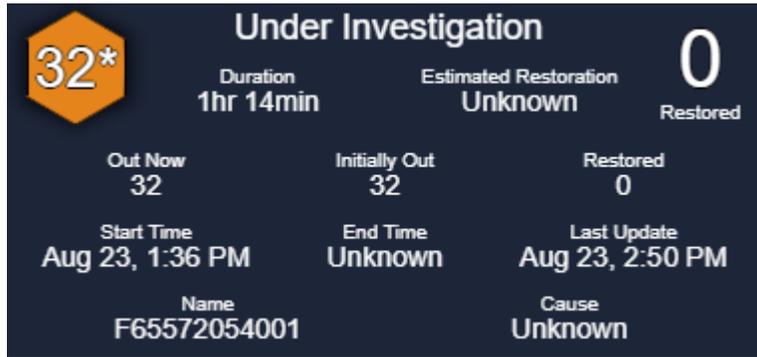


Figure 2.7: An Under Investigation/Predicted outage

Crew On Site

After an outage is predicted, a utility dispatcher will send a crew to that location to investigate.

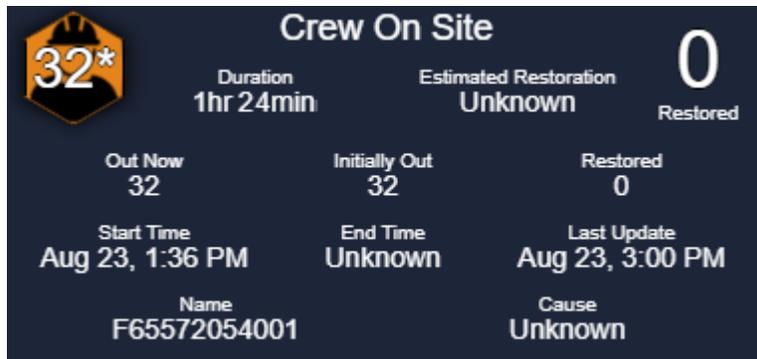


Figure 2.8: An outage with a Crew On Site

Verified

Once the crew has verified that the transformer, fuse, or other electrical equipment is tripped, blown, or otherwise out of power, the outage will become Verified. It might even become bigger, if the crew determines that the problem is happening further upline than initially predicted. Once an outage is verified, it will typically be given an ETOR, or Estimated Time of Restoration, so you can have an general idea of when your power will be back on.

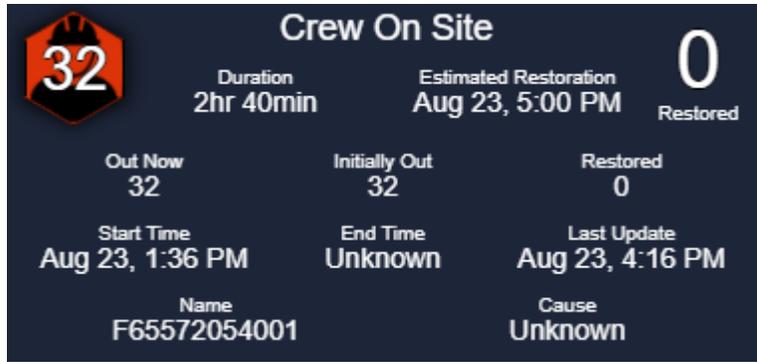


Figure 2.9: A Verified outage

Restored

After power has been restored to a location, the outage will be marked as Restored. It will disappear from the map, but will still be visible in the power outage list until the outage is formally closed.



Figure 2.10: A Restored outage