Western Power Deploys Visual KPI Enterprise-Wide for Improved Tracking of Operational Performance
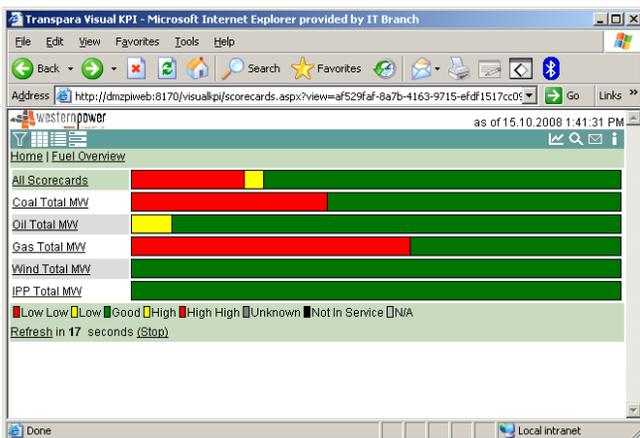
Challenge
For Western Power, one of the biggest corporate issues revolves around tracking CAIDI, SAIDI and SAIFI reliability indexes for customer, fault outage and duration measurements. Field personnel require up-to-the minute information about customer outages, power flow and asset status. Traditionally, many of these KPIs are consolidated and "cleansed" only at the end of each month, translating to a long delay of critical information. With Visual KPI, Western Power significantly improves how the organization is tracking these data by showing CAIDI measurements in real-time.

Experience
"Visual KPI is a must-have tool for us to improve our operations, and for that reason, everyone from frontline SCADA support staff and System Operations Managers, all the way up to the CEO will rely on it for real-time tracking of operational performance data." -Julian Rouse, System Administration Manager at Western Power

Results
Western Power will spend 3.5 billion dollars on assets over the next three years. With Visual KPI's ability to deliver valuable information about these assets to decision makers company-wide, the software implementation will deliver an **ROI of 35 million dollars**, or over 10 million dollars annually.

Executive Rollup at Western Power

- **Executives:** tracking and alerting on complex CAIDI, SAIDI, SAIFI calculations
- **Watch Supervisor:** number of customers off supply and number of active faults
- **Maintenance manager:** condition and performance of primary plant, incl. top 10 longest outages and 40 worst feeders (distribution line running from substation to distribution transformer)
- **Protection & Maintenance Engineers/Asset Managers:** "Summer Ready" Program KPIs monitoring collection of distribution assets most likely to fail on hot days and determining contingency (e.g. stand-by rapid response transformer

Details
Leveraging Western Power's existing technology investments, such as the OSIsoft PI System and integrating with the frontline GE ENMACS system, Visual KPI is a critical support tool for operational SCADA, and for tracking the contribution of various components to total system generation. Western Power has deployed Visual KPI to over 900 users.

An electricity networks corporation in Western Australia distributing power along more than 88,000 miles of transmission lines, Western Power is responsible for the safe, reliable and efficient distribution and transmission of electricity in the South West of Western Australia.