eReliabilityTracker™

The search for an effective and affordable way to manage your outage data is **over.**

eReliabilityTracker™

"Committed to providing the best service possible to your utility customers? Here's my personal recommendation – **subscribe to eReliability Tracker.** It makes my job easier because it enables my team to conveniently, effectively, and affordably obsess about reliable electric service."

Olin Clawson
Director, Utilities
Lawrenceburg Municipal Utilities
Lawrenceburg, Ind.

What is eReliability Tracker?

eReliability Tracker is an easy-to-use, mobile-friendly web-based service that allows you to effectively collect, categorize, and summarize your utility's outage information. Funded through a grant from the Association's Demonstration of Energy & Efficiency Developments (DEED) program, eReliability Tracker features:

- Ability to manage multiple utility accounts
- Multi-year outage data collection and categorization capabilities
- Annual benchmarking reports customized for each utility
- Annual Joint Action Agency (JAA)/state association benchmarking report
- Ability to automatically import outage data from a utility outage management system (OMS) via application programming interface (API)

How will eReliability Tracker benefit my utility?

With eReliability Tracker, it's simple to track partial restorations or multi-layered outage events; single and multiple cause events; substation/circuit information; and custom variables and equipment details on each outage.
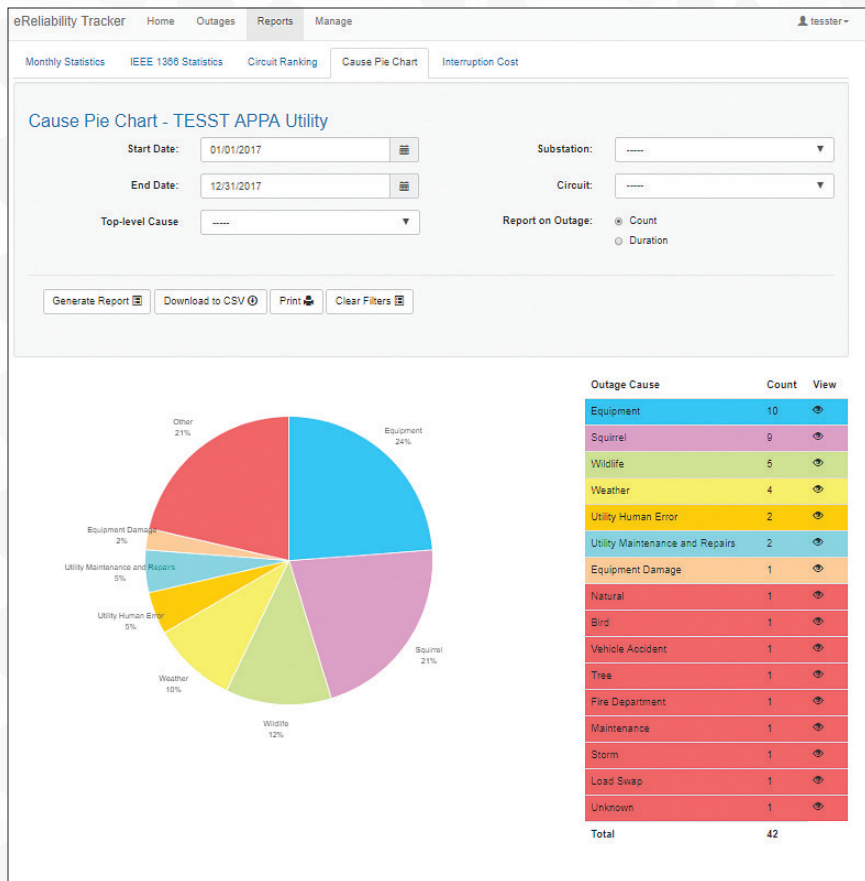
You can create reports that identify the worst-performing circuits, rank the most common outage causes based on count and duration, calculate IEEE 1366 reliability indices, and rank circuits based on the cost of the interruptions.

As an added bonus, your subscription to eReliability Tracker earns your utility points toward the Association's prestigious Reliable Public Power Provider (RP3) designation. Plus, you'll receive an annual national reliability report customized to your utility, which includes benchmarking comparisons specific to your utility's size and region.

eReliability Tracker is more than just a service – it's also a process. As a subscriber, you'll have the ability to join a community of like-minded individuals who want to dig deeper into the analysis of their system's performance. As an eReliability Tracker user, you'll contribute to public power's focus on reliability and engage in benchmarking with your peers! As an active subscriber of the eReliability Tracker you can also get the opportunity to receive a certificate of excellence in reliability.

DEED
PUBLIC POWER
RESEARCH & DEVELOPMENT™
American Public Power Association

I'm not a software expert. What if I have a technical problem or question?

Association staff are here to assist. When you subscribe, we'll provide you with instructions on reaching us.

I don't have a big budget. How much is eReliability Tracker?

The Association understands the budget constraints that many public power utilities face and has priced eReliability Tracker with this in mind. In fact, DEED funded this project to provide advanced benchmarking capabilities for public power at a fraction of the cost.

Option 1
- DEED members – $21/month, billed annually at $252
- Members – $27/month, billed annually at $324
- Nonmembers – $35/month, billed annually at $420

Option 2 – Subscribe for three years and save!
- DEED members – $18.90/month, billed on a three-year cycle at $680.40
- Members – $24.30/month, billed on a three-year cycle at $874.80
- Nonmembers – $31.50/month, billed on a three-year cycle at $1,134

"We purchased eReliability Tracker to support our 2013 Reliable Public Power Provider (RP$_3$) program application, and it helped us achieve Diamond status.

It's become an essential tool for Mason County PUD No. 3 because it helps us quickly and accurately generate customizable reliability reports."

**Mark DiBenedetto, P.E.
System Engineer
Mason County PUD No. 3
Shelton, Wash.**

I work for a Joint Action Agency/state association and want to provide this service to my members. Do I receive discounted pricing?

Yes! Joint action agencies that provide eReliability Tracker to their members receive these discounts:

- Subscriptions for up to 10 utilities – 10% discount
- Subscriptions for 11-35 utilities – 15% discount
- Subscriptions for 36+ utilities – 20% discount

Additionally, Joint Action Agencies/State Associations/multi-utility organizations can receive their own access to the tracker and help their members in conducting proper outage tracking and analysis.

Email Products@PublicPower.org to request a customized quotation.

It sounds like a great product, but I'd like more information before I commit.

If you are interested in the tracker we would be happy to set up a webinar to host a "Walkthrough" of the system. Walkthrough's are usually under an hour in time, and we usually provide the option to test the tracker for two weeks if there is still an expressed interest.

If a walkthrough is something that still interests you please email or call Ethan Epstein; EEpstein@publicpower.org or (202) – 467 – 2924.

OK, I'm convinced! How do I sign up?

Subscribing to eReliability Tracker is easy! The Association offers three ways for you to get started today:

- Visit the Product Store at www.PublicPower.org
- Mail or fax the order form included in this brochure
- Email Products@PublicPower.org

eReliability Tracker Order Form

Purchaser Information

Name _____

Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

Phone _____

Email _____

Leader Information

Please provide information for the person who will be the administrator for eReliability Tracker so that we can email him/her the user instructions and log-in credentials:

Name _____

Email _____

Subscription Options

Customers in Virginia add 6% sales tax and customers in Canada add 7% sales tax. APPA's GST ID# is 134427418.

Option 1 (4374)
- ☐ DEED members – $21/month, billed annually at $252
- ☐ APPA members – $27/month, billed annually at $324
- ☐ Nonmembers – $35/month, billed annually at $420

Option 2 (6457)
- ☐ DEED members – $18.90/month, billed on a three-year cycle at $680.40
- ☐ APPA members – $24.30/month, billed on a three-year cycle at $874.80
- ☐ Nonmembers – $31.50/month, billed on a three-year cycle at $1,134

Payment Method
- ☐ Check payable to the American Public Power Association is enclosed.
- ☐ Bill me (Members only. There will be a $10 fee for all orders not paid for at the time of purchase). My purchase order # is (optional) _____.
- ☐ Please charge my:
  ☐ Visa ☐ MasterCard ☐ American Express ☐ DiscoverCard

Number _____ Exp date _____

$ Amount to charge to card _____ Name as it appears on card _____

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Mail:

American Public Power Association
P.O. Box 418617, Boston, MA
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Fax: 202/495-7466

Email: Products@PublicPower.org
Website: www.PublicPower.org/store

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Suite 1000
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"Using the eReliability Tracker software is a great way for utilities to identify areas in their service territory that may require infrastructure upgrades or additional tree-trimming efforts. Once the outage data is entered into the system, the software will provide detailed outage statistics so utilities can quickly identify circuits that may require additional attention to improve reliability."

Ken Stone
Energy Services Manager
Braintree Electric Light Department
Braintree, MA