Innovative system integration for service break communication

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Fortum DHC in Finland

- DHC Sales 2014
  - DH 2,900 GWh
  - DC 16 GWh

- In addition Fortum has DH/DC networks in Sweden, Norway, Poland and Baltic countries

<table>
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<tr>
<th>Network area</th>
<th>Network length (km)</th>
<th>Connection points (pcs)</th>
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| Espoo, Kauniainen & Kirkkonummi | 821 | DH 7079
DC 8 |
| Joensuu | 210 | 2466 |
| Tuusula, Järvenpää | 200 | 1275 |
The challenge

- How to implement better service break communication to customers without increasing workload on current resources.

Solution:
- Accomplish more with the same resources and tasks that are already done in order to enable better service break communication to customers.
- This required some new integrations between different systems and minor changes to used processes (e.g. service break planning process).
In Finland Fortum is using systems from two different vendors for managing customer communications about service breaks on all three network areas.

- **Trimble NIS Operation Management Service (OMS)**
  - Used in planning and executing service breaks in order to know the customers that will be effected by the break = Operations management

- **Trimble Interruption Map Service**
  - Provides information of networks and service breaks for customers via map interface, information comes directly from OMS

- **Tietokoura Enerity**
  - Subscription and messaging service for customers to receiving service break communication = subscribers
  - Information of message content and receivers is generated from OMS

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**Integrations**

- Trimble NIS Operations Management System
- Tietokoura Enerity service (messaging and subscriber handling) & Trimble Interruption Map service
Subscribers and sent messages in 2014

Advertisement campaign for customers and mass registration of known contacts as subscribers
Feedback and experiences

- Integration work with both vendors was very easy and end result was innovative integration.
- Feedback from internal pilot was very positive and it also gave some good ideas how to enhance message content and settings before actual launch to customers.
- Customers and other interest groups have taken the new service into active use.
- Execution of service breaks is highly automated in the operations management system and handling them doesn’t require additional resources after planning phase.
Thank you

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