

At EDD, our services are focused to support the implementation, maintenance and growth of the ISM/DEW product suite. We pride ourselves on delivering outstanding customer service and on giving our clients access to our highly experienced and expert staff.

### Maintenance & Support

Maintenance and support contracts are offered for the ISM/DEW product suite that provides product upgrades and technical support beyond the standard warranty period.

### Model Builds

EDD provides model build support tailored to our client needs. On some projects we will turnkey the entire model build process, while on others we provide training, consulting, quality assurance and technical oversight

The model build process involves four main activities: Topology, Engineering Characteristics, Loads, and Measurements.

- The ISM/DEW is a “physics-based” model of the electric system. The **Topology** is derived from an existing “physical-model” contained in a utilities GIS or other system. Alternately, the topology can be manually input or collected thru a field walk down. The topology model can include all system elements, or can be a higher-order representation of the system.
- The **Engineering Characteristics** of all electrical components are managed in the DEW parts database. The majority of the components

that exist on North American utility systems are already modeled and available for use. Clients will have a few unique components to be added, and the database will be tuned for their specific operating conditions.

- The **Load Model** will consume interval data provided from Meter Data Management Systems to create an 8760 hourly annual load profile. For clients without AMI, DEW leverages load research statistics to create an 8760 view from monthly consumption data. Traditional peak models, spot loads and load estimating are also supported.
- ISM/DEW will attach any relevant **Measurements** to the model and utilize them in the calculations. These include SCADA start of circuit measurements, generation output, phasor measurements, capacitor controls and any other control or monitoring equipment.



### DEW Installation

EDD provides on-site installation services to setup DEW to run in the local customer environment. Services include technical

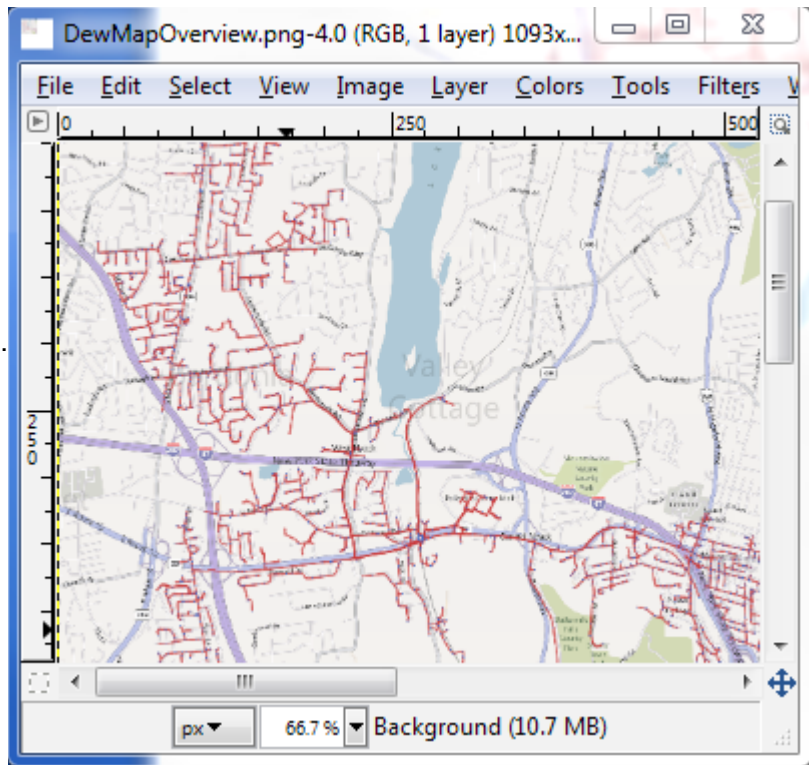
architecture design, configuration, testing and support. We have existing interfaces with all leading GIS vendors, data historians, SCADA vendors, engineering analysis applications, weather services, OMS and others. Our modern interface architecture includes secure interfaces that meet industry standards for communicating directly with field device controls. EDD can coordinate existing applications with customer's installation to provide real-time control for distribution systems.

- **Operator Workstation** that provides the dispatcher/operator with an easy to use schematic and geospatial view with power flow solved to support switching operations.
- **Mobile Crew Workstation** that provides system schematics in traditional one-line views as well as geospatially correct schematic views. Enhances communication with dispatcher/operator and provides field crew and engineer with an easy to use tool for planning, investigating and troubleshooting.

### Ongoing Software Development

EDD utilizes a Generic Programming approach that facilitates reliable and low cost custom software development. This allows EDD to quickly extend current applications or create new applications based on specific customer requirements. Some recent additions to our product suite driven by customer demand includes:

- **DER Interconnection Study Workstation** to model the affects of distributed generation and storage on the distribution system.



With more than 15 years of experience, EDD partners with companies at the forefront of the electric and power industries to improve operational performance, plan for future requirements and implement next generation designs. Contact us today to get help designing your smart grid solution.

