

**Client**  
Atlantic City Electric

**Industry**  
Electrical Utility

**Location**  
New Jersey

**Number of Locations**  
4

**Number of Users**  
120

**System**  
eLogger

## eLogger Powers Operations for Atlantic City Electric

“Now that our records are easily searchable, we can identify trends and respond to requests in a way that would have been very difficult before.”

Atlantic City Electric is a regulated electric utility that provides transmission and distribution services. A wholly owned subsidiary of Pepco Holdings, Inc., the utility delivers electricity to 547,000 homes and businesses across southern New Jersey.

### A Bright Idea

For most of its long history, Atlantic City Electric used paper logbooks to track the events and conditions in its control center. Five years ago, Atlantic City Electric sought an electronic logbook solution to improve operating efficiency and to more easily meet the mandates and standards set by the North American Electric Reliability Corporation (NERC). After careful research, the electronic logbook solution this utility selected was eLogger from Synapp North.

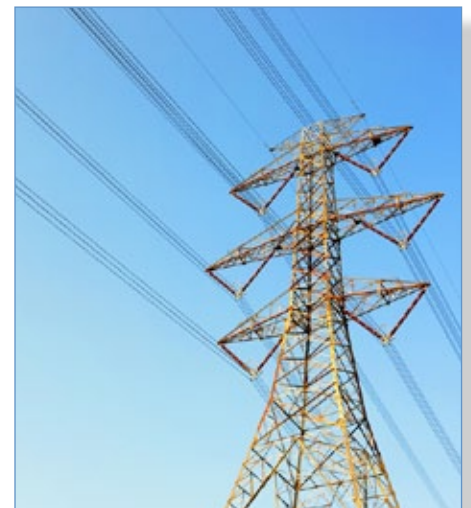
“We needed automatic date and time stamping capability, the ability to require entry in certain fields and restrict others from being edited, and the ability to customize the forms,” recalls Corey Murnaghan, senior systems operator and assistant controller for Atlantic City Electric. “eLogger meets those requirements easily, and Synapp North is professional,

knowledgeable, and experienced in the utility industry.”

### Meeting Industry Standards

The NERC mandates that many of the utility’s logs be permanent and unalterable. A computer-based logbook makes this feasible.

“With the electronic logbooks, we have that required control,” says Murnaghan. “We can prevent other users from altering a log while still allowing them to view it. We also have the security of knowing that the data is backed up as part of our regular computer backups.”



# SYNAPPNORTH



## About Synapp North

Synapp North is an innovative technology company dedicated to developing solutions that address real-world business challenges in inventive, flexible ways.

Our eLogger electronic logbook solution replaces paper logbooks and disconnected systems - collecting and distributing real-time data about your operations to those who need to know.

In use by more than 50 facilities worldwide, Synapp North solutions contribute to the safety, efficiency, and best-business practices of businesses in dozens of industries.

## Contact us to learn more:

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In addition to Atlantic City Electric, two other utilities owned by Pepco Holdings use eLogger, and all run from the same server. Using the capabilities in eLogger, the organization controls user access to data and logs by assigning users to groups based on location.

“We have more than one hundred users with access to eLogger, and each user gets exactly the data they need,” says Murnaghan.

## Inherent Flexibility

The utility has taken advantage of the flexibility of eLogger to create more than 20 custom log-entry types. They track various conditions and events occurring throughout the plants, such as: distribution feeder faults, transmission line operation, and a log for each major piece of equipment.

“We are able to capture the precise information we need, such as the time and date, the name of person logging, other mandated details, and free-form comments,” explains Murnaghan. “We also can set up reminders at various increments to remind the users when it is time to make a log entry.”

## Benefits Beyond Compliance

For Atlantic City Electric, the benefits of eLogger go far beyond meeting NERC requirements. “Now that our records are searchable, we can identify trends and respond to requests in a way that would have been very difficult before,” Murnaghan says.

The utility carefully monitors its operation and produces reports that detail its performance. Prior to eLogger, producing these reports involved hours of pouring through paper logbooks, copying pages, accumulating data, and entering into a spreadsheet. Today, the data needed is available on demand, stored in eLogger’s SQL database. “We can print a report showing the number of distribution faults occurring during the previous month, for example,” says Murnaghan. “It is instantaneous, so the time savings is tremendous.”

Murnaghan also notes the significant environmental benefit of not using the paper logs. “There were the paper logs themselves, plus copy paper we used when someone needed data from one of the logs. Eliminating the paper logs saves us reams and reams of paper each year,” he says.

## Strong Support

Murnaghan is very pleased with the service he receives from the team at Synapp North. “They have gone out of their way to make this project a success, helping us with configuration and upgrades,” he concludes. “Synapp North is responsive and helpful—the service we receive from them is excellent.”

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