

Client
Unitil

Industry
Public Utility

Location
Hampton, New Hampshire

Number of Users
27

Number of Licenses
30

System
eLogger

eLogger Helps to Power Successful Operations at Unitil

“As a public utility we cannot afford to let anything slip through the cracks; eLogger helps ensure we don’t miss a thing.”

Unitil is a public utility holding company, headquartered in Hampton, New Hampshire, that provides for the necessities of life – safely and reliably delivering natural gas and electricity throughout Maine, Massachusetts, and New Hampshire. The company and its affiliates serve more than 100,900 electric customers and nearly 70,800 natural gas customers and provide energy brokering and advisory services to large commercial and industrial customers.

Across a busy utility, communication is key to ensuring safe, reliable operations. Unitil selected eLogger electronic logbook software to facilitate communications across its facilities.

Replace Spreadsheets

The company had been using a series of spreadsheets to log the events, states, and conditions in its plants, but found that reporting, queries, and data sharing were increasingly difficult. “We had limited ability to spot trends and patterns,” recalls Stacey Kilroy, project coordinator for Unitil. “Keyword searches were very difficult to accomplish across the various spreadsheets. If, for example, we wanted

to find a log entry that referenced a specific location and the word *fire*, it took a great deal of time and effort. And our ability to share the data between teams and departments was inefficient. It was time for a dedicated online system for recording our logs.”

A consultant hired by Unitil had used eLogger and recommended it to the company. “We looked at eLogger and other solutions too. We came to the conclusion that eLogger was the best solution for us,” explains Kilroy.



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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Rapid Implementation

Unitil had eLogger up and running quickly. The entire implementation was accomplished remotely, minimizing costs. However it was still a collaborative effort. "Synapp North worked with our staff and with our IT department to get eLogger installed and set up," says Kilroy. "It was quick to master and the documentation was excellent."

Kilroy praises the high level of support services provided by Synapp North. "It is clear that they listen to their users and constantly work to improve the product. Several of my suggestions have already made it into eLogger," she says. "The product is very stable and problem free, but on the rare occasion when I have needed help troubleshooting, Synapp North has gone above and beyond to help."

Identify Patterns And Take Action

eLogger proves invaluable as an online, real-time tool to help Unitil notice patterns and trends that might otherwise be difficult to detect. "We continually monitor pressure, levels, and numerous other data points, recording the values in eLogger," says Kilroy. "Using eLogger, we can effectively monitor every data point, feeding it into our reports to look for potential problem areas."

In addition to helping to identify trends and patterns, eLogger supports escalations to notify staff of important conditions requiring rapid attention. "We configured email escalations so that staff gets an email if a specific data point value

is recorded," Kilroy says. "It allows us to proactively attend to changing conditions and head off potential problems."

Ensure Smooth Operations

eLogger is helping Unitil meet its regulatory requirements by ensuring that log entries cannot be altered after their creation. "We have configured the system so that users can append comments, but the parent record cannot be changed," explains Kilroy.

The product is in continual use in several departments. In the dispatch office, a log is used to record incidents, outages, or anomalies. Another log tracks load switching as loads are balanced to meet demands. And logs are used to record electric circuit outages and gas shift changes. "In addition, each station has a shift change log where staff members summarize what transpired during their shift," says Kilroy.

A valuable use for eLogger is the Daily Task List, a log template Unitil created containing a checklist of tasks to be completed during each shift. As staff checks off items on the task list, they can enter a comment or supporting details for clarification.

"In a busy operation it can be easy to miss vital information, yet as a public utility we cannot afford to let anything slip through the cracks," Kilroy concludes. "eLogger helps ensure we don't miss a thing."

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