



# London Hydro Implements Interactive Voice Response Platform Using Hexagon Technology

## London Hydro Ontario, Canada

London Hydro provides utility services in London, Ontario, Canada, managing 150,000 electricity and more than 100,000 water customers, and spanning 420 square kilometers of service territory. Its 2,500 kilometers of electrical lines, both overhead and underground, offer a safe and reliable supply of electricity to residential, institutional, commercial, and industrial sectors.

### Reducing Long Wait Times

A user of advanced GIS solutions from Hexagon's Safety & Infrastructure division since 2006, London Hydro invested in Hexagon's outage management system (OMS) in 2011 to improve its dispatch operations during outages. To further enhance its customer service, especially during off-peak hours, London Hydro integrated Hexagon's OMS with an interactive voice response (IVR) system. This helped eliminate customers from receiving busy signals or being unable to reach a representative to receive outage information and a resolution time.

Many of Hexagon's OMS competitors did not offer integration capabilities to third-party software. Since London Hydro's IVR system and OMS implementation, the dispatching center has streamlined operations and can give more insight regarding customers and outages by knowing when and where to dispatch crews on assignment.

With the IVR system in place, London Hydro customers aren't frustrated with busy phone signals or waiting

on hold for outage information. For large outages that result in more than 100 calls per hour, the IVR system provides additional capacity of up to nine customer service representatives on average. This means customer outage inquiries are handled quickly and customers receive the accurate outage information they want during high-volume calls.

When customers call, the IVR system cross-references customer account numbers with London Hydro's SAP enterprise resource planning (ERP) software to produce the appropriate information, such as estimated outage time. The utility has addressed more than 500 outages using the automated IVR/OMS system without requiring customers to speak with a representative, resulting in early outage detection and faster restoration times.

### Increasing Customer Satisfaction

In addition to IVR's call-in capabilities, London Hydro has reduced the number of unsatisfied customers by proactively sending push notifications regarding outages and restoration time via text message or social media.

"Through the integration of our IVR system with Hexagon's OMS, we have saved time and given our staff the ability to focus on restoring power during outages rather than fielding customer calls," says Syed Mir, vice president of Corporate Services and chief information officer (CIO)

at London Hydro. “Customers are now able to receive outage and restoration information from multiple avenues.”

### Perfecting Outage Response

London Hydro plans to add more interfaces to its OMS system, including a mobile component for field workers to send and receive outage information. This mobile application will integrate with the IVR call log and SAP ERP to ensure all information is efficiently transferred between field workers, dispatch employees, and customers.

London Hydro is also preparing to implement Hexagon’s smart meter interface, which will use a home’s smart meter information to send a last-minute ping to London Hydro’s operational team, letting them know the unit has lost power. The smart meter interface will notify the OMS without any customer interaction. This added component will allow London Hydro to see outage trends, increase the efficiency of its outage push notifications, and restore power without customers ever knowing it was out.



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Syed Mir

Vice President of Corporate Services & CIO  
London Hydro

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Hexagon’s Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

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