



**RESPOND.
RESTORE.
REPORT.**



arcos[®]
sSMART

EXPEDITE RESTORATION WITH MOBILE LOCATION & LOGISTICS SERVICES FOR EXTERNAL CREWS

When utilities are faced with a major storm or emergency event, additional resources are often critical to timely restoration. Utility operations or emergency personnel must coordinate mutual assist crews and external contractors in addition to their internal crews. Organizing crews and assigning them work is faster and more efficient with ARCOS sSMART (Mutual Aid Resource Tracker) mobile application.

WHY ARCOS?

- Supports any mobile device (iOS, Android, Windows)
- Works online and offline
- Centralizes all crew resources on a real-time map

The sSMART mobile application provides real-time information on resources responding to an event while automatically calculating arrival times to staging areas, given current traffic and available drive-time conditions. Knowing where crews are and having the ability to communicate instantly on critical job information allows work to start sooner resulting in a faster restoration time. And because the application works on any mobile device, anyone responding to the event can use it.

FOR EXECUTIVES, INCIDENT COMMANDERS AND EMERGENCY MANAGERS

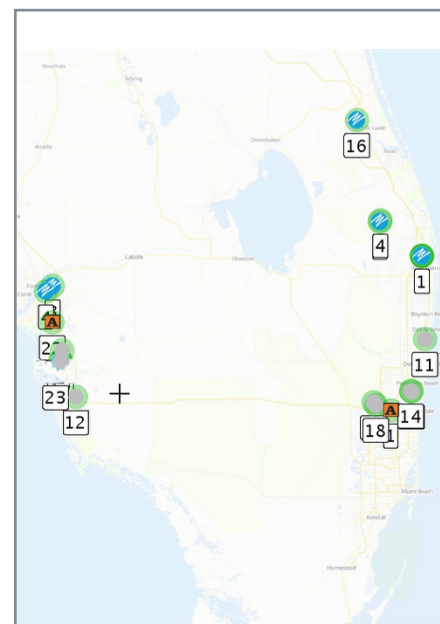
Being able to identify where all responding crews are located on a real-time map gives utility event managers improved speed and efficiency to the organization and logistics required to manage a restoration. Having access to this information can cut days off the time it takes to restore power. The attributes of sSMART:

- Provides real-time and ongoing crew location on a map for easy reporting to local constituents
- Brings efficiency to assigning crews to critical restoration sites
- Significantly lowers cost of restoration by reducing paid wait time incurred while crews wait for work
- Allows for fast re-assignment of resources when necessary
- Offers a back office dashboard allowing managers to easily track progress of crews

FOR MUTUAL ASSISTANCE CREWS AND CONTRACTORS

The ARCOS sSMART mobile application is easily downloaded from an email link provided by the utility, allowing anyone to utilize their own device. Benefits for external crews include:

- Enables a more timely and safe arrival by providing driving directions to assigned staging areas
- Allows for instant alerts of weather or job assignment changes
- Saves time by delivering information on lodging, meals and fuel requirements
- Adds a layer of safety by providing a visual location of crews



Real-time "birds-eye" view of crews en route by company and crew member FTEs

sSMART IN USE

Once contractors or mutual assistance responders download the application to their device, the app gathers the information the utility needs. Information such as responding company, contact information, number of workers and vehicles, and estimated time of arrival are just a few examples of what can be captured by the sSMART solution. Utility administrators can easily configure the form to meet their specific events or scenarios. As an emergency situation changes, administrators may make changes which are immediately reflected in the mobile app for crew members.

The application provides emergency managers with real-time information including the ability to track the progress and location of all responders. Having this critical information at hand enables a utility to more quickly and efficiently assign work to available crews, improving response and restoration, ultimately getting the power on faster while saving money.

SMART

Navigation Logout

Company Progress Energy

Full Name Steve Master

Cell Number 2018876204

E-Mail master@samsix.ca

Storm Hurricane Bertha

Destination Arcadia Airport

Number Of Workers 20

Number Of Vehicles 5

Fuel Type Gasoline

Max Drive Time/Day (hours) 10

Clear All

Legend Address History Measure

Info Layers Modules Help

Modules: Asplundh (50) -> South Florida Fairgrounds for Hurricane Jason

| | |
|------------------|---------------------------|
| Storm | Hurricane Jason |
| Destination | South Florida Fairgrounds |
| Company | Asplundh |
| Miles to Dest. | 6 |
| E.T.A. | < 2 hrs |
| # of Vehicles | 5 |
| # of Workers | 15 |
| Name | Jason Garn |
| Email | Jason.Garn@PL.com |
| Cell | 9546754472 |
| Fuel Type | Gasoline |
| Max. Drive Time | 12 |
| Last Signal Time | 07/31/2014 19:08 |
| Last Form Update | 07/31/2014 18:38 |
| Current Speed | 3 |
| Status | moving |
| Phone Type | ios |

— Vehicles

- Cleco (100) -> Miami Fronton Jai Alai for Hurricane Arthur
07/29/2014 13:00 - 07/29/2014 13:45
- DP&L (2) -> Boca Raton Svc Ctr for Hurricane Arthur
07/29/2014 12:59 - 07/29/2014 14:00

Once loaded, the app posts a form to gather information the utility needs. This form is easily configurable by the utility administrators.