

ARCOS Streamlines Service Restoration Process for Northeast Utilities

Columbus, Ohio– July 1, 2014 – ARCOS® LLC is implementing web-based software at [Northeast Utilities](#), so New England’s largest utility system can tap a centralized callout and crew management database for deploying crews to restore gas and electric service. The [ARCOS](#) Callout and Scheduling Suite and ARCOS Crew Manager products will trim service restoration by several minutes.

NU subsidiaries Connecticut Light & Power, Public Service of New Hampshire, Western Massachusetts Electric Company and Yankee Gas Services Company will begin a phased implementation of the new callout and scheduling suite this summer. NSTAR Electric & Gas, a subsidiary of NU, implemented the ARCOS software prior to its merger with NU.

“NU’s operating companies will be able to callout crews in seconds, automatically,” said Bill Brackett, vice president of Services and Support. “And with Crew Manager, NU can simulate different staffing scenarios and react in real-time to complex, changing conditions.”

“This software gives our operating companies a consistent way to contact and share crews and deploy them to respond to system outages,” said Steve Gilkey, vice president of Electric Field Operations for Connecticut Light & Power. “Mobilizing our crews faster will shave minutes off the restoration process for customers and will further our journey toward top-tier customer service and reliability.”

ARCOS easily mirrors different callout scenarios, so the utility can implement the software in concert with the different union agreements across Northeast Utilities.

NU’s subsidiaries will begin implementing Crew Manager in 2015. ARCOS Crew Manager creates a centralized database to drag and drop crews into position. Front-line supervisors can access the database via tablets, laptops or from storm room monitors to plan for and conduct restoration efforts.

About ARCOS LLC

Twenty-three of the top 25 U.S. utilities rely on the ARCOS® Callout and Scheduling Suite. When the power goes out, a gas leak is reported or another emergency occurs, the award-winning, SaaS-based ARCOS Suite instantaneously finds, assembles and tracks repair crews, reducing outage interruptions and improving restoration time for electric, gas and power plant utilities. For more information, visit www.arcos-inc.com or call 614-396-5500.

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