

Complete Range of Solutions

We understand that each customer is unique. We also understand how critical it is for you to ensure that your solution provides the best fit with your operations. From software applications to radio communications, front-end to back-end systems, you can be assured that you will find the solution you are searching for - with Motorola.



Harnessing our leadership and capabilities in communication technology, our IT solutions synergise with our strengths in communications to provide seamless integration in software applications and radio communications



Powering Your Operations Motorola's Solutions for the Utilities Industry



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ANS-00-001 Rev.1

Operational Efficiency & Cost Effectiveness

Utility companies need to maintain sound business performance and strong competitive advantage in an increasingly deregulated market. To achieve operational efficiency and cost effectiveness, wireless information and communication solutions can be used to enhance the productivity of present operations and improve customer service.

Motorola has a long standing reputation of providing integrated solutions that meet the unique communication and business needs of utility companies.

Electric Utility



Electric Utility companies have to ensure that electricity is reliably and safely delivered to the commercial enterprise and residential communities. Motorola's wireless communication and information solutions can be used to meet the daily operational demands so as to deliver high levels of customer service cost effectively.

Gas Utility



Gas Utility companies need to deal with the potentially hazardous nature of the gas energy besides ensuring reliably supply to the community. Motorola's equipment meets intrinsic safety requirements with Factory Mutual® (FM) approval and enables wireless transmissions in hazardous environments. Hence, industry personnel can coordinate daily operations confidently with communication solutions that enhance their productivity as well as protect them.

Water Utility



Water Utility companies supply the community with reliable, clean fresh water as well as manage the removal of wastewater and flood control. With widely dispersed operations, wireless communication solutions are required to provide fast and efficient delivery of water products to the customers easily and cost effectively.

Addressing Operational Needs

We understand your needs and constantly strive to deliver unique solutions that meet your business goals and satisfy your customers' expectations.

With over 75 years of experience behind us, we are the communications partner of choice - with solutions that synergise the efficient use of information, resource allocation and communications.

Generation & Processing

With Motorola's wireless solutions, operational personnel from the control room, maintenance, security and environment monitoring departments can greatly enhance their productivity by:

- Coordinating tasks among various functional teams for improved efficiency and cost reduction
- Maintaining employee and plant safety
- Monitoring instrumentation, resource handling and maintaining control with intelligent remote terminal units
- Communicating in privacy during situations that demand security
- Communicating in privacy with external agencies for reporting and liaison work
- Monitoring non-critical equipment and the plant's perimeter remotely for efficient utilisation of resources and service reliability

Transmission

Transmission lines or pipelines are often criss-crossed at the countryside to transport huge quantities of electrical energy, natural gas or water to the cities. Hence, it is critical to have effective wireless communications to operate, manage and maintain the transmission systems.

From control room operations to line patrol inspection and maintenance, Motorola's wireless solutions empower your transmission personnel to :

- Quickly locate and coordinate people and equipment to construct and maintain transmission quality
- Maintain fast and reliable access to inspectors, line patrol crew and external contractors
- Restore service to customers quickly during emergencies with storm plans
- Communicate work orders in real time with remote field crews - reducing time spent in depots
- Enhance employee and contractor safety through continuous monitoring and instantaneous communications

Distribution

The distribution network of utility companies covers many square kilometres of a town or country. Motorola's wide area communication systems can be designed to handle the large number of users and manage various tasks such as construction of a new feeder or planning of emergency response like restoring service to areas affected by sudden blackouts.

With Motorola's wireless communications solutions, your distribution personnel can:

- Remotely monitor and control feeder networks, switches and reclosers to ensure continuity of supply, establish balanced load and fast restoration of service
- Maintain supply quality and maximise resource delivery across the network to minimise outages and other losses
- Communicate individually or with work groups in the construction, maintenance and operation of the distribution network
- Maximise utilisation of supervisory staff in the field with real time access to work teams' job tickets
- Improve delivery of work orders and job tickets to field crews with accurate data transfer

Customer Service

From your sales agents, service crew and meter readers to inspectors and connection trucks, Motorola's wireless solutions can improve your level of customer satisfaction by:

- Establishing real time accessibility to field service work orders and credit collection information
- Controlling resource demand via remote monitoring with Demand Side Management