Nevada Energy Reduces Outage Time Using Kronos TeleStaff to Schedule Crews Faster

**CHALLENGES**

Nevada Energy serves approximately 2.4 million customers within a 54,000-square-mile area. Booming population growth for more than a decade, strong economic growth, and a yearly influx of 40 million tourists heading to Las Vegas has driven demand for electricity. To provide and maintain energy services to such a dynamic region, Nevada Energy needed a more efficient way to manage crew callouts when power outages occurred after hours, as well as a better way to manage the daily scheduling of its field-based workforce.

The after-hours callout process was manual, complicated, and lengthy, requiring the on-call supervisor to determine who was qualified to work the job based on skill set, training, and the type of work to be performed. The supervisor next had to place a high number of calls to line up crews and then maintain a record of all calls and responses. This manual process was prone to errors, lacked the necessary record keeping, and created inconsistency among the 10 supervisors. Assembling a crew after hours to respond to power outages took too much time.

The daily scheduling process was equally challenging. Each morning, linemen, foremen, and equipment operators were required to call a supervisor before 5:30 a.m. if they were going to be unavailable that day. A large master board was updated to show who was out and why. At about 6:00 a.m., supervisors began the two-hour-plus process of manually assembling crews and assigning them to jobs.

**SOLUTION**

Realizing that outage times were longer than necessary, due to the lengthy manual callout process, and that daily crew scheduling was inefficient, Nevada Energy evaluated three automated scheduling solutions. A local fire department was using one of the systems, the Kronos® TeleStaff™ solution. Knowing how critical response time is to the fire service industry, Nevada Energy selected Kronos TeleStaff, impressed with its notification and rules-based scheduling capabilities.

**BENEFITS**

Automated crew callouts determine staff appropriately and faster

Now, when dispatchers receive notice of a power outage, they contact the on-call supervisor, who initiates the callout process in the Kronos TeleStaff solution. The system automatically makes intelligent staffing decisions based on who is available and qualified to work the job and then notifies the employees according to their selected contact method: touch-tone phone, email, text, or pager. Each of these employees is prompted to respond to the callout request.
System efficiencies lower outage response time
The power company’s on-call supervisor has more time to attend to other outage-related duties, and field workers are on the job more quickly. The automated callout process has reduced Nevada Energy’s response time to power outages, which positively impacts its customers.

Helps ensure compliance with rules and policies
In addition, the Kronos TeleStaff solution is configured to follow the company’s business rules and tracks every call and response. In the event of an audit or information request, Nevada Energy has the information it needs in just a few clicks.

Daily scheduling process is streamlined
With the daily scheduling process automated as well, employees call the Kronos TeleStaff solution directly to indicate their exception or reason for absence, rather than calling a supervisor. As a result, a supervisor now has a faster and more complete picture of which employees are out and who will be working and can be assigned to a job.

Automated scheduling saves supervisors two-plus hours daily
Automating the daily job scheduling has saved supervisors more than two hours a day. They are no longer tied to the phone in order to assemble callout crews or assign daily jobs, allowing them to focus on more important work.

“With the Kronos TeleStaff solution, crews are scheduled faster, resulting in lowered outage times.”

Steve Hitchcock, Manager
Coordination, Inspection, and Scheduling

More information about Kronos customer success stories may be found at www.kronos.com/resources.