

UTILITY SPOTLIGHT

Business Analytics

DALE JUSTICE – JACKSON ENERGY AUTHORITY &
BRUCE ANDERSON – CUMBERLAND EMC

Agenda

- Introduction
- CEMC Process Overview
- Dashboard Demos
- CEMC Product Information
- JEA Power BI Initiatives
- Tips & Tricks
- Lessons Learned
- Questions

Introduction

- Cumberland Electric Membership Corporation (CEMC) is a 107K+ meter electric utility in northern middle TN.
- Formed broadband subsidiary, Cumberland Connect, in 2019. First member connected in May of 2020. Currently has 18K+ internet subscribers.
 - Phone service available as well. Video being phased out.
- CEMC uses NISC's Business Intelligence/Mosaic.

Introduction cont.

- CEMC has two dashboards.
 - One for electric and one for broadband.
- First dashboard was developed for broadband and was released in July 2020.
- Second dashboard was developed for the electric side and was released August 2021.
- Over both dashboards, we have over 88 visualizations.
- To populate this data, we have 30 SQL queries/Crystal Reports running at various intervals.

Introduction cont.

- Jackson Energy Authority (JEA) is a 130k+ meter utility providing Electric, Gas, Water, Wastewater and Telecom services to residents of Jackson and surrounding areas.
- JEA utilizes Microsoft Power BI

CEMC Process Overview

SQL

Crystal Reports

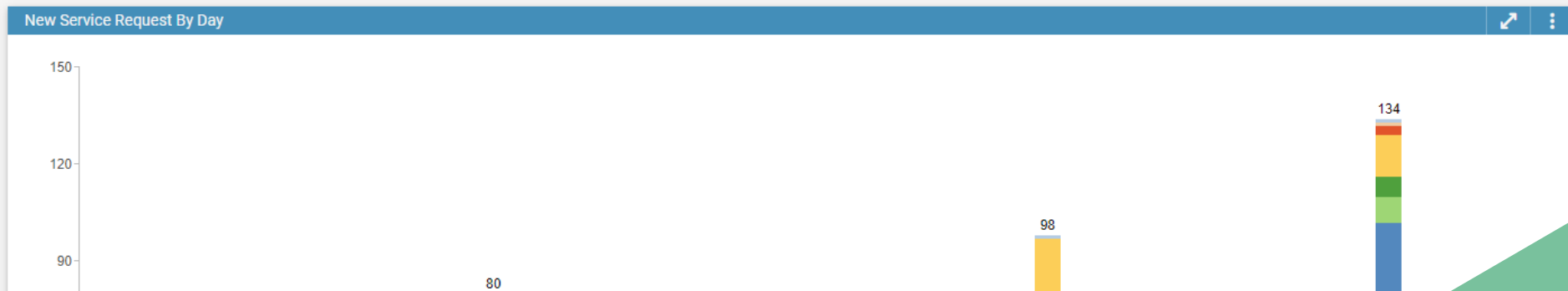
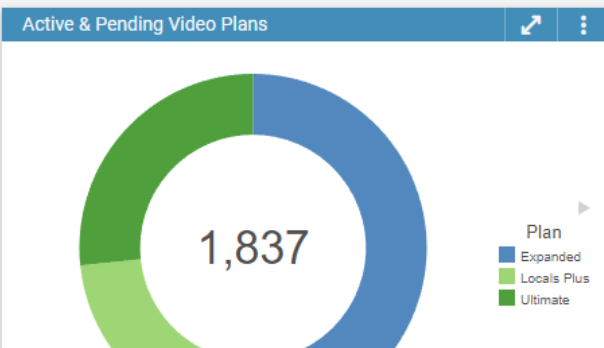
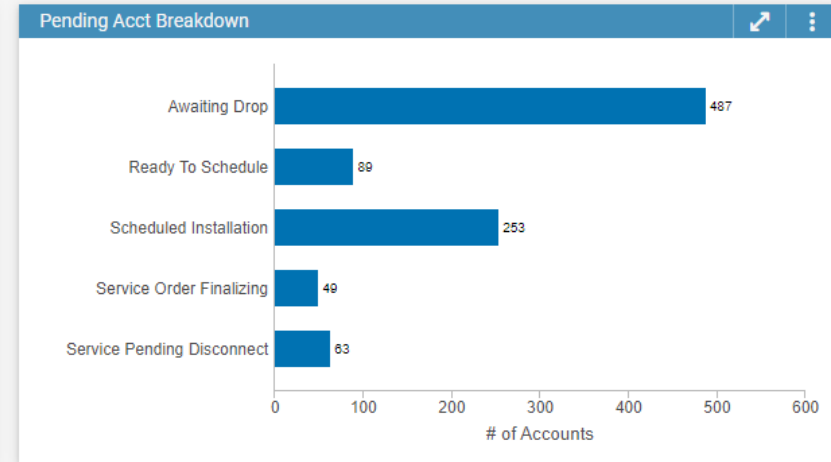
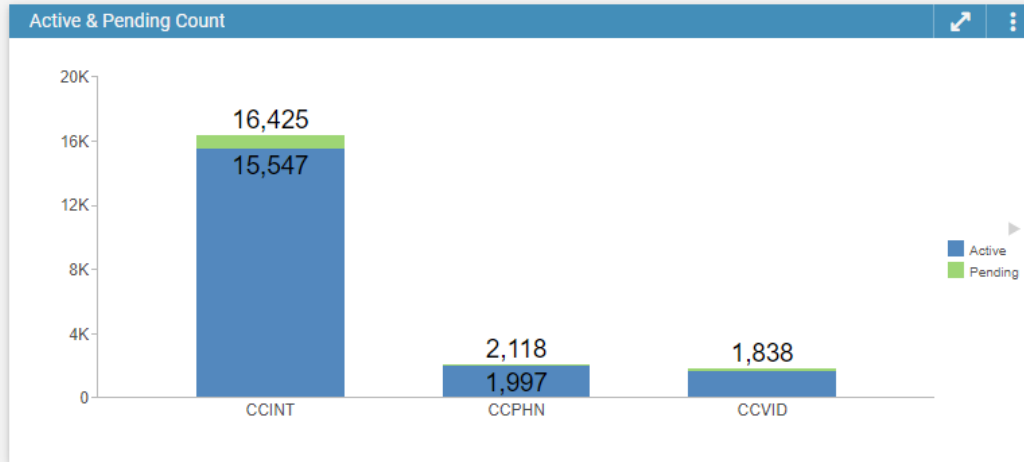
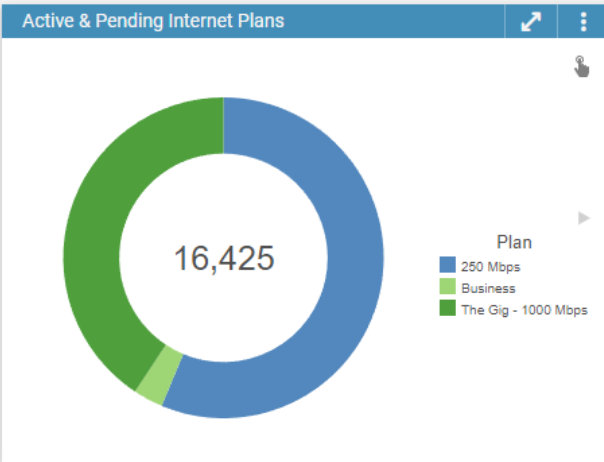
iVUE

Business Intelligence/Mosaic

Dashboard

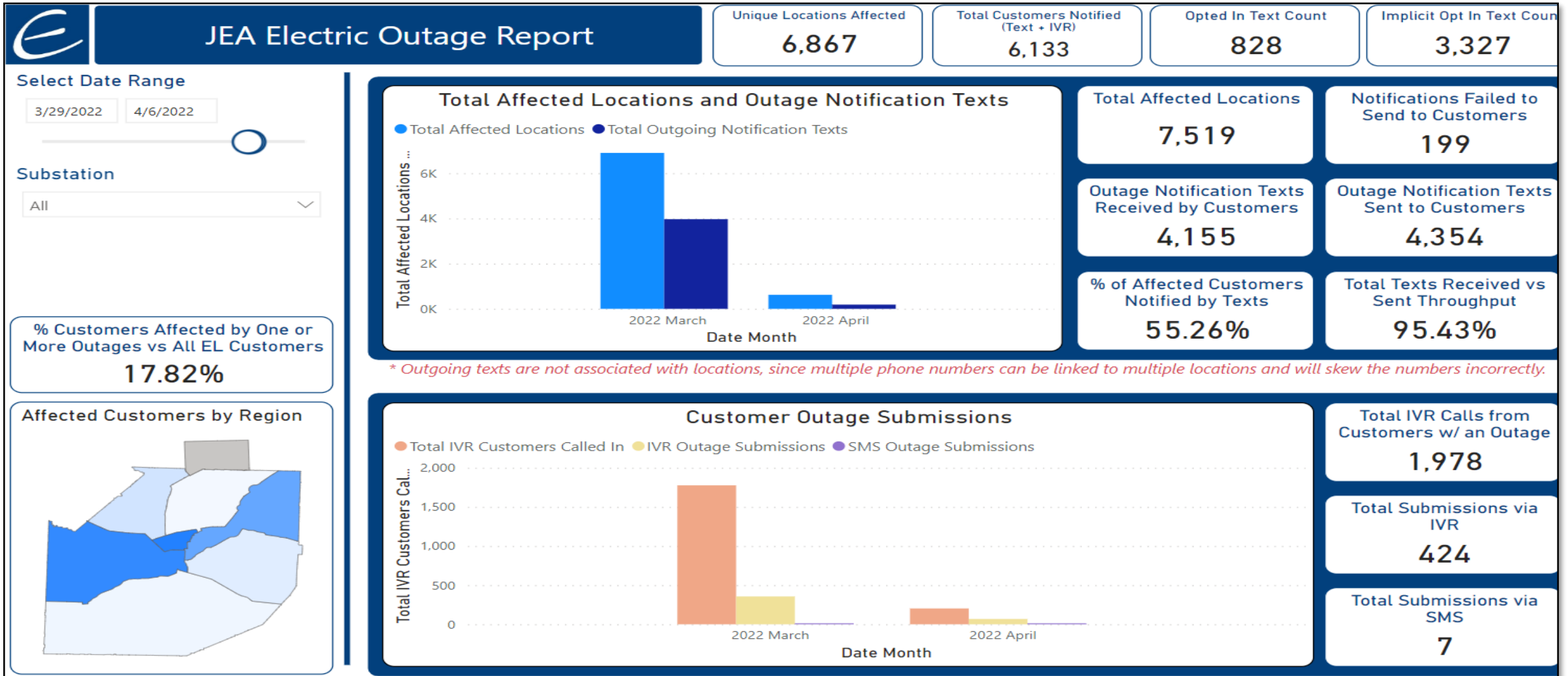


Quick Stats



Dashboard Demo

JEA Outage Report



CEMC Product Information

- Provided to CEMC by NISC
- Hosted in NISC's Cloud
- Security handled through iVUE
- Built on Information Builders platform

JEA Power BI Initiatives

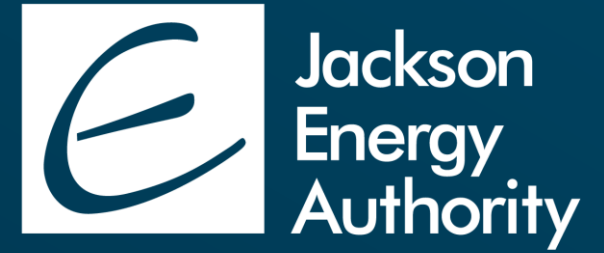
- Customer Service Payment Dashboard
- Two Way Texting
- Service Order Dashboard
- Outage Dashboard
- Budget Variance
- Fleet Depreciation
- IT Metrics Dashboard

Tips & Tricks

- Test the data from SQL by creating visualizations in Excel.
- Keep naming consistent.
- Visit your dashboard.
- Keep efficiency in mind.
- Do not assume that no one is looking at your dashboard.
- You know your data best!
- Purge your old data!

Lessons Learned

- Prepare to be the driving force
- Clearly define what is the goal
- Address needed skills within your team
- Reassess how you view your own data



Questions?
