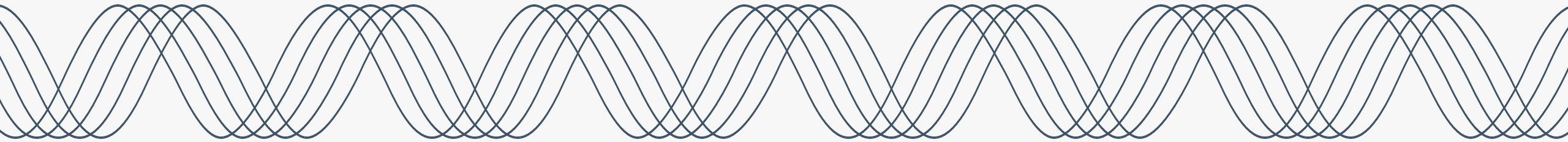


PGE Journey to Maximo Scheduler and Mobile

- Daxu Cao and Michelle Allain



AGENDA

- 1. Introduction to Portland General Electric (PGE)**
- 2. Substation Challenges**
- 3. Solution**
- 4. Lessons Learned**



Let's get started!

A little bit about Portland General Electric (PGE):

1

Our History

- We began in 1889.
- We were the first in the nation to transmit electricity long distance- 14 miles, Willamette Falls to downtown Portland!

2

Our Numbers

- Approx 1.9M service area (Retail, Residential, Commercial, Industrial Customers)
- Approx 900, 000 customers
- 51 cities, 7 counties
- Approx 21.7M MWH delivered/year
- 1,269 circuit miles of transmission, approx. 29k circuit miles of distribution

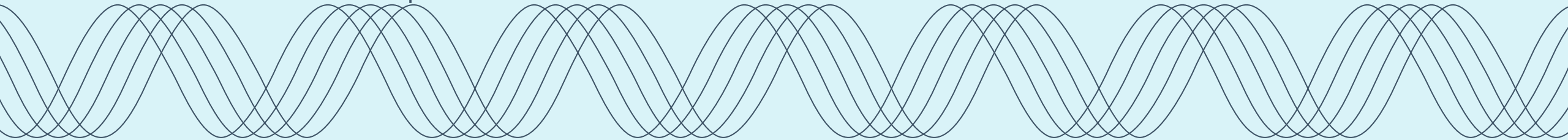
3

Key Initiatives and Concerns

- Lead the future in clean energy
- Delivering reliable, resilient energy for all
- Wildfire mitigation
- Ensure customer delight

Problem to Solve:

- Enable Visibility
 - Planned Work
 - Labor and Materials
 - Time Keeping
- Improve
 - Inventory Management
 - User Experience
 - Productivity
 - Route Optimization



Key Operations Impacted

- Substation Crew Coordination
- Substation and Technical Operations
- Communications and SCADA Operations
- Substation Material Coordination

Key Work Types

- Capital
- Corrective
- Emergent
- Preventative

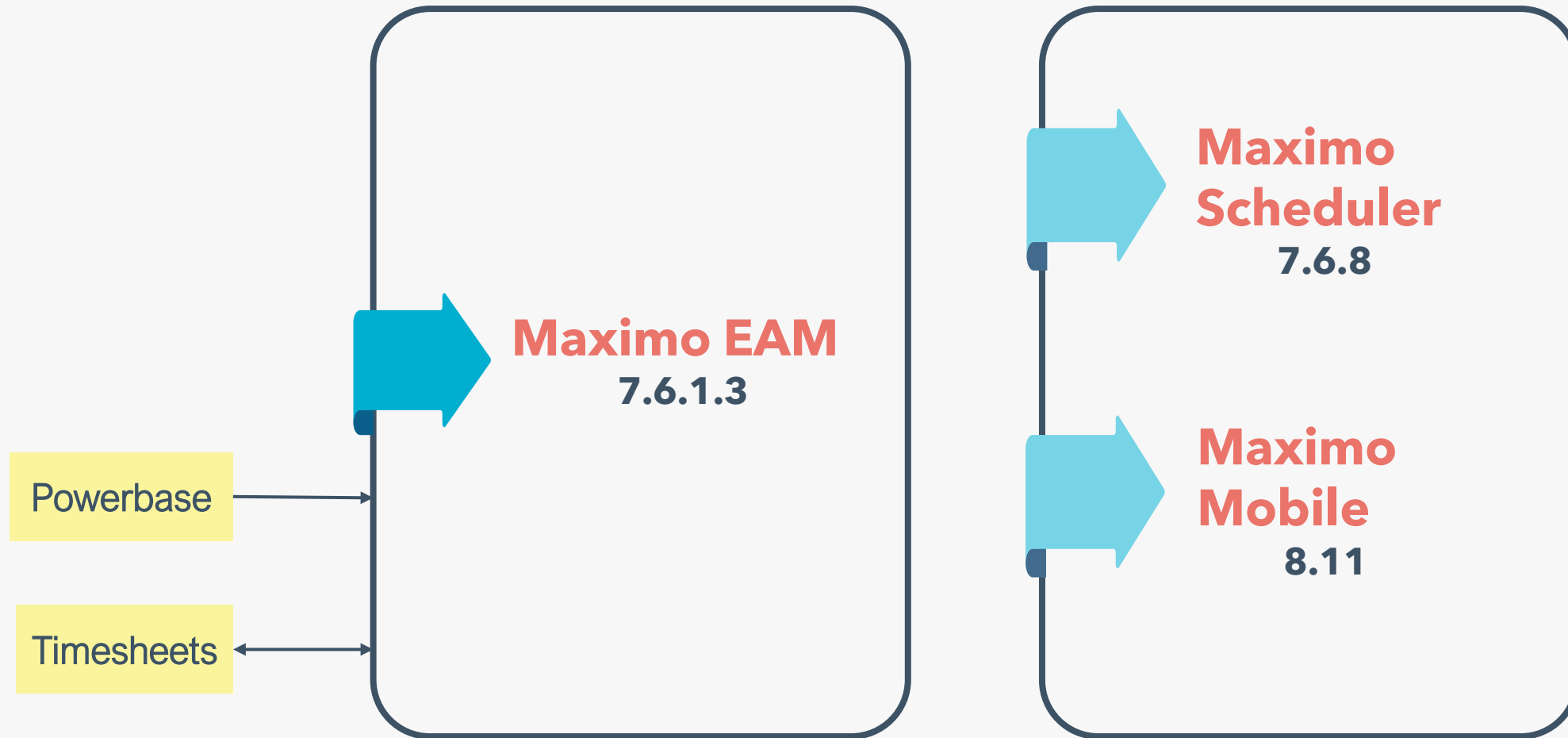
Key Stakeholders

- ✓ Planner/Scheduler
- ✓ Supervisor
- ✓ Field Worker
- ✓ Engineer
- ✓ Procurement

Development Guiding Principles: To enable PGE's long-term vision



Solution



Solution

Maximo EAM

- Upgraded to Maximo 7.6.1.3 from 7.6.1.2
- Set up new Maximo Substation site
- Converted all Maximo Substation records to have Substation site ID from T&D site ID
- Created new Workorder, Service Request, Job Plan, Asset, Locations applications for Substation

Solution

Scheduler

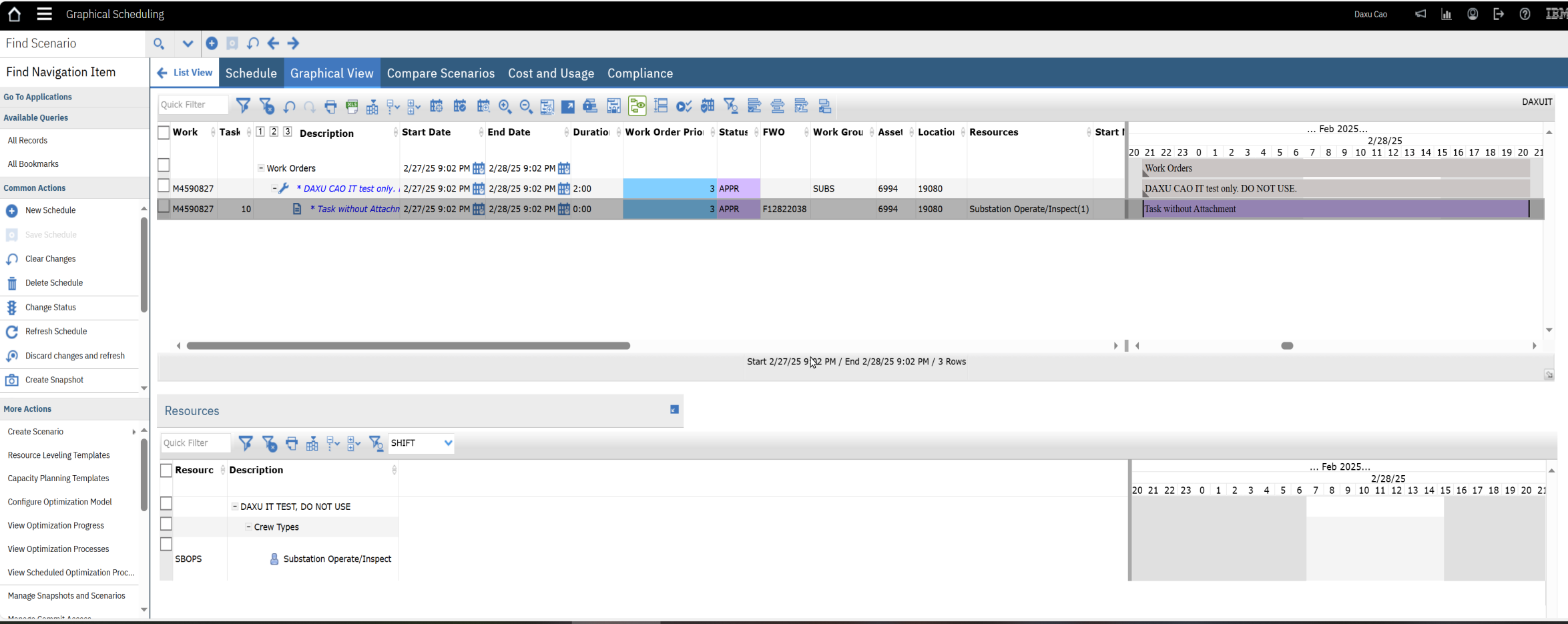
- ❖ Graphical Scheduling
- ❖ Graphical Assignment
- ❖ Graphical Work Week
- ❖ Graphical Crew Management

Development Work

- Configured Calendar/Shift
- Created/updated Crew, Crew Type
- Configured Scheduler applications
- Designed workorder life cycle process and developed workorder workflow

Solution

PGE Graphical Scheduling Example



Solution

Mobile

- My Schedule
- Service Request
- Inspections
- Assets

Development Work

- Duplicated out of box applications
- Configured Preload Data
- Configured Mobile application to meet business requirements

Client Platform

- Apple iOS on iPad
- Windows on laptop



Solution

PGE My Schedule Mobile App Example

IBM Maximo Mobile for EAM

Assigned work

1 records

DAXU CAO test for PACMUG M4638488-(DAXU CAO test for PACMUG)-10-(F12922968)

Scheduled start: Tomorrow, March 26, 2025Due: Tomorrow, March 26, 2025

6994

Circuit Breaker, Gas

HILLCREST W144

Check for updates

1

Details

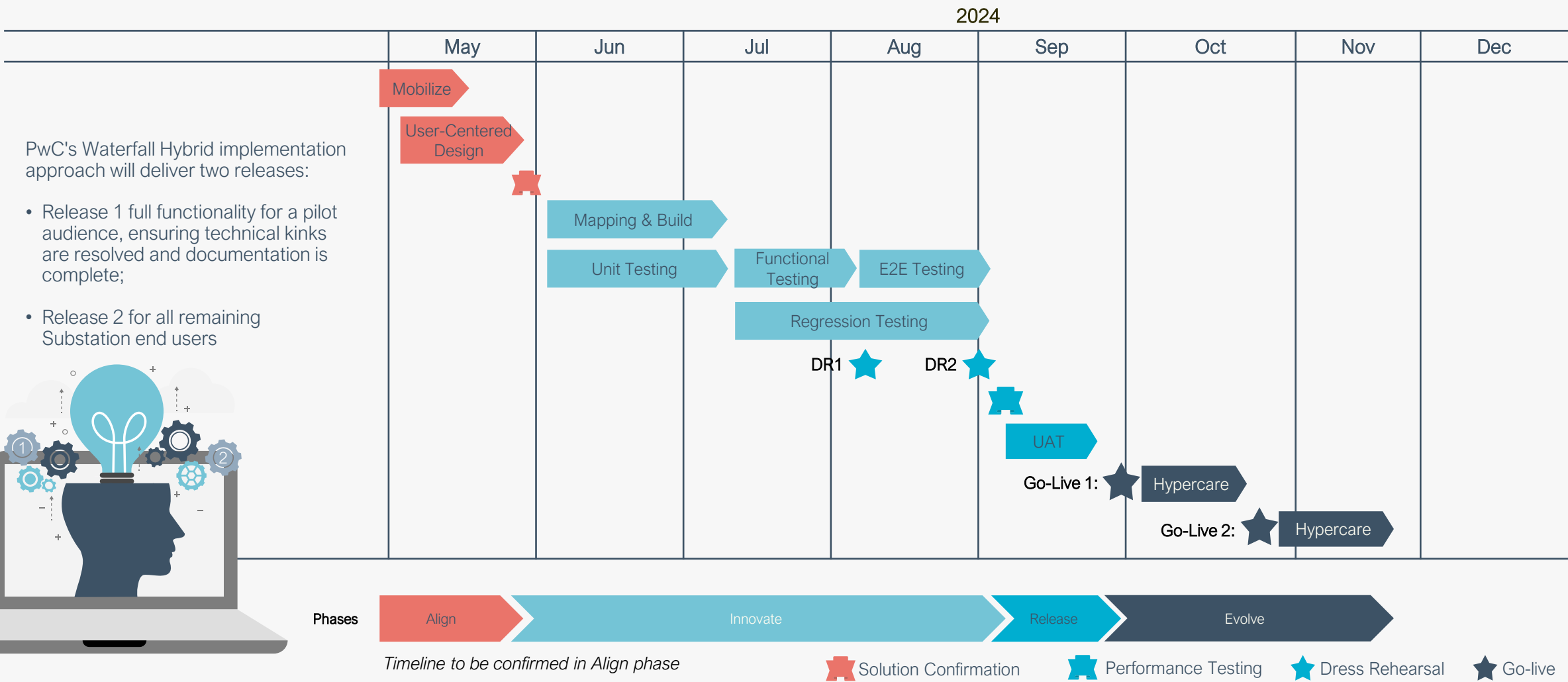
March 26, 2025 at 11:02 am
March 26, 2025 at 12:02 pm
71 hours 58 minutes
Scheduled dates and duration

Asset and location

Up ↑

6994
Circuit Breaker, Gas
HILLCREST W144

Project Timeline



Lessons Learned:

Keep Doing:

- **Helpful to have Project Manager that knew the business processes, requirements, strong leadership**
- **Team members were easy to work with, knowledgeable, helpful**
- **Good to pilot Scheduler before it becomes an enterprise solution**
- **System Integrator PwC had experience with Maximo Scheduler and Mobile and strong partnership**

Opportunities:

- **Hypercare was too short**
 - **Not enough time to have a thorough technical knowledge transfer handoff to support team**
 - **Training**
 - **User adoption challenges**
- 

Questions?

An

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kind of energy