

Network Distribution Monitoring & Control System Improves Keyspan's Maintenance

"We want to have it in more places. It worked very reliably."

Customer
Keyspan

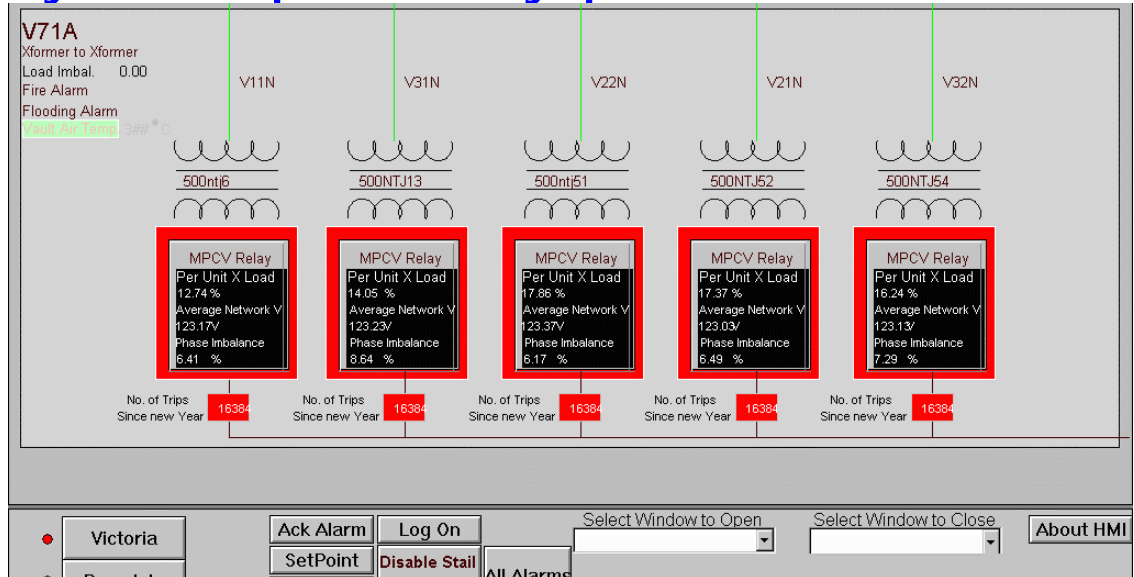
Situation
Keyspan used to manually inspect its spot network once a year at the high profile Walt Whitman Mall. The Mall began to experience service interruptions due to various equipment problems. Keyspan made service visits during outages but had difficulty identifying their exact causes because the utility did not have a clear understanding of its network protector's performance.

Customer's Need
The utility needed a way to continuously monitor its network protector system. It needed more information about the network's performance in order to better serve its customers.

Eaton's Solution
Eaton provided Keyspan with a total automated underground distribution communication system. It was complete with [MPCV relays](#) and [Eaton's Powernet software](#) to assist in transmitting the network information via radio back to the utility's distribution operations facility.

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Publication No. IA02400002E



Story
Keyspan maintained an aging collection of spot networks at the high profile Walt Whitman Mall in Long Island, NY. Before the system upgrade, Keyspan was manually inspecting the network once a year and during service outages. However, during these visits the utility had difficulty identifying the root cause of any problems encountered because it lacked knowledge of the network's performance. When the network began to experience more frequent problems such as cable and transformer failures and tripping of the non-dedicated feeders, the utility began to investigate a comprehensive monitoring and control system.

The utility was looking for a turnkey communication solution. It did not want to deal with the integration of many different products. Eaton's reliable solution, based on MPCV relays, Powernet monitoring software, and hardwired communications, met Keyspan's needs, providing a single point of accountability for system performance.

Keyspan's maintenance staff was very happy with the system. The automated system enabled Keyspan to gather more information about its system than ever before, uncovering problems the minute the system was turned on. The data it could gather on voltages and other system parameters enabled Keyspan to finally discover the root cause of several network protector problems including a failure to call for close and a failure to close when necessary.

With the automated system, Keyspan can now check its network system at least once a week, prioritize maintenance needs, and have reliable information about its system's status.

Customer Benefits

- **Increased safety**
- **Effective prioritized maintenance**
- **Increased service reliability and uptime**
- **Proactive investigation of potential problems**

Take Action

Today, utilities are finding an increasing need to have reliable and real time information about their network systems. Utilities also need to protect their workers. They can help to achieve maximum safety with up to date knowledge about their underground distribution systems as well as by having effective and efficient maintenance schedules. Eaton's automated underground distribution network monitoring and control system can help utilities provide the highest level of service to its critical network customers.

Keyspan is committed to Eaton's reliable automated underground system. Look to Eaton for innovative solutions that will add value to your business.