



## Essential Energy re-define workflow with OneCallAccess API



**95%** coverage of the NSW area

**800,000+** serviced customers

**10,000+** monthly DBYD requests

**3,400** employees across NSW

Essential Energy is a NSW Government-owned corporation with responsibility for building, operating and maintaining Australia's largest electricity network that spans 95 per cent of New South Wales' land mass and parts of southern Queensland.

Essential Energy delivers essential electricity network services to more than 800,000 homes and businesses in 1,500 regional, rural and remote communities across extremes of terrain and climate.

### Challenge

With the introduction of NSW Dial Before You Dig legislation in 2010, Essential Energy was suddenly faced with a significant increase in overheads due to the manual efforts involved in entering their own enquiries. The challenge was to automate the data entry process and reduce the manual labour efforts required.

### Solution

In a joint project, Essential Energy integrated a solution to the OneCall Access API to effectively automate its DBYD enquiries. Part of this process included the ability to submit multiple sites through a 'project entry' grouping method.

### Outcome

OneCallAccess API has delivered significant time-savings with a dramatic reduction to the time and manual effort required to meet the legislated demands of entering a large volume of enquiries. The overall automation improvement ensures Essential Energy has the most up to date and accurate data with less resources required to provide it.



**“What used to be laborious data entry is now more accurate, efficient and producing more effective results across all departments.”**

**David Connolly, AMS Technical Specialist & Project Coordinator**

In an industry first, on July 1 2010, New South Wales became the first Australian jurisdiction to legislate use of the Dial Before You Dig (DBYD) service prior to underground excavation works.

With the DBYD service now mandatory, Essential Energy was suddenly faced with a significant increase in resourcing required to manually enter their own enquiries.

David Connolly, AMS Technical Specialist and Project Coordinator for Essential Energy explains. “The manual entry process had essentially become a full time role in order to adhere to the new legislation, with every project submitting job requests. Across our teams and departments there were about 3 FTE staff members entering data. We could see the need for the process to be automated and the need for an API”.

The team was having issues in the manual collation and the multiple entries for jobs. “If a job was scheduled in the field to build or maintain a line of power poles, there were multiple manual DBYD entries required for the project” said David.

Given the long-standing relationship between Essential Energy and PelicanCorp, they began working in collaboration on the integration to the OneCallAccess API to automate the bulk upload stream and improve the process.

“Essential Energy could see the value in the solution, and invested time into integrating with the API. We needed to determine the business rules and enable our systems to pull together all the information that was previously being entered manually” David said.

With the new business rules now set, various information is sourced from across the asset and works management systems and the Essential Energy GIS. This provides a package of information that includes work pack numbers to DBYD, which has greatly improved and automated their workflow.

The original manual process of reviewing each individual work pack number, analysing the spatial boundary and confirming suitable groupings was a tiresome process. This has now become virtually a one-click data feed, submitting directly into the DBYD service via the OneCallAccess API.

“The ability to better time manage our resources required for submitting DBYD requests has provided Essential Energy with a significant saving. What used to be laborious data entry is now more accurate, efficient and producing more effective results across all departments”.

“We wanted a set-and-forget system, which is the result we have managed to achieve” summed up David.



### About PelicanCorp

PelicanCorp provides software and services to Utilities, Asset owners and the Before You Dig/One Call industry specifically for the 'Protection of Essential Infrastructure'. Our team has extensive of experience working with Utilities, Before You Dig, One Call services and Local Authorities in helping provide efficient end to end software solutions to increase awareness, improve information exchange and to re-engineer processes delivering day to day benefits to the industry as a whole. Our unique technology platforms are developed through extensive industry knowledge and market experience. We have customers around the world using our platforms, and we use our own PelicanCorp Enterprise (PCE) platform of products to deliver its own services; such as hosted and on-premise Before You Dig ticket and response management systems.

[www.pelicancorp.com](http://www.pelicancorp.com)

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