UTILITY SPOTLIGHT

Business Analytics

DALE JUSTICE – JACKSON ENERGY AUTHORITY &
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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
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?