

Case Study SP Electricity North West

SP ENW Enhances Fault Response and Overhead Line Inspection Efficiency Using CHiME Locate

Real-time workforce visibility driven by availability, distance insight and privacy-safe location data.

SP Electricity North West (SP ENW) needed a reliable, real-time way to identify the nearest qualified field teams for faults and post-fault overhead line inspections, without relying on manual phone calls or exposing the precise location of staff outside working hours.

By implementing CHiME Locate, SP ENW gained instant visibility of field worker availability and proximity, enabling dispatchers to make faster, more informed decisions while maintaining strict privacy protections for field teams.

CHiME Locate integrates directly into SP ENW's corporate Network Management System, providing accurate distance to fault information that helps control engineers deploy the right teams quickly and confidently.

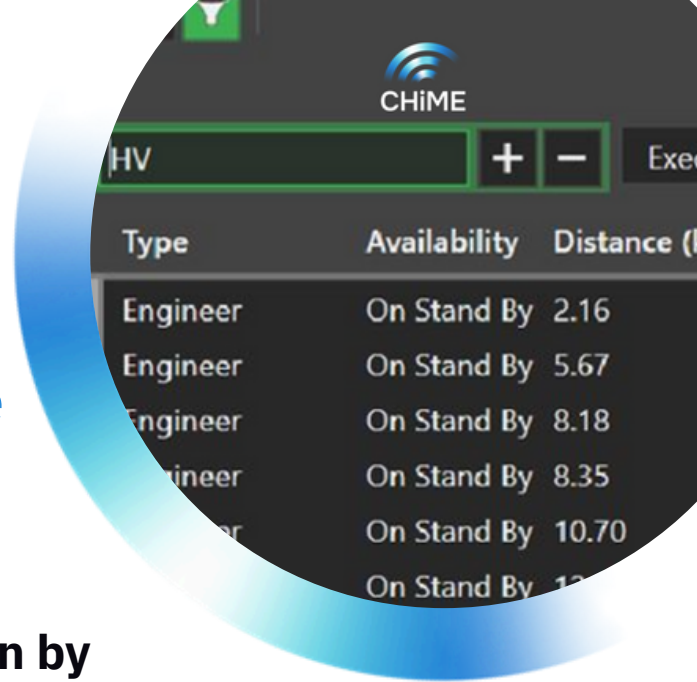
Rapid, privacy-safe dispatching powered by real-time availability and distance to fault insight, directly inside SP ENW's control system

Project Overview

SP ENW's control room teams manage a high volume of fault activity and post-fault inspections across a large and diverse network. Historically, dispatchers relied on manual communication to determine who was available and closest to a fault, creating delays and increasing operational overhead.

CHiME Locate was selected to streamline this process by providing real-time GPS data, worker availability, and distance to fault estimates, directly within the existing control system.

Crucially, SP ENW required a solution that did not reveal the exact location of field staff, particularly during out-of-hours periods. CHiME Locate was therefore engineered to display only how close an engineer was to the fault, preserving privacy while still enabling rapid dispatch.



Key Challenges

Before CHiME Locate, SP ENW faced several operational constraints that made rapid dispatching difficult. These challenges impacted restoration times and increased workload for dispatchers.

- Limited visibility of which field workers were available
- Manual phone calls required to confirm status and location
- Risk of dispatching the wrong or unavailable team
- Delays caused by outdated or incomplete location data
- Strong workforce concerns about location tracking outside working hours
- Need to respect privacy while improving operational visibility

The CHiME Solution



Real-Time Location Insight

GPS updates every 15 minutes or instantly via on-demand hot calls



Accurate Personnel Data

Unique IDs, names, and status ensure the right qualified individual is selected



Availability Status

Field teams set themselves as available or unavailable, supporting workforce and contractor agreements



Location-Based Visualisation

Real-time distance to fault and availability, displayed within existing control room tools



Privacy by Design

Control rooms see only distance to fault, never precise GPS coordinates, for workforce privacy



Seamless Integration

Open APIs and structured outputs feed directly into SP ENW's Network Management System

Results and Strategic Impact

Operational Efficiency

- Faster fault response by identifying the nearest qualified team
- Reduced operational noise and fewer manual phone calls
- Improved restoration times through accurate, real-time data
- Instant 'hot call' updates during critical events

Control Room Benefits

- Holistic visibility of all available field staff
- Accurate dispatching with unique IDs and availability status
- Integrated workflow within the Network Management System
- Privacy-respecting design that builds trust with field teams

Field Workforce Productivity

- Self-managed availability reduces interruptions
- Fewer distractions from control room calls
- Increased confidence in how their data is used

Customer Experience

- Faster, more accurate ETAs
- Improved communication and transparency
- Higher satisfaction through quicker fault resolution



A unified view of workforce availability and proximity that enhances operational efficiency, strengthens field productivity, and accelerates fault resolution



"CHiME Locate has transformed how we manage faults. It enables us to dispatch the right teams quickly to faults and inspections, improving response times and keeping operations efficient. Field staff manage their availability in the app, and the system respects privacy by only showing distance to fault, so dispatchers can act fast and confidently."

Paul Rawlinson | HV Control Manager SP ENW Hub