



REAL-TIME INTELLIGENCE

Enhanced Operational Intelligence and Situational Awareness for Wildfire Response

Kansas Corporation Commission (KCC) – Wildfire Tech Showcase

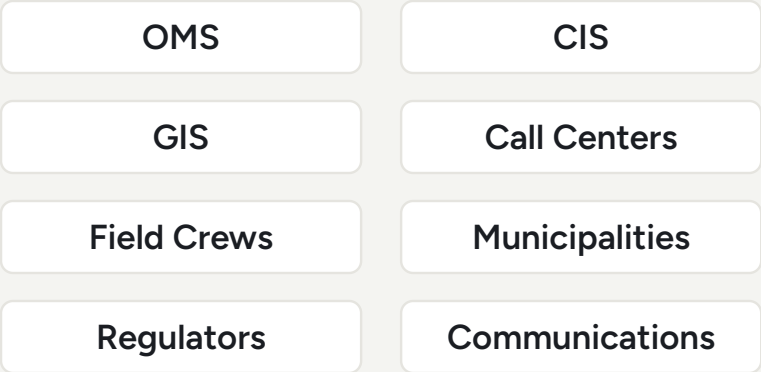


INDUSTRY CHALLENGE

Utilities Manage Major Events via Fragmented Systems

Operating from separate, disconnected views of reality worsens response times, elevates safety risks, and compounds operational costs.

Siloed Applications & Teams



Consequences of Fragmentation

Slower Communication

Customers and stakeholders wait too long, directly harming critical SAIDI & CAIDI metrics.

Regulatory Exposure

Utilities struggle to prove what was known and how actions were communicated to regulators.

Higher Call Volume

Confusion drives unnecessary inbound calls, overwhelming call centers and driving up service costs.

Customer Distrust

Inconsistent details damage customer confidence and satisfaction when clarity matters most.

Municipal Frustration

Cities, counties, and first responders operate blindly without a shared common operating picture.

Loss of Narrative Control

When the utility does not quickly own the story, rumors and external parties control the narrative.

Fragmentation compounds costs, decreases customer satisfaction, and diminishes safety when stakeholders demand immediate answers.

When the lights go out... **trust & safety** are on the line

DataCapable delivers the **real-time operating intelligence** utilities need **when it matters most** — a purpose-built platform for outage intelligence, situational awareness and communications..

Core Capabilities

Scalable, reliable, consistent — for ALL users.

Respond Faster

Communicate Clearly

Reduce Call Center Impact

One Source of Truth

Delivering Real-Time Operating Intelligence

- ✓ **Outage Event Intelligence** — Real-time operating data and visualization when it matters most. Includes **Public Safety Power Shutoff events**.
- ✓ **Situational Awareness** — A unified platform built to monitor critical infrastructure.
- ✓ **Clear Communication** — Keep customers, crews, and stakeholders actively informed.
- ✓ **Stakeholder Coordination** — Unify response activities across municipal boundaries.

DataCapable delivers the real-time operating intelligence & communications utilities need to protect trust & safety
Pre-Event, During Event, Post-Event

Measurable **outcomes** — and a rising bar for **transparency**

30–40%

Reduction in event-call volume

Deflect avoidable calls with faster, clearer information.

85%

Increase in improved trust

Stronger JD Power, NPS, and sentiment performance.

35%

Reduction in truck rolls

Less dispatcher workload and coordination friction.

Setting the Regulatory Standard

Texas (PUCT 16 TAC 25.52) now requires accurate, public event trackers — with penalties up to **\$25,000 per day, per violation**. Regulators in other states are watching.

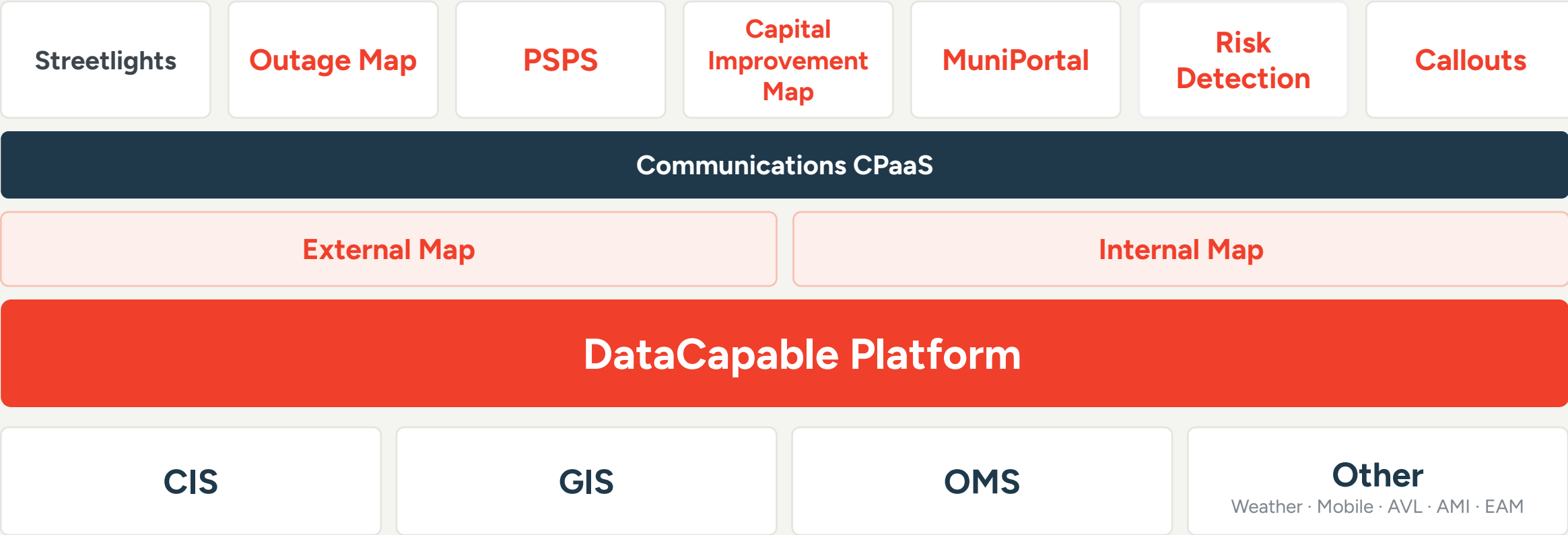
“

Now we have a cloud-based event and outage tracker that can scale up and scale down — to me, it's best-in-class.”

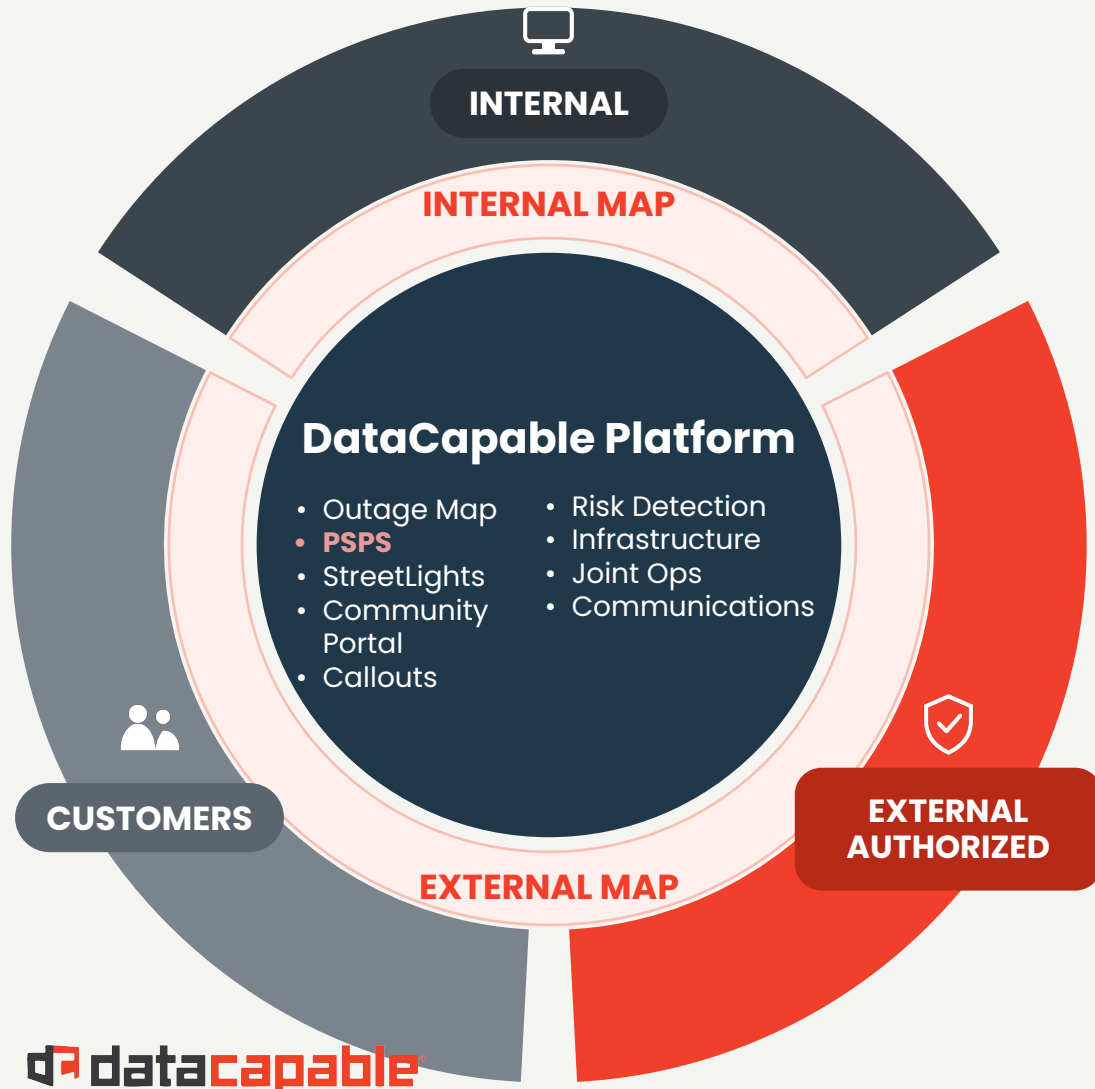
— **Sam Chang, CenterPoint Energy**

The DataCapable Platform

One real-time layer turns your existing systems into two operating views — internal and external — powering every module.



One Platform, Three Tailored Stakeholder Experiences



- **Internal Stakeholders**
Single pane of glass for utility teams
- **External Authorized**
Shared situational awareness for municipalities, political officials, regulators & first responders
- **End-Customers (Residential, C&I)**
Transparency & Safety at scale for the public

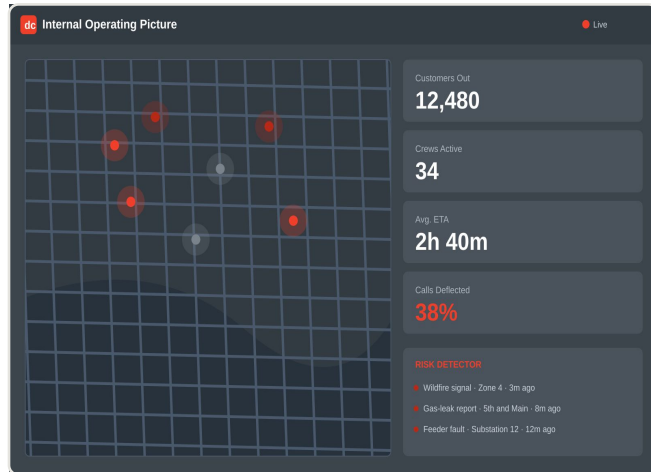
*Enterprise modular, integrated platform
Consistent & accurate set of information
Scalable & Reliable Under Load*

A SINGLE SOLUTION FOR MANAGING PSPS & CRITICAL EVENTS

One Platform, Three Tailored Views

01

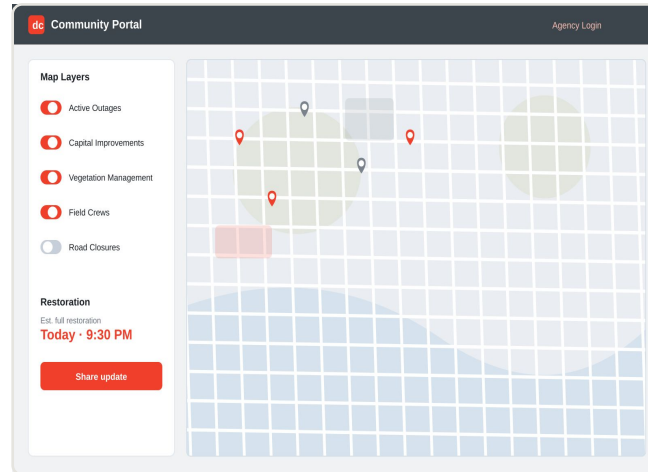
INTERNAL Internal Operating Picture



Single pane of glass
All Utility Teams

02

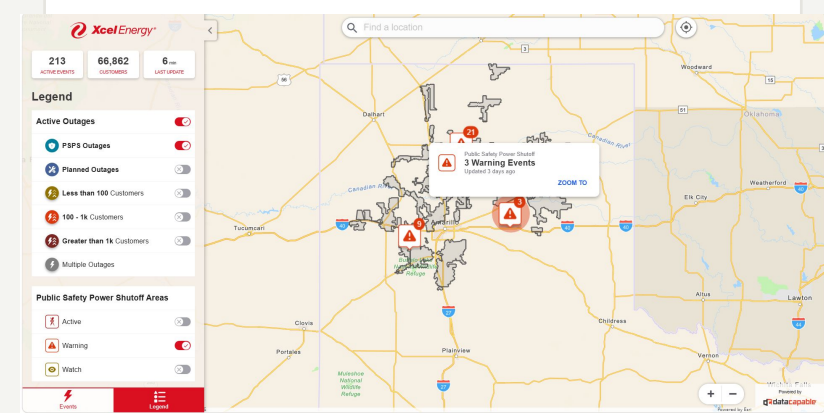
EXTERNAL AUTHORIZED Community Portal



Shared awareness for
officials & responders

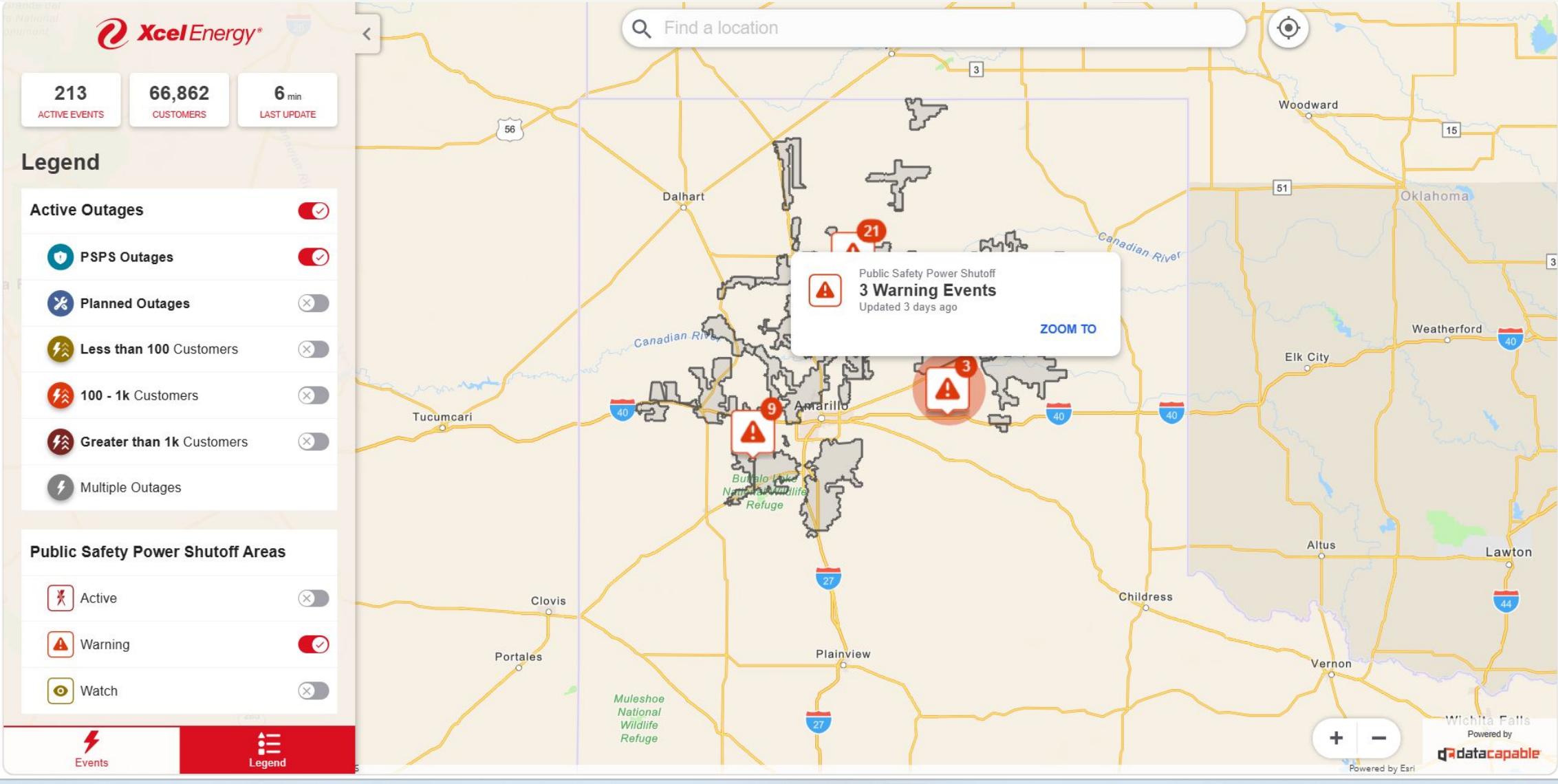
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CUSTOMERS Public Outage Map with PSPS



Transparency at scale
for the public

A SINGLE SOLUTION FOR MANAGING PSPS & CRITICAL EVENTS



Xcel Energy

213 ACTIVE EVENTS
66,862 CUSTOMERS
4 min LAST UPDATE

Legend

Active Outages

- ☒ PSPS Outages
- ☒ Planned Outages
- ☒ Less than 100 Customers
- ☒ 100 - 1k Customers
- ☒ Greater than 1k Customers
- ☒ Multiple Outages

Public Safety Power Shutoff Areas

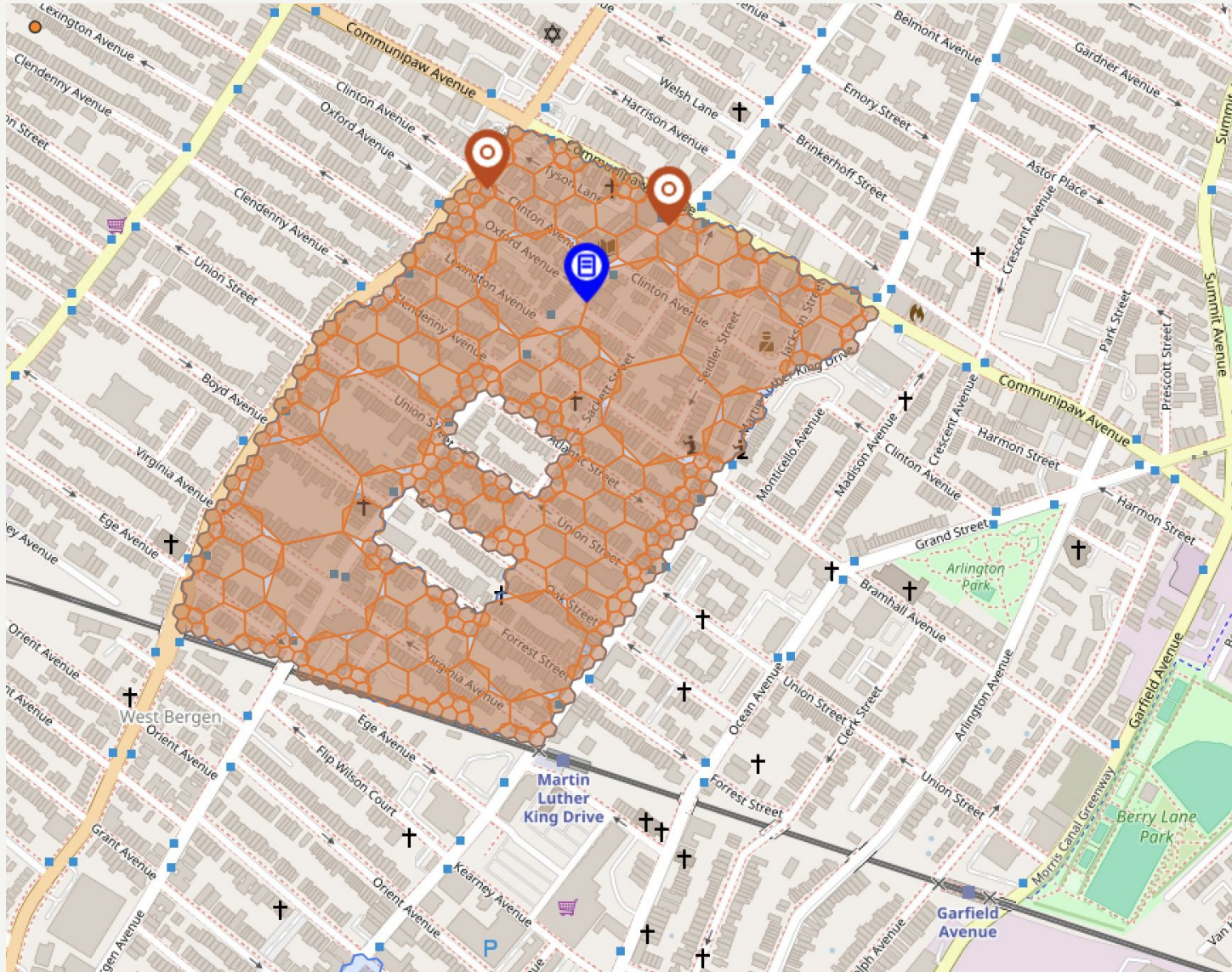
- ☒ Active
- ☒ Warning
- ☒ Watch

Boulder • CO
Updated 3 days ago
Type: Public Safety Power Shutoff Active
Comments: Power has been temporarily shut off in this area to protect customers and the community from wildfires. Outages may last longer than usual. Find the latest information at xcelenergy.com/wildfire.

Map labels: GUNBARREL, VALMONT, BOULDER, PARAGON ESTATES, Phillips Rd, Isabelle Rd, Baseline Rd, W South Boulder Rd, S Boulder Rd, Brockway Dr, Cherryvale Rd, 56th St, 55th St, 30th St, 19th St, Upland Ave, Quince Ave, Linden Ave, Kalmia Ave, Wytham Ave, Iris Ave, Columbine Elementary School, Folsom St, Spruce St, Walnut St, Arapahoe Ave, Main Campus & North Boulder Creek, College Ave, Aurora Ave, Cascade Ave, Mariposa Ave, Cable Mesa Dr, Boulder Municipal Airport, Valmont City Park South, Ute Industrial Park, Boulder Country Club, Liggett Ditch, Goose Haven Reservoirs, Indian Peaks Golf Course, South Boulder Canyn Ditch, Lookout, N 107th St, US 287, US 36, US 50.

Powered by datacapable
Powered by Esri

A SINGLE SOLUTION FOR MANAGING PSPS & CRITICAL EVENTS



DataCapable at a Glance

Real-Time Operating Intelligence

DataCapable delivers the real-time operating intelligence that utilities need when it matters most.

We provide a purpose-built customer engagement platform, real-time outage intelligence, situational awareness, and stakeholder coordination before, during, and after major events.

Origin: Founded in 2013 after Superstorm Sandy to transform the accessibility and flow of information during crises.

75M+

Utility Customers
Served

>99%

Uptime During
Major Events

5 of 10

Largest US
Utilities Served

Trusted by Leading Utilities



From Instability to Historical CSAT Success

3.7M+

Electric customers

100K+

Offline with no visibility

27 Days

Kickoff to Go-Live

1st

CSAT increase ever

BEFORE DATACAPABLE

- ✗ Map architecture: Fragile, custom-built
- ✗ December 2025: Taken fully offline due to instability
- ✗ Risk profile: High-cost custom Esri crash risk
- ✗ Customer impact: 100K+ out with zero insight
- ✗ 19 Separate Map Crashes after WMP Agreement Reached

AFTER — REAL-TIME TRUST

- ✓ Map architecture: DataCapable Outage Map & **PSPS**
- ✓ Deployment speed: Kickoff to **Go-Live in 27 days**
- ✓ Performance: **300K event handled < 48h post-go-live**
- ✓ Customer impact: First-ever **CSAT increase** during outages
- ✓ Northern State Power (MN, SD, ND, WI, MI), Southwest Public Service (NM, TX), Public Service of CO (CO)

On-time & on-budget. Modular architecture serving all **4 operating companies across 8 states**, including additional scope.

From Silence to Real-Time Trust

2.7M+

Customers affected

100%

In-storm uptime

#1

Post-storm CSAT

0

Comms failures

BEFORE BERYL — SILENCE

- ✗ **Outage visibility:** None
- ✗ **Time-to-restore:** Unknown
- ✗ **Platform uptime:** Degraded
- ✗ **Customer satisfaction:** Severely damaged

AFTER — REAL-TIME TRUST

- ✓ **Outage visibility:** Real-time, pinpoint
- ✓ **Time-to-restore:** Live & continuous
- ✓ **Platform uptime:** 100% — rock solid
- ✓ **Customer satisfaction:** Off the charts

Built for extreme scale. Nashville Electric served 11M+ map hits over several days — with zero interruptions.



Q & A



Thank You!

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