# Working together to build *a device that can save a life*

## ENMAX

## Customer Background

ENMAX Corporation (ENMAX), through its subsidiaries, provides electricity, natural gas, fibre-optic, and other value-added services. Through its subsidiaries and ENMAX, has provided Albertans with safe, reliable electricity for more than 100-years. As a wholly owned subsidiary of The City of Calgary, Canada, in 2010 ENMAX achieved shareholder's equity of $2.4 billion and net earnings of $177.8 million.

## Problem: Monitoring Meter Reader Safety

As a utility provider, ENMAX operates multiple teams of Meter Readers in the field every day. These people face slip-and-fall dangers, as well as the risks inherent with dealing with customers. When Dale Ramsbottom, Team Lead Meter Reading, approched Blackline GPS searching for a product to meet ENMAX'S needs, the product did not yet exist.

> *"Over the years we've evaluated a number of different systems, and Blackline GPS is the only one I think could realistically save a life."*
>
> • Dale Ramsbottom, Team Lead Meter Reading

Blackline spent the next year working with ENMAX to build a device that met their requirements, and when testing was complete at ENMAX, Blackline launched the first Loner® product into the safety marketplace.

"What separated Blackline GPS from the competition was the no-motion sensor," said Mr. Ramsbottom. Blackline's Loner solutions feature an internal sensor that detects worker activity. If no motion is detected within a configurable period of time, as when a worker is incapacitated, the safety device requests the worker to check in. If the worker does not check in, a No-motion Alert is communicated to monitoring personnel. If a worker is not incapacitated but still in need of help they can press an Emergency button, a set of higher priority alerts is then sent to monitoring personnel.

"With phone-in monitoring systems, a meter reader could be down for 90-minutes or more before we could locate him. Our annual Loner drills demonstrate that we can now have assistance to an injured worker within 10-minutes, probably faster than 911 could respond.

## Solution: Loner GPS

Meter Readers at ENMAX wear the Loner GPS device while they are out in the field. The Loner GPS device provides three layers of safety to protect workers:

**Emergency key**
Allows workers to call for help when there isn't time to pick up a phone.

**No-motion sensor**
If a worker is incapacitated and can't call for help, Loner GPS automatically alerts others.

**Worker check-in queue**
Similar to phone-in systems, Loner GPS supports a scheduled check-in, the difference is automation. Neither the worker nor the supervisor is pulled away from normal duties.

All of these are supported through the Loner Portal, which supervisors keep open on their PC's. Once an alert occurs, it is communicated in seconds to monitoring personnel by an audible warning signal plus emails and text messages.

### Challenges
» The existing telephone check-in system was not capable of locating workers in need of help

» This system also did not provide awareness of a possible safety incident for up to 90-minutes

» The new safety monitoring system must provide proactive awareness of an incident

» The new solution must meet work alone government legislation

### Solutions
» Loner GPS was deployed for Meter Readers

» Worker locations are reported every 15-minutes

» No-motion timer is configured for 2-minutes of inactivity before alert

» Emergency Alerts and No-motion Alerts are communicated with location data in real-time

» Team Leaders use the Loner Portal web app for safety monitoring

» Email and SMS safety alerts are enabled for redundant, mobile communication

» The Loner call-out list manages the safety alert escalation

### Results
» Benefitted from a connected, proactive, and real-time safety monitoring system

» Regained lost time from the previous phone-in safety process

» Improved safety system rigour with real-time monitoring

» Achieved working-alone legislated compliance

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