



eLogger

## PUBLIC UTILITY

CLIENT SUCCESS STORY

### eLogger® Helps to Power Successful Operations at Unitil

**Client**

Unitil

**Industry**

Public Utility

**Location**

Hampton, New Hampshire

**Number of Users**

27

**Number of Licenses**

30

**System**

eLogger

*“As a public utility we cannot afford to let anything slip through the cracks; eLogger helps ensure we don’t miss a thing.”*

Unitil is a public utility holding company, headquartered in Hampton, New Hampshire, that provides for the necessities of life—safely and reliably delivering natural gas and electricity throughout Maine, Massachusetts, and New Hampshire. The company and its affiliates serve more than 100,900 electric customers and nearly 70,800 natural gas customers and provide energy brokering and advisory services to large commercial and industrial customers.

Across a busy utility, communication is key to ensuring safe, reliable operations. Unitil selected eLogger electronic logbook software to facilitate communications across its facilities.

**Replace Spreadsheets**

The company had been using a series of spreadsheets to log the events, states, and conditions in its plants, but found that reporting, queries, and data sharing were increasingly difficult. “We had limited ability to spot trends and patterns,” recalls Stacey Kilroy, project coordinator for Unitil. “Keyword searches were very difficult to accomplish across the various spreadsheets. If, for example, we wanted to find a log entry that referenced a specific location and the word *fire*, it took a great deal of time and effort. And our ability to share the data between teams and departments was inefficient. It was time for a dedicated online system for recording our logs.”

A consultant hired by Unitil had used eLogger and recommended it to the company. “We

looked at eLogger and other solutions too. We came to the conclusion that eLogger was the best solution for us,” explains Kilroy.

**Rapid Implementation**

Unitil had eLogger up and running quickly. The entire implementation was accomplished remotely, minimizing costs. However it was still a collaborative effort. “eLogger Inc. worked with our staff and with our IT department to get eLogger installed and set up,” says Kilroy. “It was quick to master and the documentation was excellent.”

Kilroy praises the high level of support services provided by eLogger Inc. “It is clear that they listen to their users and constantly work to improve the product. Several of my suggestions have already made it into eLogger,” she says. “The product is very stable and problem free, but on the rare occasion when I have needed help troubleshooting, eLogger Inc. has gone above and beyond to help.”





# eLogger

## Identify Patterns and Take Action

eLogger proves invaluable as an online, real-time tool to help Unitil notice patterns and trends that might otherwise be difficult to detect. “We continually monitor pressure, levels, and numerous other data points, recording the values in eLogger,” says Kilroy. “Using eLogger, we can effectively monitor every data point, feeding it into our reports to look for potential problem areas.”

*“Using eLogger, we can effectively monitor every data point, feeding it into our reports to look for potential problem areas.”*

In addition to helping to identify trends and patterns, eLogger supports escalations to notify staff of important conditions requiring rapid attention. “We configured email escalations so that staff gets an email if a specific data point value is recorded,” Kilroy says. “It allows us to proactively attend to changing conditions and head off potential problems.”

## Ensure Smooth Operations

eLogger is helping Unitil meet its regulatory requirements by ensuring that log entries cannot be altered after their creation. “We have configured the system so that users can append comments, but the parent record cannot be changed,” explains Kilroy.

The product is in continual use in several departments. In the dispatch office, a log is used to record incidents, outages, or anomalies. Another log tracks load switching as loads are balanced to meet demands. And logs are used to record electric circuit outages and gas shift changes. “In addition, each station has a shift change log where staff members summarizes what transpired during their shift,” says Kilroy.

A valuable use for eLogger is the Daily Task list, a log template Unitil created containing a checklist of tasks to be completed during each shift. As staff checks off items on the task list, they can enter a comment or supporting details for clarification.

“In a busy operation it can be easy to miss vital information, yet as a public utility we cannot afford to let anything slip through the cracks,” Kilroy concludes. “eLogger helps ensure we don’t miss a thing.”

### About eLogger Inc.

eLogger Inc. is an innovative technology company dedicated to developing solutions that address real-world business challenges in inventive, flexible ways.

Our eLogger electronic logbook solution replaces paper logbooks and disconnected systems—collecting and distributing real-time data about your operations to those who need to know.

In use by more than 100 facilities worldwide, eLogger Inc. solutions contribute to the safety, efficiency, and best-business practices of businesses in dozens of industries.

### Contact us to learn more:

## eLogger Inc.

24 N. 8th Street  
Cloquet, MN 55720  
866.579.6277  
218.878.2015  
218.878.2019 fax  
info@eLogger.com  
www.eLogger.com