



**FOR IMMEDIATE RELEASE**

**FOR ADDITIONAL INFORMATION**  
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## **Pasadena Water and Power Selects Milsoft Outage Management & Call Center**

**ABILENE, Texas – April 30, 2013 — Milsoft Utility Solutions, Inc.**, The Pasadena, California, Water and Power Department (PWP) has chosen the Milsoft Outage Management System (OMS) and Call Center.

PWP, a long time user of Milsoft Engineering Analysis for system planning and operations, is upgrading to the Milsoft E&O System with the addition of Milsoft OMS and Milsoft Call Center. "We recognized the power of the detailed circuit model for improving our outage response and management." said Assistant General Manager Joe Awad. "We also need complete integration with our customer call center to provide the best possible customer information and service." Milsoft's proven technical support and customer service were key in PWP's decision.

Milsoft OMS enables electric utilities to better detect, evaluate and respond to customer service outages. Automated collection, organization, analysis and display of relevant data improves employee productivity and effectiveness, especially during severe system outage events. Integration of the detailed electric network connectivity model and logical location prediction enables speedy, accurate response and restoration and ensures timely and accurate communications with employees, customers and other stakeholders.

Milsoft Call Center, a hosted interactive voice response (IVR) Communications system, enables utilities to communicate with their customers and employees, rain or shine, 24/7/365 while insuring consistent, accurate and clear information in every call. Further, it allows customers to take care of a variety of needs from reporting outages to paying their bill while ensuring that no customer is turned away by a busy signal. And it accomplishes all this more economically and reliably than doing so with on-site telecom facilities and additional employee shifts.

### **About Pasadena Department of Water & Power**

Pasadena Water and Power provides safe and reliable water and power to the citizens of the City of Pasadena, California, with superior customer service at reasonable rates. Originally founded in 1906 as the Pasadena Municipal Light and Power Department to provide more economical service, the city municipalized the water system in 1912 to improve service reliability. PWP continues to leverage the benefits of technology to achieve business enterprise and productivity goals, and manage data complexity. Learn more at: <http://www2.milsoft.com/e/8522/WaterAndPower-/clf32/356466727>.

### **About Milsoft Utility Solutions, Inc.**

The Milsoft team has provided industry leading engineering and operations software and support to electric utilities in the US and abroad for more than 25 years. Some 1,000 utilities, consultants, universities and others use Milsoft solutions for planning, analysis and operations. Milsoft's E&O System integrates Milsoft's Engineering Analysis, Outage Management, Geographic Information, Field Engineering and IVR Communications with each other and with a utility's other applications and data to enable the most efficient and effective planning, operation and management of an intelligent grid. Learn more at: [www.milsoft.com](http://www.milsoft.com).