



**FOR IMMEDIATE RELEASE**

**FOR ADDITIONAL INFORMATION**  
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## **Wallingford Electric Division Selects Milsoft Outage Management**

**ABILENE, Texas – July 15, 2013 — Milsoft Utility Solutions, Inc.,** The City of Wallingford, Connecticut, Electric Division has chosen the Milsoft Outage Management System.

The Wallingford Electric Division has purchased Milsoft OMS to enable it to improve its detection and response to customer service outages, especially during major outages caused by severe weather events. In the past two years the utility experienced two tropical storms and a once-in-a-century early snowstorm. "Our community expects us to use the best possible tools not only to detect and respond to customer service outages quickly and effectively, but also to communicate with them promptly and accurately about the nature and extent of outages and what we are doing to restore service," said General Manager Richard Hendershot, "Milsoft OMS is the best solution that we found to help improve our response."

Milsoft OMS is used by more than 200 electric utilities to detect, evaluate and respond to customer service outages more quickly and effectively. Automated collection, organization, analysis and display of relevant data improves employee productivity and effectiveness, especially during severe system outage events. A 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 leads the industry in integration and interoperability of its OMS with its customers' other systems and applications. Milsoft's customer service and technical support is legendary.

### **About Wallingford Electric Division**

The Wallingford Electric Division is a municipally owned electric utility which serves citizens in Wallingford and parts of North Branford in south central Connecticut. This public power system began operations in 1899 and serves 25,000 residential and commercial customers. Learn more at: <http://www2.milsoft.com/e/8522/Content-Electric-Division-asp/d8tk8/367360419>

### **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).

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