

Enhancing Outage Management for Critical Accounts

Problem: Electric utilities lack a structured, collaborative, approach to managing critical accounts during major grid events, leading to inefficiencies in outage management.

Solution: Grid Queens proposes a collaborative approach with Belmont Electric redefine how criticality is identified and managed over time, leveraging existing data develop transparent and interpretable models for optimizing storm response.

Team: Grid Queens leverages a diverse team with backgrounds in utility communications, mental healthcare, and healthcare, ensuring a new approach to solving emergency response challenges in the electric utility industry.



**BELMONT
LIGHT**
POWERING YOUR COMMUNITY SINCE 1998

The Utility: Belmont Light serves as a crucial utility project partner, providing insights into industry-specific challenges associate with identifying critical accounts and collaborating with key stakeholders during major events.

Approach: The team will collaborate with Belmont Light and associated emergency responders to 1) identify gaps in how criticality is identified, applied, and managed 2) research how FEMA and DHS apply criticality 3) identify methodologies and requirements related to the software to be created 4) develop prototype

Industry Impact: The project aims to improve outage management efficiency, customer satisfaction, and grid reliability, with broader applicability across the electric utility industry.