



Public Service Electric and Gas Company

Public Service Electric and Gas Company (PSE&G) is New Jersey's oldest and largest investor owned utility. A subsidiary of Public Service Enterprise Group (NYSE: PEG), PSE&G serves 1.8 million gas customers and 2.2 million electric customers in more than 300 urban, suburban and rural communities, including the state's six largest cities.

The Challenge

The nerve center of the company's energy transmission business is a control room staffed by five shifts of four dispatchers each, who are charged with monitoring the power flow between distribution points. The business of balancing energy loads, anticipating trouble spots and fixing downed lines is a complex, time sensitive and high profile effort. PSE&G needed a visualization system capable of supporting their mission-critical decision making process effectively.

PSE&G already had an older system that displayed monitoring information from 120 substations and switching points within PSE&G's territory. "The problem was that we could consolidate information from the remote terminals on

the display wall, but making changes of any kind to 'what' and 'how' any of this information was displayed created a reconfiguration nightmare," explained Facilities Manager Paul Rapienski.

The Solution

A high priority for the new visualization system was greater flexibility to change and expand the kinds of information displayed, as well as to replace the outmoded display device technology. New sources would include nine video streams coming from security cameras, weather service and news reports, as well as DVD and VCR.

As a network-based solution, the Activu software suite was embedded in their existing network, enabling operators



to dynamically change information in response to changing conditions. "With Activu, we're able to display and interact with our energy control system, energizing and de-energizing circuits as customer demand shifts, or to focus on lightning monitoring instead of flow control during storms. We couldn't do this before," Rapcienski continues. Activu Services designed and built a new display environment in two locations. In the Utilities Transmission area, the new wall is composed of a 3 x 3 matrix of LCD display cubes,

delivering several benefits: greater resolution providing more pixel 'real estate', allowing more information to be displayed; front access cubes support easier service; and the narrow display cube cabinet depth freed up space.

The Activu system was extended to the new trading room at PSE&G Energy Resources & Trade, where two additional walls were added to facilitate information sharing and collaboration.