

# Arizona Public Service Powers Up with CHAMPS TaskView™

“The biggest issue for us is regulatory compliance. We have to be consistent in showing statuses on all work being performed, which means being able to demonstrate that the right things are being done at the right time – at all times.”

*Mark Johnson, Control Room Supervisor, APS*

Every day, more than a million commercial and residential customers depend on Arizona Public Service (APS) to provide safe, affordable and reliable electricity. The company is Arizona’s largest electric company, so consistently meeting customer’s expectations is critical. To meet the ongoing demand for power, APS depends on three massive units comprising the Palo Verde Generating Station located 50 miles west of Phoenix, Arizona and responsible for generating 3,810 mega watts of electricity. Because innovation and excellent service are the hallmark standards for APS, unplanned downtime must be avoided. If it were to occur, the company would lose nearly \$2 million per day in revenue. That’s serious business, which means reliable performance is a must.

## Regulatory compliance drives need

Since the nuclear industry is one of the most regulated and complex industries, planned outages are part of standard operating procedures to refuel the reactors

and satisfy regulatory compliance. This requires a disciplined outage management process that demonstrates when equipment maintenance is performed, the tasks involved, schedules, progress, and completion. APS uses Primavera to allocate resources for jobs, plan projects, prioritize projects, and forecast costs. Along with Primavera, APS relies on a work management system to capture scheduled work and standard tasks. However, neither system provides a central point that gives a visual representation of work schedules, tasks, and progress updates for maintenance jobs in a manner that satisfies what APS needs. Visuals are needed to help show them information pertaining to safety related equipment such as generators, safety injection systems, pumps, valves, and more. APS knew that a system for displaying critical equipment maintenance statuses and planned outage progress was essential for meeting schedules as well as regulatory compliance.

After seeing CHAMPS TaskView—a solution developed with business

## Solution Overview

### Arizona Public Service (APS)

APS is Arizona’s largest electric company providing power to nearly 4 million customers in 4 states

### Industry

Electric Utility

### Challenges

Schedule adherence to outage management for tasks, resources and safety related equipment

### Solution

Deployment of CHAMPS TaskView system to provide real-time status views of all scheduled work within a 12 hour window

### Client Value

- A trusted schedule for outage management
- Instant views of work statuses to determine any required action
- Fine-tuning capabilities at any detail level to quickly make schedule adjustments
- Assurance of completing outages on-time and within compliance mandates



intelligence software—in place at another large nuclear facility, APS decided a similar solution would work well for their operations. The company settled on CHAMPS TaskView, which is designed to pull data directly from applications like Primavera and display it in easy to read graphics based on job status levels. To get the new system in place, APS worked with CHAMPS to create an implementation and training plan that also involved development work for tying the systems together. This effort included setting up the system according to APS specifications and how it would best work with Primavera and the existing work management system.

**Flight screen reflects project status**

As a result, APS can now see a real-time, chronological view of all scheduled work within a 12 hour window. A flight screen in the APS outage control center displays all jobs in a dashboard view with color codes to indicate various status levels. Every day, the flight flight screen is reviewed in meetings attended by mechanics, electricians, operators, and maintenance personnel to go over start/lead times, float times, tasks and other information related to jobs. These visuals give personnel an easy way to track tasks and progress related to equipment maintenance. Typically, the tasks pertain to instrument calibration, lockout/tagout procedures, and similar equipment work. Decisions can then be made based on status levels as provided through the flight

screen. This process is one way APS can hold teams accountable for work to be performed or work that may already be in progress for schedule adherence. Supervisors and management personnel can also drill into the detail level of a job to view information related to specific tasks, schedules or resources to determine if any specific action needs to be taken. The point and click user navigation feature within the system makes the drill down process simple and easy for any fine tuning that may be required.

**Proactive outage management**

At APS, planned outages are scheduled for the three nuclear units every eighteen months, which means at least two planned outages occur each year. For these planned outages, CHAMPS TaskView is used in a nearly identical manner. All activities related to outage management are included which enables APS to track, monitor and manage these activities during a scheduled outage and meet regulatory compliance.

The company relies on CHAMPS TaskView as a management tool to provide a visual representation of all work schedules. Graphical displays indicate statuses of the jobs so that action can be taken as necessary. It is also what unifies the various teams as a way of easily showing the members what needs to be done, when, by whom, and the progress being made on jobs. For APS, CHAMPS TaskView ensures that outages are

completed on time which keeps them on the right path for power generation and regulatory compliance. By doing so, they are assured of meeting customer’s expectations for delivering safe, affordable and reliable electricity. ■

“With CHAMPS TaskView in place, we now have a better focus on schedule compliance and more discipline to the overall outage process. This is what drives outage compliance for all equipment maintenance. Without the system, we would have a tremendous challenge on our hands.”

*Mark Johnson, Control Room Supervisor, APS*

**ROI**

- 100% trust in the work schedule
- Cost reductions by completing scheduled tasks on time and within budgets
- Increased efficiencies by adhering to planned, scheduled and executed work

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