

Feeder Reliability as a Service (FRaaS)

Unified AI-Driven Reliability Intelligence for Modern Utilities

Powered by : Data Cloud 360 + Agentforce + Tableau Next



10,000+
Feeders Scored Weekly



100,000+ km
Grid Network Supported



35,000+
Distribution Assets Monitored



3
AI Failure Modes Predicted

THE CHALLENGE

- Unplanned outages cost US utilities **\$150B+ annually** in economic impact
- **Reactive Maintenance** detects faults **after failure**
- **AMI, SCADA & GIS data** not leveraged for **predictive analytics**

THE AI SOLUTION

- **Salesforce Data Cloud 360** unifies AMI interval data, SCADA feeder history, GIS asset metadata & weather feeds into a real-time grid data model
- **Einstein AI Models** run ML classifiers to assign daily Risk Scores (Low/Medium/High) per feeder circuit
- **Agentforce** autonomously surfaces high-risk circuits to the operations center 72 hours before predicted failure
- **Tableau Next** visualises the territory-wide GIS risk heat map and preventive maintenance work order dashboard

KEY DIFFERENTIATORS

- Predict outages up to **72 hours** in advance
- Identify **high-risk feeders** with AI risk scoring
- Visualize **grid health** using GIS-based heat maps
- Prioritize **Predictive Maintenance**
- Reduce outages by **up to 25%**
- Improve **SAIDI/SAIFI** by **15-20%**
- Minimize **emergency response costs**
- Strengthen **NERC compliance** with automated reporting

WHAT THE AI DELIVERS

Operational Outcomes

- **AI Feeder Risk Scorecards**
- **72-Hour** Outage Forecasts
- Root Cause Analysis
- GIS Risk Heat Maps
- Preventive Work Orders

Financial Outcomes

- **20-25%** Fewer Outages
- **Lower** Emergency Dispatch Costs
- Reduced Maintenance Spend
- Optimized Asset Utilization
- **Higher ROI** on Grid Assets

Strategic Outcomes

- **15-20%** SAIDI/SAIFI Improvement
- **Enhanced** Grid Reliability
- Improved **NERC Compliance**
- Data-Driven Planning
- Proactive Network Operations

IDEAL FOR

Power Distribution Utilities (DISCOMS)

Transmission Corporations

Energy Regulators & Smart Grid Programs

Utility System Integrators

NEXT STEPS

Step 1: Executive Demo (1 Week) – See predictive reliability in action through your data environment.

Step 2: Pilot Deployment (3-4 Weeks) – Validate results with full support from ETG Digital's AI and utility experts.

Step 3: Scale & Subscription Activation – Move to an enterprise-wide deployment.

