

# DRG'S QUICK TURNAROUND IMPROVES UTILITY'S RELIABILITY DURING TIME OF INCREASED NEED



## MIDWESTERN ELECTRIC UTILITY

*DRG works with a Midwestern electric utility to target hospitals and high-priority circuits to improve reliability during a time of enhanced electrical infrastructure importance.*

### THE CHALLENGE

Davey Resource Group, Inc. (DRG) is aiding many utilities as they implement proactive measures to provide reliable electricity when it is most needed. The swift and unexpected onset of COVID-19 has required people to stay home and restrict social interaction, increasing their dependence on reliable electrical service. To support their customers, a Midwestern electric utility required immediate inspection of the circuits on their system requiring the highest levels of maintenance.



ASSET  
MANAGEMENT



ENVIRONMENTAL  
CONSULTING



LINE  
CLEARANCE



STORM  
RESPONSE



VEGETATION  
MANAGEMENT



TELECOM  
CONSTRUCTION

## THE SOLUTION

This project had an incredibly short timeline, and the inspections needed to be completed within a few weeks. DRG assembled a team of expert Utility Forestry Consultants and ISA Certified Arborists who began inspection using the customized field software application, Rover.

Along with urgency, heightened hygienic practices were imperative to the successful execution of these inspections. With so many utility customers working from home because of increasing regulations regarding social contact, DRG implemented a series of best management practices to maintain social distance while still communicating with property owners and obtaining necessary permission to complete the necessary vegetation work.

Customer outreach measures reinforced the importance of electrical reliability during these unusual times. Leveraging proprietary software that sends emails to homeowners to get permission for removals helps maintain proper social distances and keep the project on schedule.

## THE RESULTS

DRG delivered this needed solution to the utility and their customers with speed and excellence. After the inspections were completed and work was issued to line clearance contractors, DRG shifted focus to inspecting the utility's hospital feeder circuits. These measures will help hospitals, which are critical to our communities' response against COVID-19, be ready when they are needed most.

**CONTACT US FOR MORE INFORMATION**

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