

POWER PROFILE

CUSTOMER MONITORS GENERATOR SET DURING HURRICANE WITH ELECTRIC POWER CAT® CONNECT

Location:
North Carolina

Solution:
Cat® Connect remote monitoring ensured customer access to information to keep a generator set running for the duration of a 25-hour power outage without site visits.

WHAT HAPPENED?

One of Gregory Poole's customers located in North Carolina connected a generator set to Cat® Remote Asset Monitoring (RAM) before losing power due to Hurricane Dorian. The generator successfully ran for over 25 hours at approximately 30% load for the duration of the outage.

WHAT WAS THE UNDERLYING CAUSE?

Connecting the asset to Cat RAM allowed the customer to remotely monitor the generator without unnecessary site visits during the storm. Remote access to the generator's operating status ensures the customer doesn't need to be on site to verify the equipment is operating properly.

WHAT WAS THE VALUE TO THE CUSTOMER?

The customer remotely monitored the generator set during the 25 hour power outage to gauge fuel level. Cat RAM enabled the customer to foresee issues like needing to refuel prior to the asset shutting down due to low fuel. An example of Fuel Level in Asset Detail is shown.

For more information, please visit www.cat.com/catconnect

The screenshot displays the 'FLEET: ASSET DETAIL' interface. At the top, it shows 'GROUP: Demo Group' and 'Selected Time Zone: CST/CDT - Central Time (US & Canada)'. The 'TIME BASED ASSET TOTALS' section shows 472 Miles, 57.6 Engine Hours, and a fuel level of 71%. The 'CURRENT' status is highlighted. The 'ASSET INFORMATION' section includes: Asset ID, Status: Ready, Manufacturer: CAT, Model: N/A, Last Reported: 2019-09-18 13:29, and Subscription: Intermediate-EP. A map shows the location near Stockland Gowanus Retirement Village. The 'GAUGE DISPLAY' section includes: Engine, Electrical, Health, Faults, and Alerts. The 'ENGINE SPEED' gauge shows 0 RPM. The 'BATTERY VOLTAGE' gauge shows 24v. The 'FUEL LEVEL' gauge shows 71%. Other gauges for Engine Coolant Temperature, Engine Load, and Engine Oil Pressure are also visible.

