

# 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](http://www.cat.com/catconnect)

