



## FREQUENTLY ASKED QUESTIONS

### UTILITY EDITION

#### **Q: Is there an easy way to see how far away a lightning strike was from my power line?**

A: Yes. The Threat Alert Window lists each lightning strike and its distance to your transmission line. Plus, Indji Watch has a built-in measuring tool that will easily let you measure the distance from a lightning strike to any point on your power line. The tool will allow you to measure the distance between any two points on the map.

#### **Q: Is there a way to see if lightning was the cause of a fault on my line?**

A: Yes, the Lightning Fault Analyst tool in Indji Watch will allow you to select a single line or a combination of lines, the approximate recorded fault time, and the time period you want to search. You have the ability to do a historic search up to 72 hours. (Additional time may be added to your contract)

#### **Q: How accurate is the lightning strike information?**

A: Indji Systems partners with Vaisala who owns the National Lightning Detection Network. The location accuracy has improved over the years and now plotting of the strikes can be accurate to within 100-150 meters.

#### **Q: Can Indji Watch show me threats to all of my substations and power lines at one time?**

A: Yes. The Threat Alert Window allows you to see a list of each of your assets, the type of threat and distance to your asset. It is easily sortable, allowing you to focus on a specific asset or threat type.

#### **Q: How does Indji Watch incorporate my assets?**

A: Indji Watch has a NERC compliant method to receive standard map .shp files directly from your company, so that we can ensure your locations and asset names match your daily operations.

#### **Q: Can Indji Watch allow me to add or remove assets after I setup the service?**

A: Yes. We can work with you to have newly constructed lines and their structures added to Indji watch in days. Likewise, we can remove de-energized lines from your display if you desire.

#### **Q: What types of forecasting are available?**

A: Indji Watch gives you the ability to view the upcoming eight hours of forecast radar data overlaid on a map with your assets using the advanced High Resolution Rapid Refresh (HRRR) model from NOAA. Additionally, the Forecast Summary will provide you with a seven-day forecast of multiple weather parameters including temperature, precipitation, wind gusts and ice accumulation among others. This can be viewed daily or hourly for the seven-day time period.

#### **Q: How often is the weather forecast information updated?**

A: The weather forecast is updated hourly using the latest weather observations, radar data and model information.



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### **Q: Will Indji Watch show me trends in the weather?**

A: Yes. Since the forecast updates every hour it is recommended that you refer back to the forecast several times per day to see how significant weather events are being handled. You can determine if the ice threat is increasing or a high wind event is building.

### **Q: Is there a background that includes roads in my area?**

A: Indji Watch offers you a choice of four different map views including a view with roads in relationship to your assets.

### **Q: Does Indji Watch send me text alerts if there is a weather threat near my lines or substations?**

A: Indji Watch can send you text and email alerts when threatening weather is approaching your lines or substations. These settings are configurable in the administration page.

### **Q: Can I choose what threats I see on the screen?**

A: Yes. In the administration page you have the option to choose which threats are actually displayed on the Indji Watch maps.

### **Q: Can I add new users to my Indji Watch subscription?**

A: Yes. The Account Administrator at your company can add, remove and edit users to your Indji Watch account. There is no limit on the number of employees who can use and receive Indji Watch alerts.

### **Q: Is the Indji Watch service available on my mobile device?**

A: Yes. Indji Systems has built a specially configured site for smart phones and tablets. The login credentials are the same as the web client access.

### **Q: How many licenses are included in the Indji Watch service?**

A: The standard license for an Indji Watch subscription is an Enterprise License for your business group, therefore, there is no concern over license restrictions or service blocks during times of severe weather. The Enterprise license covers employees whether they are accessing via desktop or mobile device.