

## Forecasting - Origin Energy

### Background

Origin Energy is a vertically integrated supplier of electricity and gas. In the electricity retail sector, it has responsibilities to maintain, repair and replace electricity meters. The consumer legislation around these requirements is complex and there are requirements to replace whole families of meters, give adequate notice to consumers, keep up with agreed programs and respond in a timely fashion to faults and failures.



In order to meet this challenge, Origin and its contractor Mondo engaged Opturion to provide a forecasting and planning system to manage meter replacements, faults and repairs.

### Business Requirements

Origin has a number of challenges:

- Meters must be replaced within agreed time frame.
- Customers must be given adequate notice
- Faults need to be fixed within a given time frame.
- Contractors must be given minimum amounts of work.
- Workloads can increase dramatically after sales and marketing campaigns.
- Customers change retailers regularly and plans have to change.

### Forecasting

Forecasting is important in order to:

- Plan meter replacement campaigns
- Identify planned workload
- Allow for faults and repairs

Forecasting is done using historical data and future plans to provide an overall workload and give notice to customers. The workload for each contractor is compared to the contractual requirements to ensure that they receive the work that the contract entitles them to.

The forecasts are done over a range of time periods including:

- Multi-year
- Current financial year
- 12 month rolling
- 6 month rolling
- 3 month rolling

The system enables work to be redistributed and generates a forecast workload and end dates for any replacement campaigns.





## Optimisation

Optimisation is required for two main reasons:

- Smooth out the work given to each contractor so that their workload matches their resources and fulfils any contractual obligations.
- Provide the right resources, and the right customer services levels, to deal effectively and efficiently with faults and repairs.

The optimisation is scalable and can allocate 100,000's of jobs over a long period if required. It is also fast and can re-optimize in a matter of a few minutes when things change.

## The Results

The project commenced in September 2018 and was completed by the end of December when the system went live. The forecasting and optimisation functions are in use and helping Origin meet their contractual requirements and service their customers in the most efficient way.

## Notes

Mobile workforce management is an area where major savings and improvements can be made. Opturion has also done work with RACV, RAC (UK), AusNet Services and City West Water.

Benefits arise from:

- Better forecasting, work profiling and resource utilisation.
- Allocating the right person, to the right job, at the right time.
- Integrating scheduled maintenance, reactive maintenance and pro-active maintenance.
- Providing customers with more accurate time slots.
- Benchmarking teams.

## Further Information

Please contact Opturion for a demonstration, or give us some data that we can use to identify potential benefits.



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