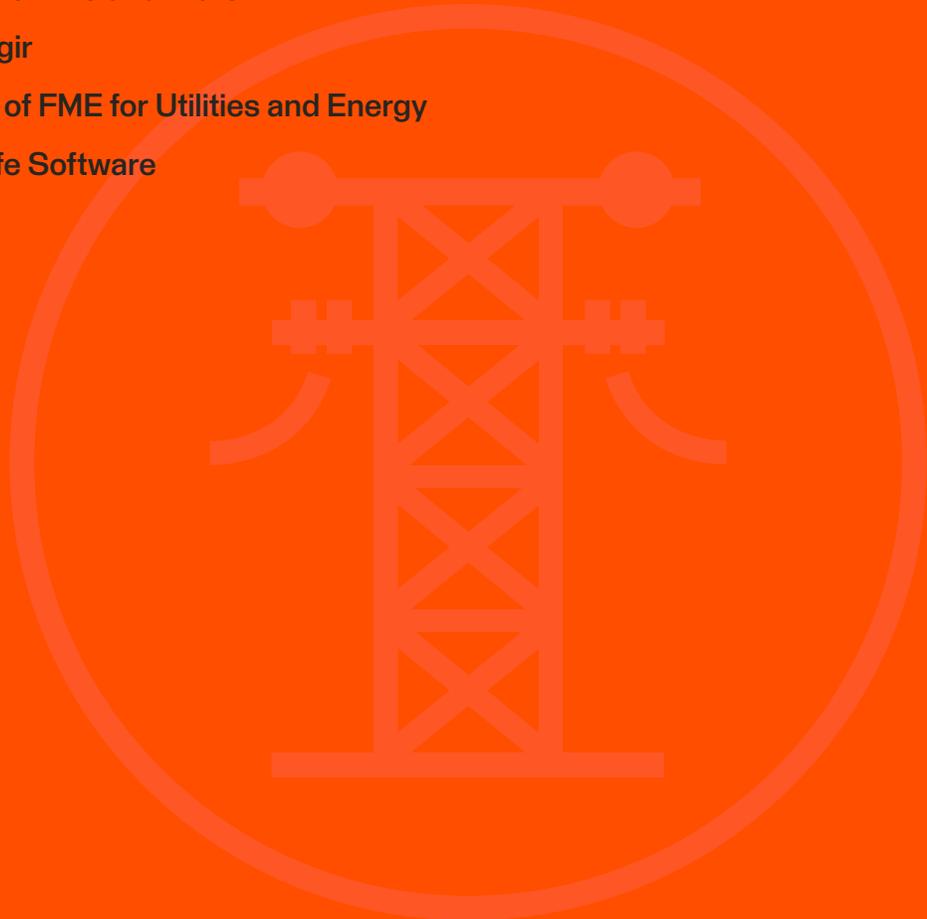**Safe
Software**

The FME:
Winner's Circle

Success stories from organizations
like yours that trust FME.

Utilities and Energy: Volume 1

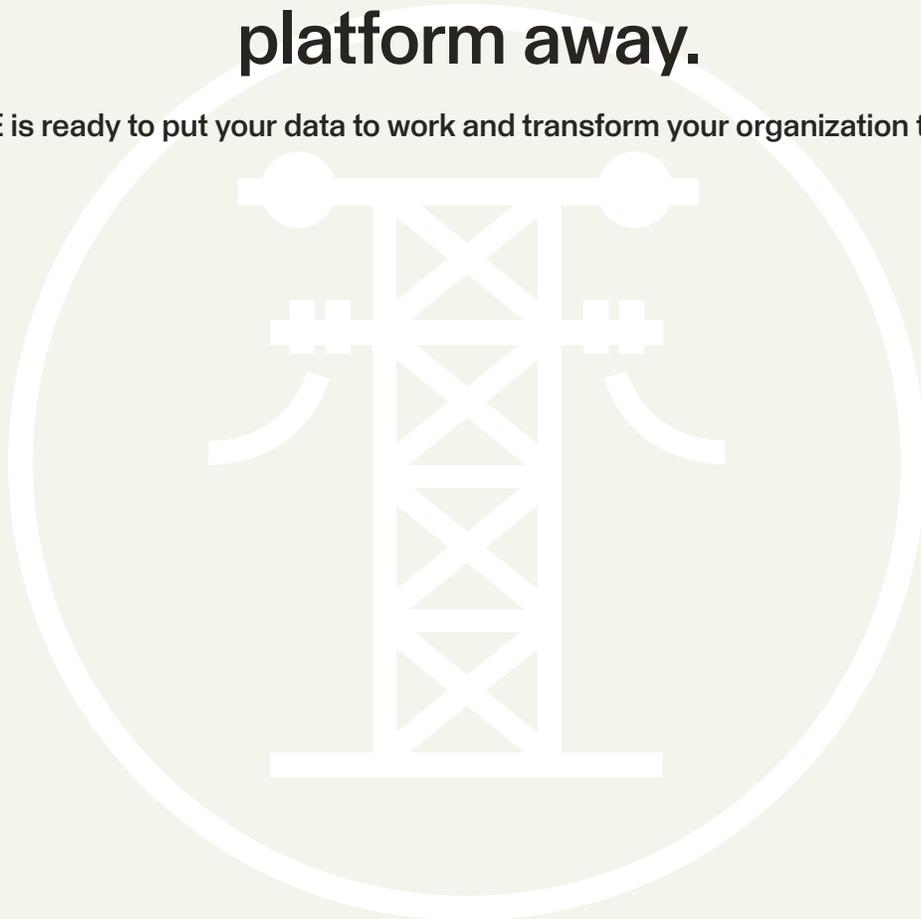# Table of Contents

Real change is just a platform away.

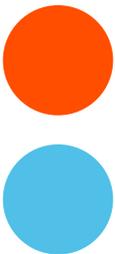**FME is ready to put your data to work and transform your organization today.**

Empowering Utilities and Energy with FME

Utilities and Energy face the challenge of managing large datasets, maintaining assets, and modernizing infrastructure. With data often residing in legacy systems, FME automates data integration workflows to enhance operational visibility and deliver better, more reliable services. It offers seamless connectivity between systems like GIS, SCADA, CAD, asset management systems and more, supports data migration while maintaining quality, and enables disaster response and preparedness efforts. FME also aids in creating self-serve portals, ensuring accessibility across the organization, from field crews to government agencies, the public, and more.

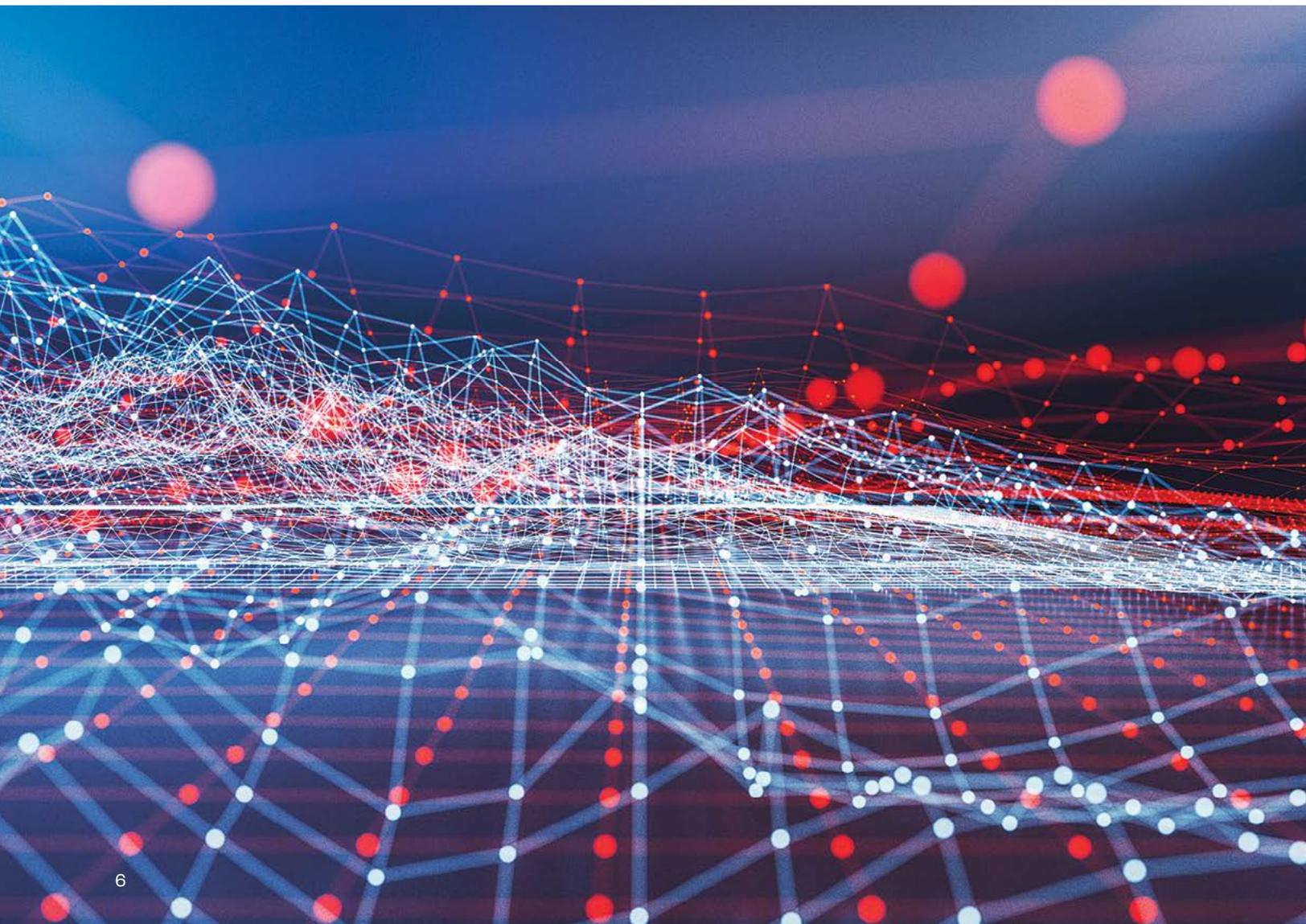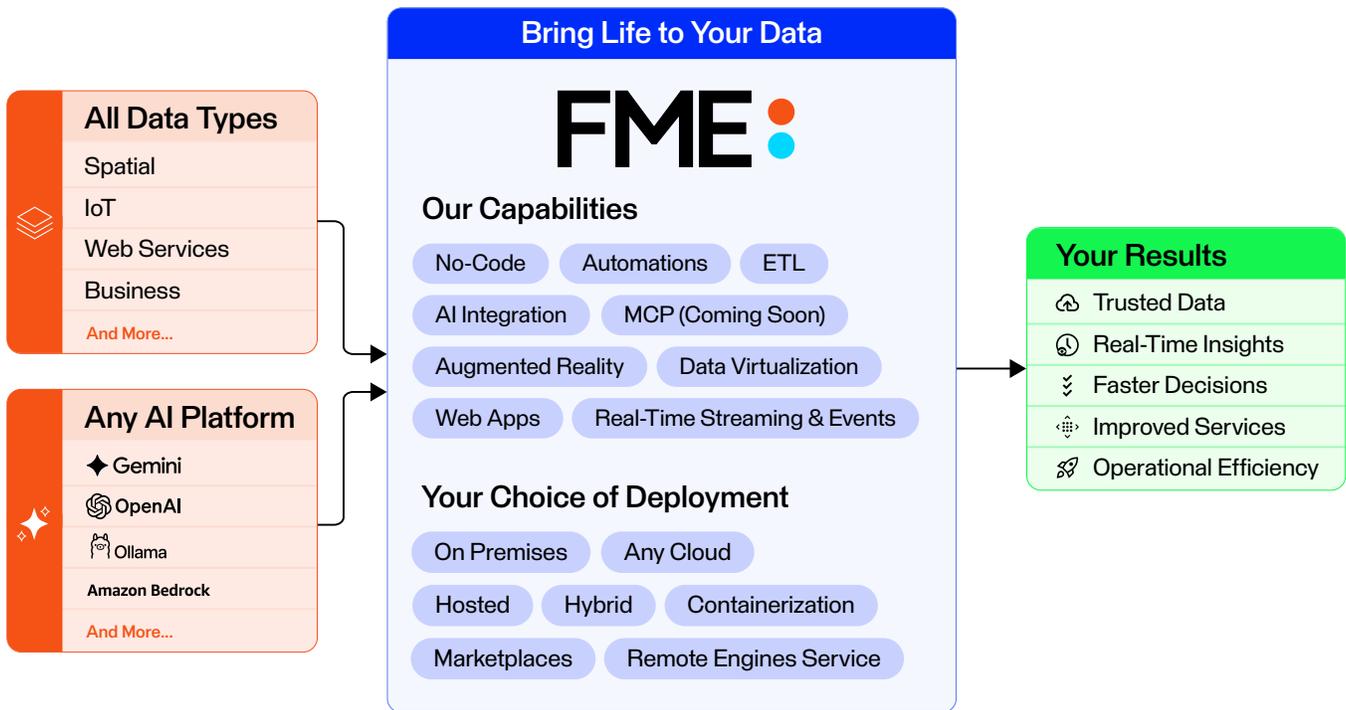Explore **success stories** from utilities and energy using FME.

Benefit from a Data Integration Platform for Utilities and Energy.

- **Your Data. Your AI. Your Choice.** With FME, you're in control. As the only platform that connects every data type, from spatial and real-time to business, application, and database, FME turns information into insight. Plus, confidently adopt the AI of your choice to work with the right data, at the right time.

- **Support for Any AI:** FME makes it easy to adopt the AI of your choice into your workflows. Solve data challenges faster by speeding up processes and using smarter insights.

- **Data Integration for Utilities and Energy:** FME equips utilities and energy with powerful tools to transform, validate, and integrate all data. With enhanced operational visibility, they can deliver better services and modernize operations.

FME, the All-Data, Any-AI Platform has built-in support for thousands of systems as well as 800+ out-of-the-box transformers, allowing users to build and automate custom integration workflows without having to code. Whether your data challenges have to do with spatial data, big data, stream processing, distributed processing, parallel processing, cloud migration, or business intelligence, FME is here to help you spend more time using data and less time fighting it.

Bring Life to Your Data

FME:

All Data Types
- Spatial
- IoT
- Web Services
- Business
- And More...

Any AI Platform
- ◆ Gemini
- OpenAI
- Ollama
- Amazon Bedrock
- And More...

Our Capabilities

No-Code   Automations   ETL

AI Integration   MCP (Coming Soon)

Augmented Reality   Data Virtualization

Web Apps   Real-Time Streaming & Events

Your Choice of Deployment

On Premises   Any Cloud

Hosted   Hybrid   Containerization

Marketplaces   Remote Engines Service

Your Results
- Trusted Data
- Real-Time Insights
- Faster Decisions
- Improved Services
- Operational Efficiency

How using FME provides value.

Data in All Its Forms

From real-time, spatial, business, or database data, the FME Platform connects all your data and applications. This is where integration solutions begin.

Choose Where You Deploy

Deploy where your data is. On-premises, in any cloud, hybrid, or through our SaaS solution.

No-Code Empowers All Users

FME empowers you to build complex data transformations with a no-code interface. Get the most out of your data, regardless of your technical expertise.

Any-AI Powered Workflows

Integrate any AI into your workflows for faster processes, smarter insights, and endless possibilities.

Extensive Data and System Support

From ETL to Zero ETL, to live connections with thousands of systems and more added all the time. Get your data to where it needs to be for a complete view of your enterprise.

Solutions That Grow With You

Receive every platform component and capability at no extra cost. Grow seamlessly with unlimited access to FME from day one.

Customer Stories

FortisBC

Planview Utility Services Ltd.

UK Power Networks

Plains Midstream

Northern Ireland Water

Énergir

FortisBC

FortisBC transforms wildfire monitoring with real-time data and scalable automation.

FortisBC, a natural gas and electric utility, improved wildfire readiness and operational visibility by using FME to automate near real-time fire data updates for 1,000,000+ natural gas and electric customers across British Columbia.

- **Main Use Cases:** Real-time data integration, spatial data processing, data validation, and emergency response planning.

- **Goal:** Improve operational visibility by automating near real-time fire data updates and expanding organizational information access.

- **Pain Point:** Data silos reduced accessibility to critical information across teams, while manual processing hindered response efforts and delayed decision-making.

- **Scenario Before FME:** Wildfire data published to FortisBC's GE Smallworld environment had limited accessibility to users, and wildfire perimeter data lacked spatial precision.

- **Results with FME:** Active fire data is automatically processed every 4 hours, providing near real-time data on fire activity hotspots, and the integrated view enables informed, quick decision-making for staff and emergency responders.

Learn more about how FortisBC is scaling FME for **long-term efficiency** and impact.

> "In my day-to-day work, I use FME on almost every project I work on...there are endless spatial and non-spatial things that I use it for."
>
> Ted Norcott
> GIS Specialist, FortisBC

Planview Utility Services Ltd.

FME's key role in Planview USL's award-winning project that saved the team thousands of hours.

Planview Utilities Services Ltd. (Planview USL) leverages FME for their MultiViewer solution, which addresses a crucial gap in field data accessibility for utility locators. They also used FME to support their award-winning Broadband One Window (BOW) project, helping bridge Ontario's broadband access gap and streamline utility infrastructure management.

- **Main Use Cases:** Data standardization, integration with ArcGIS, and self-serve portals.

- **Goal:** Standardize records to improve data accessibility, while reducing data sharing turnaround and risk.

- **Pain Point:** Coordinating diverse data sources and handling engineering requests consumed significant resources, and manual processing increased the likelihood of errors.

- **Scenario Before FME:** Disconnected workflows and manual processes limited access to field data and slowed the processing of large datasets and requests.

- **Results with FME:** Planview USL now saves 1,040 hours annually on pre-engineering requests, reduced data-sharing turnaround time to seconds, and standardized data into a single viewer, bridging the gap in field data accessibility.

See how Planview USL is not only automating time-consuming processes, but also **unlocking new possibilities for innovation** with FME.

> "In the GIS department, we use FME Flow Hosted so much that other departments are coming to us and asking for recommendations. They're also starting to take advantage of FME and its power."
>
> Melissa Buske
> GIS Services & Support Manager, Planview USL

UK Power Networks

FME and Google Gemini: Bringing a century of service records into the digital age.

Faced with the challenge of modernizing over 1 million historical physical service records, UK Power Networks (UKPN) integrated FME and Google Gemini AI to make the information digitally accessible. Servicing over 8M homes and businesses in London, UKPN needed to unlock valuable information in their archive of records.

- **Main Use Cases:** Automated data extraction, data integration, and parallel processing.

- **Goal:** Extract valuable information from archived records and modernize them to be used in future planning and operations.

- **Pain Point:** Extracting critical information required intensive manual processing, estimated to take 19 years.

- **Scenario Before FME:** Records were stored as paper cards containing handwritten notes, sketches, and early computer printouts, making the data extraction process difficult.

- **Results with FME:** Integrating FME and AI significantly accelerated data extraction, processing 20 records per second. Large volumes of data became accessible for analysis in other UKPN systems. The scalable, low-cost AI integration saved hundreds of thousands of pounds by saving 19 years of manual work.

Discover how **FME and Google Gemini AI** were used to modernize service records.

> "The combination of FME's data integration capabilities and the power of Google's Gemini AI has provided UK Power Networks with an incredibly cost-effective and efficient solution for accessing our legacy data. For a relatively small investment, we've gained insights that would have been impossible to achieve through traditional methods."
>
> UK Power Networks

Plains Midstream

Transforming pipeline management: How Plains Midstream uses FME to enhance safety.

At Plains Midstream, FME is central to improving project efficiency and transforming data management. From enhancing pipeline safety to leveraging real-time data, FME is at the core of their success, saving time, reducing costs, and improving safety.

- **Main Use Cases:** Real-time data tracking, data standardization for pipeline monitoring, and One Call data management.

- **Goal:** Transform data into actionable insights and automate workflows for improved pipeline safety, operational efficiency, and timely decision-making.

- **Pain Point:** Manual processes for data handling and infrastructure monitoring diverted time from high-value tasks and increased risk of errors and missed alerts.

- **Scenario Before FME:** Plains Midstream encountered obstacles in analyzing data received in different formats and faced time-intensive risk-monitoring processes for One Call data, and updating critical information.

- **Results with FME:** FME has helped increase safety and risk mitigation by standardizing data, providing a comprehensive view of pipelines, and proactively monitoring wildfire risk. Plains Midstream now easily maintains up-to-date records that prevent unnecessary One Call responses, saving up to $10,000 per ticket.

Discover how Plains Midstream **enhanced pipeline safety** and transformed pipeline management.

> "Whatever technological challenges I've faced have been solved. I feel very comfortable saying, 'Why don't we give FME a look first?'"
>
> Patrick Cheng
> GIS Analyst, Plains Midstream

Northern Ireland Water

Using FME and intelligent robotic process automation to save 1,678+ hours annually at NI Water.

Northern Ireland Water (NI Water) is streamlining key processes, from managing sewer blockages to creating automated work orders and extracting data from PDF reports. By combining the power of FME with AI, they've significantly reduced manual workloads and set themselves up for sustainable, long-term growth.

- **Main Use Cases:** Data extraction and automation.

- **Goal:** Improve customer engagement and efficiency targets by automating critical tasks, allowing their team to focus on value-adding activities.

- **Pain Point:** A reliance on manual processing for critical issues slowed operations, delayed response times, and diverted resources from high-value tasks.

- **Scenario Before FME:** NI Water relied on manual intervention for processes including verification of property for sewer blockages, work order creation for valve maintenance, and water network fault reporting.

- **Results with FME:** Process automation has led to faster response times, reduced manual labour, and significant cost savings, saving NI Water over 1,678 hours annually, while enabling them to focus on strategic tasks and scale for the future.

Read more on how NI Water uses FME to automate infrastructure and **support long-term growth**.

> "Automation has transformed how we deliver services to our customers, reducing the time spent on manual tasks and allowing us to focus on what matters most - improving customer experience and operational efficiency."
>
> Stephen Christie
> Operations Service Senior Manager, NI Water

Énergir

How Énergir built a smarter locate process and boosted efficiency with FME.

Énergir, Québec's leading natural gas distribution company, manages approximately 50,000 Call Before You Dig locate requests each year, a critical process for preventing accidental damage to underground gas infrastructure. Using FME, Énergir automated low-risk requests and improved spatial data accuracy, significantly reducing field workloads and response times.

- **Main Use Cases:** Data automation, data validation, and risk analysis.

- **Goal:** Reduce the time, cost, and manual effort required to process a high volume of locate requests while ensuring public and worker safety.

- **Pain Point:** A fully manual locate process that did not differentiate between low and high-risk requests, making it difficult to scale during peak demand while controlling costs and turnaround times.

- **Scenario Before FME:** Every locate request triggered a field visit, regardless of risk. Classification of requests was manual, turnaround times were slow, and growing request volumes strained staff and budgets.

- **Results with FME:** Locate requests are automatically analyzed against GIS data to determine risk and identify the need for a field visit. Énergir now processes nearly 9,000 requests per year without sending a technician on-site. Valid past locates are also reused when possible, reducing technician workload, improving response times, and lowering costs.

See how Énergir uses FME to **modernize locate requests**.

> "FME is a reliable and stable platform that allows us to automate repetitive tasks and dedicate more time to solving complex challenges."
>
> Patrick Côté
> GIS Technical Advisor, Énergir

The value of FME for Utilities and Energy

FME by Safe Software transforms how utilities and energy manage infrastructure by turning complex and large datasets into actionable insights. Its no-code platform simplifies data integration challenges, enabling greater focus on innovation and exceptional service delivery. Tailored subscription options offer flexibility and unlimited access, ensuring utilities and energy can evolve with technology and adapt to future demands. This comprehensive approach empowers entire organizations to harness data for a smarter, more connected future.

Learn more about how FME **supports utilities and energy** around the world.

About Safe Software

Safe Software is the only All-Data, Any-AI enterprise integration platform that helps organizations bring life to their data. With over 30 years of expertise and 25,000+ enterprise customers across 125+ countries, whatever your data challenge is, we can help you.

Safe Software has been recognized in the Gartner Magic Quadrant for Data Integration Tools for 4 consecutive years and in the Gartner Peer Insights 'Voice of the Customer' for Data Integration Tools for 3 consecutive years. In the July 2025 Gartner Peer Insights 'Voice of the Customer' for Data Integration Tools, Safe Software was named a Customers' Choice.

Find out more at **fme.safe.com**