

# CUSTOMER SUCCESS STORY

## CONTROL SOLUTIONS

### AEP IMPROVES PRODUCTION WITH HMI UPGRADE FROM GE

“GE’s zero outage time HMI replacement did not impact our production or unit availability. We have had no trips or operational issues of any kind. We now will be able to schedule replacements and upgrades incrementally, when our schedule and budget allows, rather than replacing everything at once. Our operators now have much greater visibility of critical process information and can respond more quickly. We were able to maintain most of the <I> tools and screen flexibility when moving to the HMI platform. I’m very pleased with the cooperation between GE and my engineering team, and we’ll look to GE when we’re ready to upgrade additional sites.”

Pat Myers  
Plant Manager,  
AEP Ceredo, Huntington, West Virginia



#### PROBLEM

American Electric Power (AEP) is one of the largest electric utilities in the United States, with more than 5 million customers in 11 states. When their Ceredo plant in Huntington, West Virginia was preparing to upgrade its eight iDOS human-machine interfaces (HMIs), they were facing a conversion of all units at once—a high cost, extended outage, high risk project.

#### SOLUTION

GE listened to its customer’s concerns about this project. Together with AEP, GE’s Control Solutions business developed a solution that not only enabled incremental upgrade of AEP’s HMIs as time and budget allowed, but that also required no PROM replacement or downtime whatsoever! Additionally, this solution provided AEP with a migration path forward for their legacy control systems.

GE delivered ControlST 4.0 based HMIs which communicate with AEP’s multiple Mark\* control platforms. ControlST 4.0 is the most advanced control software suite for GE’s Mark\* Series Control System. The new HMIs were able to coexist with the older, existing HMIs and controllers on the same network.

#### RESULT

A zero downtime installation was key to keeping AEP’s plants running. It eliminated the typical shutdown and startup period, reducing GE’s time on site, and AEP’s project costs. ControlST improved operator graphics so that operations and engineering could more quickly and easily understand and act on current process conditions.

#### BENEFITS

- Zero-downtime installation
- Lower project costs
- Engineering tasks greatly simplified, decreasing time to resolution and increasing uptime
- Improved graphics enabled engineers to more quickly act on current process conditions



HMI

