

# NEWS, NOTES & VIEWS 03/11

## Outage Management



### See How Our New Outage Management System Improves Your Service

Recently the co-op made an upgrade to how we handle our outage calls from our members. Prior to the new outage management system (OMS), more time was required to understand the problem at hand. Outages would need to be sorted through to establish where the initial problem was and who was affected. Today, we now have a new OMS along with a 55 inch LED screen to assist us in restoring service. The

initial process for reporting an outage is the same. The member still calls in to report the outage and the member services representative or our after hours call center takes the call. The representative will then complete an outage ticket and submit it into the OMS. Next, the OMS pulls up the member's information including the location. If three or more members call



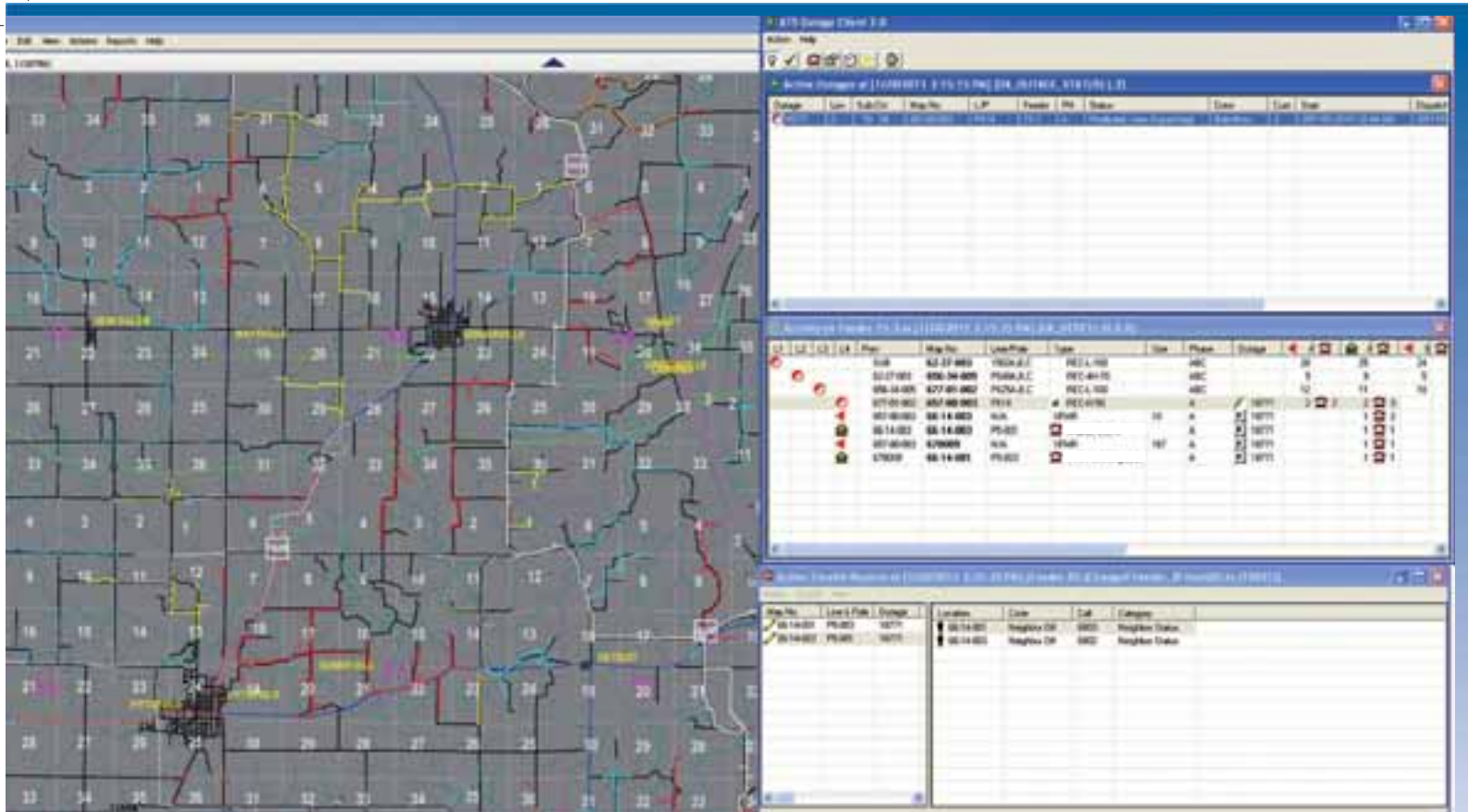
## Illinois Rural Electric Cooperative

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Your Touchstone Energy® Partner





This is a screen shot of the OMS in action. The left side is our co-op map and the right side is calls and outages.

in to report an outage and are located on the same line, the OMS now knows to group those calls. With the previous OMS, the line superintendent would have to sort through the calls and make sense of them. The 55 inch screen is located in the line superintendent's office and displays the outage information.

One of the major benefits of having the 55 inch screen is that the large screen is able to display bigger maps. The OMS works with our map viewer as well as Google Earth. Using Google Earth, we are able to see the geography of the area where the outage is located better. As seen in the image at the top of the page, the OMS uses color coding to separate lines.

The new OMS is faster and smarter than any of our previous systems. We can have crews in route to an outage while better assessing the situation using the OMS in the office. With the map

viewer, we are able to tell if the issue is contained to a single location or caused by the line back to the substation. The OMS features automatic vehicle locating as well. This feature uses a GPS to show where trucks are located. This enables us to see who is working closest to the outage in turn giving a better response time. This feature also helps the crew's safety by ensuring that crews are working at a safe distance from one another. Automatic meter reading linked to the OMS allows us to see if "Turtle" meters in the field are energized.

The OMS also archives every outage call so every member has a call history. This helps with any future outages at a member's residence by allowing us to see what type of outages the member has had in the past. The OMS has many other features we are working on implementing in the next few months.



## Illinois Rural Electric Cooperative 2011 Youth Day and Youth to Washington

Illinois Rural Electric is sponsoring the "Youth to Washington" and "Youth to Springfield" programs again this year. Any sophomores, juniors, or seniors who are children of Illinois Rural Electric members are eligible to participate. On Youth Day, April 6, 2011, students will be traveling to Springfield for a full day of events. These students will be meeting with their legislators and touring the State Capitol complex, Illinois Supreme Court, and the Old State Capitol. At the end of the day, the judges will interview each eligible student. There will be two first place winners, one from each side of the river, who will receive an all-expense paid trip to Washington, D.C. (\$1,300) and each of the runners-up will receive one half of the total Washington expenses (\$650). This is a great opportunity to see many sites in Washington, visit Gettysburg,

Smithsonian Museums, Arlington Cemetery, Holocaust Museum, and numerous other sites.

Pictured above are last year's winners meeting Congressman Aaron Schock. Left to right are Ben Donohoo, son of Roger and Karen Donohoo of Pittsfield; Linsey Whitlock, daughter of Scott and Lisa Whitlock of Franklin; Congressman Aaron Schock; Allie Little, daughter of Mary Lagemann of Pearl; and Caleb Gerdes, son of Doug and Tammy Gerdes of Franklin.

Participation forms can be secured from your local high school guidance counselor or by contacting Dorothy Cox at Illinois Rural Electric Cooperative, 217-243-8705.



# Energy Efficiency Loans: 2%

In order to help you reduce your energy use, Illinois Rural Electric Cooperative has Energy Efficiency Loans available to its members. The loans may be used for caulking and weather stripping, heat pump systems, including geothermal systems, water heaters, heat pumps, and central heating or central air conditioning systems that reduce energy use, insulation - ceiling, wall, floor, duct, pipe, water heater insulation, storm windows, storm doors and replacement windows and doors, clock thermostats, attic fans, and renewable energy systems.

The loans will carry an annual percentage rate of 2% for the life of the loan and

payments will be added to your monthly bill.

For less than \$1,000 borrowed, you'll have up to 12 months to repay the amount. For \$1,001 to \$4,000, you'll have up to 48 months to repay the loan. For amounts above \$4,001, you'll have up to 84 months to repay the loan.

To qualify for an Energy Efficiency Loan, your electric account needs to be in good standing. You'll have to pass a simple credit check, and we'll put a lien on the property until the loan is fully paid.

For more information visit us at [e-co-op.com](http://e-co-op.com) or call 1-800-468-4732.



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