



## Damage Assessment

Serviceman Nick Freeman checks the damage assessment tool for any outages.

During an outage, every minute counts. Recently our servicemen began using a new tool to quickly assess the cause of an outage and notify crews. The damage assessment tool is an add-on to the software our servicemen already use on their truck laptops.

Upon arriving at the scene of an outage, a serviceman can now place a pin icon on his computer map. After placing the pin, he can then choose from a list of possible outage causes, for example a broken pole. There is also a place to enter important notes.



## Illinois Rural Electric Cooperative

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Above is a screen shot from the damage assessment tool showing the options when assessing an outage.

All of the information entered by a serviceman is then viewable by other crews and the office. This keeps everyone more up-to-date and will be very valuable in the case of a large outage.

The screen shot above shows the different options a serviceman may choose when assessing an outage. The icons are then placed on the map. Each serviceman's laptop has a GPS, so it knows exactly where the outage is located.

The damage assessment tool and others increase our response time and awareness. For more information, visit our website at [e-co-op.com](http://e-co-op.com).

**Don't forget!**  
**You can view the**  
**outage map on**  
**our website.**

**[e-co-op.com](http://e-co-op.com)**



## After Hours Call Center



Pictures above show our after hours call center located in North Dakota.

Winter storm season is just ending, but the spring storm season is fast approaching. As we have seen in the past, mother nature can have little remorse for electrical service. If you experience an outage, we have a 24 hour call center to help you notify us.

Our after hours call center is located in Bismark, North Dakota. Basin Electric's Security and Response Services (SRS) has been offering reliable answering and dispatch service since 1992.

If you call our office to report an outage, you may be forwarded to the call center if there is a large volume of calls or if it is after business hours. An automated system will greet you and take your information. From there, our crews will be notified using our outage management system. It is important to call in your outage to make sure that we have you in the system.

If you would like to speak with an individual representative when reporting an outage, stay on the line and the first available one will help you.



Shown (L-R) are Joe Killday, Chad Gregory, Bob Moss, Brenda Haverfield, Mike King, Randy Long, and Ken Macken of the AIEC.

## Best Three-Year Safety Award

Illinois Rural Electric Cooperative employees recently received top honors during the Safety/Supervisory Technical Conference held in Springfield. Employees were awarded the “Best Three-Year Safety Award” for their outstanding safety record among the state’s electric cooperatives in 2010, 2011 and 2012.

The conference is sponsored annually by the Association of Illinois Electric Cooperatives (AIEC). Attendees learned about Occupational Safety and Health Administration (OSHA) performance standards, hearing loss prevention, the Rural Electric Safety Achievement Program (RESAP) and other safety issues.

Ken Macken, AIEC Manager of Safety and Loss Control said, “We work in a field where one mistake can cost you your life. Our safety program strives to give everyone the knowledge they need to hopefully prevent that one mistake from happening.”

This is part of an ongoing story we're really proud of. In 2010, the co-op was recognized for having one of the twenty best long-term safety records among America's 900 electric cooperatives. We have one of the safest places to work in Illinois and in America. That's naturally good for our employees, and for the members, too. Safety means dramatically lower insurance costs.

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