

NEWS, NOTES & VIEWS 10/10



Darren Hayn trims back a tree that is too close to a power line.

Creating His Own Future

Darren Hayn is the serviceman for Calhoun County, the lower southwest region of our service area. However, that wasn't the case when he was initially hired. He first started working for the co-op in December of 1996 as an apprentice in the forestry department. While in the forestry



Illinois Rural Electric Cooperative

P.O. Box 80, Two South Main Street
Winchester, Illinois 62694

www.e-co-op.com
1-800-468-4732

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Darren Hayn stands next to his service truck while working on a downed line near Hardin.

department, he became a certified arborist. During this time he lived in Carrollton and would go out on calls with Greene County serviceman David Gant. He recalls learning a lot about the duties of a serviceman while working alongside David. Then one day Darren asked for a copy of the lineman's handbook. With the book as well as on the job training from David, Darren set his sights on becoming a serviceman. In the fall of 2002 Darren achieved his goal of becoming a serviceman for the co-op. Darren now lives outside of Kampsville with his wife Christine and their three kids. He says what he likes most about working as a serviceman is being the first line of defense during outages, as well as meeting the members.





Line Superintendent Randy Long works from his office overseeing all day-to-day operations.

Storm Preparation

Whether we like it or not, the winter storm season is quickly approaching. Here at the co-op we are making our annual preparations to make sure that we are as ready as possible to battle anything disruptive that comes our way. Each year in early November General Manager Bruce Giffin and Line Superintendent Randy Long sit down with all outdoor crews and office employees to go over plans for dealing with storms. Randy also contacts the contractors to make sure they are on board to help in the event of a storm.

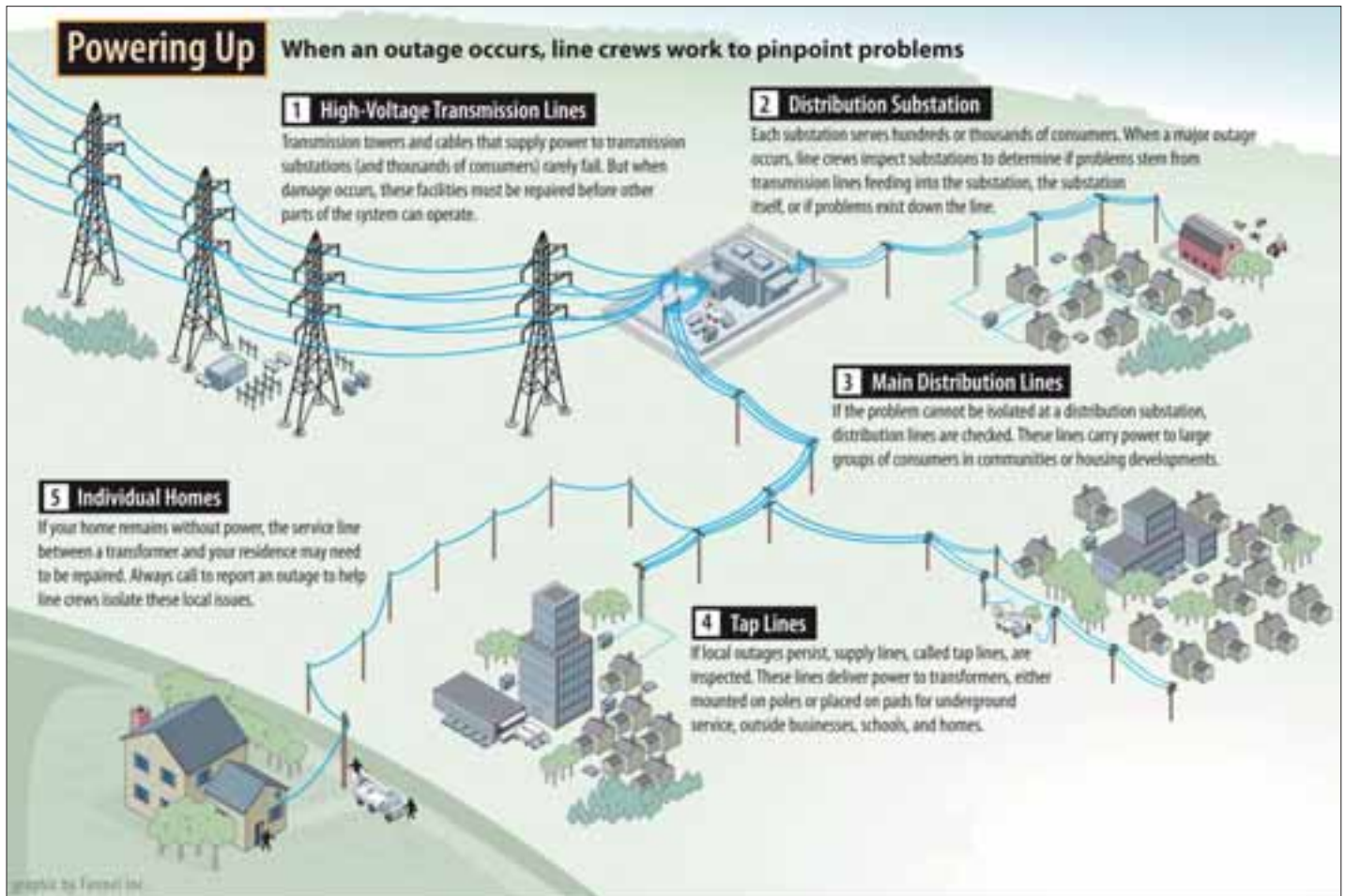
Bringing In Help

The co-op's policy is not to sit and wait for a storm to hit but rather be ready. Bruce and Randy both keep a close eye

on the forecast in order to know when to notify employees and contractors to be ready. The co-op will bring in contractors to be nearby when the forecast is bad enough, a 1/4 inch of ice, for example. This enables us to have the contractors already in our area when a storm occurs.

Outages Are Fought Locally

Servicemen know their territory better than anyone else so they take the lead when it comes to restoring power. Our computer systems show what lines are down as well as how many members. Servicemen will then dispatch crews to the worst part of their territory. Internally a staking engineer or right of way employee is assigned to each



serviceman so that he has someone to help him communicate with the other crews. We work hard to keep all of the crews fed on site where they are working. The crews get ready before daylight and are on the road at first light.

Illinois electric co-ops have an agreement to lend their crews to other co-ops in need during a storm. A manual with all emergency data is updated yearly. The manual has phone numbers for everybody and everything. It also includes contacts such as IEMA, Illinois Emergency Management Agency, and procedures to take during a storm. This manual is reviewed annually by the employees. We strive to not overlook any aspects when it comes to the task of restoring power in the wake of a storm. The new radio system will help ensure that all the crews can properly

communicate quickly.

Calling In, There's a Person to Talk to

In the event of a storm, you find yourself without power, the first step is to call our toll free automated system. If you would like to speak with a person, please stay on the line and someone will help you as soon as possible. The greeting for the automated system is constantly updated.

We will also be using Twitter and Facebook to keep members updated. If you require electricity for a medical device and the greeting states that it is a prolonged outage, you will need to make plans to get to a place with electricity. Policy is to first restore the lines that get the most members back on soonest. Just as we at the co-op have a plan for dealing with storms, members should have one too.