



ELECTRIC UPDATE 2020

THE VISION LOOKING AHEAD

FEBRUARY 2020

WHAT'S NEW?

- The CRC Call Center
- Efficiency Smart Program
- AMI Program
- The H-10 Circuit Extension



THE CRC CALL CENTER

- The Cooperative Response Center is headquartered in Minnesota
- We are able to switch our phones to direct all incoming calls to the Call Center
- CRC has a more robust answering system and ability to handle our outage calls
- They gather all the critical information and then email our team to better direct the restoration efforts
- In limited (thankfully) action so far, the system has worked exactly as expected



EFFICIENCY SMART

- The program is now up and running with monthly reports and updates
- The program rep has been working with Cathy Bieterman to meet and greet our bigger customers
- The residential lighting program of switching to LEDs and recycling appliances has had a quick start as expected
- The work continues to get the word out about the program and benefits



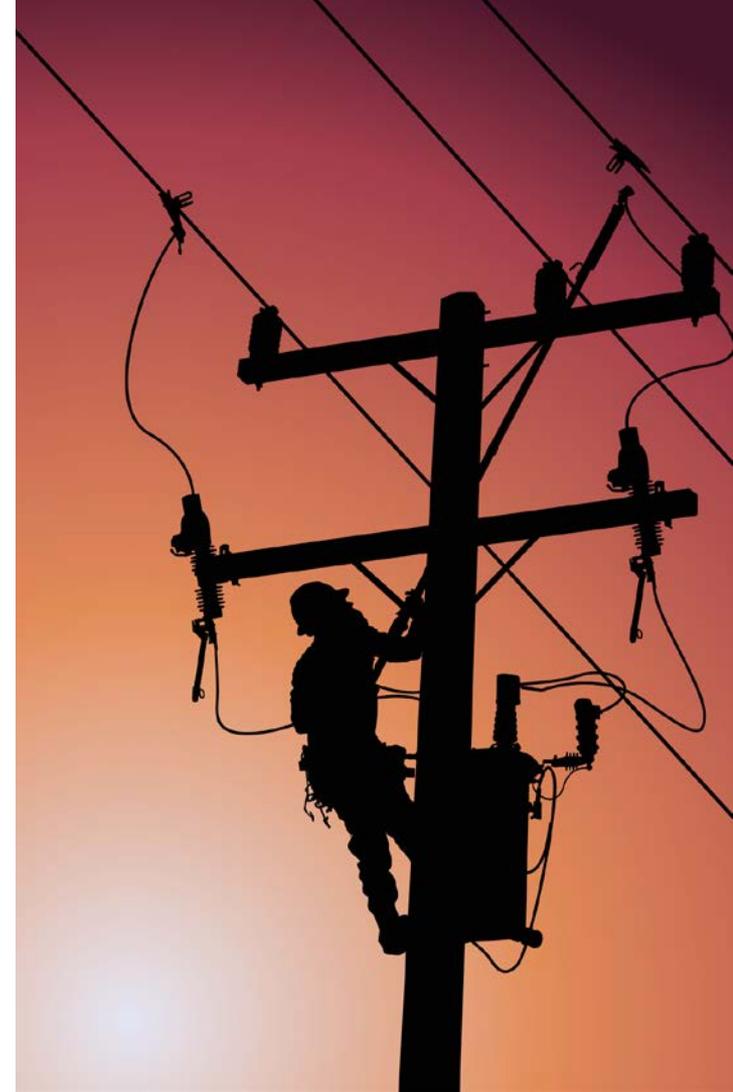
AMI PROJECT

- The meters have been ordered
- Next up is the planning stage where we lay out the timeline for the installation of the new meters and the new network
- We will also finalize the communications portion to have answers in place for all of our customers before the install begins
- With that done, we work on the install of the new billing software so we can merge the two systems



THE H-10 CIRCUIT EXTENSION

- This is a system improvement project where we are shifting load to gain a more efficient, balanced load
- H-10 now is lightly loaded and feeding the area around Brookstone and Cobblestone
- The extension will be bringing H-10 up Shamrock to Jackson
- This will allow us to pick up Encore Estates and the Clover development as well as the Heisley Park



Brookstone / Shamrock

Fiddlers Creek Condominium

Write a description for your map.

Legend

- Feature 1
- Feature 2
- Feature 3
- Feature 4
- Fern

Jackson Street Home

1000 ft





QUESTIONS?



THANK YOU

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