



# Chugach Electric Association, Inc.

# OUTLET

www.chugachelectric.com October 2015 Number 332

## Outage management improves

Chugach is installing a new Outage Management System that takes advantage of advances in technology to speed outage reporting, analysis, restoration and communications.

An Outage Management System – or OMS – uses computer programs to take input from multiple sources and databases, help diagnose problem, manage work assignments and keep interested parties informed of the status of events. Chugach has been using outage management systems for years, but advances in technology offer significant improvements in the new system. When combined with an additional project to replace meters on the system, Chugach will have a modern system that should

reduce outage time.

Like the prior system, Chugach's new OMS will take outage reports entered by a service representative talking to a customer, or those submitted by customers using a telephone keypad or reported via the Internet.

Unlike the old system, the new OMS also takes reports from individual meters that automatically report when they lose or regain power. That is a significant benefit to customers who may be away from home or work when the outage occurs. Over the next several years Chugach will be replacing the 80,000 meters on its system with new Advanced Metering Infrastructure meters that can do

significantly more than the prior generation of meters that went into service in the 1990s. In 2015, Chugach is installing the first 6,000 new meters at locations served by the O'Malley, Hillside and Beluga substations – areas that historically have had frequent or lengthy outages.

As outages are reported, the new OMS correlates the inputs with Chugach's geographic system maps and customer records, so dispatchers in the Power Control Center can see exactly where power is out and have the associated customer information available on-screen. Based on the reported outages, the OMS predicts how large the outage area is, what protective device likely tripped and if known, just where a crew should be sent to look for a problem.

Both customers and Chugach employees will be able to watch in real time as outages develop, are diagnosed and restored. Online maps will provide customers with information about when an outage began, what the estimated time of restoration is and whether or not a crew has been dispatched to the scene.

## October is Cooperative Month

Every October since 1930, not-for-profit cooperatives of all stripes have celebrated Cooperative Month.



A cooperative is a way to organize a business. Chugach was formed as a cooperative to serve its member-owners. In many ways, cooperatives are like any other business; but seven tenets (known as the Rochdale Principles) set them apart from other businesses.

- Voluntary and open membership.
- Democratic member control.
- Members' economic participation.
- Autonomy and independence.
- Education, training, and information.
- Cooperation among cooperatives.
- Concern for community.

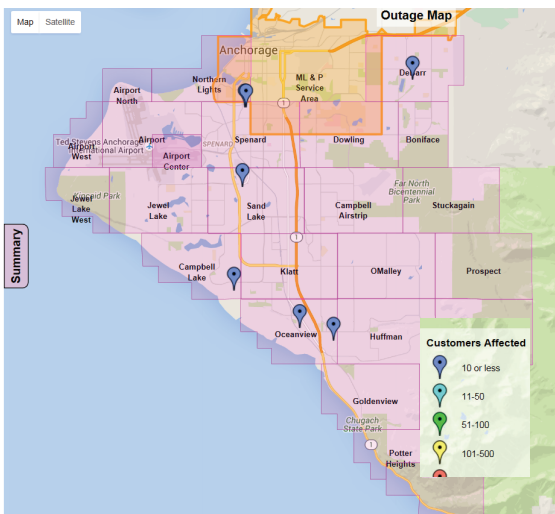
In conjunction with celebrating Co-op Month, Chugach is hosting Member Appreciation Week Oct. 5 - 9 from 11:00 a.m to 2:00 p.m. daily in the Member Services lobby located at 5601 Electron Drive. {1027956}

Full Site

### Outage Summary

Service Area	Customers Out	Customers Served
Campbell Lake	1	4529
DeBarr	1	11242
Girdwood	2	1703
Oceanview	2	3449
Sand Lake	1	9888
Spenard	2	9824
<b>- Total Out -</b>	<b>9</b>	

Updated: 09/14/2015 17:24



The new OMS provides a map (accessible at [www.chugachelectric.com](http://www.chugachelectric.com)) where customers can monitor the status of outages.

See Outage, page 2

## Outage (cont'd from page 1)

In time, customers will be able to enroll for automatic outage notification via email, text or a phone call. Chugach envisions phasing that feature of the OMS in during 2016.

The initial components of Chugach's new OMS will be activated over a 4-week period between late September and late October.

## Volunteers needed

Chugach is looking for members to serve on its annual meeting committees. A successful meeting depends upon volunteers who staff the Nominating, Bylaws and Election

While it had monitored developments in outage management over the years, Chugach's determination to install a new OMS and take advantage of advances in technology was fueled by the widespread and lengthy outages caused by an unusual series of 100-mph windstorms in September 2012.

committees. For more information call 762-4177, or visit Chugach's website at [www.chugachelectric.com](http://www.chugachelectric.com). Applications are due Oct. 29.

## PFD ideas

Looking for ideas on how to use your PFD? Here are a couple to consider.

### Prepay your electric bill

Chugach members can pay their electric bills for a year in advance. Members who prepay earn a \$25 discount on the estimated annual total.

### Make a "Gift of Light"

People who would like to make a unique gift or

donation can purchase gift cards to help others pay their Chugach bills. The Gift of Light cards can be purchased in any denomination and given to individuals or organizations.

For more information on either of these programs, call Member Services at 563-7366 (toll free at 800-478-7494).

## Hane Substation construction continues



Construction of Chugach's newest distribution substation is expected to continue over the winter months. The Hane Substation site is located on the Anchorage Hillside at the corner of Hane Street and O'Malley Road, just east of Lake Otis Parkway. Chugach is building the substation to serve increased electrical demand and maintain high reliability for members in the area. Site preparation on the \$10.9 million project was done over the summer, with electrical construction planned over the winter and into the spring of 2016. The new substation is expected to be energized by the summer of 2016.

## Energy Awareness Month

October is National Energy Awareness month. The designation presents governmental agencies and other organizations with an opportunity to appreciate how important energy is to the nation, and to look for opportunities to use energy wisely.

Individuals interested in reducing their residential electric consumption can find many ideas at websites, including the U.S. Department of Energy, Office of Energy Efficiency and Renewable Energy at

<http://energy.gov/eere/femp/home-energy-checklist>.

### Among the suggestions:

- Swap incandescent light bulbs for compact fluorescents or LEDs
- Buy Energy Star labeled products
- Turn off your computer monitor when not in use for more than 20 minutes, and turn off both the CPU and monitor if you're not going to use the computer for more than 2 hours

## The Chugach Outlet

A Publication of Chugach Electric Association, Inc.  
5601 Electron Drive • P.O. Box 196300 • Anchorage, Alaska 99519-6300

**Corporate Mission:** Through superior service, safely provide reliable and competitively priced energy.

**Corporate vision:** Powering Alaska's future

**Personnel policy:** It is a policy of Chugach Electric Association, Inc., to recruit, hire, train, compensate and promote persons without regard to race, color, religion, national origin, sex, marital status, pregnancy, parenthood, disability, veterans status, age or any other classification protected by applicable federal, state, or local law. Chugach is also an equal opportunity/affirmative action employer. Current openings are posted on the employment page at <http://chugachelectric.com>. Chugach only accepts applications for open vacancies.

### Member number hide-n-seek

Find your member number (in brackets) in the Outlet and get a \$100 credit on your electric bill. Call Chugach's service center at 563-7366 to claim your prize.



## Contact us

Hours

**Main number**  
**Toll free**  
**Member Services**  
**Member Services fax**  
**24-hour payment line**  
**Credit**  
**Power theft hotline**  
**Danger tree hotline**  
**Street light hotline**  
**Underground locates**  
**Regulatory Commission of AK**  
**or**  
**To report a power outage**  
**In Anchorage**  
**Outside Anchorage**

**Monday - Friday**  
**8 a.m. - 5 p.m.**  
**563-7494**  
**(800) 478-7494**  
**563-7366**  
**762-4678**  
**762-7803**  
**563-5060**  
**762-4731**  
**762-7227**  
**762-7676**  
**811**  
**(800) 390-2782**  
**or**  
**276-6222**  
**762-7888**  
**(800) 478-7494**

### Monthly residential service costs

(based on 650 kwh)

Customer charge/month	\$ 8.00
Energy charge \$0.11470 x kwh =	\$74.56
Fuel \$0.03394 x kwh =	\$22.06
Purchased power \$0.01106 x kwh =	\$7.19
FIW renewable energy adj. \$0.00250 x kwh =	\$1.63
<small>(Fuel, Purchased power and FIW renewable energy adjustment factors effective Oct. 1, 2015, subject to Regulatory Commission of Alaska approval.)</small>	
<b>Subtotal</b>	<b>113.44</b>
2% MOA Undergrounding Charge =	\$ 2.27
Regulatory Cost Charge \$0.000732 x kwh =	\$ 0.48
<b>Total bill</b>	<b>\$116.19</b>