

A stylized, painterly graphic of the American flag, featuring blue, white, and red brushstrokes. The stars are white and arranged in a grid pattern on a blue background, while the stripes are red and white, also rendered with a brushstroke effect. The graphic is positioned on the left side of the page, extending from the top to the bottom.

IMEA

INDIANA MUNICIPAL ELECTRIC ASSOCIATION

Powerconnection

1

OSHA COMPLIANCE

3

OSHA COMPLIANCE

(continued from page 1)

5

**2019 Fall Conference & Business Meeting
2019 Whiskey City Rodeo**

7

**How New Digital Customer Service
Metrics Could Boost Utility Earnings**

9

**How New Digital Customer Service
Metrics Could Boost Utility Earnings**

(continued from page 7)

11

Customer Service : The Total Package

13

Customer Service : The Total Package

(continued from page 11)

“The great revolution in the history of man, past, present and future, is the revolution of those determined to be free.”

John F. Kennedy

POWER CONNECTION

OSHA Compliance : Employer Responsibilities

Indiana Municipal Electric Association

ISSUE 2 2019

OSHA Compliance: Where to Start if You're Not an Expert

If you run a small, medium or even large utility you're probably not a safety specialist. But you still need to ensure the safety of your people and facilities—and you still need to follow the standards established by OSHA, which apply to almost all businesses, regardless of their size. As a non-specialist, it's hard to know where to even begin.

Under the OSHA law, employers have a responsibility to provide a safe workplace. This is a short summary of key employer responsibilities:

- Provide a workplace free from serious recognized hazards and comply with standards, rules and regulations issued under the OSHA Act.
- Examine workplace conditions to make sure they conform to applicable OSHA standards.
- Make sure employees have and use safe tools and equipment and properly maintain this equipment.
- Establish or update operating procedures and communicate them so that employees follow safety and health requirements.
- Employers must provide safety training in a language and vocabulary workers can understand and document the training received.
- Employers with hazardous chemicals in the workplace must develop and implement a written hazard communication program and train employees on the hazards they are exposed to and proper precautions (and a copy of safety data sheets must be readily available). See the OSHA page on Hazard Communication.

Continued on page 3



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ABOUT THE IMEA

IMEA has operated as the statewide service association representing the issues and concerns of municipally owned and operated electric utilities while promoting the benefits and public power business model since 1941.



Continued from page 1

- Post, at a prominent location within the workplace, the OSHA poster (or the state-plan equivalent) informing employees of their rights and responsibilities.
- Report to the nearest OSHA office all work-related fatalities within 8 hours, and all work-related inpatient hospitalizations, all amputations and all losses of an eye within 24 hours. [Employers under federal OSHA's jurisdiction were required to begin reporting by Jan. 1, 2015. Establishments in a state with a state-run OSHA program should contact their state plan for the implementation date].
- Keep records of work-related injuries and illnesses. (Note: Employers with 10 or fewer employees and employers in certain low-hazard industries are exempt from this requirement).
- Provide employees, former employees and their representatives access to the Log of Work-Related Injuries and Illnesses (OSHA Form 300). On February 1, and for three months, covered employers must post the summary of the OSHA log of injuries and illnesses (OSHA Form 300A).

Provide to the OSHA compliance officer the names of authorized employee representatives who may be asked to accompany the compliance officer during an inspection.

Not discriminate against employees who exercise their rights under the Act.

Post OSHA citations at or near the work area involved. Each citation must remain posted until the violation has been corrected, or for three working days, whichever is longer. Post abatement verification documents or tags.

Correct cited violations by the deadline set in the OSHA citation and submit required abatement verification documentation.

Safety is important, and OSHA noncompliance has consequences—for your employees and your bottom line. If you need help, now is a great time to get it. Contact IMEA today for your OSHA Compliance Check-Up.



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2019 IMEA Fall Conference & Business Meeting

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Part of great work is improving your skill set, creating better employee communication, or learning about the successes of others and applying them to your workplace. At IMEA we want to help others in the utility industry flourish and thrive.

Indiana Municipal Electric Association is pleased to announce the 2019 IMEA Fall Conference & Business Meeting will be held at the Double Tree by Hilton, Lawrenceburg, Indiana.

Come share in networking with your neighboring utilities as well as taking part in our vendor expo sharing the best in state of the art products and services!

2019 IMEA WHISKEY CITY RODEO

SEPTEMBER 26 - 28,

Put on your boots and prepare for a weekend of excitement in Lawrenceburg, In. Lawrenceburg Municipal Utilities and The City of Lawrenceburg are putting on the Third Annual Whiskey City Rodeo at the Lawrenceburg Fairgrounds. Registration and Sponsorship opportunities available at: www.whiskeycity.com.





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How New Digital Customer Service Metrics Could Boost Utility Earnings

The length of time customers spend interacting with their utility company is not - on its own - a sufficient measure of "customer engagement." Customers care more about getting things done than they do about minutes of mindshare. If utilities can help their customers accomplish their goals in less time, they can also encourage the customer to become more engaged in energy decision-making and improve overall satisfaction with their service.

If minutes of interaction isn't the "right" metric for customer engagement, what is? As public utilities commissions across the country consider the merits of performance-based regulation, can customer engagement metrics become a basis for future utility earnings?

To measure engagement, listen to customers

Customer engagement is a broad concept. It's no wonder that many utilities and regulators wonder how best to measure it. Given the range of customer engagement initiatives, there is no single universal metric for success. Instead, the best approach is to listen to customers to find out what matters to them. Then, measure that.

For example, many utilities focus on reducing the time that customers spend on hold before speaking to a customer service representative. While hold time is surely an important metric for customers who dial in to the call center, many customers may actually prefer not to pick up the phone in the first place. Speaking with a customer service rep is the lowest - rated utility customer service channel in terms of customer experience.

Self-service via mobile app, social media, chat, text and web are all preferred to being helped over the phone by a living, breathing human being. Why? The most likely explanation is that online interactions are more efficient - - and less awkward - - for customers. There's no asking to "speak to a supervisor" online.

Utilities are not ignoring these trends. Instead, they are working hard to improve phone-based service by using customer insights and intelligence to develop rich customer profiles, predictive responses, and "next best actions" that are at the rep's fingertips when customers call.

Through these analytics-driven tools, service reps can offer customers a personalized experience by diagnosing the drivers of a higher-than-expected bill and offering personalized recommendations on ways to save energy, for example.

By turning the phone experience into a conversation with utilities can transform the least-loved channel into the best reminder of the value that the utility brings. It could also change the metric of success. Customers might be willing to devote more of their time - - or even wait on hold - - if they're receiving top - notch advice.

Continued, Page 9



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WILL EXACTER TECHNOLOGY BENEFIT YOUR COMMUNITY?

Here's What Exacter Users Are Saying:

"Outages at the locations Exacter found would have cost the city over \$135,000 over the next three to five years. We received more than 300% ROI on the project."

Midwest Municipal Utility

"Exacter found a 69-kV transition from overhead to underground that serves 5 of Westerville's 6 substations. Had they not found it, it would have taken out 80% of the city's electrical systems and resulted in a significant rebuild."

City of Westerville, Ohio

"Exacter found a problem on a 69kV line to the substation that had it failed would have taken out the majority of the community. It's literally the best tool in our toolbox!"

Village of Jackson Center, Ohio

"Exacter found over 30 failed lightning arresters in 180 miles in areas already patrolled & investigated."

CoServ Electric, Denton, Texas

"The Davey-Exacter program exceeded its SAIDI reduction estimate of 1.1 minutes to a remarkable 4.5 minutes! Outages were down 21% compared to the year before."

Southern Rural Cooperative Utility



"As a former AMP member with the Village of Versailles, Ohio, I would love to start a conversation with you about some innovative ways Exacter could help you improve reliability."

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Exacter

A framework for measuring engagement

"Reach" refers to the measure of customer access to information and general awareness. "Usage" indicates the level of customer reaction, such as email opens or website clicks. Are customers making use of the tools available to them?

"Effectiveness" measures customer actions toward utility goals, like enrollment in energy efficiency programs, and "Feedback" refers to customer involvement in developing future products and service. This framework could provide the basis for picking the metrics that are used to calculate utility performance incentives.

It is crucial that customer engagement should be a means to an end, not an end in itself. A performance-based model should focus regulators' attention on metrics that generate desired actions.

- Quantifiable reductions in energy usage or demand attributed to utility customer engagement efforts
- Percent or number of customers who are accessing utility web portals or apps
- Timelines of meter data access or data sharing requests

When engagement drives meaningful progress on energy efficiency, distributed generation, operational improvements, or affordability - and that progress can be reliably measured - regulators, utilities and customers will know that they have found the right metrics for success.

What gets measured gets rewarded

The digital world lends itself naturally to metrics tracking. Every website login, click, email open, or service call tells a story about a customer's level of engagement with their utility, as well as their regulators about which customer engagement investments generate the most customer value.

If utilities want to invest in modern customer experiences, they will need to advocate for simple, clear and outcome-oriented frameworks to track their impact. By sharing their own metrics of success with stakeholders and regulators, utilities will reach quicker decisions about where to invest. Finally, by tying clear financial incentives to measurable engagement outcomes, regulators will

Finally, by tying clear financial incentives to measurable engagement outcomes, regulators will provide utilities with the fuel for real organization change to occur, from the call center to the boardroom.

As the old business adage says, "What gets measured, gets managed." With the right incentive structures through performance-based regulation, what gets measured in utility customer engagement can also get rewarded.

The advertisement for Alpha Engineering, Inc. features a blue background with a faint image of a power line tower. On the right side, there is a large, light blue circular logo with the word "ALPHA" in bold, dark blue capital letters across its center, and "ENGINEERING, INC" in smaller, dark blue capital letters below it. To the left of the logo, a list of services is presented in light blue, all-caps text: "SYSTEM PLANNING AND STUDIES", "CONSTRUCTION MANAGEMENT", "MAPPING AND CAD SERVICES", "ARC FLASH EVALUATION", "GIS/FIELD INVENTORY", "SUBSTATION DESIGN", "POWER QUALITY", "LINE DESIGN", and "SMART GRID". At the top, the company name "ALPHA ENGINEERING, INC." is written in large, white, all-caps letters, with "CONSULTING ENGINEERS" in smaller, white, all-caps letters directly beneath it. At the bottom, contact information is provided in white text: "Call 317.273.9841 email us at info@alphaeng.us" and "visit us on the web at alphaeng.us to get started today."



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Customer Service : The Total Package

The utility industry has been on a roller coaster ride for much of the past few years. Caught in the midst of fitfully starting and stopping deregulation, aging infrastructure, higher than ever demand, and the need to cut costs, increase operational efficiency, and return value and dividends; the utility enterprise must continue to focus on delivering the highest quality of service and care to its customers. The utility customer service imperative is simple and straightforward. Utilities must provide reliable, affordable electric power, natural gas, and/or water to customers while also communicating, billing, and collecting payment from customers in a courteous, efficient, and proactive manner. Although this customer service imperative is simply stated, in the world of utility operations this easy to state mission entails complex business processes and creates multiple challenges for utility management, staff, and information technology (IT) systems.

For many years, energy and utility companies have been devising new information technology strategies and spending millions on computer systems, software, and business design to streamline operations, drive down internal costs, and create new revenue opportunities. While there are many success stories and many more lessons learned from across the industry, the majority of utilities are still not fully customer service focused organizations – despite their best efforts to improve customer service, many utilities still see it as a business function rather than a core business process.



Truth be told, the utility industry still needs to understand that customer information and customer care are among the most important functions of the utility enterprise and that customer information systems (CIS) and customer care (often called Customer Relationship Management or “CRM”) really do have bearing on every aspect of utility operations and utility planning and decision making.

Over the past decade, utilities have invested substantial resources in CIS, CRM, and other customer care systems and architecture. However, the utility industry is only now beginning to realize that effective and efficient customer service rests not only on hardware but on selection and deployment of customer care applications (software) and customer service optimized business processes.

Continued, Page 13





2019 Safety and Training Schedule

<u>Date</u>	2019 Calendar	Location
July		
11	Safety & Training Committee	TBD
23-25	Top Out Test	Lawrenceburg 102615 / 040615
30	Supervisor Safety - Session Two	Lawrenceburg
August		
1	Substation Devices	Anderson
2	Distribution Protective Devices	Anderson
9	Introduction to Supervision Session Two	Lawrenceburg
19-23	IMEA 613	Lebanon 041816 / 101716
27-28	IMEA 212	Henderson KY
September		
5	Safety & Training Committee	Lebanon
9-13	IMEA 611	Lebanon 100118
24-26	Fall Conference	Lawrenceburg
9/30 - 10/4	IMEA 610 / Week One	Lebanon
October		
7 - 11	IMEA 610 / Week Two	Lebanon 093019
16	Introduction to Supervision Session Three	Lawrenceburg
31	Safety & Training Committee	TBD
November		
14-15	IMEA 212 Transformer	Scottsburg

This same hardware- or systems-centric mode of investment has created an environment in which many utilities possess a critical mass of customer care technology, yet they are not realizing the level of cost savings, efficiency, or customer satisfaction expected after making investments in CIS and customer care infrastructure. This has led some utilities to the erroneous conclusion that customer information and customer care systems are not worth the large investment, and therefore, should not remain a high priority in the enterprise. On the contrary, all indications are that customer service and customer care must be the top priority in the utility enterprise.

The Heart of the Matter

Notwithstanding cross-industry comparisons, and the kind of “back-to-basics” approach utilities across North America are now embracing, many utilities, - especially small to medium investorowned utilities - municipal and public utilities, and cooperative utilities are still struggling to really leverage CIS, CRM, and customer care systems and technologies to their full potential. Caught up in the need to upgrade transmission and distribution infrastructure, increase service reliability, and the ongoing need to serve customers with reliable electric power, natural gas, or water before serving the “softer” needs of customers, many utilities are failing to approach the service question holistically. That is, they are not yet seeing the delivery of power, water, and gas along with the pertinent information about these services (e.g., usage volume and consumption rate data; billing, credit & collections; etc.) as a dominant utility business challenge and/or responsibility.

The proof of this rests in fact. Only a handful of industry leaders, particularly those at small- to medium- sized investor-owned utilities and municipal utilities, surveyed in the past year said that the technologies they use to manage customer relationships are integrated with one another and with the rest of the enterprise. Even fewer indicated that they are very close to achieving goals of making better use of customer care and information systems and customer records. This is not to say that utilities are not making progress; the issue is rather that the majority of utilities still fall short of the goal of having customer-care applications that integrate sales, service, billing and collections and provide customer service organizations with a single extensible view of customer data. This spotty integration prevents the utility from delivering what customers really want and expect; “The full resources of the utility in addressing customer service calls and requests.”

The good news, however, is that customer care research consistently shows that utility managers are increasingly turning to IT departments and information technology solutions to aid in addressing the “total customer service issue.” In fact, the vast majority of utility executives surveyed in the latter part of 2003 and early 2004 said that their companies are making customer care and customer management a higher priority for IT departments and for the entire utility enterprise.

At the end of the day it is clear that refining business objectives through the mind’s eye of the customer will help utility executives prioritize decision making and yield valuable insights, both in terms of high-level utility strategy, as well as at more basic levels in the technology selection process. Total customer service has been, was, and is still the imperative in the utility industry.

Table 1: Summary of UCCS Survey Results (Q4-2003 & Q1-2004)

Project Type	Total No. of Projects	Total Value (US\$000s)
CIS/CRM	59	\$84,325
Call Centers	30	\$4,215
Bill Print	19	\$7,436
Consulting	11	\$2,005



Lest We Forget ~

*Our dead rest on the breast of France
And all around the world
Where by war's grim or splendid chance
Our banners were unfurled:*

*So whether here or overseas
Their bodies chance to lie,
We pay full honour unto these
Who did not fear to die.*

*Because they dared, because they died
We and our nation live,
Our liberty, our hope, our pride
Were gifts that they could give:*

*And since for all these gifts the price
Was life - - they held life cheap
And blithely made the sacrifice
And laid them down to sleep*

*O, dead of many wars, who fought
With spirit high and pure,
The noble structure that you wrought
Shall evermore endure!*

*You held your country's cause above
All else: we, unafraid,
Will keep your country worthy of
The price you gladly paid.*

Berton Braley