

The Importance of Interfaces

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Membership Corporation



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a Touchstone Energy Cooperative 

SERVICE AREA

- Parts of 9 West Tennessee Counties
 - Primarily Tipton, Haywood, Madison, & Chester
- 49,000 meters in service
- 3,800 miles of line in service
- 21 delivery points
- Density of 12.92 customers/mile
- Approximately 82% residential
- Maintain 4 district operation centers (Covington, Brownsville, Jackson, and Henderson) and a customer service office in South Tipton county

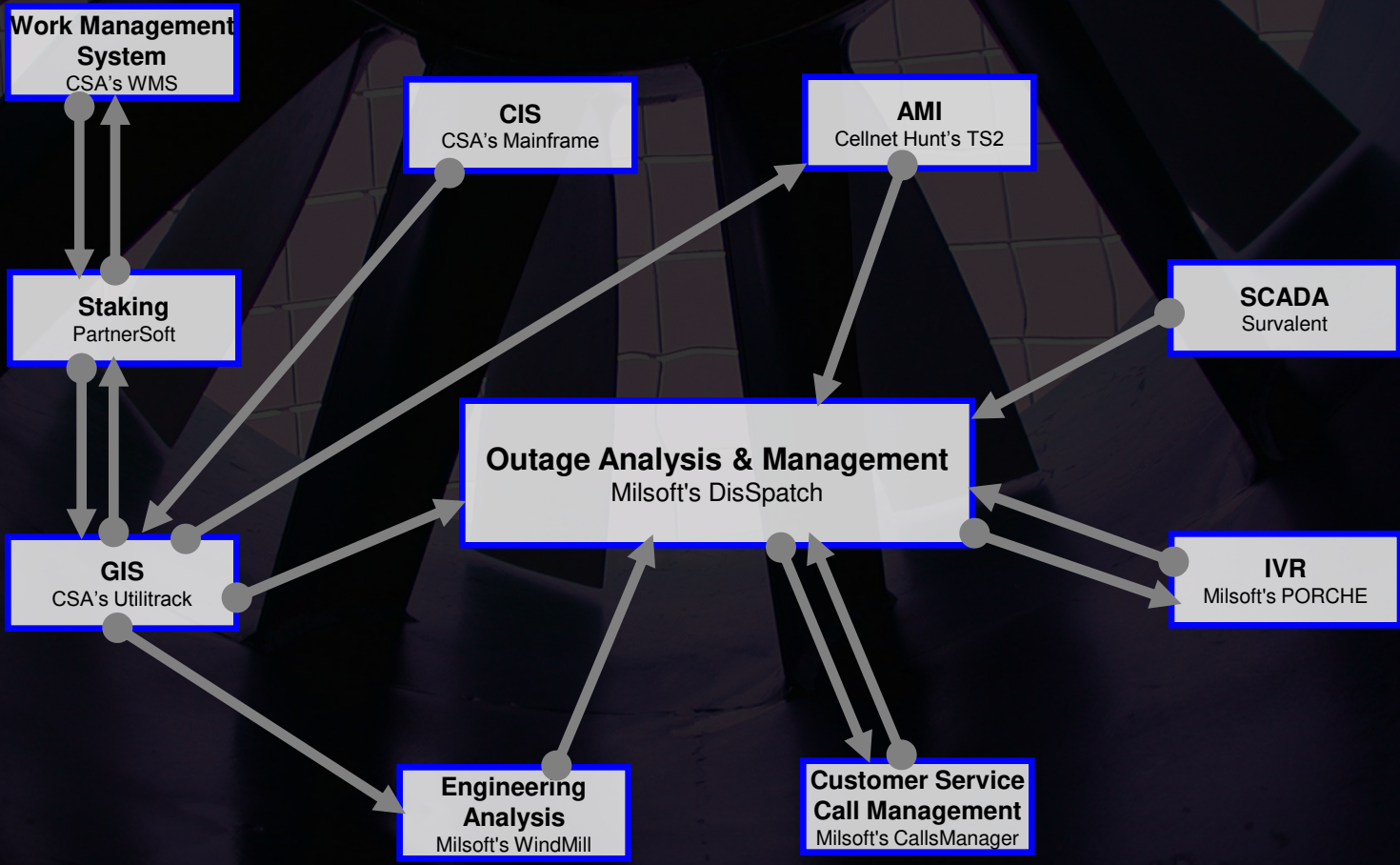


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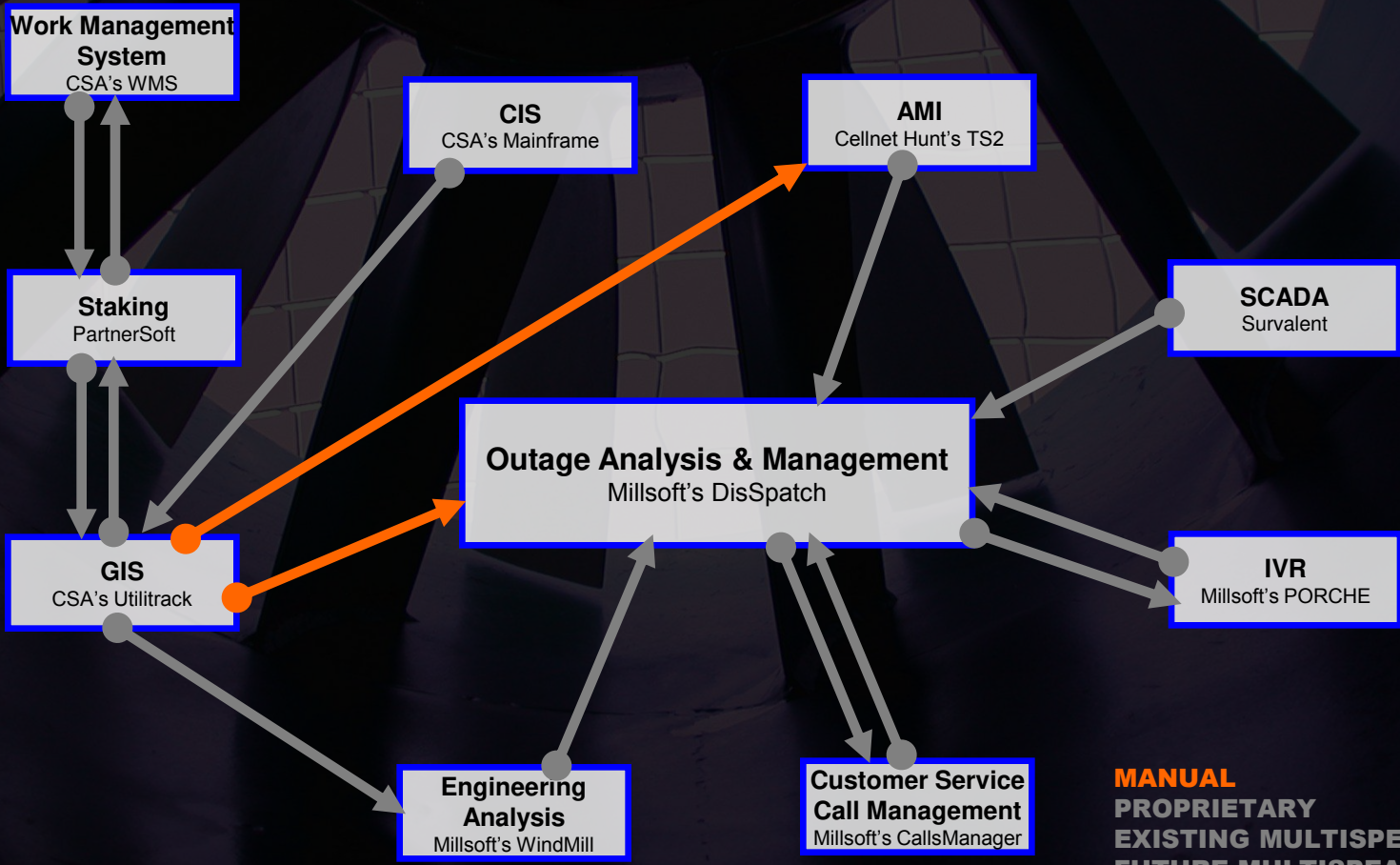
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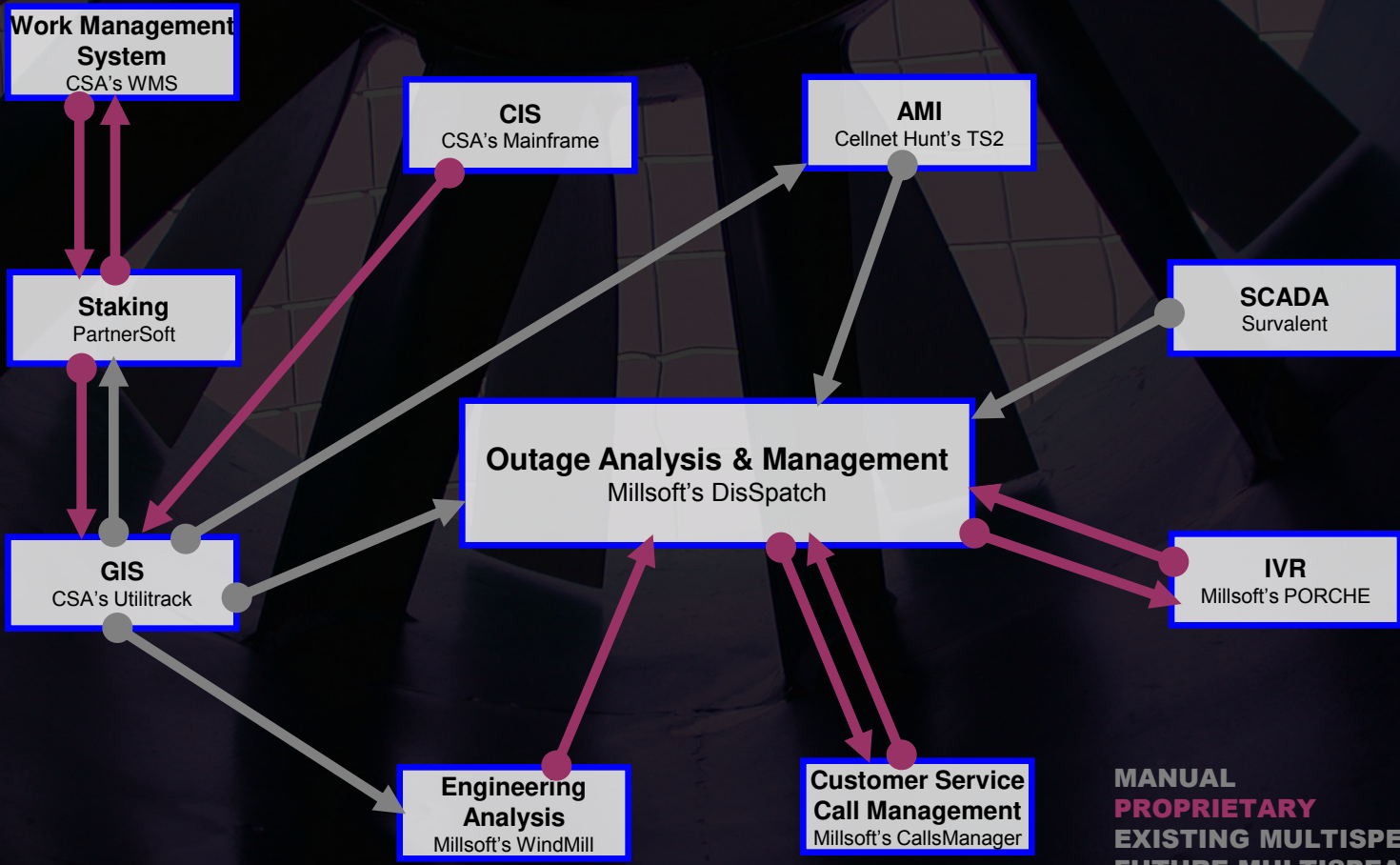
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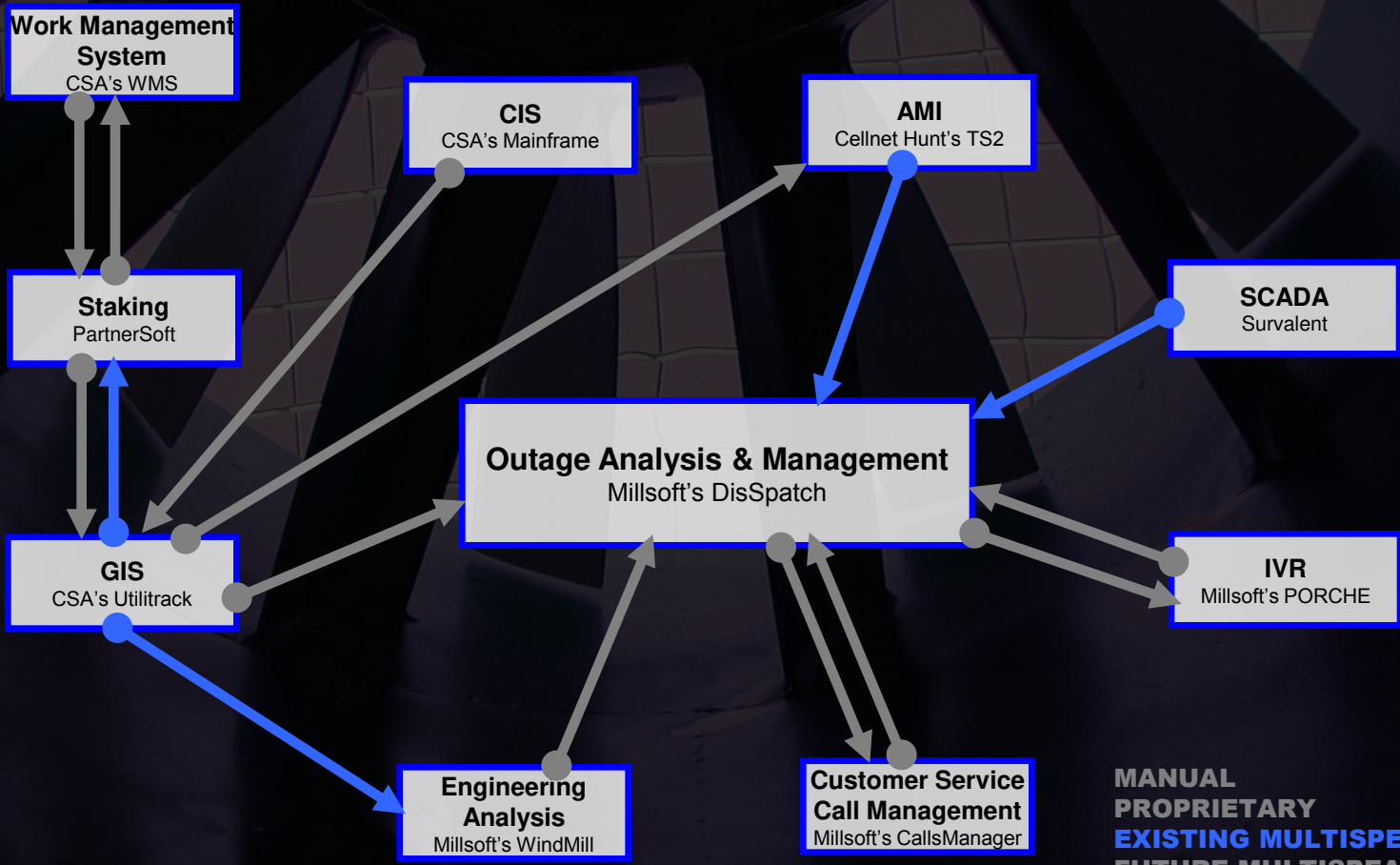
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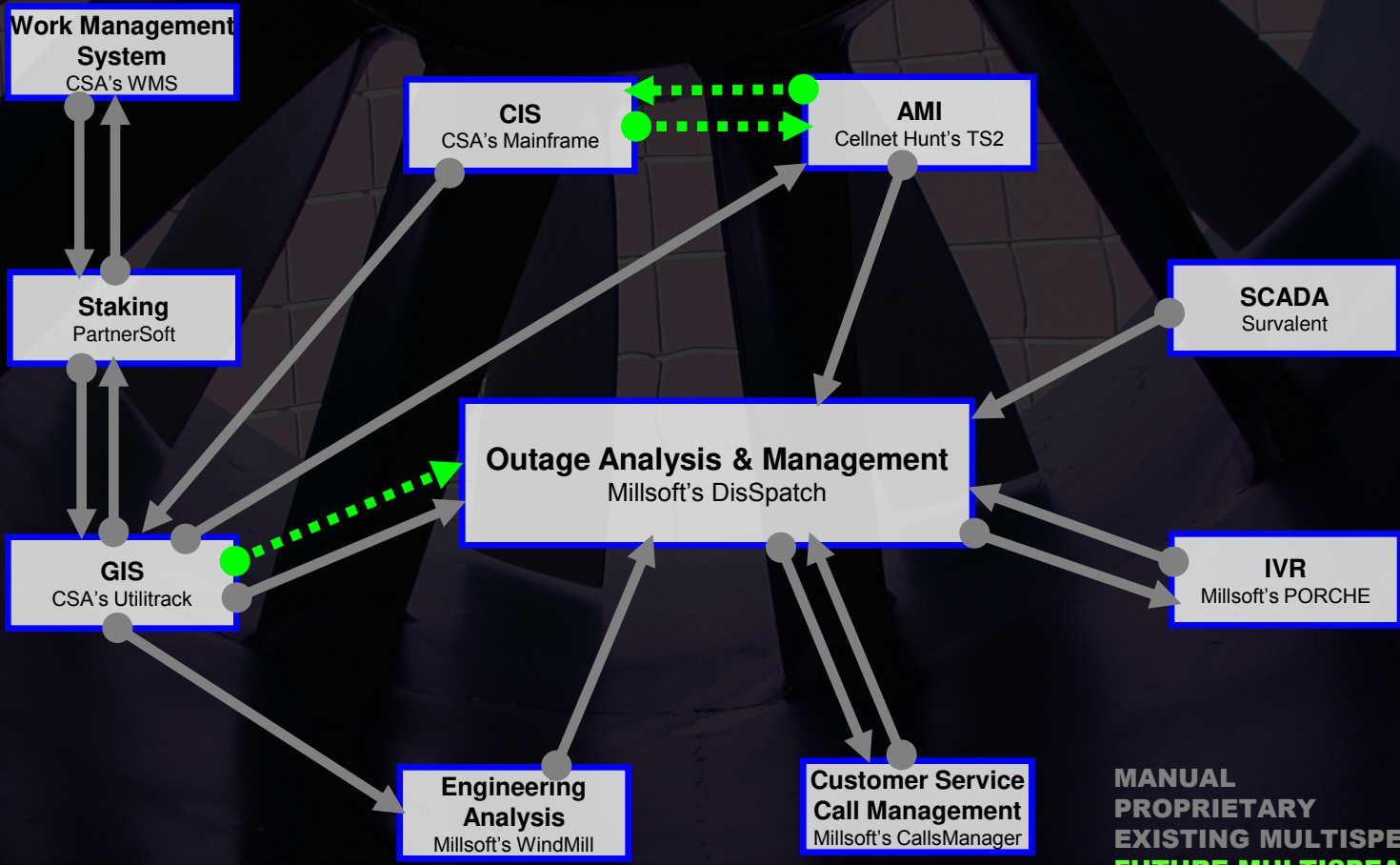
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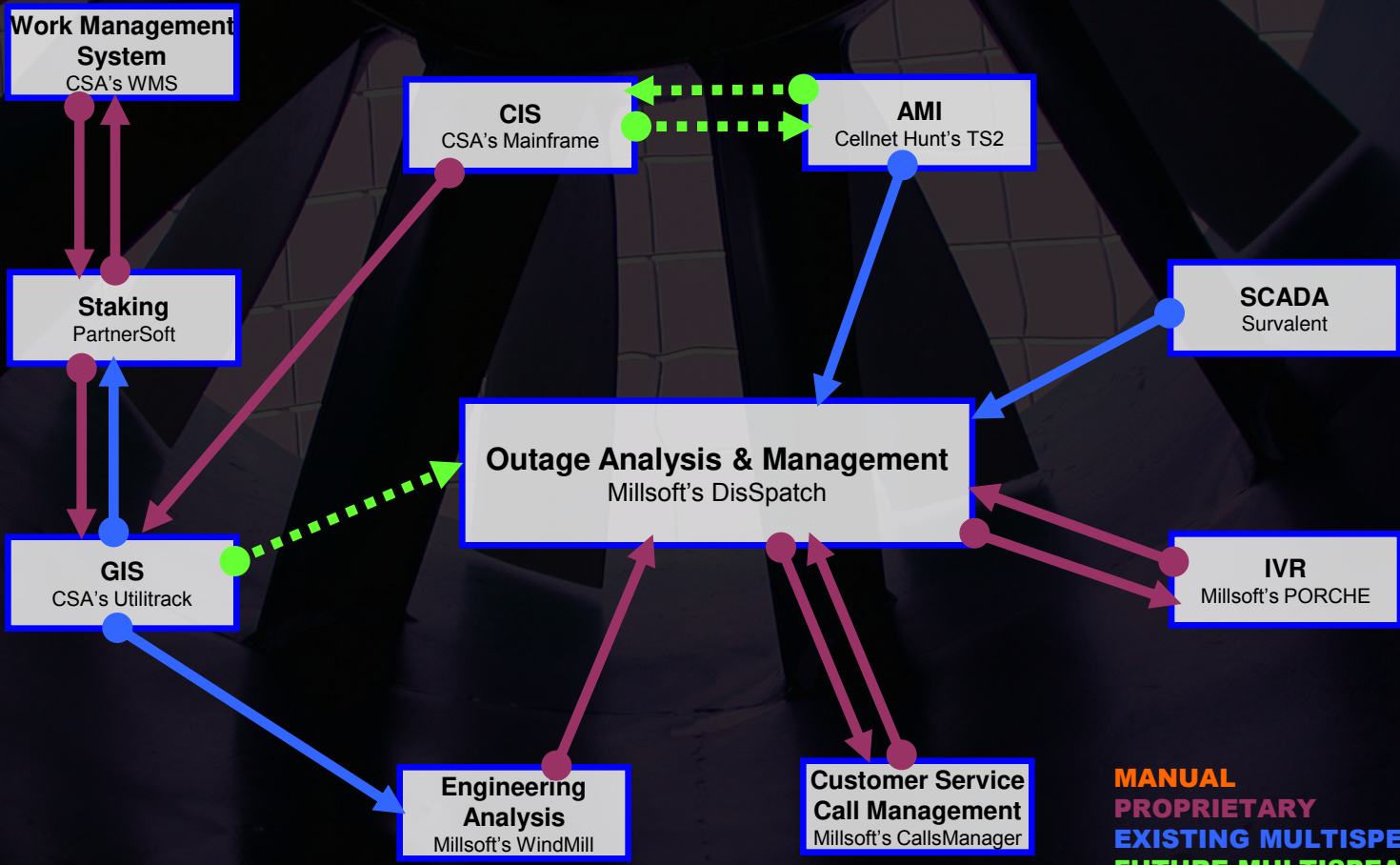
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RESOURCE INVENTORY

- What are our current processes?
 - Which ones are we good at?
- Data Issues
 - Where is data kept?
 - Who maintains the data?
 - Who is using the data?
- What applications are you stuck with?
 - What limitations do they impose?

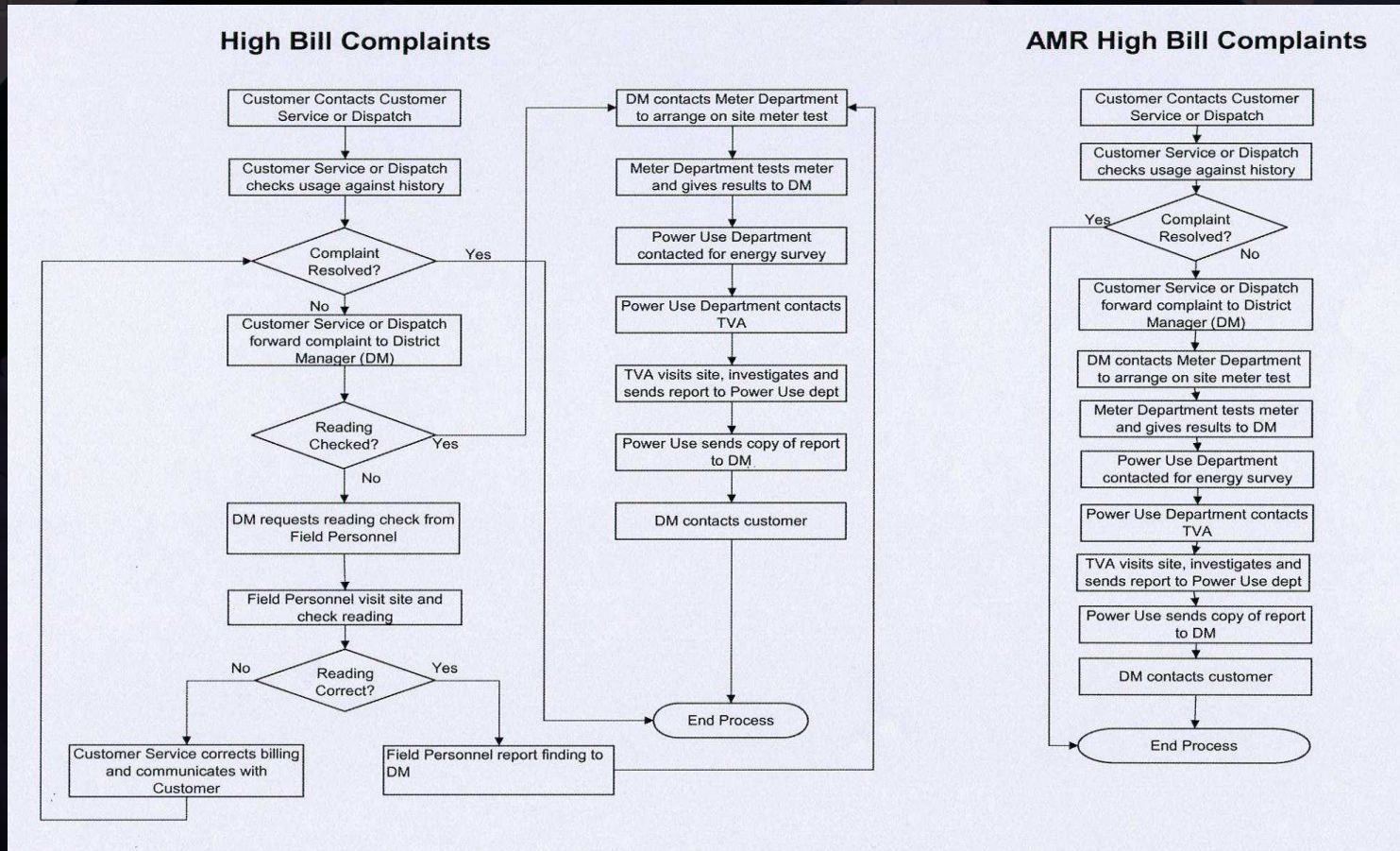


SET GOALS AND RULES

- Define ultimate and interim processes that
 - Require minimal data handling
 - Play to our strengths
 - Work within the limitations imposed



Process Diagram



CHOOSE APPLICATIONS AND INTERFACES TO MEET GOALS

- Proprietary interfaces
 - Generally most efficient and reliable
 - Generally limited to provider or select players
- Multispeak
 - Bridges more gaps
 - May be less efficient
- Choose partners carefully
 - Corporate culture
 - Interface capability
 - Multispeak may be a “litmus test”



Thank You

Allan Glidewell



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