The Importance of Interfaces

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Southwest Tennessee Electric Membership Corporation
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
TECHNOLOGIES

Outage Analysis & Management
Milsoft's DisSpatch

Work Management System
CSA's WMS

GIS
CSA's Utilitrack

Staking
PartnerSoft

CIS
CSA's Mainframe

AMI
Cellnet Hunt's TS2

SCADA
Survalent

IVR
Milsoft's PORCHE

Engineering Analysis
Milsoft's WindMill

Customer Service Call Management
Milsoft's CallsManager

System
CSA's WMS

Customer Service
Call Management
Milsoft's CallsManager
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Southwest Tennessee Electric Membership Corporation
a Touchstone Energy Cooperative
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
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