

Utilizing Technology

Cedar-Knox recently implemented several technologies that are utilized on tablets in the field. This helps to facilitate quicker communication between field and office staff, ensure safety, and to improve on work practice efficiencies.

To help in facilitating communication between the field and office staff, Cedar-Knox has implemented a mobile service order app. This app allows the linemen to view service work tickets and update the information to the office in real time. This allows office staff to have information instantaneously to aid in conversations with customers involving the work being done at their location. The linemen also have access to a digital map of the CKPPD service territory and even some customer service information which can aid them in knowing

what material they may need for the job.

One application that was implemented to ensure safety was our “tailgate” app. Before any job begins, all crew members discuss the work to be done, who will be doing what, and the dangers to be aware of. This safety procedure is a form on the tablet the crew fills out that walks them thru the hazards and questions to be discussed ensuring everyone is on the same page with each and every project.

CKPPD is making great strides in utilizing the new technology tools available. We are all working to improve efficiencies companywide to include moving to less paper and quicker response times. From service orders, to vehicle inspection sheets, and more, we are evolving. In many instances, the information can be documented right on a form, app, or software on the mobile device and is instantly updated to those who need the information without the paper shuffling from staff member to staff member. Safety and efficiency is also gained by using the new auto vehicle location (AVL) software. Mileage is often reduced and employees are able to confirm who is where which allows for quicker response time to outages and emergencies. With the technologies available to be used, it

enables employees to be more productive and ultimately provide better customer service.

There are many more technologies that can be implemented from the office to the mobile devices, so this is just a beginning. With the rapidly evolving nature of technology, it is increasingly important to adapt. Mobile transformation doesn't happen overnight though. Before implementing changes, many factors go into the decisions of what is being rolled out and when such as: security aspects, the benefits of the change, and of course cost effectiveness. Testing and training then have to take place once the new technology is ready to be deployed. The CKPPD employees have been hard at work implementing the transition to mobile thus far, and are looking forward to the future and utilizing technology even more to continue to improve efficiencies and customer service to you.



Do You Have Renewable Energy Questions? Contact us!

If you are considering installing solar, wind, or other renewable energy source at your home, please contact Cedar-Knox PPD. We are here to assist you with your needs and answer any questions you may have. CKPPD does have policies and procedures to be followed for a customer owned distributed generation resource to be interconnected with District facilities. Thank you.



Summer Energy Saving Tips

Costs associated with cooling your home can make up a large portion of your summer electric bills. Stay cool and save money this summer with these energy efficiency tips.



1. Close blinds and drapes during the day to keep heat out



2. Turn off lights and ceiling fans when you leave a room



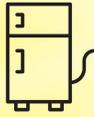
3. Set your thermostat a few degrees higher



4. Take cooler showers



5. Use countertop appliances or a microwave instead of your oven – better yet, grill or smoke food outdoors.



6. Unplug that extra fridge especially older, inefficient models (they have to work even harder in a hot garage)



7. Optimize your programmable thermostat's features



8. Check the airflow around windows and doors (add weather stripping if needed)



9. Unplug all chargers and electronics before leaving the house



10. Minimize opening and closing of outside doors to keep the cool air inside from escaping.

Source: SafeElectricity.org and NRECA

BUDGET BILLING

Budget billing is available to monthly billed Cedar Knox PPD customers. The budget payment plan allows you to be billed the same amount each month, based on the average usage from your account history. This helps to avoid the seasonal fluctuations of your electrical bills and helps with your monthly budgeting. The budget plan is then balanced annually. The total of your monthly electric charges will be compared to your total budget payments that you made throughout the year. If you have overpaid, the credit will be applied to your account for the next month's budget billing. If you have underpaid, you will need to clear up the balance due at that time.



In order to qualify for budget billing, a customer must have 12 months of usage history at their current residence. Each month you will still receive a billing statement showing the actual energy usage and billing, as well as the budget billing amount that is due and the current account balance. If you are interested in the budget payment plan, please contact our office at (402) 254-6291 or (800) 891-5196. Now is the time to inquire!

Irrigation Hotline and After Hours Phone System

Our irrigation hotline number is **402-254-6322**. It can be used to check the daily control status message that details any control hour information we have received.

For after hours issues, please call **402-254-6291** or **800-891-5196** and press option 3 to talk to the irrigation load control program operator on call. They can help you with your irrigation radio control.



Construction

Crews have been busy this spring and early summer. This year has had an increased number of new irrigation services and conversions from diesel to electric. We have also seen good growth of new residential, cabin and camper services. CKPPD devotes much of the summer and fall to improving our distribution and sub-transmission infrastructure from our 5-year workplan to assure reliability and power quality to our customers. Recently crew members (pictured) set a new 80' laminate pole and 69KV switch at the Laurel substation along Highway 20. This is part of a 6 mile sub-transmission rebuild where we will be setting new poles and reconductoring between the City of Laurel and the Belden substation.



INFORMATION REQUEST

Now is a great time to update your account information such as your phone number or email address. Another helpful item to update is the description of your accounts. We can add a farm name or account label to help you differentiate between your accounts, allowing office personnel to assist you more efficiently. Give us a call at (402) 254-6291 and we can update your information over the phone.



UPDATE
CONTACT INFORMATION