

Request 91: Description of Grayson OMS. Manufacturer, date installed, general capabilities.

Grayson Rural Electric uses Milsoft Utility Solutions 'DisSpatch' for our Outage Management System. DisSpatch provides for a quick and efficient management of outages on our electrical system. The program processes information from customers, crews to AMR to locate and predict the problem areas. DisSpatch helps dispatchers and supervisors to deal with a routine transformer outage to a large storm outage.

Grayson RECC uses the Futura mapping and staking software that integrates with Milsoft's DisSpatch to keep our outage maps up to date. We have had the Milsoft DisSpatch since 2011 and the Futura Mapping since 2016.

Grayson RECC also has an IVR system that allows our consumers to call into and report outages. The system also allows us to contact certain consumers in a specific area for planned outages or messages that we would like to get out to our members.