

Project Updates

TWACS Meter Change-Outs Continue

October 2007

Since the TWACS (Two-Way Automated Communication System) meter conversion began in fall 2006 much progress has been made. The system transfers data between the meters and central computers over the electric wires which connect the main substations and the customer's meter. To make this work, special equipment must be installed inside the five main substations. Alcoa Electric has completed this work for Blockhouse, Wildwood, and Chandler substations. Proffitt Springs will be completed in September and Duncan in October. The Meter Division has installed over 11,125 TWACS - about 41% of the total - meters to date. Information Systems is busy "searching" these meters into the TWACS software and has written programs to allow bills to be processed using the automated meter reading.

Thorough testing of the communication systems must be complete before billing customers based on remote meter readings. Chief Engineer Larry Stargel explains, "The testing phase for TWACS meter reading is important to ensure accuracy in billing customers". Even with the new meters installed, automated readings will be compared with manual readings in the field to make sure the system works properly. Automated meter reading using the currently installed TWACS meters should begin this fall.

Feature Fact

One feature of the TWACS system is increased processing of customer calls during major power outages. Working in connection with the IVR (Interactive Voice Recognition) phone system, dispatchers will be able to know what service areas are affected and quickly send crews to that area. The IVR program works based on recognizing customer phone numbers kept on the utility account when you call to report an outage.

If you have a new phone number (land line or cellular phone), please call our Main Office at (865) 380-4700.