



Press Release  
For Immediate Release  
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### **City of Siloam Springs Electric Department Receives Electric Operations and Reliability Award from Trade Association**

Municipal Electric Systems of Oklahoma (MESO) announces that Siloam Springs Electric was named as Outstanding Achievement Award Winner in the association's annual Electric Operations and Reliability Competition. Siloam Springs was recognized in the category for cities over 10,000 population and recognized for achieving the highest level of service reliability of cities within the association and for having the best average system reliability indicator since computerized outage tracking was established by the region's larger cities.

The utility was recognized for outstanding distribution construction standards, excellent customer service, and improved margin of customer service disturbances. Siloam Springs Electric employees meet the requirements of their work with professionalism and safety due to employer efforts. These efforts include four years of rigorous field experience and testing for each line worker before he achieves journey lineworker status.

Siloam Springs had its most reliable year on record in service reliability with power being available to residents 99.997% of time meaning the average customer lost power for less than thirty minutes out of 8,760 hours in the last year. The City also typically identified, responded to, and corrected a power outage problem in 40 minutes on average. This is also the best response average the city has had since computerized outage management was instituted. By having local ownership of the electric system and crews located within one mile of most customers, customers don't wait for electric service crews in Siloam Springs.

Siloam Springs staff use computer programming developed by MESO and the Oklahoma Municipal Power Authority to track all outages and electric system disturbances. The performance indicators provided by this software are standard for the electric industry. MESO General Manager Shane Woolbright presented the award to the Siloam Springs Electric staff and management.

In presenting the award, Woolbright said that the trade association valued the continued participation of the various utilities in the region in the annual reliability competition. "It's important, we believe, for cities to maintain accurate records to measure their reliability and productivity. By having review of operations of cities in the four state region, we find over time which systems have continuous excellence in construction standards and distribution automation. Siloam Springs not only has taken many steps to maintain reliability but continues to invest in system improvement."

"The current construction standards and employee training standards of this utility are superior. This training and development of staff and increased funding for reliability resulted in the continued excellent performance of the utility. Local control means local crews. That means fast response. And fast response means less outage time."

MESO is an electric utility trade association representing cities in Oklahoma, Missouri, Kansas, and Arkansas. The association's member utilities provide non-profit electric services and electric power generation to some 750,000 people in four states. Siloam Springs is a MESO member and purchases its electricity from an Oklahoma State Agency, the Grand River Dam Authority. As a trade association of cities, MESO played a role in the expansion of that agency's power sales to cities in Arkansas, Kansas, and Missouri. Siloam Springs recently extended that power sales agreement with the Grand River Dam Authority.