

More than 50 U.S. utilities to attend 12th-annual ARCOS conference for crew callout and crew management

Columbus, Ohio – March 5, 2015 – ARCOS® LLC, a provider of [crew callout](#) and crew management solutions, will host more than 50 of America’s electric, gas and power plant utilities at the 12th-annual ARCOS Conference at the Wild Dunes Resort in Charleston, S.C., from March 15 – 18, 2015. San Diego Gas & Electric – winner of the 2014 ReliabilityOne™ National Reliability Excellence Award – will deliver the conference keynote session titled “What does it take to become a reliable electric utility?”

Also on the agenda is a two-part presentation featuring Con Edison and National Grid. Emergency response directors from both utilities will show attendees how they are preparing for major events. Continuous improvement and communication are part of a finely choreographed set of drills, training and technologies that both utilities will discuss. One of the technologies Con Edison will reference is the ARCOS System Outage Staffing (SOS) module, which the utility uses to manage around-the-clock coverage for its Municipal Liaison Program.

During the conference, ARCOS and its utility partners will present more than 24 sessions including: an overview of the ARCOS plan for crew management, activating the Incident Command System (ICS) and improving customer service with the ARCOS SIREN® mass notification application. Other conference sessions include managing large-scale events, staffing for crews and storm roles and roundtable discussions for gas utilities, power plants and electric utilities.

“Our conference is about meeting old friends, making new ones and learning and sharing what works. Every year, we hear about new ways people are using ARCOS to improve processes, make callout more equitable and expedite response,” said Bruce Duff, chief executive of ARCOS. “In the past, we’ve heard presenters talk about how ARCOS reduces CAIDI, and we even learned Pacific Gas and Electric Co. used ARCOS to [unite management and the union](#).”

ARCOS will also provide conference participants an opportunity to attend ARCOS University, a series of how-to sessions offering best practices and case studies for getting the most out of ARCOS. To review the agenda or register for the conference, visit <http://bit.ly/1APrPhQ>.

About ARCOS LLC

Twenty-four of the top 25 U.S. utilities rely on the ARCOS® Callout and Scheduling Suite. When the power goes out, a gas leak is reported or another emergency occurs, the award-winning, SaaS-based ARCOS Suite instantaneously finds, assembles and tracks repair crews, reducing outage interruptions and improving restoration time for electric, gas and power plant utilities. For more information, visit www.arcos-inc.com or call 614-396-5500.

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