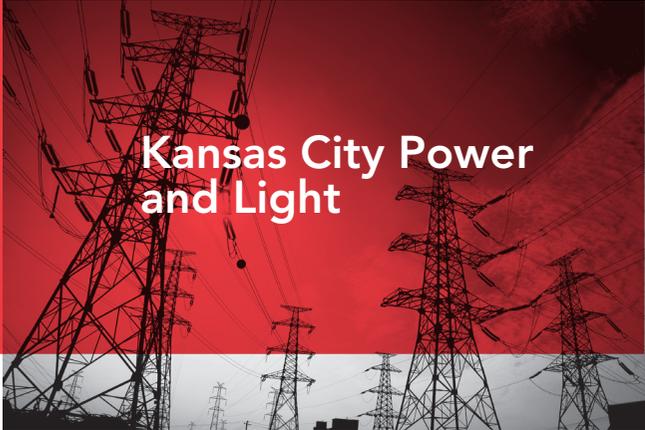




KCP&L NEEDED A NEW SOLUTION THAT SUPPORTED THEIR EXISTING CALLOUT RULES AND WOULD HELP REDUCE GRIEVANCES.



Kansas City Power and Light

SITUATION

Kansas City Power and Light (KCP&L) needed to replace their automated Crew Callout system. The new system they had implemented supporting 250 linemen and the underground group had proven to be inadequate. KCP&L's management team decided to completely replace their new system.

"We had multiple challenges," says Tom Burke, Superintendent of Distribution System Operations, "every time we made a revision, something would fail, and on top of that, the number of grievances was mounting." Complaints were so numerous the implementation team was told to replace the system by year-end. Complicating an already tight deadline the newly formed implementation team needed maximum buy-in from their bargaining units and to minimize the impact of this change.

SOLUTION

Already familiar with the ARCOS Crew Callout Application, KCP&L invited ARCOS to demonstrate their solution to the implementation team and union members from two main union locals. "We liked what we saw and heard, but took an extra step to make certain that ARCOS was the industry standard," says Burke.

KCP&L hired the Edison Electric Institute to conduct a survey of companies to identify automated callout systems in use and to find out what worked, what didn't and why. The majority of respondents used ARCOS and were highly satisfied with the results. "The survey validated our initial impression that ARCOS was right for us," says Burke.

ARCOS was given specific guidelines for the new solution:

- Implement by December and minimize the impact on crews
- Make employee schedules fully transparent and easy to maintain
- Provide 24 x 7 x 365 availability over the Internet with KCP&L's business rules
- Comply fully

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RESULTS

ARCOS met the challenge. "It came together quickly, on-schedule, and acceptance has been very positive from both the work force and management team," says Burke and goes on to add, "during storms, it would take us three hours to call everybody, but now we can do it within 60 seconds."

Tony Laughlin, Superintendent of Field Operations, reports that grievances are down dramatically and the majority of those they do receive are the result of user error. ARCOS logging and reporting alleviates grievances by providing accountability for callout procedures, and data is instantly available, improving transparency. "Traceability of what happened and when reduces 90% of grievances because now we can answer questions up front. We might log some incorrectly, but I can't think of a time the ARCOS system messed up. It's priceless."

When Tom Burke was asked if he would recommend ARCOS to his peers he states: "Just put it this way, we are currently exploring opportunities and I hope to expand ARCOS to other areas of KCP&L."