

## SLECA implements state-of-the-art outage management system

In our ongoing effort to provide better service at the lowest possible cost, SLECA is implementing a state-of-the-art outage management and interactive voice response system.

The new system is set to become operational later this summer.

According to SLECA General Manager Joe Ticheli, "With this new system, we can better detect, manage and respond to service outages, whether for a single member or for system-wide disturbances."

The new system will enable SLECA employees to detect, evaluate, diagnose and respond to service interruptions through automated collection, organization, analysis and display of relevant system and customer information. This will enable speedy, accurate response and restoration and ensures timely and accurate communications with employees and customers.

Ticheli said the new system will prove especially valuable during large outages and emergency conditions when call volumes are high and no customer will be turned away by a busy signal. (Acct. No. 54416001)

Ticheli emphasized that members who call will still have the option to speak to a customer service representative or choose to leave a recorded message. Recorded messages will prompt the system to automatically display the member's address and account information for dispatchers, which will pinpoint the location of the trouble area and reduce response time.

"We always do our homework when investing in new technology and we have found that this system has proven very valuable to those electric utilities that have implemented it across the country," Ticheli said.

## Two local students named 2014 Youth Tour winners

SLECA General Manager Joe Ticheli recently announced that Dylan Dupre and Destiny Hicks have been named winners of the 2014 Washington Youth Tour.

Dylan and Destiny will participate in a week-long all expense-paid trip to Washington, D.C., sponsored by SLECA.

As part of the Youth Tour program, they will also attend the "Government-In Action" Youth Tour Summit in Baton Rouge on April 14-16. The Summit is hosted by the Association of Louisiana Electric Cooperatives.

During the Summit, the students will visit with legislators at the State Capitol, participate in leadership training and tour the Louisiana Generating coal-fired power plant located in New Roads.

Dylan is a sophomore and Destiny is a junior at Terrebonne High School. Michael Mancuso of Morgan City was named alternate.

Dylan, Destiny and approximately 28 other young people from Louisiana will join more than 1,300 students from 40 states on June 13-20, 2014, for a week of sightseeing and a first-hand look at how our federal government functions.

Before reaching Washington, the student group will tour one of the Seven Wonders of the Modern World, the Natural Bridge located in Shenandoah Valley, Va.



Dupre



Hicks

doah Valley, Va.

During their stay in Washington, the students will tour the Lincoln and Jefferson Memorials, Washington Monument, Vietnam and Korean War Memorials, Arlington National Cemetery, the Holocaust Museum, the Smithsonian Institution, Ford's Theatre, the White House and will also take a boat cruise on the Potomac River. (Acct. No. 202494001)

One day will be spent on Capitol Hill touring the U.S. Capitol and visiting the offices of the Louisiana Delegation.

Ticheli said, "This is a great opportunity for two of our local students to visit our nation's capitol and learn more about how government works. SLECA is dedicated to the education of our young people through worthwhile programs such as the Youth Tour, our annual scholarship program, and many other initiatives aimed at improving the quality of life for everyone in our community."

## SLECA News



Low Rates. High Expectations.

Joe Ticheli, General Manager  
Alexander Doyle, President  
South Louisiana Electric Cooperative Assn.  
P.O. Box 4037, Houma, LA 70361 (876-6880)



## Don't miss your chance to win at SLECA's Annual Meeting

### You can win a Sony 55-inch LED 1080p Flat Screen Smart TV at SLECA's 76th annual meeting

South Louisiana Electric Cooperative Association (SLECA) members attending their annual membership meeting on April 11, 2014, at the Houma-Terrebonne Civic Center will have a chance to win a Sony 55-inch Flat Screen Smart TV in addition to many other prizes and also share the event with family, friends and neighbors.

Drawing for the Sony giant screen TV will close the annual meeting that will feature a great meal of fried catfish, white beans, jambalaya, salad and dessert. Entertainment will be provided by the Houma-Terrebonne Community Band and there will be health screenings, a magic show, face painting and balloon sculpturing for the kids, plus demonstrations on electrical, boating and fire safety.

Guest speaker will be Louisiana Public Service Commissioner Scott Angelle.

This year's event once again includes a patriotic tribute to all of our service men and women stationed throughout the world protecting our freedom, the awarding of valuable door prizes, a report from SLECA General Manager Joseph Ticheli, plus a great meal and entertainment by Ca-

jun humorist Kent Gonsoulin. This year, as in past years, all door prize winners will have their names included for the drawing of the Sony 55-inch LED Flat Screen Smart TV. Don't miss SLECA's 76th annual membership meeting and be sure to bring the entire family!



### Check account names now to speed Annual Meeting registration

To help speed your registration at SLECA's Annual Meeting, April 11, 2014, please take a couple of minutes to check something now.

Check the name (or names) on your bill. This is how your account is listed on our records. If any changes have occurred, you need to contact us to find out what needs to be done to make the proper corrections.

Your registration is important in the event of voting and also for the prize drawing at the end of the business session. (Acct. No. 98181002)

Only members of record (those listed on the bill) may register at the meeting. A joint membership of husband and wife counts as one registration. A tenant may not register if the account is in the landlord's name, nor may a landlord register if the account is in the tenant's name.

A qualified representative of a church, business or organization may register if proper documentation is presented. Only the president, officer or manager of a corporation may vote for the corporation at a meeting of the members.

Any employee of the corporation may vote for the corporation as authorized by corporate resolution of the Board of Directors. This resolution must be adopted within ninety (90) days prior to the meeting.

We urge you to contact us as soon as possible if any changes or corrections need to be made on your records.

### We need to know if you are on a life-support system

We are updating our records for life-support equipment needs and would appreciate your cooperation in providing this information.

In order to maintain quality service and perform important maintenance or construction of our electric distribution system, it is sometimes necessary to plan a brief outage to protect the safety of the SLECA's linemen.

As members know, there is nothing that can be done to prevent outages due to extreme weather or other uncontrollable factors. By planning outages for maintenance and restoring service for all outages as quickly as possible, SLECA strives to minimize any inconvenience.

In a special effort to minimize the inconvenience to any member who relies on life-support systems or equipment, we need to know who you are and where you are located. We also need to be advised at any time any changes are made and if the system or equipment is removed. We appreciate your cooperation in this matter.

If someone in your home is dependent on life-support equipment, please fill out this form and mail it to SLECA, P.O. Box 4037, Houma, LA 70361.

#### Life Support System Information

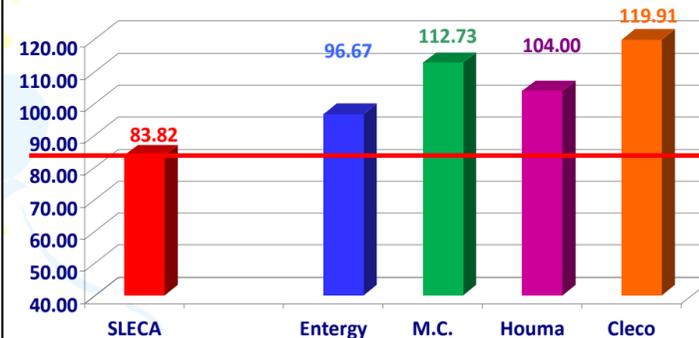
Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone Number: Area Code(\_\_\_\_) \_\_\_\_\_  
 Account Number: \_\_\_\_\_  
 Type of Support System: \_\_\_\_\_  
 Do you have an emergency standby generator to operate this equipment?  
 Yes \_\_\_\_\_ No \_\_\_\_\_

### Good Friday closing

SLECA's offices will be closed in observance of Good Friday on April 18, 2014.

Service personnel will be on call 24 hours to handle emergency situations.

### Rate Comparison for 1,000 KWH for March 2014



## Official notice of Meeting of Members

In accordance with Article III, Section 3 of the Cooperative Bylaws, notice is hereby given of the Annual Membership Meeting of South Louisiana Electric Cooperative Association (SLECA) to be held on FRIDAY, APRIL 11, 2014, at the Houma-Terrebonne Civic Center, 346 Civic Center Blvd., Houma, Louisiana.

Member Registration (Registered members receive a gift).... 5:30-7 p.m.  
 Music/Houma-Terrebonne Community Band ..... 5:30-7 p.m.  
 Health Screenings & Community Information Booths ..... 5:30-7 p.m.  
 Magic Show For Children (David LeBoeuf) ..... 6:15-6:45 p.m.  
 SLECA Annual Meeting ..... 7 p.m.  
 Dinner (Approximate) ..... 8 p.m.  
 Entertainment (Approximate) ..... 8:30 p.m.  
 Door prize drawing following entertainment

The meeting is being held for the following purposes:

- To administer the oath of office to SLECA Board members elected at the 2014 district meetings.
- To transact any other business which may come before the meeting.

Respectfully submitted,  
 Brian Rivet, Secretary

## Across the Board

February 3, 2014

Present were directors Alexander Doyle, president; David Luke, vice-president; Brian Rivet, secretary; Terry Trahan, treasurer; Tracy Duval, J. D. Boudreaux, Eroy Acosta, Roger Dale DeHart, Larry J. Daigle, and Advisor to the Board, Lloyd Gibson. Also attending were Joseph Ticheli, general manager, James Funderburk, attorney and Yolanda George, member services supervisor.

After the invocation and pledge, the board approved minutes and summary of the January 6, 2014, meeting, the ALEC minutes and 110 new members.

The financial report, approved by the board, highlighted interest earnings, cash on hand, rate comparison showing SLECA having the lowest rates compared to other area utilities, line loss, kilowatt hour sales for the month, cumulative sales to date, cost of service, equity, TIER, and electric and total revenue versus cost per kilowatt hour. (Acct. No. 87036002)

Following an update on upcoming schools, meetings and events, Mr. Ticheli reported on the following: (1) On June 14, EPA is scheduled to announce regulations governing carbon dioxide emissions from existing power plants such as Louisiana Generating. NRECA has started an email campaign directed at EPA opposing these regulations. If EPA does indeed issue these new rules, it could take years for them to be enforced because of multiple lawsuits that will undoubtedly be filed. 2) Louisiana's new NRECA director, Mark Brown, from Claiborne Electric, will take his place on the NRECA Board of Directors at the NRECA Annual Meeting in Nashville. 3) Senator David Vitter announced that he plans to run for governor in 2015. At the present time, his main opponent is LT. Governor Jay Dardenne. State Treasurer John Kennedy has said he is considering entering the race and Commissioner Scott Angelle is rumored to also be interested. 4) The annual Legislative Cookout at the Louisiana State Capitol is planned for Tuesday, May 20. SLECA will prepare boiled shrimp and oysters on the half shell as we do every year. 5) Commissioner Eric Skrmetta was re-elected Chairman of the Commission for 2014. 6) The Alliance for Affordable Energy, a non-profit organization that advocates affordable, environmentally responsible energy and is based in New Orleans, has asked to meet with ALEC to learn more about electric cooperatives. The ALEC Board thought it was a good idea and the Alliance will be invited to attend the February board meeting. The board then approved the manager's report and the safety report showing employees have worked 2,666,973 hours without a lost time accident since December 1996. The board then approved the attorney's report and fees.

Following executive session, the meeting was adjourned.

You may obtain copies of the minutes by contacting SLECA, P.O. Box 4037, Houma, LA 70361 or by calling (985) 876-6880 or 1-800-256-8826.

Your Cooperative Connection

# LOUISIANA COUNTRY

**SLECA NEWS**  
Pages 6-7 • April 2014  
Vol. 31, No. 1



**Don't miss SLECA's  
76th Annual Meeting  
at the Houma-Terrebonne  
Civic Center April 11!**



**You could be the winner of this 55" Sony TV!**



**Annual Meeting  
Special Insert  
Included**