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NEWS RELEASE

Choctawhatchee Electric Cooperative
P.O. Box 512
Defuniak Springs, FL 32435
www.chelco.com

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Ashley Williams
Director of Communications
850-307-1121
awilliams@chelco.com



ADVANCEMENT IN TECHNOLOGY PROVIDES CHELCO MEMBERS MORE INFORMATION DURING OUTAGES

CHELCO has added a new feature to its online outage viewer to provide members the estimated time it will take to restore power.

The outage viewer at chelco.com provides a live map with the most current information on outages, such as location and the number of members affected and calls received.

The newest advancement, estimated time of restoration, is available by clicking on an outage on the map from either a desktop or mobile device. The estimate can change after crews on site of the outage fully evaluate the repairs required.

The new feature includes status of outage, customers affected, streets affected and the start time of outage. Finally, the estimated time of restoration is listed. Generally, the time will show two hours until a crew arrives on scene and assesses the cause for the outage. From there, it will be updated based on the crew's assessment. At any time during repair, the time

could be updated to a longer or shorter estimation, depending on what the crew finds along the way. During severe storms, an estimate may not be provided until a crew is available to work that particular outage.

“When members report an outage or call to ask for details, they usually want to know how long it will be until power is restored,” said Steve Wolfrom, vice president of member services. “They need to make plans, and we believe this new service will be helpful to members for most power outages. When situations occur where we have a large number of outages with unknown causes, making the predictions becomes more difficult. We will keep the map updated and provide estimates as we work through the system repairing damages.”

Members can also follow CHELCO on Facebook and Twitter to get updates on major outages when more than 500 members are out of power. A link to the outage viewer is posted along with updates on Facebook.

CHELCO is a not-for-profit electric distribution cooperative serving more than 47,000 members in Walton, Okaloosa, Holmes, and Santa Rosa counties. Please visit chelco.com for more information.

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