

Centralized Dispatching FAQs & Talking Points

Question: What is centralized dispatching?

Answer: *One centralized location that monitors day-to-day operations and after-hours emergency work and outages.*

Question: Why is the cooperative transitioning to this procedure? What are the benefits?

Answer: *The co-op is reorganizing to create a centralized dispatch and to modernize its dispatching facilities and techniques. This will maximize safety, efficiency and reliability while reducing operating costs. The benefits are:*

- 1. **Safety** – this will allow one department to keep track of all construction crews' locations and which lines are energized while crews are working. This will help prevent accidents and be a safer and more efficient way to work.*
- 2. **Efficiency and consistency of service** – these changes will improve the efficiency of departments through centralized management of work flow and procedures and allow for a consistent member experience throughout the cooperative.*
- 3. **Reliability** – this will help improve reliability through centralized management of the co-op's ongoing upgrades, construction, maintenance, and repair as well as outage dispatching and response. This will also provide a better way to measure response and outage times.*
- 4. **Cost savings** – having one centralized department (instead of multiple) will save money on overhead and operating costs. This will also help hold the line on potential rate increases and save members approximately \$850,000 per year.*

Question: Is the Bonifay office closing?

Answer: *No. Members will be able to handle any business needed at the office in person or over the phone. Members will not notice a difference in the overall member experience or level of service provided.*

Question: How will this impact the service I receive as a member of WFEC?

Answer: *The reorganization should not negatively impact the service you receive as a WFEC member at all. Services currently available at the Bonifay district will remain available except for purchasing used poles. Office hours also remain the same – Monday-Friday from 8AM-5PM. All service requests, new applications, the ability to make payments, and other services will be available in person or over the phone. These changes will not impact the overall member experience and will provide better outage response and more efficient use of resources.*

Question: When will the transition begin?

Answer: *The transition will begin May 20.*

Question: Who made this decision?

Answer: *Management staff implemented these changes upon recommendation by the National Rural Electric Cooperative Association (NRECA) after a comprehensive review of overall operations and efficiencies at the co-op. NRECA is the national organization that represents more than 900 member-owned, not-for-profit electric cooperatives in the United States.*

Question: **Will employees be impacted by this transition?**

Answer: *Moving forward, Bonifay employees working on line crews, in the warehouse, and in the mechanic shop will report to the Graceville office. Dedicated personnel will still be working in the area and available to handle all outages, maintenance, and construction as needed. **No one will lose their job.***

Question: **How much will this change save the cooperative's members?**

Answer: *Approximately \$850,000 per year.*

Question: **How has this transition been communicated to members?**

Answer: *Emails were sent to any members who conducted business transactions in person or by phone with the Bonifay office over the past 4 years. A direct mail piece is being mailed to members in those areas who do not have a valid email address on file with the cooperative. A Facebook post has also been made. Information is also available on the cooperative's website.*

Question: **Who can I speak with if I have any additional questions?**

Answer: *You may call 800-342-7400 and ask for the executive assistant.*