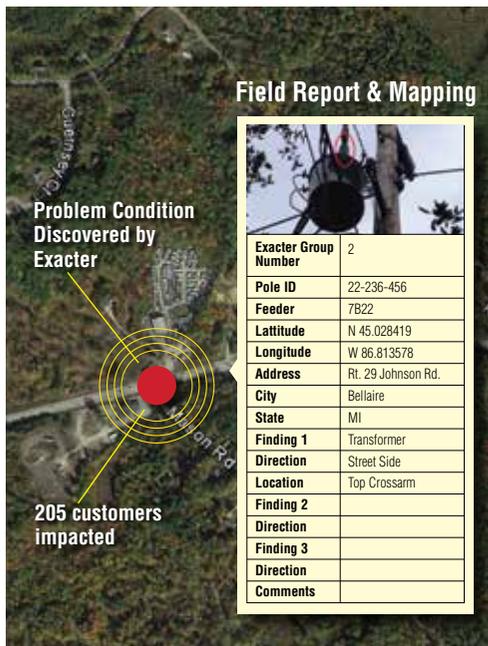


# City of Orrville Electric Engages Exacter for Continuous Reliability Gains

## AMP MEMBERS ARE IMPROVING RELIABILITY & PREVENTING OUTAGES WITH EXACTER TECHNOLOGY



More than 20 AMP Member Communities are using Exacter technology to help prevent power outages and improve reliability. Exacter's patented technology locates overhead assets exhibiting signs of deterioration so remediation can happen before the outage occurs. Find out more by contacting Dane Nagel at Exacter.



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(Orrville, OH – March 17, 2017) - Located 20 miles southwest of Akron, Orrville, Ohio is a small, thriving community with a strong manufacturing base that employs 46% of community residents. It's also the home to a number of leading manufacturing firms in their fields including, The J.M. Smucker Company, Quality Castings and The Will Burt Company.

In 2008, the city's electric utility was one of the first pilot projects for a promising young company called Exacter, whose technology can identify the locations of potential power outages before they occurred. During that first deployment of Exacter technology in Orrville, a three-phase cutout was identified as deteriorated on a backbone circuit. Visual inspection did not indicate a problem. However, when the lineman inspected the cutout on the pole, the porcelain body shattered and the live conductor came loose. The operations manager remarked that had the cutout failed when there was no one on site to repair it, there would have been an outage of over half of the city.

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While Orrville's electric utility outperforms its IOU neighbors First Energy and AEP in reliability, they are always looking for ways to improve service to customers. In 2016, Orrville reconnected with Exacter as part of an effort to further assure reliable power to residential customers and their industrial base. "In Orrville, we are a tight-knit community. Everyone knows who you are and we see each other around town regularly. Doing a good job for your neighbors is how we look at our job. Regarding Exacter, I was especially interested in our service to commercial and industrial portions of our system," states Orrville Utility Superintendent, Dick Smith. "We were familiar with Exacter and had watched their technology progress over the years so last year we re-engaged them to provide an assessment of the health of our system and overhead assets."

The City of Orrville Electric Utility is responsible for over 400 miles of distribution line and its industrial customers require clean reliable power to ensure critical manufacturing processes. One small outage, or even some flickering at Quality Castings, or at the Smucker plant can cost tens of thousands of dollars in damaged goods from the interruption in the manufacturing process.

Dick did his due diligence about a potential project and received positive reports on Exacter from association leaders at American Municipal Power, Inc. He brought the proposition of using Exacter to both his boss, Electric Utility Manager, Jeff Brediger and his City Council. The consensus was to use the technology to get ahead of any potential problems on the system.

Even though 90% of the Orrville system is less than 20 years old and utility trucks are regularly patrolling the city, potential problems can always lurk under the surface and out of sight.

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In June of 2016, Exacter performed a health assessment of 100 miles of Orrville's three-phase lines. Twenty-one locations were discovered where conditions were present that could lead to an outage. "The results were very interesting," continued Dick Smith. "I was glad they found no problems on the lines leading-to-and-around the industrial park, but I was surprised at some of the finds. There was arcing equipment on streets we drive by everyday, but were showing no visible signs of deterioration. However, when we went up on the pole, you could see the loose wires or cracked equipment. It confirmed what they told us that most problematic components cannot be detected visually from the street."

"After locating the general area of a problem through vehicle patrols, Exacter went to each pole and pinpointed the specific equipment that was arcing using ultrasonic devices. The report they gave us made it very easy to go to each location and make repairs," states Smith. The Exacter report to Orrville Electric included an individual page for each of the 21 finds. It included the GPS location, pole number, Google and Google Earth map images, and a photograph of each deteriorating component. "Two of the finds were lightning arresters showing no signs of problems. They protect a number of systems and locations. Restoring them added a lot of reliability back to our system."

**“We believe the 21 repairs we made to the system are going to make us even more reliable and resilient to major weather events.”**

Dick Smith and the City of Orrville were pleased with the Exacter report and will look to utilize Exacter assessments in 2017 and beyond. "The report affirmed that our overhead grid was in good overall condition. We believe the 21 repairs we made to the system are going to make us even more reliable and resilient to major weather events," concluded Smith. "And I believe our industrial customers will be glad to know we are employing measures like Exacter to assure their process reliability too."