

**YOUR**

# LA PINE CHAMBER CONNECTION

**PRESENTED BY:  
WISE BUYS ADS & MORE**

*"We are the hub of the business community, promoting commerce and tourism making La Pine a vibrant community to work, live and play!"*

## Midstate Electric ready to bring communications to a new level: technologically current!

By T. Myers

### CUSTOMERS TAKE NOTE!

Midstate Electric Co-op is growing and changing! As the co-op gets ready for the annual meeting there are great things in our local horizon for customers/members all over the Midstate region. According to the new (just over a year in the position and 19 with the company) General Manager, Dave Schneider, Midstate has some new and innovative ideas that are all about better communication and customer service! And Schneider's team is seriously invested in making the changes that will make a difference to their members.

In a personal interview with Schneider, he laid out a list of the ideas that Midstate is bringing to the table so that it is easier for customers to get information, get service and report problems.

"In 2012, we took a survey of customers about service," Schneider said. "They told us that the lines were busy and we did not update them in a timely manner."

Dave and his staff got busy and found that they could offer a few new services that would change immediately, the way they handle power outages and communication with members! They have new ways to report an outage, new ways to pay your electric bill and new ways to look up and see what your usage is on a daily basis!

By using the Smart Hub app - any mobile device that is connected to the internet (i-phone, i-pad, internet, etc.) will give you the info you want at a single touch.

"This is a great way to check in on your usage," Schneider said as he showed me his phone with a graph displayed prominently on the small screen. "If I have a power outage problem, I push submit and my address and information are transmitted immediately."

Midstate's state of the art dispatcher program already has access to all of the lines and employees that the company uses to cover the Midstate areas. Now they can triangulate accurate positions of a downed line or power loss by looking at where they have people reporting an outage and by the time they get the second call, they can send someone directly to the place where they need a repair. It is time saving and reportedly, they are able to restore power in record time!

Schneider is excited about the many things to come. He continues to represent the co-op at meetings with the BPA. He has taken a serious interest in following the legislation about utility companies paying taxes for any energy they use from a carbon based energy facility (Coal or Natural Gas) and he is also watching the legislative actions around the Desert Sage Grouse being considered as an endangered species and how that will affect the Midstate operations in Lake County.

Dave Schneider, his wife, Lori, and two daughters have been part of La Pine for nearly twenty years. He is actively involved in making La Pine a better place to live and will continue to be active in the community while he manages one of La Pine's biggest employers and the region's most energy efficient utility.

The annual Midstate Luncheon and General Membership Meeting is scheduled on May 10 at the La Pine Middle School. For more info call 541-536-2126.



**Sponsored by:**



Visit The Chamber of Commerce at [www.lapine.org](http://www.lapine.org)  
or call 541.536.9771.

To learn more about radio sponsorship,  
email the sales department at [sales@kitcfm.com](mailto:sales@kitcfm.com).