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Emergency Notification
System
(ENS)

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What is an ENS?

- A system whereby a user can send a recorded message to hundreds of recipients in a few minutes
- Two types of recorded messages
 - Pre-recorded (and selected from a list)
 - Recorded with current details, then immediately transmitted (preferred)

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Why have an ENS?

- The idea is to get the word out *FAST* with some basic details of the emergency situation
- Under our previous notification system, all calls had to be manually made
- This would take too much time in the event of a disaster such as dam failure

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Why have an ENS?

- The ENS can make these initial notifications in a few minutes
- We will then follow up with a personal call to a few critical emergency agencies

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How does Ameren's ENS work?

- During an EAP activation, Ameren authorized and trained personnel will
 - Access the system by calling an 800 number
 - Provide a password for security
 - Record the message
 - Select the call list for message distribution

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What are call lists?

- Ameren has defined a number of groups of people and agencies that will need information in the event of EAP activation
- They are placed on various call lists
- The lists are simply numbered 1,2,3, etc.
- One list is geographical rather than defined by name and number

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How does a geographical list work?

- Ameren's dam break inundation maps define a flood boundary
- This boundary was geo-referenced by a contractor
- The ENS software maintains an updated list of land based phone numbers (not cell phones) inside that flood boundary. Each will receive a call if that list is selected.

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What if there is no answer?

- If there is no answer, the system records it as an unsuccessful call
- If the call is answered by voice mail, the system will leave the recorded message on voice mail and consider it a successful attempt – This is a limitation

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How do you know who was contacted?

- After the system makes multiple attempts (defined by the user) to contact each phone number in the list, a fax or email report is generated stating who was contacted and who was not contacted

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Can you try again?

- The system has the capability to, at the user's command, attempt to re-contact those who were not previously contacted

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How many times does the message play?

- Ameren utilizes a “Repeat Option” which will play the message twice

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Can the system be web activated?

- The user can record the message, store it, then select the distribution via the web
- Ameren has chosen not to use this option due to the training necessary to stay current on web activation
- We prefer to use a single 800 number. A representative will guide the caller through the recording process and make the activation.

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What Service do you use?

- Rapid Notify, formerly called Community Alert Network

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Questions?