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December 2021

UTILITYSOURCE

Products and Services for Today's Electric, Telecom, and CATV Utilities

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Wheel System
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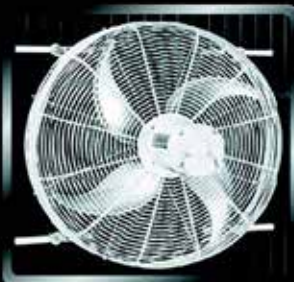
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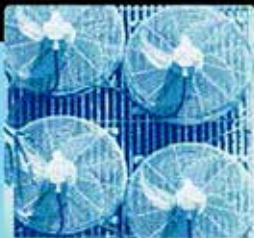
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Hastings Introduces Temporary Dead End Arm



Hastings, a worldwide manufacturer of hot line tools and equipment, recently added a Temporary Dead End Arm to its extensive product catalog.

The Temporary Dead End Arm enables a line crew to spread conductors off an existing dead end arm to gain working clearance to replace and terminate new conductors. Arms are constructed with 3-inch diameter fiberglass and a foam core to meet most load requirements for temporary dead ends. They can carry a load limit of 500 pounds per position or 1,000 pounds total load limit.

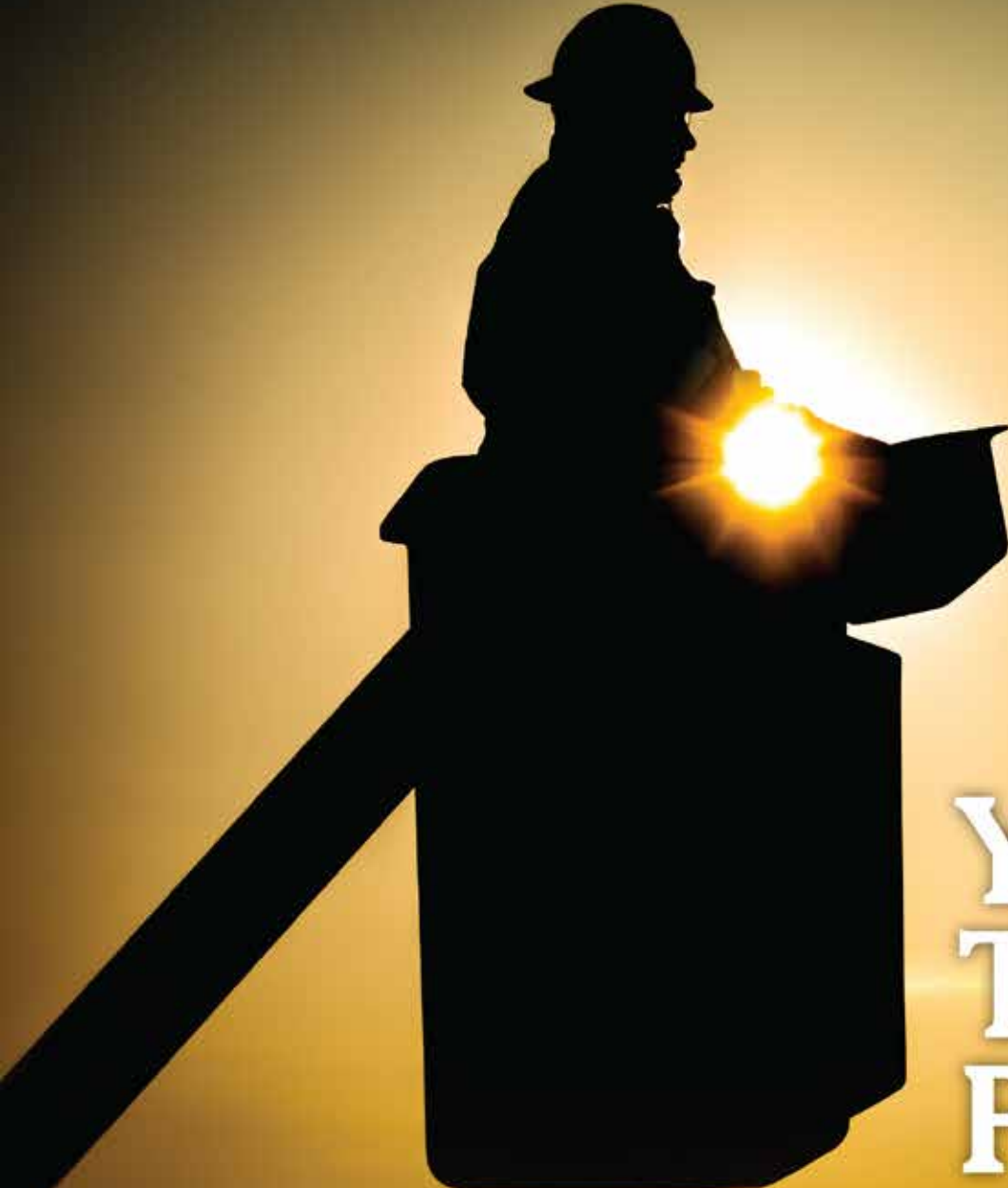
Arms have two holes with 18-inch spacing to accommodate 5/8-inch diameter hardware bolts for dead ends. Two aluminum sleeves are installed to prevent wear on the fiberglass arm. Steel mounting brackets have multiple holes for adjustment to fit various arm sizes.

Arms can be installed on either the top or bottom of existing cross arms. Two styles are available; butt swivel eye to dead end a single-phase tap line or a three-way aluminum alloy equipment mounting bracket for mounting a cutout, lighting arrester, and a dead-end tap line.

This product can be found on page 313 of Hastings' online catalog.

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JLG® DaVinciGO App Provides Phone-Enabled Diagnostics

Digital technology allows users to view, diagnose and troubleshoot JLG DaVinci® scissor lifts in real-time, from any location

JLG Industries, Inc., an Oshkosh Corporation company [NYSE:OSK] and a leading global manufacturer of mobile elevating work platforms and telehandlers, enables service technicians to connect to the JLG® DaVinci® AE1932 scissor lift via the exclusive DaVinciGO™ app, providing intelligent diagnostics through a smartphone or tablet. The DaVinciGO app can be used on iOS and Android devices to view, diagnose and troubleshoot JLG's innovative all-electric machine in real time, from any location.

According to Randi McClure, marketing manager for JLG scissor lifts, the DaVinciGO app, which comes standard on JLG DaVinci lifts, sets a new benchmark for the industry by eliminating the need for a separate analyzer, or any other specialized tools, to run machine diagnostics. This app enables users to get remote assistance using smart phone-enabled diagnostics. "The DaVinciGO app allows service personnel, such as a field technician, to perform operations, such as software updates, configuration, calibration, and more, via any connected device," says McClure. "Utilizing the latest digital technology, this app will reduce diagnostic time by giving users the ability to quickly identify and address machine issues."



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McClure continues, “And when product support is needed, users can use the DaVinciGO app to remotely engage with the JLG service center.” Using their smart devices like a “modem,” users can use the app to connect the machine directly to the JLG service center, giving them the ability to remotely view current machine information, such as the serial number, diagnostic troubleshooting codes (DTCs) or the value on a specific input, output, or internal channel, in real time.

Users can also use the DaVinciGO app to calibrate and configure their DaVinci scissor lift, adjusting inputs, outputs, and parameters in real-time. And, says McClure, it is also possible to use the app to reset a setting to its factory default value. Also, McClure says, the app allows service technicians to send or get over-the-air software updates and see machine settings without the need of a computer.

The JLG DaVinciGO app is free to download and install via the App Store or Google Play.

For information about the DaVinciGo app, please visit [DaVinciGO APP | JLG](#). For more information on JLG products and services, please visit www.JLG.com •



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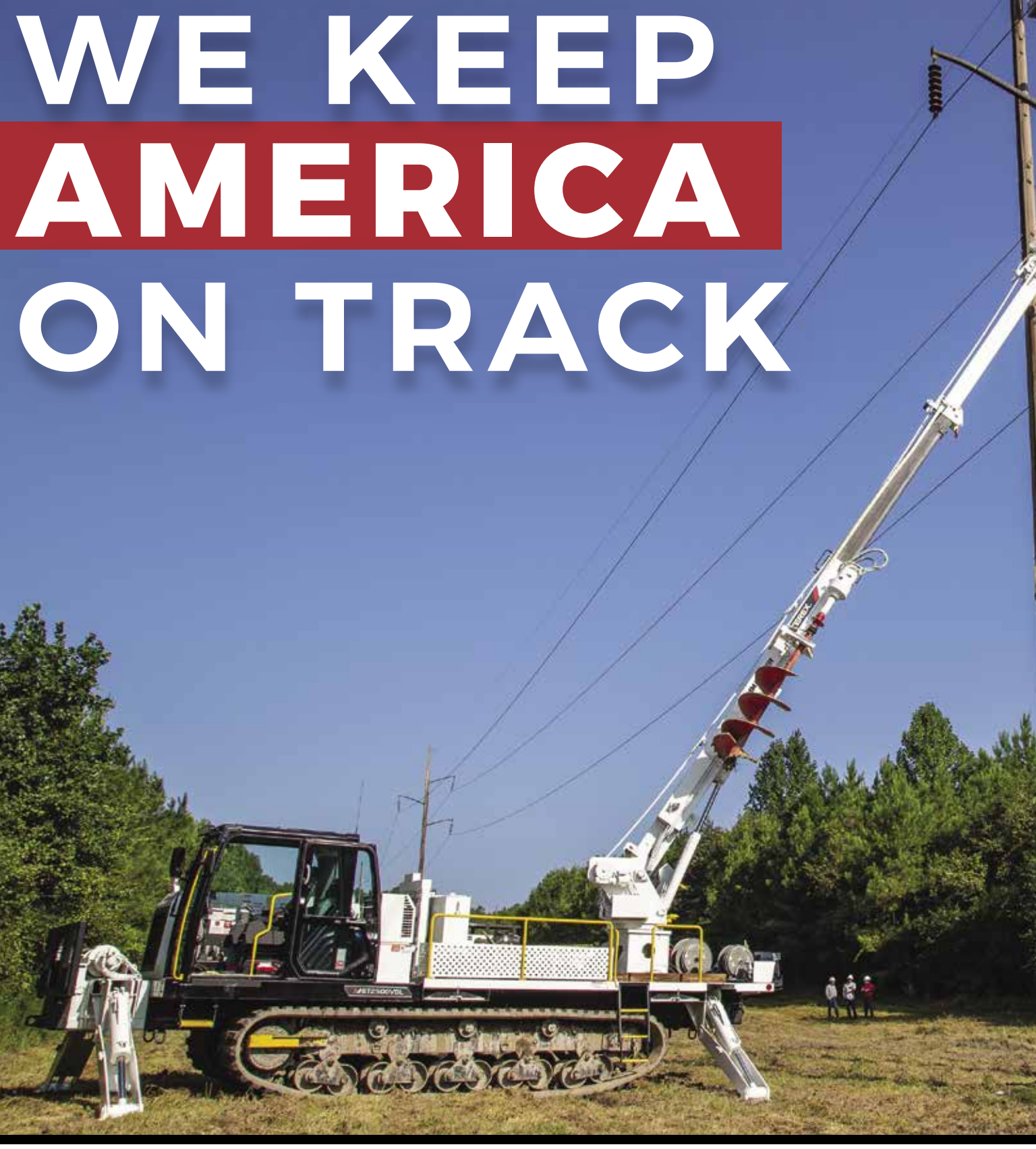
OTR Introduces NDX™ Tire and Wheel System Featuring The Tire That Never Goes Flat

OTR Wheel Engineering, Inc. (OTR) has launched the NDX™ airless tire and wheel system for turf equipment and utility vehicles. Developed to solve the recurring problem of flat tires for vehicles operating on rough terrain, NDX minimizes loss of productivity and revenue for fleets and owner-operators, while increasing ride quality.

Featuring a patent-pending design, NDX combines multi-layered construction, engineered structural supports and a tread belt that maintains desired curvature and safe ground clearance at all times. Heavy-duty construction offers superior operating life, lasting up to twice as long as other airless tire options, without sacrificing load capacity.

Additionally, NDX uses premium rubber compounds and a deflection management system that optimizes energy absorption and load distribution, resulting in a ride equal to or better than pneumatic tires. Other benefits of this system include less jarring and bouncing as well as reduced operator fatigue. Fuel consumption is also reduced – up to 10-percent when compared with similar tire options – making the NDX system more environmentally friendly.

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Sold as an assembly (tire plus wheel), the NDX system is available for more than 50 turf equipment products and 10 utility vehicle fitments supporting popular OEM models. OTR is also introducing NDX-style smooth type front tires with turf-friendly patterns.

“The NDX tire is a game-changing solution to the long-standing problem of flat tires,” says Fred Taylor, founder and Chairman of the OTR Board. “Our history of tire and wheel innovations, advanced construction and relationships with end users have been fully leveraged in this product development. The result is a system that looks and behaves like a pneumatic tire, except it never goes flat, thus eliminating costly downtime and repairs. NDX is tough and durable, as well as competitively priced, to deliver exceptional value and a safe, comfortable ride.”

OTR Wheel Engineering, Inc. is a market-leading global enterprise specializing in off-road mobility solutions for original equipment manufacturers (OEMs) and the aftermarket. Known for market-driven tire and wheel innovations, OTR also provides value-added services such as tire mounting, sequencing, warehousing and sub-assembly. As a result, the firm has established partnerships with well-known OEMs and distributors covering the Lawn & Garden, Powersports, Construction, Agriculture, Forestry, Mining, Material Handling and Specialty Vehicle markets. OTR’s infrastructure comprises over 30 manufacturing facilities and warehouses located in the U.S., Canada, Europe, and Asia. For more information, visit www.otrwheel.com •



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Taking a Phased Approach Makes RTU and SCADA System Upgrades Seamless and Cost-Effective

Glades Electric Cooperative stages roll-out of new system after a comprehensive evaluation

Utilities that are replacing their aging remote terminal units (RTUs) and SCADA systems are doing so to ensure system reliability, improve usability and enhance future scalability – taking advantage of technology advancements in data connectivity and remote management. But how a utility approaches such a project is critical to ensuring that their system upgrade will be seamless and cost-effective.

Those who adopt a phased approach give themselves an opportunity to thoroughly evaluate the new technology's feature set and assess its compatibility with existing equipment, which is critical for the extended process of transitioning to new technology. It also helps with the integration of new features so that a utility can take full advantage of what their new system offers. Staging the implementation is also a smart capital move as it does not commit project dollars before a thorough evaluation and go-forward implementation plan can be completed.

Glades Electric Cooperative, a 16-substation distribution cooperative that serves the power needs of four counties in Southern Florida with over 2700 miles of power lines and 17,000 meters, recently faced this challenge as they began their process of replacing their RTU and SCADA networks. Despite being installed relatively recently in 2015, the current RTUs were not meeting Glades' reliability requirements.

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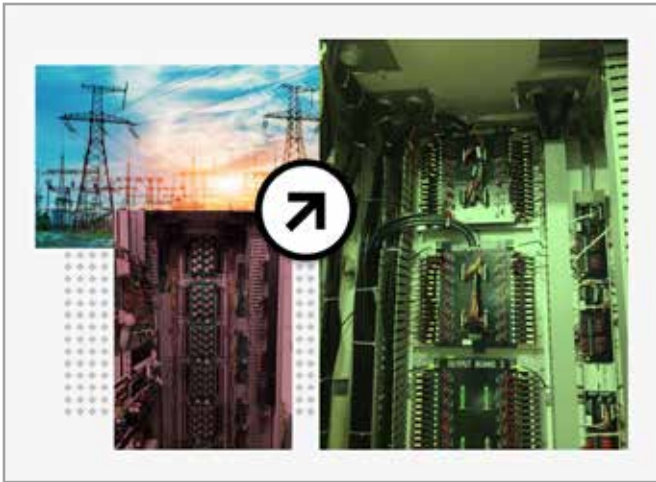
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Cordova.

Glades had three primary goals in mind with their replacement. Given the inconsistencies with their existing system, reliability was foremost in mind. Scalability was also a key criterion. They wanted a system that could grow with their network, which also meant the ability to integrate with peripheral devices at their substations. Finally, the new system needed to be user-friendly.

“Our typical substation has voltage regulators, transformers, and circuit switchers,” said Cordova. “We also have voltage regulators, capacitor banks, reclosers, and trip savers downstream. For maximum operability, we need all of these devices integrated into our SCADA system.”

Cordova added, “We have a team of nine, and not having to travel to update these devices saves us money, time, and most importantly, improves employee safety. We want to reduce how much time people spend directly interfacing with the equipment at our substations.”

Cordova attended a user symposium hosted by a leading substation automation provider, Pennsylvania-based NovaTech Automation, where he was introduced to the company’s Orion RTUs and SCADA systems.

“I attended a two-day class that included a demonstration of their system,” said Cordova. “I was able to work with some of their equipment and configure it, which was very informative. Having that kind of hands-on experience and access to product information enabled us to complete a thorough evaluation. One of the things we were impressed with was the intuitiveness of the Orion web interface.”

A stepwise implementation

Glades approached the replacement of their system in a phased, step-by-step approach beginning with the replacement of a single RTU. The idea was to connect an Orion RTU to their existing SCADA system to evaluate its performance and compatibility before making a more significant investment.

“We took advantage of the Orion RTU’s integrated

“We were experiencing partial loss of function in one of our substations,” said Jose Cordova, Engineering Operations Manager at Glades. “One of the RTUs had four feeders, and there were times they would not respond to commands consistently. We also had a recloser that was not operating properly.”

Compounding the issue was virtually non-existent technical support from their vendor despite paying a fixed annual service contract above and beyond the product licensing fees. “We had service tickets that were months old that were never resolved,” said Cordova.

A contributing factor to Glades’ difficulty in resolving their technical issues quickly was their vendor’s use of a proprietary communications system between their RTUs and SCADA.

“The communication between the devices was proprietary technology, and so we were unable to resolve the issues on their own,” said Cordova. “When issues arose at a substation, it required us to deploy personnel to sort out issues manually, which eliminates the remote management benefits the system is supposed to deliver.”

So when one of Glades’ RTUs in a substation failed completely in February 2020, they decided to search for a replacement from a new vendor.

The search for a new system

“We started our search for a replacement by surveying our system and establishing priorities based on what was not working or working less than optimally,” said



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online connectivity to serve up communications more efficiently," said Cordova. "By typing the IP address of the new RTU, we could directly access it through a web browser to see the substation online."

Based on this initial phase, Glades decided to move forward with a second RTU implementation.

About the same time, the second RTU was delivered to the next network location, a transmission station, the existing SCADA top-end failed unexpectedly, causing Glades to lose situational awareness at that location temporarily. Chronic technical support response time issues with the existing vendor-led Glades to decide to upgrade their entire system at this point – 16 substations and their SCADA top-end.

NovaTech addressed the need for situational awareness of the field through the SCADA system configuration. Devices in the substation serve up their own data on a graphic view. A top-end unit in the office governs all these units and allows a single viewpoint of the net-

work without entering the IP address of each substation. To further improve efficiency, NovaTech installed an Orion SCADA server in the Glades' IT room to act as a hub or data concentrator.

Today, Glades is about halfway through their co-op wide RTU replacement having installed Orion units at seven of their substations together with a data concentrator. When completed, they will have replaced their RTUs in all 16 substations.

Collaboration for optimal configuration

According to Cordova, the implementation has been very smooth despite executing the upgrade while working under the constraints of the pandemic.

The project scope included product, configuration, assembly services, testing, and site commissioning.

For the project, NovaTech assigned an engineer to build the system from scratch while working closely with Glades' technicians.



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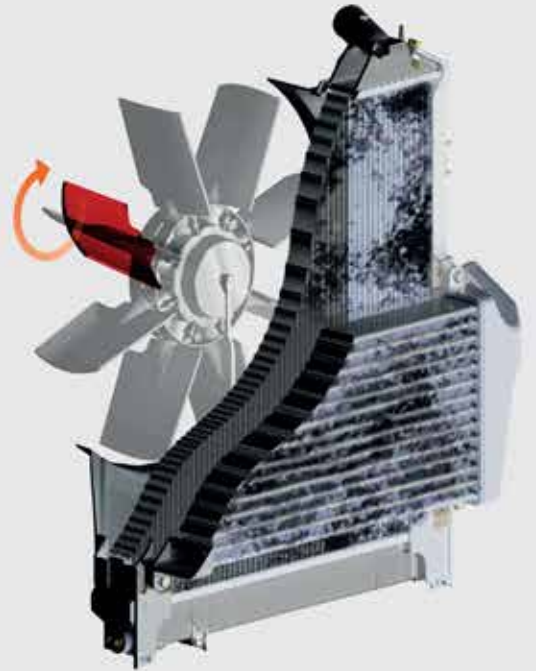
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"Having an expert involved helps us considerably because it enables us to customize as we build," said Cordova. "This ensures that we have the features we need to make our operations center's life easier."

Cordova adds, "As an example, we have added an overview page that gives us a view of the entire system in one glance, eliminating the need to scroll through multiple screens to see what has happened at any of our 16 substations. If there's an alarm, the overview page shows you exactly what happened and where in a very easy-to-understand layout."

NovaTech is designing a load management page that will help Glades decide which feeders to turn off in a blackout rotation response to a volt electric emergency.

"With the latest advancement in technology, there's so much more that can be automated. Many utilities are under-utilizing their systems simply by not turning on features that could eliminate manual interventions," said Cordova.

"In our case, there was a lot of data that we could have been collecting that we were not," said Cordova. "Bottom-line, we were simply not taking full advantage of what we had. So, this time, with the help of NovaTech, we have configured a much more useful and tailored product that also is much better supported."

A cautionary tale

The lack of customer support that Glades experienced prior to selecting NovaTech resulted in a sub-optimized system configuration that created unnecessary manual work for their staff and increased their exposure to product failures because of the lengthy vendor response times.

Compounding the issue was that their vendor was charging a support fee through a service contract in addition to a significant annual product licensing fee. The support fee was charged as a fixed cost whether they serviced the technology or not.

With Glades' new RTU and SCADA system, it is not only better configured to their needs providing more auto-



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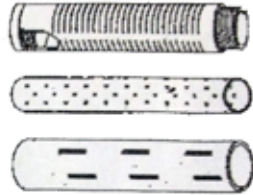
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mation support and remote management capabilities, but there is no fixed support fee beyond the licensing cost. Glades pays for service only when they need it.

Stepping towards success

A technology upgrade is a significant project for a utility comprising configuration, assembly services, testing, and site commissioning. It is critical for a utility to take the time to fully assess the compatibility of a new technology with their existing systems, fully exploit new features to reduce manual interventions, and ensure licensing and support fees are to their advantage. Addressing these needs through a phased approach can help ensure an RTU and SCADA system upgrade will be seamless and cost-effective.

For more information about NovaTech Automation and the Orion family of substation automation solutions, visit www.novatechautomation.com or call (913) 451-1880.

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RAYCO
BY MORBARK

DICA adds Special Duty Outrigger Pads to eCommerce Site

DICA continues to expand its product offerings on its new eCommerce portal. The company announces that Special Duty Outrigger Pads from the SafetyTech product line, can now be purchased online.

Commonly used by utilities, utility contractors, and tree care contractors, the new additions to the eCommerce site are frequently used with aerial lifts, digger derricks, tracked lifts, and mini cranes. Visit store.dicausa.com to order these products.

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2" thick Recessed Radius Pads effectively support concrete pumping equipment and utilize a radius recess to contain an outrigger foot.

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Pole Puller Outrigger Pads provide a rigid base for utility pole pulling equipment and operations.

DICA still encourages customers to consult with their Fitting Consultants to help ensure accurate outrigger pad and crane pad selection, however, availability in the eCommerce portal increases convenience for products where sizing is less involved.

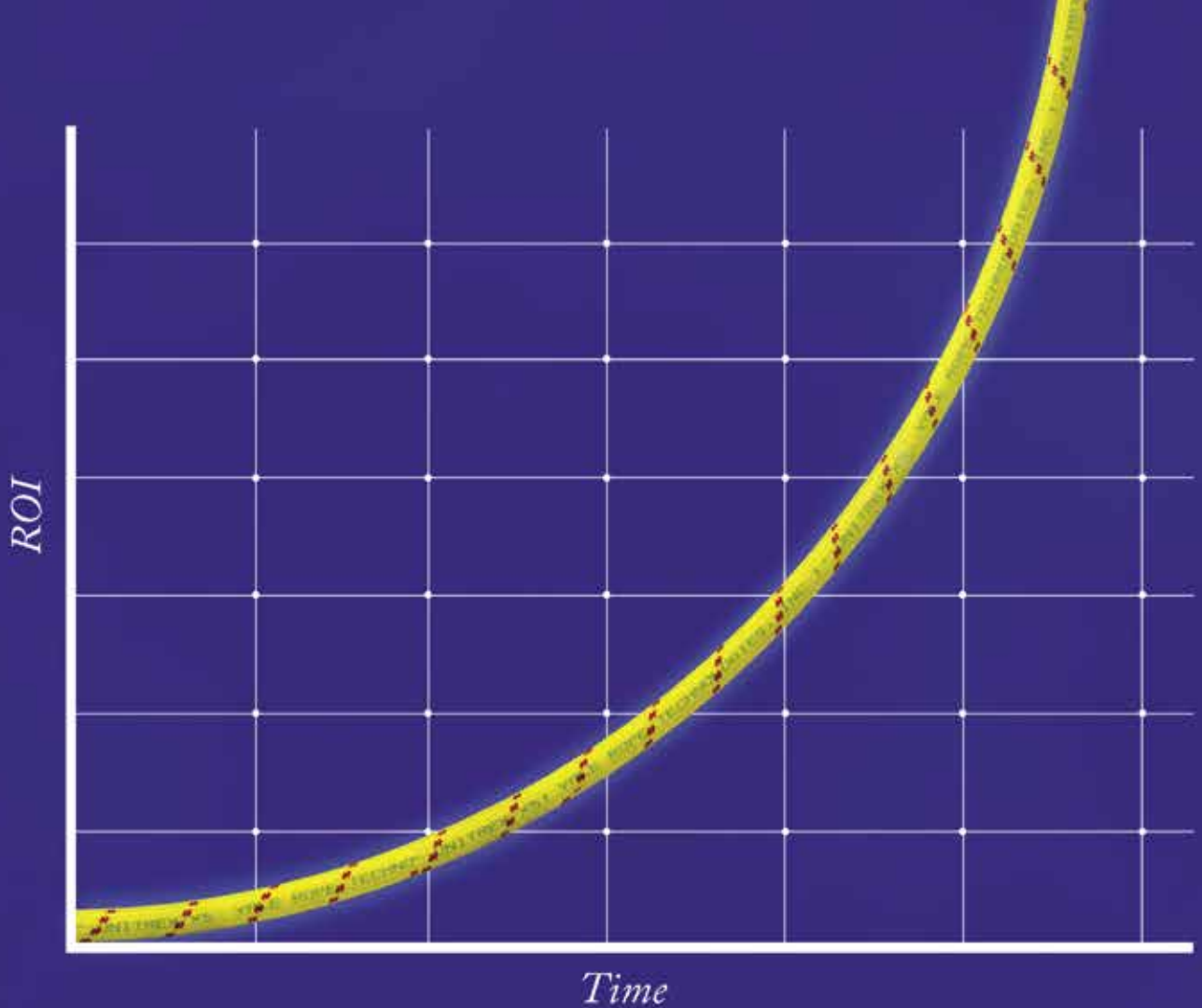
Kris Koberg, CEO, reminds equipment users that the right combination of shear strength, compression strength, and rigidity are required to effectively support and distribute the imposed loads and pressures. "Our fitting process begins with an accurate understanding of this information so that we can recommend the appropriate outrigger pad to meet customer objectives," he said.

About DICA

DICA, Guthrie Center, Iowa, has been specializing in building a better outrigger pad since 1988. By creating engineered solutions for improving equipment stability and ergonomic safety, DICA is leading the way in product innovation for outrigger pads, crane pads and cribbing.

DICA outrigger pads and crane pads are used in 50+ countries and on all 7 continents around the world in construction, maintenance, electrical utility, oil and gas and tree care as well as local, state and federal government agencies. Learn more at www.dicausa.com





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