

FOR IMMEDIATE RELEASE

CHELAN COUNTY PUD GETS THE AVALANCHE ADVANTAGE

*Chelan County Public Utility District in Washington State installs
TVD Inc.'s Avalanche Trouble Call Management System.*

Chelan County, Wenatchee WA – 17 February 2003 – After extensive analysis of requirements, an Outage Management team at Chelan County Public Utility District opted for TVD Inc.'s Avalanche Trouble Call Management system. As a result, the PUD's customer notification and outage management system is more efficient and effective than ever before.

Chelan County (PUD), located in north central Washington state, serves more than 30,000 electric customers within the county borders. When bad weather or other problems cause an outage, Chelan County PUD's customers can overwhelm phone lines with calls.

"Our phone system wasn't equipped to handle major outages," said Ken Johnson, senior system operations engineer and the Outage Management team leader. "During a significant outage, our customers might phone in and get a busy signal. The TVD system can handle these calls. It allows customers to get information to us quickly that can be used to help pinpoint an outage. And it allows us to get good information about the outage and planned restoration times to any subsequent callers."

The PUD chose a software package offered by TVD Inc. after extensive research. "We looked at several systems including in-house and outsourced IVR (Interactive Voice Response). For a variety of reasons, TVD's Avalanche system provided the best options for call-handling and outbound messaging," Johnson said.

The TVD Inc. Avalanche system also offered additional features other systems could not.

"The TVD system interfaces directly with our SCADA (Supervisory Control and Data Acquisition) system to automatically capture trips, and allows us to automatically notify people via outbound calling, fax, e-mail and pager with outage information." It also updates an Internet outage Web site. Staff, the media, customers and others can access the Web site by browser, PDA browser or even from a WAP cell phone.

"The system was implemented very quickly at Chelan County PUD. TVD provided all training, which is key to its success," Johnson said.

Customers call a toll-free number to access the Avalanche outage system. The system can handle 770 simultaneous callers from the PUD's three service areas. Callers who want to hold for an operator after hearing the message can get through quickly, providing information that helps operators pinpoint the source of an outage and sends crews to investigate and restore power.

The Avalanche system was designed specifically for utilities. With Chelan County PUD, the system uses a map of its service areas, its network terminology and an exhaustive list of substations and feeders to quickly piece information together. The outbound messages include estimated restoration times.

Andrew Thompson, CEO of TVD Inc., said the company takes great pleasure in working with clients like Chelan County PUD. "They have a real commitment to their customers. Their staff are motivated to improve both their own environment and that of their customers. We're delighted that the PUD chose the Avalanche Trouble Call Management system and that they are seeing the benefits that Avalanche brings."

Thompson cites the Avalanche systems' proven track record of delivering benefits from not only the management of inbound calls, but also from the outbound delivery of power-outage information.

"Although the Avalanche products are very mature, we have recently put a great deal of effort into standardizing data collection, setup and configuration," he said. This helped TVD Inc. and Chelan County PUD achieve complete network data collection and QA in under 20 working days -- with installation, configuration and training achieved in less than five days.

The PUD allowed additional time for testing of lines, connections, switching and internal and external notification procedures.

The success with Chelan County PUD is just the beginning for TVD Inc. in 2003, which is expanding its product range. Thompson said TVD is looking forward to the future, delivering solutions while focusing on excellent functionality achieved in the shortest possible time.

"We can ensure we minimize project risk for both TVD and our clients while creating an environment that allows the client to witness the project benefits," Thompson said.

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For further information please contact:

Ken Johnson, senior system operations engineer, Chelan County PUD, Ph +1 (509) 663 8121.

Andrew Thompson, CEO, TVD Inc., Ph +1 (720) 932 8083, Mobile +1 (416) 876 3571, Email andrew@tvdinc.com.

About TVD Inc.

TVD Inc. was originally established for the purpose of providing software solutions and services to the deregulated Australasian electricity market. TVD Inc. provides solutions that focus on the needs of electricity utilities in the key areas of Trouble Call Management; Outbound Loss of Supply Notification; Outage Management; Dispatch and Job Management.

Since experiencing considerable growth in its home markets of New Zealand and Australia, TVD Inc. has expanded into the United States, Canada and Europe. TVD Inc.'s US office is based in Denver, Colorado. TVD Inc. is working both directly and in conjunction with established local business partners. All TVD Inc. products are Windows-based and many are now into their third and fourth generation of development. For more information please visit our website at www.tvdinc.com.

About Chelan County PUD

Chelan County PUD, located in north central Washington state, was established in 1936 and began providing electric service in 1947. The PUD's distribution network serves approximately 30,000 customers within county boundaries. Its three hydroelectric projects transmit power over a 16,000-mile-grid across the Pacific Northwest, helping to deliver electricity to more than seven million residential customers.

More information is available on the PUD's Web site at www.chelanpud.org.