

# Connection

## Mobile Command Center Keeps AmerenUE Connected to Customers



AmerenUE provides electric and natural gas service to approximately 1.2 million Missouri customers. As a utility provider, AmerenUE developed a creative way to enhance its effectiveness while responding to system power outages when major storms occur. AmerenUE approached Craftsmen to build two command center trailers as a solution to improving its coordination and communication with field personnel during restoration efforts. Craftsmen constructed both units at its St. Charles, MO, facility. Craftsmen also printed and “skinned” the trailers with a dramatic photograph of line workers on poles and a message reading “Help is on the way.” The trailers stay at an AmerenUE west St. Louis County operating center until they are dispatched during incidents requiring restoration of a large number of customers when a communications center needs to be close to the action.

Both command centers are 53-foot single drop trailers with custom modifications throughout the trailers to meet AmerenUE’s needs. These units are self-sustaining dispatch offices equipped with a communications room, custom antenna housing, a conference room, a field commander’s office and six work stations. In addition, they house a satellite dish and 30-kilowatt generator.

An interesting fact: Craftsmen used approximately 2,800 feet of Category 5 cable, referred to as cat5 cable on the AmerenUE trailers.

