

● Cooperatives

Institutional knowledge every department can use

Learn how cooperatives turn procedures, safety standards, and tribal knowledge into cited answers for field crews, member services, and corporate staff.

● Live in 3 weeks ● Cited ● Isolated

What is the clearance requirement for 12 kV overhead work?

Maintain 10 feet minimum approach distance for unqualified workers per the safety manual.

● Safety manual

01 Why operational knowledge gets stuck in binders and heads

02 Alessia: an AI coworker for cooperative operations

Bring operational context into every decision · Ask from the field · Preserve tribal knowledge

03 Getting started: live in weeks

[Executive summary](#)

Institutional knowledge every department can use

Cooperatives run on procedures, safety standards, and decades of field experience — and on how fast a crew, a member services rep, or a safety officer can find the right one.

A switching procedure, a current rate, an OSHA clearance requirement: the answer is almost always written down somewhere — a safety manual, a tariff binder, a policy PDF — or it lives in the memory of a lineman who's been doing this for thirty years. Both are hard to search under pressure.

According to 2025 NRECA workforce data, 6.5% of co-op employees are eligible to retire today — a share projected to climb to 16.6%, better than one in six employees, within the next five years. Every one of those departures is a place where operational knowledge either gets documented and shared, or leaves with the person who retires.

This whitepaper introduces **Alessia**, Back Bay Automation's AI coworker for electric cooperatives. Alessia indexes procedures, safety standards, and field documentation from your approved sources and turns them into cited answers — so field crews self-serve switching steps, member services answers policy questions without escalating, and safety teams find exact procedure language instead of relying on memory.

We look at three departments where shared operational knowledge changes the outcome for a cooperative — field crews, member services, and safety — and how Alessia turns institutional knowledge into something every department can use.

01

Why operational knowledge gets stuck in binders and heads

Cooperatives operate under some of the strictest documentation requirements in any industry — safety manuals, OSHA standards, switching procedures, tariffs — and yet the fastest way to get an answer in the field is often still to call dispatch or a senior lineman. The procedures are approved and current. They're just not searchable at the moment someone needs them.

FIELD CREWS

Before Call dispatch or a senior lineman for switching steps

With Alessia Cited procedure from the safety manual

MEMBER SERVICES

Before Search through bundles of PDFs to find a rate

With Alessia Most current rate pulled instantly with source document

SAFETY

Before Search binders during an audit prep sprint

With Alessia Find OSHA and internal standards in one search

86%

of public power and electric cooperative leaders call grid modernization a high or mid-level priority in 2026 — but only 9% feel extremely prepared for it.

Tantalus, Utility of the Future Survey, 2026

That preparedness gap is a knowledge problem as much as a technology one. None of this is about missing documentation — co-ops are, if anything, some of the most thoroughly documented organizations in any industry. It's about surfacing the right procedure, for the right voltage class or the right tariff, at the moment a crew or a member is waiting.

Alessia gives cooperatives a shared layer of operational knowledge — procedures, standards, and field documentation from approved sources, searchable in plain language, with every answer traceable back to the source document.

02

Alessia: an AI coworker for cooperative operations

Alessia is built for the demands of modern co-op operations: safety-critical procedures, tariffs that change by rate class, and crews who need an answer in the field, not back at the office.

2.1 — Bring operational context into every decision

Field crews shouldn't need to call dispatch for a switching step that's already written down.

Alessia surfaces procedures, switching steps, and field documentation from approved sources the moment a crew needs them, on a phone or tablet in the field.

2.2 — Respond to events faster

When coordination matters most — during an outage, a storm response, or a safety incident — there's no time to search through binders. Alessia turns playbooks and incident history into clear next steps, cited back to the governing document.

2.3 — Preserve critical expertise

Experienced crews carry decades of judgment that rarely makes it into a manual — which switch sequence actually works on an older feeder, which member always calls with the same question. Alessia captures that knowledge from approved sources so new hires ramp across districts instead of starting from zero.

What that looks like day to day

Four ways Alessia shows up across a cooperative's field, member services, and safety teams.

01 Ask from the field

Crews pull clearance rules and equipment limits in plain language on mobile, without waiting on a callback from dispatch.

- Procedures searchable by question
- Answers cite the official document
- Works on phone and tablet

02 Support member services

Front office staff answer policy questions without calling engineering for every detail, and every office gives the same answer.

- Tariffs and policies indexed together
- Consistent answers across offices
- Source linked for escalation

03 Investigate with context

Safety and compliance teams pull exact procedure language, not someone's memory of what the procedure says.

- OSHA and internal standards searchable
- Page-level citations for audits
- Open the source in one click

04 Preserve tribal knowledge

Retiring operators leave behind documented answers the next hire can trust, instead of a gap no manual ever covered.

- Upload SOPs, guides, and bulletins
- One search for every department
- Pilot a district, then expand

What is the clearance requirement for 12 kV overhead work?

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- [Safety manual](#)

01

Secure document upload and indexing

Hand off your existing procedures and safety manuals as-is.

02

Pilot with one district first

Prove the model in a single district or department before expanding.

03

Typical rollout in about three weeks

From document handoff to a working pilot your team can pressure-test in the field.

Conclusion

Institutional knowledge every department can use

The cooperatives that keep operating smoothly through the retirement wave are the ones that turn what their veterans know into something every department can search — in the field, at the front desk, and during an audit. The procedures already exist. What's been missing is a way to put them in front of the person who needs them, at the moment they need them.

Alessia is that layer: a shared, cited, AI coworker for cooperative operations, built on your own procedures and standards.

See Alessia on your documentation.

Hand off your procedures and safety manuals and pressure-test Alessia against how field, member services, and safety teams work today.

[Book a demo](#)

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- Cited
- Isolated

backbayautomation.com

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