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Loveless to open 2004 Conference

Kathy Wood Loveless, president of Loveless Enterprises, Inc., will be the keynote speaker at NEPPA's 2004 Annual Conference in Vermont. She



Loveless

has worked in the energy, natural resources and co-generation industries for 30 years, and works with managers, employees and boards of directors in improving management practices, building teams, and improving customer relations and communications.

Her session will help managers and employees address a wide range of ethical ques-

tions and their impacts on performance, morale and productivity. Loveless has researched and taught the subject of ethical decision-making to a wide range of corporations, government agencies and universities, as well as at the American Public Power Association's national conference. She will highlight research that has shown that organizations that demonstrate ethical behavior have higher employee morale and less turnover, pay fewer fines

and penalties, and stay in business longer.

Loveless is a former Miss Utah and her speaking skills won her a National Finalist Scholarship at the Miss America Pageant. She is a Phi Beta Kappa graduate of the University of Utah and holds a M.S. with honors from American University in Washington, D.C. She is working on a Ph.D. in quantitative data analysis with research being conducted in the energy and water resources fields.

"Kathy is capable of speaking on a wide range of technical energy topics and strategic planning, as well as numerous nontechnical subjects such as consumer services and quality management," said

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Sixth Annual Northeast Public Power Lineworkers' Rodeo



*Watch your mail
for details.*

September 11, 2004
North Beach
Lake Champlain
Burlington, Vt.

Executive Director's Report

A great way to say thank you!

by Patrick Hyland



In August, at NEPPA's Annual Conference, New England public power officials will gather again to catch up on developments in the industry and around the region, and, hopefully, to be inspired and motivated by the words and deeds of others. On Monday evening, the traditional awards banquet will be held, and some individuals will be publicly recognized for their achievements and service. One of the awards presented each year is the Commissioner Service Award, and it represents a public "thank you" to individuals who give a lot of themselves to their local utilities and communities.

The recognition of light board members is one of the most important things that NEPPA does each year. As local public officials, they get little in return for the time and effort they give to their communities. At a time when most citizens are too busy or uninterested to get involved in their local governments, light board members are willing to run for office, attend frequent meet-

ings, and make decisions that are not always popular with their constituents or neighbors. They represent the very best traditions of local democracy and one of the principal attributes of public power.

For these reasons, the NEPPA Board of Directors encourages all of its member managers to nominate eligible board members for the Commissioner Service Award. The criteria for nominations has been changed in recent years to make it possible to recognize individuals who are still serving, rather than only those who have retired. The criteria for nominations is simple: individuals must have completed at least three full terms or ten years of service. In addition, the award may be made at any time or location during the year, rather than just during the annual summer conference. During the past few years, I have participated in many presentations at local board meetings, and the commissioners have been very gratified

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The Northeast Public Power Association is an organization representing and serving consumer-owned electric utilities in New England.

Around New England

Fourth graders learn about electric safety



Shrewsbury Electric and Cable Operations held their annual Electric Safety Open House for all of Shrewsbury's fourth graders on Thursday, May 7. About 500 Shrewsbury fourth-graders visited the SELP service facility on a staggered basis from 8:40 a.m. until about 3 p.m.

The all-day event combined fun and education including exhibits and demonstrations that focused on learning to play

it safe around electricity. Students saw experiments and demonstrations on conducting electricity, the hazards of electrical lines, and using pedal power to produce electricity. They watched a video on the "Shocking Truth about Electricity," and took a tour of an electric substation.

Students received goody bags packed with electric safety booklets, snacks, and balloons.

BELD announces broadband service

Braintree Electric Light Department General Manager William Bottiggi has announced the launch of BELD HD and BELD DVR, BELD Broadband's high-definition television and digital video recording services.

HDTV combines images with Dolby Digital surround sound, providing the most realistic viewing experience possible. An analog television set uses 525 lines of resolution, while a high-definition set uses more than double that (1080). To start,

BELD Broadband will offer nine channels in HDTV, including Discovery HD Theater, ESPN HDTV, HBO HDTV and NESN HD, as well as local channels. Additional channels will be added as more high-definition programming becomes available.

In addition to HDTV, BELD Broadband is also offering set-top boxes with digital video recording (DVR) options. With a BELD DVR, customers can pause live TV, rewind or fast forward a program, and record without a VCR or DVD player.

Employment

Employment advertising is \$30 with a maximum of 50 words or is free to NEPPA members. Deadline for the next issue is June 18.

Village of Morrisville Water & Light Department

Plant Superintendent

The Village of Morrisville Water & Light Department is searching for a plant superintendent. Morrisville is a multi-function (electric, water, and wastewater) utility serving 3,500 customers in north-central Vermont. The plant superintendent will manage all day-to-day operations and will, ideally, want to be promoted to general manager when the position becomes vacant.

Skills and experience required include:

- * Managerial experience in a municipal environment
- * Ability to interact with public
- * Experience reporting to a board
- * Degree in engineering or an equivalent level of practical experience
- * Background in water, wastewater, electric and purchasing
- * Knowledge of purchased power
- * Experience working with unions

Interested persons may send resumes by June 15 to Scott Corse, Village of Morrisville Water and Light Department, PO Box 460, Morrisville, VT 05661. Telephone inquiries should be directed to (802) 888-3348.

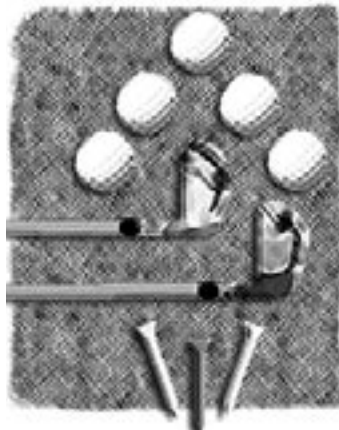
Village of Johnson (Vt.) Water & Light/General Dept.

Public Works Superintendent

The Village owns and operates a small electric utility, water system and wastewater treatment facility. Superintendent is a working superintendent and oversees electric, water system, sewer collection system, sidewalks and storm drainage systems. Lineman 1st Class & CDL required. Equipment operation, mechanical, supervisory and management skills, water, sewer & electric utility experience required. Applications due June 14, 2004. Contact Duncan Hastings, Municipal Administrator P.O. Box 383 Johnson, Vt. 05656 635-2611 dhastings@townofjohnson.com

If you haven't signed up yet, don't wait. Space is limited!

Benevolent Fund Golf Tournament

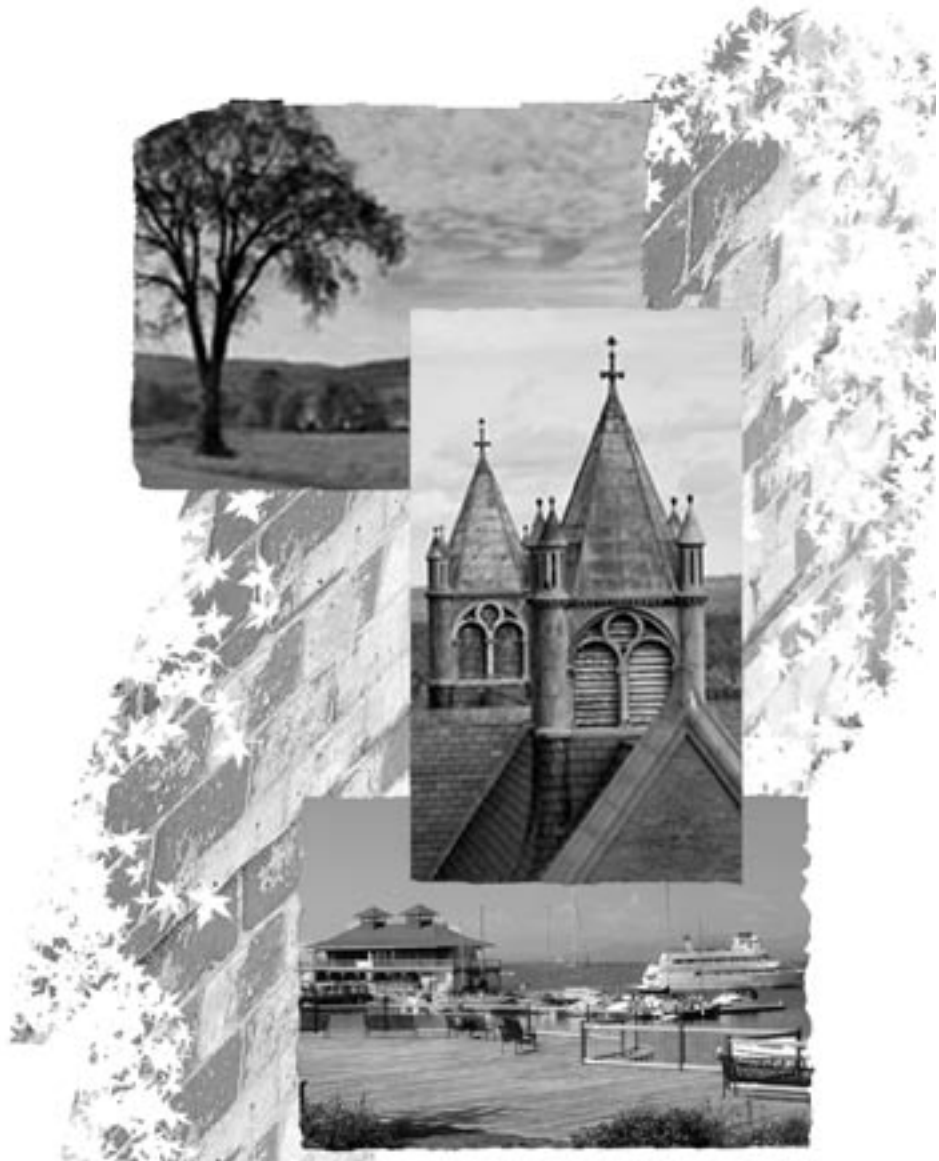


Don't miss this chance to spend a social day with professional colleagues while contributing to the NEPPA Benevolent Fund. Sterling Country Club is a premier private club ranked the #11 course in the state by Golf Week Magazine. You may register at www.neppa.org or contact Kris Nicolas with questions, (508) 482-5906 or knicolas@neppa.org.

*Monday, July 12, 2004
9:00 a.m. shotgun start
Sterling Country Club
Sterling, Mass.*

2004 ANNUAL CONFERENCE

Leading and
Managing in
the Public
Arena



*August 15-18
Wyndham Hotel
Burlington, Vermont*

Guest Program

Monday, Aug. 16

On Monday morning, following her keynote presentation, speaker Kathy Loveless will host a special program for NEPPA spouses and guests on "Ten Trends that will Affect your Life." As a professional speaker and consultant who has addressed audiences throughout the world, Kathy will discuss the most important trends that are impacting people today, and will suggest ways to cope with the future based on knowledge of these ten trends. She will bring her unique insights and experiences to this session, and will liven the program with magic and humor.

Tuesday, Aug. 17



On Tuesday afternoon, a bus tour is being planned to some of northern Vermont's best known tourist sites. Guests will visit the famous Vermont Teddy Bear Company and have a chance to make their own Teddy Bear. Also, the tour will include a stop at Shelburne Museum, a "must see" for Vermont visitors. The Museum features an outstanding collection of folk art, decorative arts, and Americana, along with historic structures, the 220-foot steamboat Ticonderoga, and a vintage carousel.

The fee is \$25. Please register with NEPPA by July 30. Forms can be found at www.neppa.org.

NEPPA reserves the right to cancel this program or parts of it due to low enrollment.

Kids' Program

Kids' Time To Go, a children's entertainment firm, will host programs to delight children ranging from toddlers to teens.

While parents relax and socialize during the Sunday and Monday evening activities, children will be entertained in an adjacent room with balloon creations, story telling, face painting, magic and more. Children's menus will also be available.

Monday morning will feature a continuation of the previous evening events with the addition of interactive storytelling, crafts and games as time allows.

Kid's Time To Go day care professionals have been developing and deploying children's entertainment packages for more than three years and can fill nearly any children's entertainment or child care needs. They have an extensive background in early childhood education, as well as experience in running a day care center. Kid's Time To Go prides itself on its ability to combine education and fun to excite and stimulate a desire to learn.

There is **no fee** for this program but we need to know how many children will be attending. Please register for the program by July 30. Forms are available at www.neppa.org.

NEPPA reserves the right to limit the number of infants enrolled, or to cancel this program or parts of it due to low enrollment.



Conference Agenda - *Leading and Managing in the Public Arena*

Sunday, Aug. 15 **Welcoming Reception, Wyndham Hotel**

Monday, Aug. 16

Opening Ceremonies

- George Lague, *NEPPA President*
- Barbara Grimes, *General Manager, Burlington Electric Department*
- Andy Montroll, *City Council President, Burlington, Vt.*

Making Ethical Decisions that Work

- Kathy Loveless, *President, Loveless Enterprises, Inc.*

Governing in a Changing Marketplace

- Jeff Tarbert, Ed.D., *Sr. Vice President, American Public Power Association*

Communicating in a Time of Crisis

- Jennifer Sheehy, *Director, Crisis Communication Center, Clarke & Goward*

Measuring Customer Satisfaction with Public Power Services

- Michael Vigeant, *Vice President, Center for Research & Public Policy*

Legislative Reports

- Sharon Staz, *Chair, NEPPA Legislative Committee*
- Deborah Sliz, *Principal, Morgan Meguire, LLC*

Ice Cream Interlude

- Served by Ben & Jerry's, *Waterbury, Vermont*

Board of Directors Meeting and Annual Business Meeting

- Election of Officers and Directors
- Staff Reports

Reception and Awards Banquet, Wyndham Hotel

Tuesday, Aug. 17

A Regional Transmission Organization for New England: Implications for Public Power

- Kevin Kirby, *Vice President, Market Operations, ISO-New England*
- Peter Zschokke, *Vice President, State Government Policy, US Transmission, National Grid USA*
- David O'Brien, *Commissioner, Vermont Department of Public Service*

Meeting Energy Needs in Vermont: Supply Side and Demand Side Perspectives

- Jonathan Lessor, *Vermont Department of Public Service*
- Richard Sedano, *Regulatory Assistance Project*

Afternoon free for golf, guest program and other activities

Reception – Leahy ECHO Center (*dinner on your own*)

Annual Conference Registration Form

Utility/Company: _____

Full Address: _____

Phone: _____

Please indicate name as it should appear on name badge: _____

1. Delegate: _____ 3. Delegate: _____

1. Guest: _____ 3. Guest: _____

2. Delegate: _____ 4. Delegate: _____

2. Guest: _____ 4. Guest: _____

Please note: All children must be registered in order to attend meal functions. Also, please indicate age(s) of children to assist with program planning. **Hotel reservations must be made directly with the Wyndham Hotel (802) 658-6500.**

FEES PER PERSON: (Meals included unless noted. Lodging and some conference activities are an additional cost)

Membership Type	Until July 15th	After July 15th
NEPPA Member Utility and Corporate Members*	\$475	\$525
NEPPA Associate Member	\$550	\$600
Non-members	\$650	\$700
Guests	\$150	\$150
Children (age 12 and over)	\$ 75	\$ 75
Honorary Members	\$ 0	\$ 0

*Corporate members receive one complimentary registration.

Note: Single day rate is \$250, including all meals

PAYMENT (please check one)

check enclosed please invoice separate bill for guests *Please provide billing address(es)*

Credit card payment: MC VISA AMEX

Card # _____ Expiration date: _____ Total \$ _____

Card holder name: _____ Card holder signature: _____

Mail credit card receipt to _____

RETURN TO:

Send registration form to: Northeast Public Power Association; 100 Medway Road, Milford, MA., 01757, Fax: 508/482-0932

CANCELLATION POLICY:

Conference cancellations received in writing on or before August 8 will be entitled to a full refund. Cancellations after August 8 will be subject to a prorated refund based on any costs incurred by the Association. Hotel cancellations are the responsibility of the individual and must comply with hotel policies.

Note: Any questions, special dietary needs, or accommodations for disabilities, please call Sheila Boone at 508-482-5906.

Babin takes the reins in Mansfield



Babin

The town of Mansfield (Mass.) has appointed Gary Babin as its new Municipal Electric Department director, after the position was vacated by Jack Beliveau.

Babin, who serves as treasurer on the NEPPA Board of Directors, has served as energy services and planning manager for Wellesley's Municipal Light Plant for the past nine years. He has been with the Wellesley Plant since 1984, previously serving as light department superintendent.

Babin has a degree in electrical engi-

neering from Worcester Polytechnic Institute and an MBA from the University of New Haven, Connecticut. He is a registered professional engineer in the Commonwealth of Massachusetts and a member of the National Society of Professional Engineers.

"I had 20 great years at Wellesley," said Babin, but this is a great career opportunity and I'm looking forward to working with the impressive staff at Mansfield."

Babin lives in Millis with his wife and two daughters.

*History has
been made
this evening.*

Phil Pacino

RMLD appoints first woman commissioner

The Reading Municipal Light Department (RMLD) Board of Commissioners and the Reading Board of Selectmen have appointed Attorney Ellen Kearns to the RMLD Board. The seat was left vacant when Vice Chairman Bill Hughes died suddenly on April 5. Kearns will fill one year of Hughes' term and the remaining two years will be filled by a

candidate elected in 2005.

Attorney Kearns is the first woman in RMLD's history to serve on the Board. Chairman Phil Pacino said, "History has been made this evening. After 110 years, we are very pleased to have a woman with Ms. Kearns' qualifications to serve on the RMLD Board of Commissioners."

Loveless

Continued from page 1

Edward Dalton of the National Energy Foundation. "She is also an excellent motivational speaker aimed at improving employee performance and productivity."

Following her presentation on Monday morning, Loveless will host a special program for NEPPA spouses and guests on "Ten Trends that will Affect your Life." She

will discuss the most important trends that are impacting people today, and will suggest ways to cope with the future based on knowledge of these ten trends. She is a member of the International Brotherhood of Magicians and will liven the program with magic and humor.

Executive Director's Report

Continued from page 2

for the recognition they have received.

While presenting an award is a simple gesture, it conveys an important message to the recipients: We thank you for your service and your support of public power. For those on the receiving end, it's nice to be thanked. For many of them, it is the only thanks they receive during their terms

of service.

On behalf of the Board of Directors and Nominations Committee, we welcome your nominations for the NEPPA Commissioner Service Award. It's a great way to say thank you.

Myths of association membership

If issues surrounding governance, crisis communications, customer satisfaction and RTO New England are not affecting you today, they probably will tomorrow.

You've heard 'em all before – the myths of association membership. You might have even believed them! So next time you hear a colleague attempting to explain why he won't join your association or become involved with an upcoming event, raise your head, open your mouth, and dispel whatever association myth your friend happens to believe.

- Myth 1: **"It takes too much time."**

Leaders in many industries say that if you spend five percent of your work time engaged in professional development, you'll be well on the way toward long-term success. For most people, five percent means 100 to 125 hours a year. Heavy NEPPA involvement – including the annual conference, a few regional or committee meetings, and some valuable workshops – will probably consume much less than that. But in the end, you decide how much time you want to commit, whether it's two hours a year or fifty.

- Myth 2: **"I already know the people in my industry."**

Sure you do. But you don't know everyone. And you don't know the people who will join next week. Or next month. Or next year. And you don't have exposure to the ideas, knowledge and enthusiasm these newcomers bring to the table. Anytime you participate in an association event, you can always get to know someone a little better and learn something new.

- Myth 3: **"I'm just one person. I don't really make a difference."**

Are you kidding? All it takes is one person to set your association on an aggressive new course of legislative advocacy. All it takes is one person to organize a committee dealing with new industry standards. All it

takes is one person to energize an association group with new ideas and enthusiasm. Yes, one person can be lost in the crowd. But one person can also be the impetus for exciting new initiatives.

- Myth 4: **"I've already learned what I need to know in my profession."**

Even if you have full command of the knowledge in your field, in this day and age it changes constantly. There is no finer resource than NEPPA in keeping yourself abreast of research, news and trends. And just as important, if you're brimming over with knowledge, it's even more important that you share what you know with your peers. The more knowledge your peers possess, the stronger your industry.

- Myth 5: **"Association issues don't concern me."**

Just about everything your association does concerns you in some way. If issues surrounding governance, crisis communications, customer satisfaction and RTO New England are not affecting you today, they probably will tomorrow. Association membership alerts you to what's going on around the nation and the world. A more educated public power official is a more valuable asset to his/her organization and community.

- Myth 6: **"Members have to attend too many meetings."**

Sure, associations schedule many meetings – an annual conference, committee meetings, workshops, special events. But ultimately, you decide what you're going to attend and how deeply you'll participate. And when you're not able to attend, you can still learn about meeting highlights through News Line, NEPPA On-Line, or your colleagues. And whenever you can't attend a meeting, you can rest secure in the knowledge that great work is still being done on your behalf.



Committee Meetings

June 8

Board of Directors
2:00 pm
Boxborough Holiday Inn
Boxborough, Mas

June 16

Public Communications
10 am
NEPPA office

Upcoming Events

June 3

Leadership Workshop
Radisson Hotel
Marlborough, Mass.

October 22

Administrative Conference
Lake Pearl Luciano's
Wrentham, Mass.

June 8 – 9

Utility Conference And Expo
Boxborough Holiday Inn
Boxborough, Mass.

July 12

Benevolent Fund Charity Golf Tournament
Sterling Country Club
Sterling, Mass.

August 1-4

Congressional Staff Tour
Vermont

August 15 – 18

Annual Conference
Wyndham Hotel
Burlington, Vt.

September 11

Northeast Public Power Lineworkers'
Rodeo
Burlington, Vt.

October 4-6

Public Utility Management Program
New England Center
Durham, N.H.

