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## Customer Service Committee hosts June roundtable

The NEPPA Customer Service Committee hosted a roundtable on June 24 at the Reading Municipal Light Department to review and discuss "best practices" in processing new customer accounts. Over 20 customer service professionals from 10 public power systems participated in the roundtable. System procedures relating to application forms, deposits, security, service transfers and

other issues were discussed, along with regulatory requirements in different New England states. The committee plans to schedule additional discussion roundtables later in the year, and welcomes suggestions for topics from any NEPPA member. Please contact Nadine Maggi, committee chair, at the Chicopee Electric Light Department, with any suggestions.



## Visit NEPPA's new website

NEPPA's web site has a new look. It still has a calendar of events of interest to New England public power officials, and the Safety & Training calendar is updated daily.

There are updates on NEPPA events and you can register on-line or print out

registration forms.

There are links to our utility members and information on joining. Three years of News Line archives, advertising rates, and news briefs can be found as well as mutual aid contacts and procedures.

**Check out [www.neppa.org](http://www.neppa.org)!**



# NEPPA to partner with Dacri & Associates

The Northeast Public Power Association and human resource specialists Dacri & Associates have recently entered into a partnership that will provide NEPPA members with a wide range of services to address their human resource needs. The firm, based in Kennebunk, Maine, has provided services to a number of NEPPA members, including recruitment engagements for the Belmont Municipal Light Department and the Kennebunk Light and Power District. Also, Dacri has recently assisted in developing a strategic planning process for the NEPPA staff. The firm's services range from executive recruitment and outplacement to the development of personnel policies and performance management systems. They also offer a human resource hot line service to provide professional advice and counsel on an as-needed basis.

The firm was founded in 1995 by Richard Dacri, who has over 25 years of business experience, both as a human resources executive and as a consultant for a nationally recognized management

consulting firm. He is currently a member of the Board of Directors of the Human Resources Association of Southern Maine and has also served as the Massachusetts State Director for the Society for Human Resource Management.

The benefits of the partnership to NEPPA members, according to Pat Hyland, Executive Director, are many: "NEPPA members can access high quality human resource services from a respected professional in the field, who is very familiar with New England public power systems and the environments in which they operate. Some of these services will be provided through NEPPA (such as HR training programs, legal updates and newsletter columns), while others can be customized to meet the unique needs of individual members. We will also call on Rick Dacri to speak at selected NEPPA conferences and programs to address a variety of human resource issues in the workplace. He is a valuable resource and we are pleased that we can help make his services available to our membership."

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

# Community effort contributes to Pascoag Utility's new home

When Ted Garille arrived at the Pascoag Utility District (PUD) in 1996 to begin serving as general manager, he was surprised to find that he didn't have an office. On further inspection, he became aware that nobody had an office. The office staff all worked together in one big room that opened to a small reception area.

Garille's first duty as manager was to move his desk into what was once a small conference room and the second was to

start looking for a new home for the District. In 2001, property abutting the utility's substation became available. The former oil company property consisted of a four-bay garage, some lean-to's and a small particleboard one-room office building.

The District purchased the package and moved its trucks in. The staff moved to the small office building and Garille took a corner of the garage for his office.

Shortly after the move, the District was faced with a catastrophic problem with the water supply that tested high for MTBE, a gasoline additive. It was early 2002 before water service was restored using water purchased from an adjacent community. A massive clean-up operation was put in place and continues

today.

This delayed work on the new facility and it was 2004 before construction started on the new headquarters. A 6,000 square foot transportation center was built and once the trucks were moved out of the garage and Garille was moved to a small trailer adjacent to the building, construction began to convert it to a modern office facility.

"It was a long cold winter in that trailer," said Garille, "and there were many times when my staff avoided coming out through the snow and ice to see me. But it was worth it."

Besides individual staff offices, the new facility has a reception area and a conference room that is now a community resource. In addition to being used for Commissioners' meetings, the energy-efficient, ADA compliant, wired-for-sound conference room is open to local community groups to use free of charge.

Garille stressed that the construction of this facility was an employee and a community effort. A local architect did the plans for a grand total of \$700 and they used a local general contractor and local sub contractors. Bob Gautreau of NEPPA donated his time to oversee the installa-

*Continued on page 7*



*Ted Garille stands in PUD's new conference room at the end of an oak stand that was built by Assistant Manager Bill Guertin. This is another example of how utility employees gave generously of their time and skills during the construction project.*



# Safety and Training Update

## *NEPPA presents underground facilities damage prevention program*

NEPPA is presenting a one-day workshop for all field operations and management personnel with responsibility for moving soil, setting poles, or other types of excavation activities. It is also appropriate for owners of underground electric supply facilities.

Topics to be covered:

- Vermont Laws Title 30 VSA Chapter 86 § 7000
- Associated PSB Rules (38.00)
- Reporting Requirements for UG Damage
- Responsibilities of Excavators, Facility Owners (Utilities), One-Call Center and VT Department of Public Service
- Case Studies and Statistics
- Liabilities and Safety Hazards (Gas and Electric)
- Practices and Procedures
- Damage Prevention Summary of Underground Procedures

Lee Marchessault of Workplace Safety Solutions will be the instructor. He is president of Vermont Utilities for Electrical Education, Inc., a certified utility safety administrator (CUSA) for the National Safety Council, and certified trainer for OSHA 501 and OSHA-40. He has 24 years of experience in the electric utility industry as a power plant operator, meter specialist, electrician 1st class and Environmental, Health and Safety Manager.

The cost to NEPPA members, including lunch, is \$95 per person and is \$140 per person to non-members.

Watch your mail for registration materials or visit [www.neppa.org](http://www.neppa.org). Invoices will be sent to participating utilities upon receipt of registration forms.

## *NEPPA offers a proactive solution to the retirement bubble: Education*

In a 2002 survey conducted by the American Public Power Association (APPA), 72 percent of survey respondents indicated that they have no formal plan in place to effectively manage the repercussions of upcoming workforce depletion.

NEPPA has found that one of the most effective tools for overall improvement of the retirement succession problem is education. Ongoing education allows knowledge transfer to younger employees,

provides an incentive for promotion, gives a sense of affirmation and value to the employee to grow within the company, and provides a broad base of knowledge to employees on how businesses operate.

Simply offering an education program, however, is not enough to have real success with employees. Any ongoing education for full-time working adults needs to take into consideration life circumstances.

*Continued on page 6*

*Thursday  
October 6, 2005,  
9 am – 2 pm  
Hillary's Restaurant,  
Morrisville, VT*



*Visit EPCE's website at  
[www.EPCEOnline.org](http://www.EPCEOnline.org)  
for more information on  
EPCE internet degrees  
or call Toll-Free-1-877-  
853-8200.*

# Safety and Training Update

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October 3 - 5  
New England Center  
Durham, N.H.

## *Public Utility Management Program*

**A professional development program for public power officials**

### **Fall Schedule**

The class has room for at least 10 more students in addition to 15 returning students. The cost for the fall program is \$900, which includes two nights lodging and all meals and class materials. NEPPA welcomes your participation in this award-winning program. To register, just call Sheila Boone at the NEPPA office (508) 482-5906.

*Monday, October 3*

#### **The Habits of Successful Leaders**, William Barry, *President, Barry Consulting*

What are the qualities of effective leaders? What skills, traits and habits do successful leaders possess that distinguish them from other members of an organization or group? Also, what is the difference between a capable manager and a respected leader? This class will focus on the qualities of leaders drawn from a variety of professions and situations, with a view toward the common attributes that they all share.

*Tuesday, October 4*

#### **The Art and Science of Organizational Communications**,

Rockie Blunt, *President, Blunt Consulting Group*

Communicating within an organization is an essential skill of any public manager. Understanding the various forms and purposes of internal communications, along with the dynamics of the organization itself, are critical factors in successful management. This class will cover all of the aspects of organizational communications and provide specific guidance on overcoming communications barriers.

#### **Politics and Public Power**, Deborah Sliz, *Morgan Meguire, LLC*

To a very large extent, federal laws and regulations govern the electric utility industry in the United States. These laws are the product of complex and powerful political forces that drive federal legislation and influence Congressional Members and key committee staff. To protect and advance the interests of their own companies and customers, public power officials must understand this political process and be active participants in it. In this session, a veteran public power lobbyist will describe the legislative process and will highlight the major policy debates on energy and electricity in the 109th Congress.

*Wednesday, October 5*

#### **Managing Risk in the Utility Industry**

Barry Port, *Executive Director, Public Utilities Risk Management Association*

Leo Swift, *CEO, Energy New England*

Risk management is becoming one of the most important executive functions in utility operations. With the advent of competition in wholesale power markets, along with the traditional risk exposures of electric distribution companies, new strategies and techniques are being developed to assist utility leaders in assessing and managing risk in all areas of their business operations. In this session, a professional risk manager and a power supply expert provide an overview of risk exposures, and the management and financial tools for dealing with them.

# NEPPA Golf Tournament raises close to \$1,000 for Benevolent Fund



NEPPA's Benevolent Fund Golf Tournament held on July 11 raised nearly \$1,000 for the NEPPA Benevolent Fund. The fund was established to aid public power employees or their families who are facing financial difficulties due to accident, illness or loss of life. First Place winners are (left to right) Vin Cameron of Reading Light, Bill Bottiggi of Braintree Electric, Joe Gilmore of UTEC Constructors and John Tziorangas of Hingham Municipal. The VPPSA sponsored team took second place - Jack Collins, John Morley, Robert Reynolds and Dana Wildes. Third Place winners were Fred Avila of AvCom, Liam Cullen and Joe Annese of Annese Electric and Bud Newcomb of AA MacPherson.

## Degrees on-line

*Continued from page 4*

*EPCE offers NEPPA member employees the opportunity to earn an A.A.S. Degree or Certificate in Electric Power Technology or Nuclear Power Technology entirely over the Internet. New Student Applications due August 12, 2005*

*Classes begin August 23, 2005*

Flexibility is key!

EPCE (Energy Providers Coalition for Education) sponsors an industry-driven program through fully accredited Bismarck State College (BSC) that offers online, instructor-led courses, accessible 24/7 at the student's convenience. EPCE is currently offering NEPPA member employees the opportunity to earn an A.A.S. Degree or Certificate in Electric Power Technology or Nuclear Power Technology this fall - entirely over the Internet.

**Electric Power Technology Overview:** Teaches the fundamentals of electricity, electrical systems, industrial safety, print reading and industrial communications. Degree candidates can specialize in generation, line construction, metering, substation, system design and system operations in their second year.

**Nuclear Power Technology Overview:** Covers nuclear power fundamentals, nuclear energy, nuclear physics, engineering drawings, radiological protection, reactor safety design and more. This program prepares students to become non-licensed operators, chemistry technicians, radiation protection/health physics technicians and maintenance technicians.

EPCE is under the leadership and management of CAEL, the non-profit Council for Adult & Experiential Learning, and was initially funded by the Alfred P. Sloan Foundation.

### **What should Public Power utilities do to tackle this growing problem? APPA has some great suggestions, including these five tips:**

- 1) Track pertinent workforce statistics such as average age, age distribution and years of service.
- 2) Make retirement projections.
- 3) Educate public power boards and political leaders about the issues.
- 4) Implement work force and succession planning.
- 5) Recruit, develop and train younger workers, despite a smaller labor pool.

tion of fire alarms and Commissioner Bill Mageau, a former PUD line crew foreman, did much of the electrical work. PUD employees donated their labor and services to do much of the retrofitting of the garage and what is now the meter testing and line workers ready room. "They took a shell that used to house oil tanks and, after a contractor installed a floor, the employees did everything else," said Garille.

The Rhode Island Public Utilities Commissioners presented an award to the District staff in March of 2003 that read, "Each one of you is to be commended and congratulated, not only for the most professional and efficient manner in which you completed this task, but also for your willingness to take on this task in addition to your regular duties. It is this kind of dedication and volunteerism that we

applaud and hold forth as an example of true community spirit."

The R.I. Public Utilities Commission allowed the District to use \$12,000 of Demand-Side-Management funds for construction of the building, which has state-of-the-art energy efficient features including Energy Star compliant windows, motion detectors and light switches. The HVAC system uses two boilers and several compressors to efficiently maintain a comfortable environment. The entire facility is protected by an emergency generator.

The entire construction project was completed on time, within budget and without a rise in electrical rates. The District had an opportunity to showcase these energy efficient features to their customers at an Open House on June 4, 2005.

## Member Notes

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### **C.E. Automation Inc is new member**

C.E. Automation Inc. of Norwood, Mass. has joined NEPPA as an associate member. The contact person is James Swansey, President, and he can be reached at (781) 762-2118 or fax at (781) 762-6162. C.E. Automation Inc. is a firm that offers specialty control systems, PLC programming, HMI programming, infrared scanning, and 24 hour emergency service.

### **Dufresne-Henry Ranked Among Nation's Top AEC Firms**

The latest issue of Public Works magazine lists Dufresne-Henry of Springfield, Vt., as one of the top 75 architecture, engineering, and construction companies for public works projects in the country. The magazine intends the list to be a resource for public works departments to determine which firms to turn to for

special projects. The list was based on the number of public works projects completed in 2004 and the revenue they produced.

Dufresne-Henry was also just listed as one of the top 200 environmental firms in the country, according to Engineering News-Record magazine. Each year the magazine ranks the nation's engineering companies based on the gross revenue they report for providing environmental services and products both in the U.S. and overseas. Dufresne-Henry ranked 171 in the 2005 list.

Now in its 50th year, Dufresne-Henry is an engineering, planning, landscape architecture, and environmental sciences firm committed to improving the places in which we live, work and play. The company serves its clients from 15 offices throughout the Northeast and Florida.

# Employment

## Reading Municipal Light

### Engineering & Operations Manager

E & O Manager will provide supervision and leadership for Line, Engineering, Metering and Substation areas of the utility. This position will have ultimate responsibility for ensuring that the reliability of the electric system is at its highest level while staying within an annual budget, which will be developed and maintained. We are seeking someone with a positive attitude, a promoter of employee development and safety-oriented practices and a willingness to pursue new technology. Excellent written and verbal skills are needed for communication with internal and external customers.

Successful candidate will have a BS in Electrical Engineering with 5-7 years proven experience as a Senior Manager in the operations area of an electric utility. Thorough working knowledge of electric distribution line construction and maintenance (35/13.8kv) and substations (115/35/13.8kv) is essential. Construction Supervisor's license is preferred.

Qualified candidates should send their resume to Beth-Ellen Antonio, Human Resources Manager, Reading Municipal Light Department, 230 Ash Street, Reading, MA 01867, email: bantonio@rml.com or by fax to (781) 942-2409.

## Reading Municipal Light

### First Class Lineman

Applicant must possess the following: Demonstrated ability to perform all overhead and underground operations and maintenance work on distribution system including pole setting, conductor and conduit installation, transformer and switching equipment connection and other work associated with energized construction and maintenance as performed by fully qualified first-class line-workers.

Successful candidate must have demonstrated experience working the energized lines up to 34.5kV (using hot sticks and safety equipment). Also, demonstrated experi-

ence working with de-energized construction work up to 115 kV. Must have strong commitment to pursuing safety standards and equipment for personal protection and that of co-workers. Team oriented and cooperative attitude is essential. Effective communication skills are required. Minimum qualifications require a high school diploma or GED and valid Massachusetts Commercial Driver's License. Must qualify to obtain hoisting license. Familiarity with RMLD territory is a plus. AFSCME union contract hourly wages range from \$26.88 first step to \$32.82 top step. Rate is based on proven experience as a first class lineworker.

Qualified candidates should send their resume to Beth-Ellen Antonio, Human Resources Manager, Reading Municipal Light Department, 230 Ash Street, Reading, MA 01867, email: bantonio@rml.com or by fax to (781) 942-2409.

## New Hampshire Electric Coop

### Marketing Manager

NHEC is the largest electric cooperative in New England serving 116 towns in the scenic lakes and mountains region of New Hampshire. NHEC's headquarters is situated in the college community of Plymouth.

NHEC has an opening for a Marketing Manager. A bachelor's degree in English, Journalism, Marketing or Communications or related field is required. Master's degree a plus. A minimum of five to seven years working experience in marketing desired. Demonstrated experience in market segmentation, marketing analysis and planning is required. Strong analytical skills and proven ability to analyze quantitative and qualitative data, draw conclusions, and develop actionable recommendations desired. Should have a working knowledge of public relations and event coordination. Must have excellent leadership, teamwork, project management, communication and interpersonal skills.

NHEC offers an excellent compensation and benefits package. If you are interested in this career

opportunity, please forward your resume to Jacalyn Thompson, Human Resources Manager, 579 Tenney Mountain Highway, Plymouth, NH 03264 or thompsonj@nhec.com. An Equal Opportunity Employer.

## New Hampshire Electric Coop

### Meter Technician

NHEC is the largest electric cooperative in New England serving 116 towns in the scenic lakes and mountains region of New Hampshire. NHEC's headquarters is situated in the college community of Plymouth.

Two-year electrical engineering, electrical systems technology, or other technical degree in an electrical field required. At least four years of progressive, responsible experience in a revenue based metering department is desired. Must understand latest trends in metering technology. Must have thorough knowledge of electric power quality and consumption metering. Knowledge of National Electric Code and National Electric Safety Code relating to metering is required. Must have ability to design and coordinate the installation of metering systems. Ability to create complex programs for instrument-rated, and specialty metering is required. Must be able to test, diagnose and repair meters and metering-related equipment. This includes high side quantity verification up to, and including, 35kV class meter equipment. Must have ability to diagnose and repair advanced metering communication systems.

NHEC offers an excellent compensation and benefits package. If you are interested in this career opportunity, please forward your resume to Jacalyn Thompson, Human Resources Manager, 579 Tenney Mountain Highway, Plymouth, NH 03264 or thompsonj@nhec.com. An Equal Opportunity Employer

*Employment advertising in News Line is \$30 with a maximum of 50 words or is free to NEPPA members. Deadline for the next issue is August 19. Go to [www.neppa.org](http://www.neppa.org) for the most recent updates.*

# Employment

## *Peabody Municipal Light Plant* Junior Electrical Engineer

PMLP is seeking qualified applicants for the position of Junior Electrical Engineer. The position is responsible for performing a wide variety of electrical engineering duties including the design and troubleshooting of Transmission, Distribution, Substation and Generation facilities; and the analysis of power supply options.

The qualified applicant should possess a B.S. degree in Electrical Engineering with a minimum of three (3) years electric utility experience.

The PMLP provides an excellent salary/benefit package and is an EOE. Annual salary range is \$57,813-\$71,966. Please submit your resume to William F. Waters, Manager, 201 Warren St. Ext., Peabody, MA 01960 or e-mail to [wwaters@pmlp.com](mailto:wwaters@pmlp.com).

## *Peabody Municipal Light Plant* Superintendent of Electric Distribution

PMLP is seeking qualified applicants for the position of Superintendent of Electric Distribution. The position is responsible for planning, designing, coordinating, scheduling and supervising the construction, maintenance and operation of the transmission, distribution and metering systems. Additional areas of responsibility include fleet maintenance and tree trimming.

The qualified applicant should possess extensive skills in project management as well as an extensive background in the construction and maintenance of electrical distribution systems and related equipment. A minimum of five years experience in managing electric utility line construction projects and supervising electric utility operation and maintenance personnel is preferred. Experience as a First Class Lineman and possession of a CDL is also preferred.

The PMLP provides an excellent salary/benefit package and is an EOE. Annual salary range is \$80,566-\$100,277. Please submit your resume to William Waters, Manager at 201 Warren St. Ext., Peabody, MA 01960 or e-mail to [wwaters@pmlp.com](mailto:wwaters@pmlp.com).

## *Vermont Public Power Supply Authority*

### General manager

VPPSA, a Joint Action Agency, is seeking candidates for its General Manager with contemporary and comprehensive skills and experience as a leader and visionary in the electric utility industry power supply environment. The General Manager reports to a Board of Directors and manages 13 employees providing consulting services to municipals and cooperatives within and outside Vermont. VPPSA is located 35 miles west of Burlington in scenic north-central Vermont that is well known for its quality of life in the beautiful "Green Mountains" and its unique combination of business, agriculture and recreation. Candidates will have a college degree and at least ten (10) years of relevant experience. Recent industry skills and experience will include a broad knowledge of the electric utility industry that focuses on demonstrating leadership through a comprehensive understanding of power supply markets and alternative power generation, in depth working knowledge of wholesale power and FERC and the financial and operational aspects of electric generation and transmission. Candidates must be able to establish and maintain excellent relations with the Board of Directors, Staff, and Customers; participate in area, state and national organizations and demonstrate leadership skills in establishing and achieving exceptional organizational performance and power supply, financial and business objectives. VPPSA is an Equal Opportunity/Affirmative Action Employer and can offer competitive compensation and benefits in an outstanding place to live. Qualified applicants should mail or email a letter of qualifications and resume to Little & Associates, Inc. 3386 West 126th Drive Broomfield, CO 80020-5887 Email: [dlittle@littlerecruiting.com](mailto:dlittle@littlerecruiting.com).

### *Westfield Gas & Electric* Lineman

Westfield Gas & Electric is accepting applications for a Lineman. This individual is responsible for the installation, removal, maintenance, repair and documentation of the systems and devices

comprising the Department's electric distribution system. Minimum entrance requirements include but are not limited to:

- Qualified Lineman under MGL c.149 s 129c
- Formal training under an approved apprentice line program
- Massachusetts Class A or B Commercial Driver's License
- Excellent written and verbal English communication skills
- Working knowledge of the safe practices and procedures utilized maintaining energized circuits of 23,000 volts and below
- Ability to work flexible hours and respond to emergency events after business hours

An attractive wage and benefits package is associated with this position.

Qualified candidates are requested to send a resume by September 1, 2005 with cover letter to:

Westfield Gas & Electric; P.O. Box 990; Westfield, MA 01086-0990

Attn: Operations Dept

## *For Sale*

The Borough of Jewett City (Jewett City Department of Public Utilities) has recently dismantled a 1970 Smith & Loveless package treatment facility. As a result of this dismantling, we have a variety of valves, pumps, electrical equipment, and office supplies. Items of note include a 200 KW Onan standby generator, a Drimad Sludge Bagging processing unit with polymer tank, (2) Marlow Sludge Piston pumps with 7.5 horsepower electric motors (2) Magna Weigh 1200 lb platform scales used for 150 lb chlorine cylinders. Anyone interested should call (860) 376-0556 and ask for Dave.

# Northeast Public Power Line workers' Rodeo is in its 7th year



*September 10, 2005  
Burlington, Vt.*

*Sponsored by  
Burlington Electric  
Department and  
Northeast  
Public Power  
Association*

Designed after the International Lineman's Rodeo first held in the midwest in 1984, the rodeo involves three-person teams that compete in five different events. The 2005 events are hurt-man rescue, speed climb and lineman's relay event, along with two mystery events to be announced on the day of the rodeo. Participants will be judged by utility supervisors and past competitors based on correct work procedures and safety. The rodeo offers unique opportuni-

ties to participating utilities to enhance skills and job knowledge and to foster strong working relationships. The event encourages teamwork and provides a better understanding of utility work for families and other spectators. Above all, there is a total focus on safety. Every event's primary purpose is to promote safe work practices.

For more information, visit [www.neppa.org](http://www.neppa.org) or contact Lori O'Donoghue at (508) 482-5906 or [lodonoghue@neppa.org](mailto:lodonoghue@neppa.org).

## *Friday, September 9*

- 9 Judges meeting at Burlington Electric Department
- 9 - 5 Teams pick up rodeo packages at BED
- 1 PM Golf Tournament at Links at Lang Farm
- 6 PM BBQ dinner

## *Saturday, September 10*

- 7:00 am Judges & teams check in at North Beach Equipment check
- 8:00 am Opening ceremonies
- Noon Lunch on the waterfront
- 6:00 pm Awards Banquet at Wyndham Hotel Burlington, Vt.

## *Make a weekend of it!*

NEPPA'S Public Communications Committee workshop is being held in scenic Waterbury, Vt. on September 9. Take advantage of a discounted rate for NEPPA members at the Golden Eagle Resort in the charming Village of Stowe and, on Saturday morning, drive 20 minutes to Burlington and cheer for your utility's team in the Annual Lineworker's Rodeo.

The Golden Eagle Resort is ideally located on 80 acres at the edge of Stowe Village. It is family-owned and operated by two generations of "Vermont Innkeepers of the Year." It features indoor and out-

door pools, a fitness center and spa, family programs, hiking trails, fishing ponds and a wide variety of comfortable and reasonably priced accommodations.

To make reservations, call the Golden Eagle Resort directly and mention Mr. Hyland of NEPPA to receive the discounted rate - (802) 253-4811

A block of rooms has also been reserved at the Wyndham Hotel for Friday and Saturday nights. To reserve a room, call the hotel at (802) 658-6500 by Aug. 11 and mention the Public Power Rodeo.

### *Golden Eagle Resort*

#### *September 8, 9, 10*

Single - \$65/night +tax  
Double \$70/night + tax

# NEPPA offers workshop on revenue protection challenges

Thursday, Oct. 20, 2005  
9 AM – 2 PM  
Shrewsbury Town Hall  
Shrewsbury, Mass

Theft of service and customer fraud continues to challenge utilities around the world. Many thieves are still using conventional methods to steal services from utilities such as drilling holes in the meter, putting jumpers in the meter socket or reinstating services in someone else's name when they are disconnected for non-payment. However, savvy thieves are using new techniques that may be harder to detect and investigate.

Electronic meters offer new opportunities to electric thieves. With a little bit of knowledge a thief can hack into the programming of the meter, change it to reduce the consumption actually recorded, and enjoy the benefits until detected. Many utilities rely on passwords to protect these systems but hackers can download password cracker programs from the Internet to bypass this security. They may also be able to download the software that operates the electronic meter.

Automatic meter reading (AMR) systems also present new opportunities for thieves. A major utility in the Midwest found that theft of service increased with AMR in spite of the features on these systems that detect irregularities. More sophisticated fraud customers now commit identity theft and use the name of a person who may or may not exist, making it more difficult for the utility to detect the fraud.

NEPPA is offering a workshop designed to update public power personnel on evolving revenue protection challenges. These include challenges based on changing technology and other changes based on new approaches to fraud such as identity theft. Participants learn how these crimes are committed, how

to detect them, and how to recover lost revenues.

Karl A. Seger, Ph.D. will lead the workshop. He is an organizational psychologist and founding principal of the Seger Consulting Group, Inc. (formerly Associated Corporate Consultants), a company he founded in 1973. He has been consulting with utilities and utility associations in the areas of theft of service and customer fraud since 1979. Seger has conducted security consulting projects and training for all branches of the U.S. military, the Federal Bureau of Investigation, the Treasury Department, and the Federal Emergency Management Agency. He is the author of two books on antiterrorism and co-author of a book on computer crime. His book *Utility Security: The New Paradigm* was published by PennWell in April 2003. Dr. Seger's newest book, *Combating Utility Theft and Fraud* will be published by PennWell at the end of 2005.

The cost of this workshop is \$100 for members and \$150 for non-members. Watch your mail for details or go to [www.neppa.org](http://www.neppa.org). Registrations will be accepted until Sept. 20.



# Committee Meetings

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*August 16*  
Board of Directors  
7:00 AM  
Newport Marriott  
Newport, R.I.

*September 15*  
Public Communications  
10 AM  
NEPPA office  
Milford, Mass.

*September 30*  
Executive  
10 AM  
NEPPA office  
Milford, Mass.

# Upcoming Events

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*August 14 – 17*  
Annual Conference  
Marriott Hotel  
Newport, R.I.

*October 20*  
Revenue Protection Workshop  
9:00 AM  
Shrewsbury Town Hall  
Shrewsbury, Mass.

*September 9*  
Customer Communications  
Workshop  
9:00 PM  
VPPSA  
Waterbury, Vt.

*December 9*  
Annual Membership Meeting  
10:00 AM  
East Bay Grille  
Plymouth, Mass.

*September 10*  
Annual Lineworker's Rodeo  
8:00 AM  
North Beach  
Burlington, Vt.

*October 3 – 5 Fall Session*  
Public Utility Management  
Program  
New England Center  
Durham, N. H.

*October 6*  
Underground Facilities Damage  
Prevention Program  
9:00 am  
Hillary's Restaurant  
Morrisville, Vt.

