

Inside...

- Executive Director's Report2
- Safety & Training
- Update.....5
- Employment5
- Around New England..8-9
- Meetings.....16

Vol. 37 No. 7 • JULY 2003
 Newsletter of the Northeast Public Power Association

Enosburg Falls welcomes a new village manager

Gary Champy of Enosburg Falls, Vermont assumed his role as village manager with a strong background in water and wastewater management. As he begins to climb the learning curve of highway maintenance, he professes to feel very fortunate to have Comptroller Lynn Paradis handling the Village's Electric Light Department.



New Village Manager Gary Champy demonstrates an old coin-operated meter in the Village office in Enosburg Falls, Vt.

Paradis, who juggles three children and a 350-cow dairy farm besides her utility job, assumed much of the responsibility for the electrical department under the previous manager and has continued to work on electrical projects including

a new substation to replace an antiquated one. She has converted a wooden box of index cards to a computer-based inventory system, and she will be involved in the project to rebuild Main Street converting three circuits to one and cleaning up poles. The utility owns land to build another substation as part of this project. She also serves as a director on the Board of the Vermont Public Power Supply Authority and is a certified public accountant with a degree from Champlain College in Burlington, Vt.

The Electric Light Department serves approximately 1500 meters in Enosburg Falls and parts of five adjoining towns. It

draws approximately 20 percent of its load from its two hydro plants. The utility also has a backup diesel generator that, although expensive to run, would keep the lights on in an emergency.

The economy of the area has been based historically on dairy farming and residents are now facing serious problems staying alive in a market that has raised operating costs and lowered milk prices. Industries that rely heavily on the farming business, such as equipment manufacturers and sellers, have also been hit hard in recent years. Paradis is hoping that a new

continued on page 6

Administrative Conference for

*Administrative Professionals
 Executive Assistants
 Office Managers
 Secretaries*

See page 10 for more details.



Executive Director's Report

Pearls of Wisdom

by Patrick Hyland



Hyland

With daily downpours keeping half the country inside during the month of June, it turned out to be a great month to attend a few conferences and gain some wisdom from others. Speakers at the NEPPA Utility Conference and Expo in Springfield, and at the APPA Annual Conference in Nashville, offered some excellent insights and advice for public power officials as they cope with the electric utility world of 2003. For those who could not attend either of these events, here are a few of the better ones:

On Risk Management

"Those incidents which appear to bring ill repute upon an organization...are most often caused by failure to identify an out-of-the-ordinary risk, or unwillingness to challenge...the ordinary way of doing things." *William Mayben, R. W. Beck, Inc.*

On Disaster Recovery

"Let hotel managers know that their hotel receives special priority service restoration status if your crews stay there. Choose hotels which serve good breakfasts."

Terry Duval, Lafayette Utilities System

On new federal Oil Pollution Regulations

"A facility may be as small as a piece of equipment, or as large as a military base. Navigable waters include mudflats, sandflats and prairie potholes."

Keith Deaton, R.W. Beck, Inc.

On Being an Effective Commissioner

"Preparation prior to commission meetings is the key ingredient to successful commission action. Never fail to do your *homework* – if you do, it will show."

Byron Hanke, Commissioner, Clark Public Utilities

Continued on page 8

Staff

Patrick Hyland
executive director
phyland@neppa.org
Mary Harrington
communications director
mharrington@neppa.org
Kris Nicolas
controllor
knicolas@neppa.org
Sheila Boone
administrative secretary
sboone@neppa.org
Robert Gautreau
training director
bgautreau@neppa.org
David Fabrizio
safety director
dfabrizius@neppa.org
Lori O'Donoghue
administrative assistant
lodonoghue@neppa.org

Board of Directors

George Lague
president
Swanton, Vt.
John Clark
first vice-president
Houlton, Maine
Thomas R. Josie
second vice-president
Shrewsbury, Mass.
Gary Babin
treasurer
Wellesley, Mass.
David I. Sweetland
secretary
North Attleborough, Mass.
Fred Anderson
Plymouth, N.H.
John Bilda
Norwich, Conn.
Joseph Blain
Taunton, Mass.
Scott Corse
Morrisville, Vt.
James L. Dean
Calais, Maine
Joseph M. Dudek
Jewett City, Conn.
Ted Garille
Pascoag, R.I.
Robert Jolly
Marblehead, Mass.
Mark Kelly
Middleton, Mass.
Bernard C. Machia
Stowe, Vt.
Timothy L. McCarthy
Belmont, Mass.
Anthony Monteiro
Hudson, Mass.
John Morley, III
Orleans, Vt.
Coleen O'Brien-Pitts
Danvers, Mass.
John Scirpoli
W. Boylston, Mass.
Raymond Shockey
Ipswich, Mass.

NEPPA News Line is published once a month, 12 times a year by the Northeast Public Power Association, Suite 201, 100 Medway Road, Milford, MA 01757.

tel: 508.482.5906
fax: 508.482.0932
website: www.neppa.org

Annual subscription rates:
NEPPA member utilities, \$35 (first 20 subscriptions included in dues), non-members, \$53. Extra subscriptions available to utilities for \$17.50 and associate members for \$35.



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

Vermont's Morley honored with APPA's Seven Hats Award

John Morley, general manager, Village of Orleans, received the American Public Power Association's (APPA) Larry Hobart Seven Hats Award at the association's National Conference in Nashville, Tenn. The award is given for outstanding management of a small public power system.



Those who know him best refer to Morley as a man of "considerable talent, initiative, and sound judgment" as he carries out his responsibilities. He has completed a five-year substation upgrade that will benefit Ethan Allen Furniture, which represents 65 percent of the municipal's electric load.

Morley is an officer with the Vermont Public Power Supply Authority and a member of the NEPPA Board of Directors.

The Larry Hobart Seven Hats Award, created in 1966, recognizes utility officials who serve communities that have no more than 2,500 homes and businesses,

and whose management responsibilities extend beyond those of a larger-system executive.

As managers of small utilities, the award winners typically wear "seven hats" in the areas of:

1. Planning and design
2. Administration
3. Public relations
4. Field supervision
5. Accounting
6. Personnel or employee supervision
7. Community leadership

William Gallagher of the VPPSA nominated Morley who was also endorsed by the NEPPA Board of Directors.

"NEPPA is proud to have him in our ranks," said NEPPA Executive Director Pat Hyland, "and pleased that he is using his talents not only to serve his village but also to represent public power in various forums and organizations in his state and region."

NEPPA members eligible for discounts

Member utilities of the Northeast Public Power Association can take advantage of significant price discounts for their office supplies and equipment through a national purchasing program known as U.S. Communities. It is sponsored by the National Association of Counties, the National League of Cities, and the United States Conference of Mayors, and offers price discounts ranging from 45 to 80 percent off list price for several thousand high use office items. Office Depot, a national office supply company, was awarded a three-year contract by the sponsors in 2001 after a lengthy competitive bidding process. The project sponsors seek to



leverage the collective purchasing power of state and local government agencies throughout the country, and to improve the efficiency of purchasing office supplies and equipment using electronic commerce channels.

Participants in the program can use an on-line catalogue to order their supplies, and can process all transactions via the internet. With few exceptions, orders placed through the on-line system will be delivered by the next day.

Members who wish to avail themselves of the service should contact Carol D'Angelo at (800) 652-8000, ext.275 or cdangelo@officedepot.com.

Keeping the Lights On

Get to know the line crews that contribute to the high level of reliability and service public power is known for.

Photos by Bob Henriksen

*Jewett City (Conn.)
Department of Utilities.*

*Steve Dittus, Leo Gagnon
and Stan Kobelski.*



*Marblehead Municipal
Light Department*

*Back row left to right - Paul
Camarda, Skip Glabicky,
Kevin Snow. Front row
Bill Snow, Bob Grzela.*

Safety & Training Update

Meter technician training classes has space

Seats are still available in the Meter Technician Program that will be held on Sept. 4 and 5 at the North Attleborough Electric Department. Confirmation of existing sign-ups will be mailed in late July with a schedule of class dates for the remainder of 2003.

For details, contact Lori O'Donoghue at
(508) 482-5906, ext. 11



or
lodonoghue@neppa.org

This is a two-year course of instruction that combines hands-on field training with formal classroom training. The program is divided into two yearly segments, each consisting of six two-day sessions and is appropriate for new technicians as well as meter-readers that wish to advance their technician status. NEPPA staff, along with guest speakers to enhance the learning environment, will conduct the instruction.

This program ensures that meter technicians meet the following standards:

- Skill to handle metering equipment safely and efficiently
- Knowledge of meter and electrical theory
- Ability to work in all types of environments at customers locations

Classroom academic studies include basic mathematics, electrical theory and procedures for installing and testing metering systems. Practical application is taught in a field setting that closely simulates real work situations. These field sessions provide students with the opportunity to apply the academic theories and methods to typical job related situations.

See more information on this and other NEPPA training programs at www.neppa.org.

Employment

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 July 22.

New Hampshire Electric Cooperative Field Planner/Line Design Technician

New Hampshire Electric Cooperative (NHEC) has a Field Planner/Line Design Technician opening in the Raymond district office located near Manchester. The qualified candidate must be an effective communicator, work independently, possess computer skills, possess a valid driver's license and must obtain registration as notary public or justice of the peace. Four years in an electrical, drafting and/or customer service oriented position is desired. Two to four-year degree in electrical or technical background may substitute for experience. Must be able to stake or design all single-phase and multi-phase overhead and underground distribution

lines, including new services and extensions, system improvements, and major developments. This position will prepare electronic staking sheets, pole licenses, easements, transmission and railroad crossing permits.

NHEC is the largest electric cooperative in New England serving 116 towns in New Hampshire. 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. Equal Opportunity Employer. A Touchstone Energy Cooperative.

Enosburg Falls

Continued from page 1

Lynn Paradis, Village of Enosburg Falls comptroller, stands in front of a wall of antiquated meters, dials and gauges most of which are obsolete. The utility would like to eventually donate them to a museum.

Kilowatt, the utility's resident cat, poses in front of a new substation recently built to replace an antiquated one.



industrial park will attract new business and last year the Village received a grant to extend water and sewer lines and upgrade electrical service to the area.

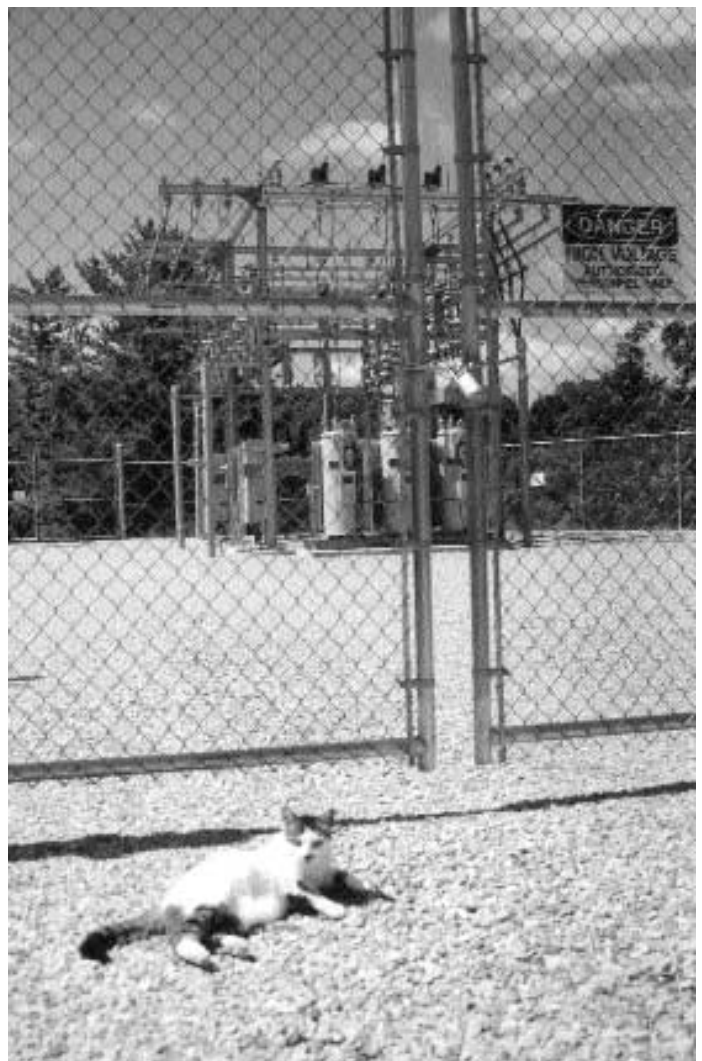
In the meantime, Champy is involved in providing alternate roads for Franklin Foods, one of their large existing commercial customers. He said that the biggest challenge facing him in his new job is the high cost of infrastructure that drives up electric rates. His job is to get the word out to residents that the rates they are paying now will ensure stable rates in the future. He indicated that his biggest asset at Enosburg Falls is a well-trained staff already in place and functioning beautifully.

Champy, who was born in Lawrence, Mass. and grew up in Barre, Vt. has a business degree from Springfield College in Springfield, Mass. He has worked for the State of Vermont for the past 16 years in the Department of Environmental Conservation in the facilities engineering division and later in the water supply division. He coached football at Spaulding High School in Barre from 1986 to 1990 and in 1991 he took leave from the state to work in an Alaskan Eskimo village bringing utility service to the area.

"I learned a lot there and developed a deep respect for the Eskimo culture and its rituals," he said.

Champy accepted the position at Enosburg Falls when he felt he was being under-utilized in his role working for the State. The department's mindset was becoming more "regulatory enforcement" rather than one of "assistance based," he said.

"Village management here has given me an opportunity to use problem solving skills as well as my financial and utility background."



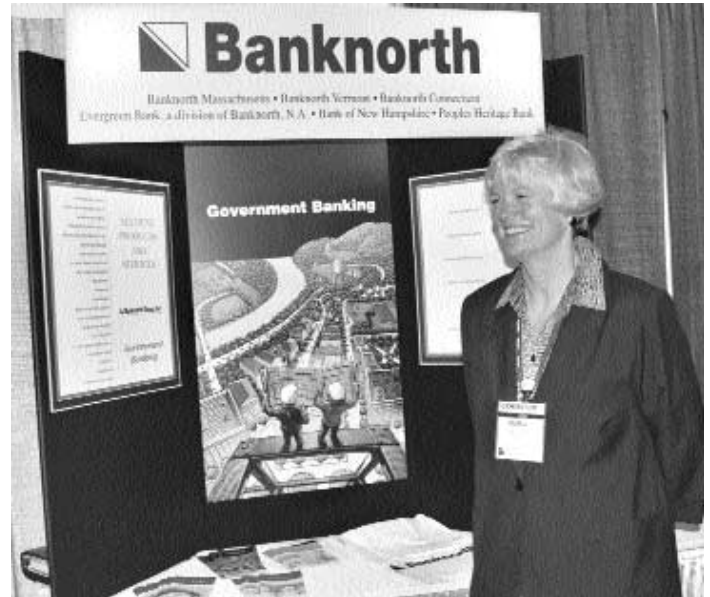
Utility Conference and Expo 2003

NEPPA held its 2003 Utility Conference and Expo on June 9-10 at the Sheraton Hotel, Springfield, Mass.

The conference featured presentations and information on all aspects of utility operations, encompassing field operations, wholesale power markets, business, engineering and management. An indoor exhibit hall at the hotel featured 65 exhibit booths and nine outside exhibitors were located at the Basketball Hall of Fame, where Monday night's reception and dinner was held. The new conference format and location attracted 150 participants from utilities in the six New England states.



go to
www.neppa.org
to see a
complete
photo gallery
of this event.



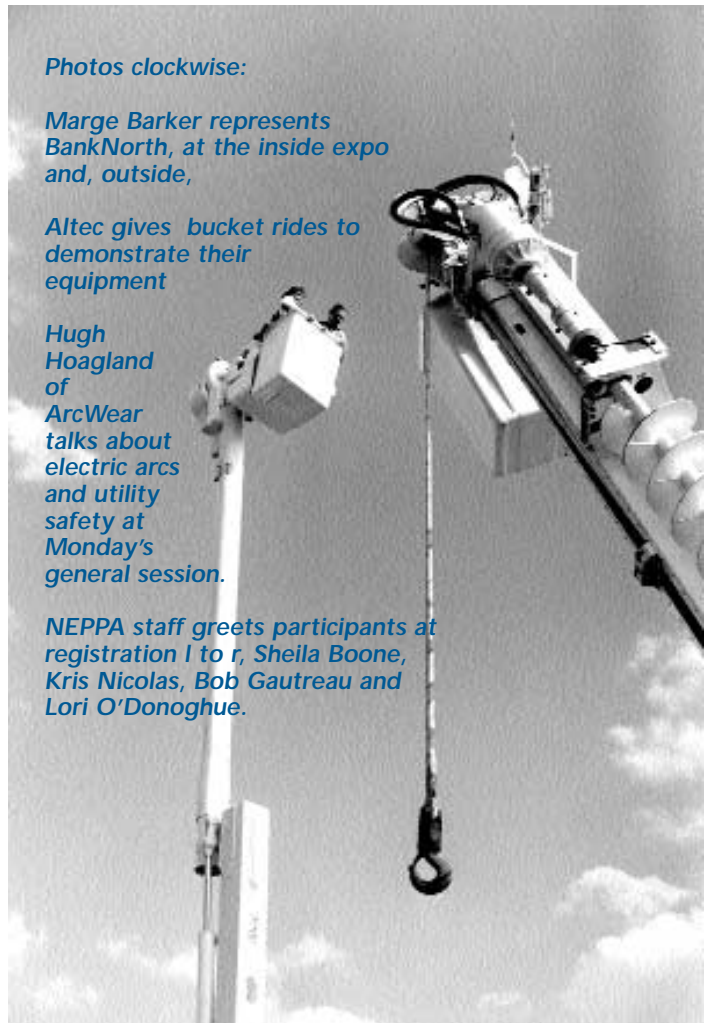
Photos clockwise:

Marge Barker represents BankNorth, at the inside expo and, outside,

Altec gives bucket rides to demonstrate their equipment

Hugh Hoagland of ArcWear talks about electric arcs and utility safety at Monday's general session.

NEPPA staff greets participants at registration l to r, Sheila Boone, Kris Nicolas, Bob Gautreau and Lori O'Donoghue.



Around New England

MMWEC elects officers for 2003-2004



White



Minkos

The Massachusetts Municipal Wholesale Electric Company (MMWEC) recently elected its officers and a director at the joint action organization's 2003 annual meeting.

H. Bradford White, manager of the Boylston Municipal Light Department, was re-elected by the MMWEC membership to the only position open for election this year on the MMWEC Board of Directors. The Board of Directors subsequently elected White to his sixth one-year term as Chairman of the Board.

Raymond R. Shockey, manager of the Ipswich Municipal Light Department, was elected by the MMWEC membership to his fourth one-year term as MMWEC President.

Other board-elected MMWEC officers for 2003-2004 and their positions are Michael A. Minkos, general manager and secretary; Ronald C. DeCurzio, treasurer;

Ronald W. Kusek, assistant treasurer; Nancy Brown, assistant secretary; and Nicholas J. Scobbo, Jr., general counsel. MMWEC's other directors include Mark T. Kelly, manager of the Middleton Municipal Electric Department; Timothy L. McCarthy, manager of the Belmont Municipal Light Department; Robert V. Jolly, Jr., manager of the Marblehead Municipal Light Department; Daniel Golubek, manager of the Westfield Gas & Electric Light Department; Gerald P. Skelton, manager of the Templeton Municipal Lighting Plant; and John J. Beliveau, manager of the Mansfield Municipal Electric Department.

Paul Robbins and Maria F. Gomes are MMWEC's gubernatorial appointee directors, and Luis Vitorino, John M. Flynn and Michael L. Flynn are MMWEC directors representing the towns of Ludlow, Hampden and Wilbraham, respectively.

Pearls

Continued from page 2

"Commissioners must remember that they only have one employee – the utility manager." - R. John Miner, Collaborative Decisions Group

On Hiring New Managers

"The Commissioners are the representatives of the owners; as such, the hiring process should be as transparent as possible. Open it up to all who wish to be involved, including employees, unions and the public. It is good for the image of the utility for this effort to be seen in public light.

Ronald Callen, Chair, Lansing Board of Water and Light

"In evaluating candidates, the fundamental rule is believe none of what you hear and half of what you see." - Karl Mycoff, Mycoff & Associates

On Maintaining a High Credit Rating

"Financial liquidity and access to liquidity have taken on a more crucial role as uncertain power markets persist. Also, stronger financial coverages and reserves are given additional weight in assessing credit quality." - Dan Aschenbach, Moody's Investors Service

On Presenting Financial Information to Boards

"Prepare enough information for the most detailed and the least knowledgeable."

Barry Port, Executive Director, PURMA

Around New England

What not to do in an electrical emergency

The Chester Municipal Electric Light Department and the Russell Municipal Electric Light Department joined with Western Massachusetts Electric to sponsor an electrical safety training program. Emergency response personnel from the Chester, Huntington and Russell Fire Departments and Hilltown Community Ambulance learned what to do and what not to do when electricity is involved in emergency situations such as motor vehi-

cle accidents, house fires or downed trees.

"Wait until utility personnel arrive to disconnect the power," said Bernie Forgea, senior emergency response administrator at Western Massachusetts Electric. He used videos, overheads, and many examples of true stories to get the message across. "Electricity can be deadly and should be left to the trained professionals."

PMLD signs windmill contract with Community Energy

The Princeton Municipal Light Department has a signed contract for a partnership with Community Energy, Inc., of Wayne, Penn. to upgrade the utility's wind farm.

"We have an executed contract for the lease and the power equipment," said PMLD manager Jonathan Fitch at a recent commissioners meeting. All the changes requested by light commissioners at previous meetings have been included in the contract, he said.

Community Energy will finance the

\$3.7 million project to replace eight 20-year-old windmills which stand 100 feet tall with two 230-foot towers. Along with financing the project, Community Energy will provide managerial and engineering expertise.

PMLD will own the site and share turbine ownership. The department expects to receive 18 percent of the energy generated by the new turbines and purchase the remaining 82 percent from Community Energy at competitive market rates. - Holden Landmark



McCracken joins Energy New England

Energy New England, LLC, a provider of energy management, energy consulting and water optimization services, has appointed Bruce McCracken to the position of New Business Development Manager. He will service utilities, generators, municipal accounts, water districts and retail accounts throughout Northern New England.

"We are pleased to have someone with Bruce's experience join our team," said John Muro, president & COO. "He brings a unique set of skills that will prove bene-

ficial to our clients throughout the region, and he is intimately familiar with the Northern New England markets."

McCracken has spent more than 15 years in the energy industry. Most recently, he served as a Wholesale Power Originator for FPL Energy Power Marketing, Inc. and as an Energy Trader and Manager of Natural Gas for Central Maine Power. He received his BA from Hartwick College in Oneonta, N.Y. and he resides in Topsham, Maine.

NEPPA plans conference for administrative personnel

NEPPA will host a one-day conference for administrative professionals, executive assistants, office managers and secretaries in October.

The conference is designed to address issues of interest to a wide range of administrative personnel in public power utilities throughout New England. Also, it

will provide an opportunity for individuals in these positions to meet their peers and to share their own ideas for improving administrative policies and procedures common to public power systems.

The conference is the brain-child of Helen Andrews, executive assistant at Middleborough Gas and Electric Department in Massachusetts. After suggesting the idea to the NEPPA staff, she

also agreed to chair a small planning committee, made up of Sheila Boone, NEPPA administrative secretary, and Pat Hyland, NEPPA executive director. The group pooled their ideas for topics and speakers, and contacted other administrative personnel for suggestions. The result is a one-day event that should provide all participants with new ideas and insights to bring back to their jobs.

The conference will feature Dr. Rockie Blunt, of Blunt Consulting Group, a Worcester, Massachusetts-based consulting firm that offers training and organizational development services in all areas of corporate communications to companies and organizations throughout New England. Blunt is the firm's senior trainer and organizational develop-

ment specialist and his presentation will focus on communication skills in the office environment.

Paul Powers, president of Powers & Company, will speak on the importance of humor, creativity and common sense in accomplishing objectives. He is a nationally noted seminar leader, motivational speaker and is author of *Love Your Job! Loving the Job You Have... Finding A Job You Love*, (O'Reilly & Associates, 1993). He co-hosted 'CareerTalk' on WHDH radio in Boston, and is a contributor to 'New England Business' on WBNW: Boston's Business Radio 590 and The Job Show on WABU-TV, Channel 68 Boston.

Mary Celia O'Neil will help participants in the areas of time management and prioritization of tasks in the workplace. She is a consultant with Human Resource Partners, LLC. and is involved in all aspects of recruitment, training/development, outplacement, career counseling and human resource department management activities. She holds a BS in Adult Learning and Development from the University of New Hampshire and has completed professional and personal development courses throughout the past eleven years. She is nationally certified as a career development facilitator.

A networking hour and discussion groups will also be part of the program as well as a discussion of 50 utility acronyms useful to know.

The event will take place on Friday, Oct. 3 at the Holiday Inn in Mansfield, Mass. Mark your calendars.

More information will be mailed in July. If you have any questions, you may contact Sheila Boone at NEPPA (508) 482-5906 or sboone@neppa.org



Andrews



Management skills to be addressed at Annual Conference

Mary Helen Gillespie, CEO of Gillespie Interactive, will be a keynote speaker at NEPPA's Annual Conference 2003.

Gillespie Interactive is a strategic management firm that specializes in Internet solutions to management problems. Clients include Fleet Financial Group, John Hancock Mutual Life Insurance Company and EBuyersGuide.com.



Prior to launching her own firm in November of 1998, Gillespie spent ten years at the Boston Herald, most recently as vice-president of content for Jobfind.com. She also served as editor of the newspaper's award-winning business section. She has a degree in Journalism and an

MBA from Northeastern University.

Gillespie has a strong reputation for partnership development and is skilled in communicating strategy to technical levels. She has significant experience leading teams cross-functionally and cross-departmentally.

She will call on her extensive background to address management issues in a Post-Enron World.

Gillespie is one of several outstanding speakers on the conference program who will explore a variety of topics including customer service, new electric markets, generational leadership and legislative updates.

NEPPA has also planned a lighthouse tour for conference guests and special programs for children on all three days of the conference. The annual golf tournament will be followed by a reception and dinner at the nearby Mohegan Sun Hotel which is served by a member utility of NEPPA.

NEPPA members are encouraged to register for the annual conference soon by sending in a completed registration form or by using the NEPPA website (www.neppa.org). Room reservations at the Mystic Marriott must be made by July 16 to receive the conference rate.

Kid's Program to be held at conference

Due to last year's favorable response, NEPPA will again host a children's program at his year's annual conference.

Kids-Time to Go, a daycare professional organization, has an extensive background in early education and prides itself on its ability to combine education and fun to excite and stimulate a desire to learn.

While parents relax and socialize during the conference dinners and receptions, 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. Kids programs will be held on all three days of the conference.

See www.neppa.org for more information or refer to your annual conference package.

There is no fee for this program but we need to know how many children will be attending. Please let us know by July 19 if you are signing up children.

If you have any questions, concerning the Kid's Program, please call Mary Harrington at (508) 482-5906, ext. 15 or mharrington@neppa.org.



Upcoming Events

July 14
Member Appreciation Golf Tournament
Sterling Country Club
Sterling, Mass

August 17 – 20
Annual Conference
Mystic Marriott Hotel
Groton, Conn.

September 6
Lineworkers' Rodeo
Burlington, Vt.

Fall Session, October 3
Supervisory Skills
Location TBA

October 3
Administrative Conference
Holiday Inn
Mansfield, MA

Fall Session, October 8-10
Public Utility Management Program
New England Center
Durham, N.H.

October 23
Image recovery
Shrewsbury's Electric Light
Shrewsbury, Mass

Image recovery seminar

The NEPPA Public Communications Committee is planning an interactive seminar intended for NEPPA members who handle public and media relations for their utilities. Robin Schell, APR, senior counsel with Jackson Jackson & Wagner, will incorporate case studies both from within the utility industry and outside that will address the recovery stage following an image crisis.

Participants should leave the seminar with a practical step-by-step guide that will detail actions that should be taken as well as what tools should be used to measure one's standing before and after.

The program is scheduled for Oct. 23 at Shrewsbury's Light Plant. It will be a three-hour session followed by lunch and informal discussions. Information will be mailed in early fall.

