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Scirpoli says good-bye to public power

John E. Scirpoli is retiring from his position as general manager of West Boylston Municipal Lighting Plant after more than 40 years of service to public power.

Scirpoli began his career at Shrewsbury's Electric and Cable

Operations in 1966 after earning an associates degree in engineering at Worcester Junior College. He also completed business courses at Worcester State College and electronics courses at Marlborough Vocational. He is a licensed electrician and has a Real Estate license.

During his 23 years at SELP, he served as truck foreman and oversaw some major projects including underground wiring in Shrewsbury Center.

When he joined West Boylston in 1988 as general manager, his first big challenge was coping with the utility's investment in the Seabrook Power Plant. When the New Hampshire nuclear plant failed to go on line, the utility had to make large annual debt payments without receiving any power. When the plant finally came on line in 1991, Scirpoli was able to stabilize rates and move forward with several other projects. The Light Plant hasn't had a rate

increase since 1990.

In the early 90s he was instrumental in coordinating several Massachusetts utilities in an effort to free them from investment in the high-cost and risky Pilgrim Nuclear Project. When Boston Edison was selling the plant, Reading Municipal Light Department settled for a buyout price. When a negotiation with the other Massachusetts utilities fell through, John got on the phone and rallied managers and was able to successfully negotiate a buyout price for all the remaining utilities. As a result, they received a discount that also extended to Reading.

"Throughout the years, John has always been cost-conscious and he puts his customers first," said RMLD's General Manager Vincent Cameron. "His commitment to public power led to this successful buyout."

Among other initiatives, Scirpoli was responsible for organizing Worcester County Jail prisoners to clean up the streets of the town as part of Earth Day observances. He worked with Ray Gouley to establish an energy education program for elementary schools that is used widely in Massachusetts public power towns.

In 1991, Scirpoli spearheaded an agreement with the Massachusetts Water Resources Authority for electricity output



Barry Port of PURMA , age 54

Barry Port, 54, died Feb. 19 at Brigham and Women's Hospital, Boston.



He was the beloved husband of Joanne (Spino) Port.

Born in Providence, R.I. he was a devoted son of Ira J. Port of Warwick and the late Sally (Silverman) Port. He had lived in Cranston before moving to North Providence 31 years ago. He was the executive director and CEO of Public

Utilities Risk Management Association (PURMA) of Southboro, Mass. for six years. He previously served as controller/business division manager at North

Attleboro Electric and as business manager at Middleborough Gas and Electric.

He also served on numerous NEPPA committees and task forces in the areas of accounting and billing systems, office technology and financial management. He taught classes in budgeting and accounting for the American Public Power Association, and was a guest instructor in risk management and financial reporting for the NEPPA Public Utility Management Program. He received his B.S. in accounting and an M.B.A. with honors from Bryant College in Rhode Island.

He was the loving father of Eric N. and Justin M. Port, both at home, and dear brother of Mike Port of Newton, Mass. and Sharon Birenbaum of Atlanta, Ga.

Mr. Port was an avid golfer and loved the outdoors, especially the beaches.

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

Executive Director's Report

Public power loses a quiet warrior

His death is a profound loss to his family, his friends, and the organizations that he led. It deprives us of his great skills, his leadership and his commitment to excellence.

Barry Port's untimely death from cancer in late February has taken a true warrior from the northeast public power community. For many who did not know him well, this description seems to be at odds with his soft-spoken nature and his unfailingly polite and respectful personality. But those of us who worked with him, and saw his determination, his will to succeed and his thorough preparation in all that he undertook, knew that his exterior personality masked an incredibly strong inner drive and determination.

It was, at least in my opinion, largely through Barry's vision and determination that the Public Utilities Risk Management Association (PURMA) was established in 1992, to replace what had been a loose affiliation of public power systems that purchased group insurance policies through NEPPA. Barry led the group to consider the benefits of a formal association with a full-time staff member who could pay close attention to the insurance markets on behalf of the group. Once PURMA was up and running, he was also instrumental in leading the association to consider forming its own captive insurance company in order to gain the financial advantages of self-funding some or all of the group's risk exposures. Working with the staff and other members of the PURMA Board of Directors and consultants, he helped to raise the necessary capital and establish the Public Utility Mutual Insurance Company (PUMIC) in 1997.

These were no easy tasks. They took conviction, sound business skills and leadership, in every sense of the word. Barry provided all of these and more as he drafted business plans, attended endless meetings, and convinced enough skeptics

that his vision was worth following.

Once they were established, Barry played an active role as a Board member and communicated a clear sense of purpose and mission to both organizations. He recognized, as leaders do, both the opportunities and challenges that awaited us as we began to move forward. As his role transitioned from a Board member to the Chief Executive Officer of PURMA and Chief Operating Officer of PUMIC, his reputation for integrity, high professional standards, and straight talk only grew. He was asked to join Boards and play leadership roles in other organizations, and he became a prominent figure in the captive insurance industry in New England.

Barry's skills, however, were not limited to the world of business systems and insurance programs. He was a gifted teacher and consultant, who could break down complex issues and tasks so that they were clear and understandable to the rest of us. He was a wizard with spreadsheets, and could communicate complex financial information with grace and ease. We tapped into these skills on many occasions, asking Barry to teach courses for NEPPA on budgeting, financial reporting and risk management at various training programs and workshops. He never turned down our invitations, and always delivered a program that was of the highest professional standards.

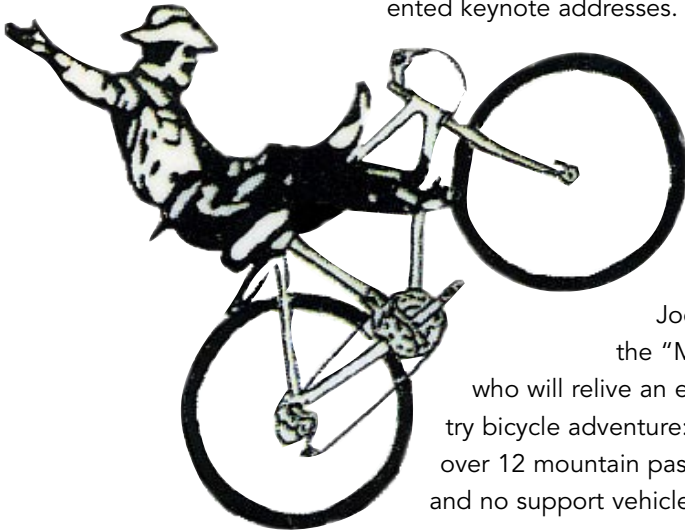
His death is a profound loss to his family, his friends, and the organizations that he led. It deprives us of his great skills, his leadership and his commitment to excellence. He embodied the principles that successful companies are built upon and that successful relationships are made of. He will be greatly missed.

Safety & Training Update

E & O Conference to feature "Metal Cowboy"

The 2006 NEPPA Expo & Operations Conference will take place on June 6-7 at the Holiday Inn in Boxborough, Mass. The 2-day event will again feature one of New England's largest utility trade shows, demonstrations of new utility tools and equipment, and an in-depth "Safety Forum" on the second day, hosted by the NEPPA safety training staff. Renowned safety and training consultant

Jimmy James will open the conference on Tuesday morning with one of his patented keynote addresses.



On Tuesday evening, our guest after-dinner speaker will be author and entertainer

Joe Kurmaskie, the "Metal Cowboy,"

who will relive an epic cross country bicycle adventure: 4043 miles over 12 mountain passes in 62 days and no support vehicle in sight. From

charging Bison to five Continental Divide crossings, it's Huck Finn meets Platoon while towing 250 pounds of gear, two young sons and heaps of wishful thinking on fourteen feet of bikes, Burley's and Chariot trailers. Highlights include snowball fights in July, stampedes of wild horses, flirtatious cheerleaders, the biggest buffet in America, whirling tornadoes, savoring every mile of Missouri's Katy Trail and meeting characters that make two wheeled travel priceless.

Joe Kurmaskie has covered more than 100,000 miles by bicycle, from Alaska to South America, Australia to Ireland and down nearly every back road in the United States. His books, *Metal Cowboy* and *Riding Outside the Lines*, are tributes to the open road, a life-less-ordinary and the characters who populate the heartland of this country and the other soulful spots around the globe. Kurmaskie has been a journalist for two decades. He's been a contributing writer to *Bicycling Magazine* and *Backpacker*, *The New York Times* and *The SF Chronicle*. Read more about Joe on www.metalcowboy.com.

Kurmaskie's two children often accompany him on his bicycle trips.



Safety & Training Update

NEPPA to focus on employee empowerment in safety classes

Beginning in 2006, NEPPA's safety training program for member systems will include a new focus on employee empowerment in classes and curriculum. Utilizing a new training tool known as the Safety Training Empowerment Program (STEP), safety trainers will emphasize employee responsibility for working safely, and provide a detailed checklist of rules, hazards and procedures to be followed in daily job briefings and operations. The STEP program was developed by Lee Marchessault of Workplace Safety Solutions, a consulting firm with a mission to reduce accidents and injuries to employees through education, training and by increasing safety awareness.

WSSI provides a variety of safety services and programs based on regulations, behavioral techniques and proven practices. The company's goal is to help employers keep their employees healthy

and productive. "Working safely improves the quality of the employees' lives," said Marchessault, "and causes a beneficial financial impact on the organization." Marchessault has significant experience in the electric utility industry, and provides workplace safety training programs throughout the country. His firm is collaborating with NEPPA in designing and delivering several new training programs to NEPPA members in 2006.

The STEP program uses the STEP Safety Guide as the core empowerment tool. Job safety checklists, first aid, worksite observation and general safety information are included in the curriculum.

According to Marchessault, in order to be successful every employee must take an active part as an owner of the program.

"In doing this we can ensure a safe workplace and get home to our families every day without injury."



Basic Elements of STEP



NEPPA discontinues pricing agreements for truck inspections

Effective in 2006, NEPPA will no longer be entering into pricing agreements with single vendors for bucket truck inspection services.

NEPPA previously provided centralized billing and payment services for truck inspections that were performed by an inspection company selected through a bidding process which NEPPA conducted. Over the past few years however, many NEPPA systems have purchased these services from different vendors who have offered comparable prices to those in the NEPPA pricing agreement. As a result, the NEPPA bidding process is not resulting in more advantageous prices for our members,

due to the highly competitive nature of this business.

During the past 6 – 8 years, the inspection service program has been provided by three different vendors, all of whom have done quality work at comparable prices. They all continue to offer their services in New England and would welcome your business. NEPPA systems that want to schedule truck inspections for 2006 are encouraged to contact any of them directly to engage their firms. The only difference from previous years is that none of them will have a "NEPPA contract" for this service and they will invoice your system directly for inspection services. The vendors are as follows:

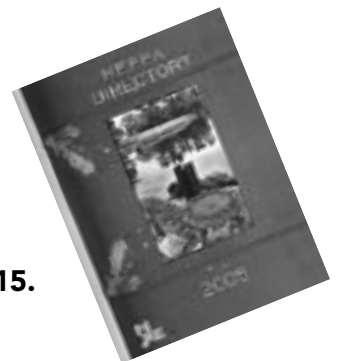


Company	Contact Person	Tele / email
American Test Center	Walt Olecik	800-451-9087 sales@acttest.com
Diversified Inspections – ITL	William Russell	602-721-3276 cell: 602-721-3276
CONAM - QSL Plus	James Archer	610-497-0400 cell: 484-764-6971 jarcher@qslplus.com

It's not too late!

Advertising opportunities still available in 2006 NEPPA Directory

There is still time to advertise in the Directory of Consumer-owned Electric Utilities in New England. For more information, please contact Krys D'Antonio, Naylor Publications, at 800-369-6220 ext. 3406 or kdantoni@naylor.com by **March 15**.



An engaged workforce requires a good boss



By Rick Dacri, Dacri & Associates, LLC.

"Sometimes I think my employees are simply going through the motions." Those were the words of a frustrated executive who called me seeking help. He looked drained and he didn't know what he could do to make things better - but he knew something had to be done fast.

Successful organizations have an engaged workforce that comes to work every day, are productive, make few mistakes, and rarely get injured at work. The Gallop Organization, who regularly surveys American organizations, has found that those firms that have a highly engaged workforce, consistently outperforms those organizations whose employees are disengaged. In fact, Gallop reports that the better organizations have:

- 86 percent higher customer ratings
- 70 percent more success in lowering turnover
- 70 percent higher productivity
- 44 percent higher profitability
- 78 percent better safety records

It just makes sense from an economic standpoint that every executive should make fostering an engaged workforce a high priority. Yet many do not, often because they don't know how. Gallop found that 75 percent of the American workforce is either disengaged or actively disengaged. Why? And how can you tell if your workforce is engaged? A disengaged workforce has increased absenteeism and tardiness; workers who are simply going through the motions; and at the extremes, individuals who are outright negative or hostile. It is clear, executives

must take immediate steps to turn things around in these organizations - they must reengage their workers or suffer the consequences.

The good news is that these situations are not hopeless. Employers can take control and the first thing they can do is find out why their workers are turned off by their workplace. The simple act of asking an employee "How are things going?" if sincerely done can often be the first step in the reengagement process. Employees want to know that their boss cares about them. When I have analyzed responses to exit interviews and comments made by workers on employee satisfaction surveys, I have often found a disconnect between employees and their immediate supervisor and that comes with a big cost to the company. Supervisors and employees were not working in concert. There was no cohesiveness - they did not have common or shared goals.

So what should you do if faced with similar circumstances? In most cases, reengaging your workforce requires credible supervisors who inspire worker's trust; supervisors who genuinely care about their employees. When employees believe that their boss cares deeply about their well being, then an engaged workforce begins to emerge and good things follow.

Rick Dacri is an organizational development consultant, coach and President of Dacri & Associates, LLC. Since 1995 his firm, Dacri & Associates, has focused on improving the performance of individuals and organizations. Dacri & Associates is a business partner of NEPPA and consults with a number of NEPPA members. Rick can be reached at 1-800-892-9828, rick@dacri.com or www.dacri.com

Customers give thumbs up to RMLD

Approximately 400 Reading Municipal Light Department customers participated in a telephone survey conducted in December of 2006.



"We appreciate our customers taking time out of their busy schedules to answer the questions," said (RMLD) General Manager Vinnie Cameron. "The results will help us better understand our customers' needs and fine tune our service to meet those needs." Customers gave RMLD high marks across a broad spectrum of areas, including reliability, customer service and rates. Excluding "don't know" responses, the following are highlights of the survey results:

- Customers gave RMLD a strong overall 95.4 percent positive rating and ranked it first among six other utility service companies including telephone and gas.

- Reliable service earned a positive rating of 95.8 percent with 90.8 percent reporting confidence that RMLD is doing all it can to avoid outages.

- An average positive rating of 92.8 percent was recorded for eight characteristics: reliable service, honesty and integrity, customer communications, responsiveness to customers, helping customers conserve electricity, helpful and knowledgeable staff, rates and community service.

- In 2005, those who had personal contact with RMLD provided an overall positive rating of 95.8 percent while those reporting an RMLD field visit gave an overall positive rating of 97.3 percent.

In addition, most customers knew that RMLD is a community-owned municipal utility and think it is important that their utility is locally owned and operated.

Keeping the lights on

Marblehead Municipal Light Department linemen Paul Camarda and Bill Snow take advantage of the mild winter weather to do a 13 and 5 KV pole transfer.

Photo by
Bob Dane



Glenn O. Steiger named new MMWEC general manager

Glenn O. Steiger, a California utility executive with more than 35 years of experience in all facets of the electric power industry, has been named general manager of the Massachusetts Municipal Wholesale Electric Company (MMWEC), the non-profit, joint-action agency for public power in Massachusetts.



Steiger brings to MMWEC a distinguished management background that includes experience with the construction, operation and ownership of both generation and transmission facilities; oversight of wholesale power market activities; the development of legislative, regulatory and financial strategies; and the formation of alliances to achieve common goals.

“Glenn’s experience blends extremely well with this organization’s objectives and will help us move forward with a number of important projects,” said Robert V. Jolly, Jr., chairman of the MMWEC Board of Directors, which coordinated the nationwide search for a new general manager. “In addition to his hands-on engineering and power supply experience, he’s served on a board similar to MMWEC’s, understands the importance of public power joint action, and takes a proactive approach to building relationships,” Jolly said

Since May 2003, Steiger has managed the Energy Department for the Imperial Irrigation District (IID), a consumer-owned, public power utility that provides electricity and irrigation water to the lower south-eastern portion of California’s desert. The

district provides electricity to more than 130,000 customers through a combination of power resources that it owns, has under contract or purchases in California’s spot power markets, similar to what MMWEC does in New England’s wholesale marketplace. Steiger also has served as a director and vice president of the Southern California Public Power Authority, and has partnered with other utilities - public and private - on a variety of initiatives.

Steiger started work at MMWEC on Feb. 27, and assumed responsibility for the daily operations of the MMWEC organization, including management of MMWEC’s administrative and plant operations in Ludlow, implementation of board policies, and interaction with the organization’s member and project participant utilities.

“I am looking forward to working with the Board of Directors, the MMWEC staff and the state’s municipal utilities to help advance the interests of public power in Massachusetts,” Steiger said. “There are both challenges and opportunities in today’s electric utility industry, and I’m anxious to start work on moving the Massachusetts public power agenda forward.”

Before joining IID, Steiger spent several years providing energy, engineering and strategic regulatory consulting services in the Southwest, including two years as president and principal of CSI Group, Inc. A New Jersey native, he worked 15 years until 1997, in various management positions with Jersey Central Power & Light (now part of FirstEnergy Corp.), includ-

Continued on page 10

Louisiana public power official to address PURMA/PUMIC members



Huval

*April 20 - 21
PURMA/PUMIC
Annual Meeting
Woodstock, Vt.*

Terry Huval, Director of Lafayette Utilities System in Louisiana, will be the keynote speaker at the annual meeting of the Public Utilities Risk Management Association (PURMA) and its captive, the Public Utility Mutual Insurance Company (PUMIC), on April 20 – 21 at the Woodstock Inn & Resort in Woodstock, Vermont. Huval, who has served as Director of LUS since 1994, will discuss the experience of his utility in dealing with Hurricane Rita in 2005, and the lessons learned by him and his staff in planning for and coping with the deadly storm. Lafayette Utilities System is a municipally owned utility providing electric, water and wastewater services, either all or in part, to over 58,000 customers.

Huval has had a distinguished career in the utility business, including service

with several investor-owned systems in the south. In 2002, he was awarded the Louisiana Engineering Society A.B. Patterson Medal for outstanding accomplishments in engineering management. More recently, he was appointed to the Louisiana Broadband Advisory Council by Governor Kathleen Blanco. He has testified on several occasions before Congressional committees on utility issues, and also serves as vice-chair of the American Public Power Association.

The PURMA/PUMIC Annual Membership Meeting is open to any public power official or professional service company that wishes to attend. For more information about the meeting, or to register, contact the PURMA office at 508-624-6700 or go to the PURMA website (www.purma.org).

Member Notes

J.F. White is new NEPPA member

J.F. White Contracting Company of 10 Burr Street, Framingham, Mass. has joined NEPPA as an associate member. The contact person is James R. Fratto, Operation Manager of the Electrical Division, and he

can be reached at (617) 454-1613 or faxed at (617) 454-1638. J.F. White Contracting Company is a firm that offers industrial and utility electrical/civil/mechanical contracting.

MMWEC new GM *continued from page 9*

ing terms as vice president of corporate affairs and deregulated business initiatives, director of competitive strategies and initiatives, and division director and general manager of the Skylands Region. In addition, from 1975 to 1982, Steiger was director of engineering and operations and assistant general manager of the Sussex Rural Electric Cooperative, a con-

sumer-owned utility in Sussex, NJ.

Steiger graduated with a civil engineering degree and a master's degree in management from the New Jersey Institute of Technology. He also completed an advanced executive management program at Duke University's Fuqua School of Business and is a licensed professional engineer.

Golding to keynote annual Customer Service Conference

Jonathan Golding, founding director of the OIC Group, a national leadership consulting firm, will be the keynote speaker at the annual NEPPA Customer Service Conference, to be held March 24 at the Basketball Hall of Fame in Springfield, Massachusetts.



For over 15 years, in the groundbreaking fields of experiential learning and process consulting, Jonathan has been assisting organizations and individuals improve effectiveness, foster growth, and develop strategies that sustain positive changes in shifting business environments. His topic at the conference will be Playing at the Top of your Game: Building a Legendary Customer Service Team in your Utility.

Prior to founding the OIC Group, Golding served as a senior consultant with the Senn-Delaney Leadership Consulting Group designing and directing large-scale culture change efforts in the telecommunications, healthcare, and utilities industries.

His earlier professional experience includes seven years as an instructor with the Outward Bound Schools in North Carolina and Canada, and five years as the Program Director for the Wisconsin Division of Corrections' S.P.R.I.T.E. Program, where he managed an adventure-based rehabilitation program for adjudicated youth.

In addition to Jonathan Golding, conference attendees will also hear about Customer Service at the Basketball Hall of Fame, as described by the President and CEO of the Naismith Memorial Hall of Fame, Mr. John Doleva. All attendees will be invited to tour the new facility following the conference, and see the remarkable collection of photos, videos and artifacts from the history of basketball throughout the world.

To register for the conference, just call the NEPPA office at (508) 482-5906 or go to www.neppa.org.

Friday, March 24
10 am – 2 pm
Basketball Hall of Fame
Springfield, Mass.



Tuesday, July 11, 2006
Heritage Country Club
Charlton, Ma

Benevolent Fund Golf Tournament



Save the date!



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 March 24.

Scirpoli

continued from page 1

Wakefield Municipal Gas & Light Dept.

Gas Superintendent

The Wakefield Municipal Gas & Light Department is searching for a Gas Superintendent. The Wakefield Municipal Gas & Light Department is a gas and electric utility serving 11,500 electric customer and 5,600 gas customers and is located approximately ten miles north of Boston, MA. The Gas Superintendent is responsible for all gas operations including distribution, gas measurement, gas service, gas procurement and gas regulations.

Skill and experience required include:

- High School graduate
- Minimum of ten years experience in the operation and maintenance of a natural gas distribution utility.
- Technical knowledge of the operation of a high pressure regulating and metering facility.
- Familiar with the operation of a SCADA system.
- Technical knowledge of the regulations governing the operations of a natural gas distribution utility.
- Experience dealing with the public.
- Background in the operation of a gas distribution system including materials procurement, the writing of bid specifications and presentations before various governmental organizations.

Interested persons may send resumes by March 21 to William J. Wallace, Manager, Wakefield Municipal Gas & Light Department, PO Box 190, Wakefield, MA 01880.

Sterling Municipal Light Department

Utility Lineworker

Progressive municipal utility company seeks utility 1st or 2nd class lineworker with experience

from the Oakdale Hydroelectric Plant.

"Using this renewable energy resource helps stabilize rates in West Boylston as well as reduce dependence on foreign and nonrenewable resources," he said.

The accomplishment that Scirpoli is most proud of during his tenure at West Boylston was redesigning the distribution system to make it more flexible. The system converted from a 5 kva to 13.8 kva system.

The utility redesigned substation feeders from overhead to underground and Lighting Plant employees did that portion of the project. They also installed

in a 15kv distribution system. Competitive wage package, excellent benefits which include ongoing safety and electrical training program. Must be familiar with both overhead and urd. Completion of a four year apprenticeship program preferred. Must possess valid Class B license with air brake endorsement and a Massachusetts Hoisting License. Send cover letter and resume to: Chris Courville, Line Superintendent, Sterling Municipal Light Department, 50 Main Street, Sterling, Massachusetts 01564. SMLD is an AA/EEOE.

Templeton Municipal Light and Water

Line Superintendent

Due to a retirement, the Templeton Municipal Light and Water Plant will have an opening for a Line Superintendent. The qualified candidate should have experience in electric utility line construction, operations and maintenance. This candidate must have the ability to effectively lead and supervise the utility's line crews and meter department. They must possess good organizational and communications skills and have the ability to exercise good judgment.

Responsibilities for this position include but are not limited to a substation, metering, distribution line construction, and maintenance.

The salary for this management position will be commensurate with qualifications and experience.

Templeton Municipal Light and Water Plant offers a competitive benefit package and is an Equal Opportunity Employer.

Please send resumes Attn: Sean Hamilton, Templeton Municipal Light and Water Plant, P.O. Box 20, Baldwinville, MA 01436.

all underground feeders for residential, commercial and industrial customers. They learned the system while they worked on it which makes it easier for them to perform repairs and maintenance when needed.

"The more diversified you are, the better off you are," he said. "You know the history and know where to look when there are problems."

Scirpoli was active in NEPPA and served on the Board of Directors.

He has no concrete plans for retirement but owns property around the country and would like to spend some time in the warm weather.

Committee Meetings

March 10

Board of Directors
Mt. Washington Hotel
New Hampshire

March 17

Public Communications
NEPPA Office
Milford, Mass
10:30 am

Upcoming Events

March 15

General Foremen's Roundtable
Holiday Inn
Boxboro, Mass.
8:30 - 2 pm

March 16

Vermont Regulatory Workshop
Johnson State College
Johnson, Vt.

March 24

Customer Service Conference
Basketball Hall of Fame
Springfield, Mass.

April 3 – 5

Public Utility Management Program
Spring Session, Durham, N.H.

April 20 - 21

PURMA/PUMIC Annual Meeting
Woodstock, Vt.

June 6 – 7

Expo & Operations Conference
Holiday Inn, Boxborough, Mass.

July 11

Benevolent Fund Golf Tournament
Heritage Country Club
Charlton, Mass.

August 20 – 23

Annual Conference
Radisson Hotel, Plymouth, Mass.

October 2 – 4

Public Utility Management Program
Fall Session, Durham, N.H.

December 8

Annual Membership Meeting
site TBD

