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Groveland Municipal Light joins NEPPA

In 1907, the town fathers of Groveland, Mass. voted to establish a municipal electric department and appropriated \$15,000 to create what is now Groveland Municipal Light Department. The utility, which serves nearly 2600 meters, has recently joined NEPPA.

The town of Groveland, originally a farming community, is located near the junction of 495 and 95 just south of the New Hampshire border. It has had a relatively static population until just recently.

"In the last three years a lot of farmland has been sold off for housing developments," said General Manager Thomas Boyd.

At present, the utility is hooking up three subdivisions of 28 homes or more and another 300-home development is in the planning stages.

Boyd, who took over in 2004, replaced Gerry Hill who had been manager from 1982 to 2004 and served 35 years with the utility. Hill's uncle, Howard Hill, had

been manager previously and was at the utility for 44 years.

When Boyd was hired in 2000, he was the first lineworker to be hired in 26 years.

The utility is now experiencing a rapid staff turnover due to retirements and Boyd will soon be losing his office manager of 16 years. Yvonne Arakelian, who is eligible to retire next year, has lived in Groveland for 36 years and has seen many changes. According to Boyd, she has shouldered a lot of the burden of the sudden growth spurt.

Besides Arakelian, Boyd's staff consists of one office clerk, two lineworkers and one apprentice.

Before taking over as manager, Boyd served one year as assistant manager and one of his first official tasks as manager was to install a fax machine and a computer.

"I want to make this utility proactive and not reactive," he said. "I want to have things in place so the lights stay on and we don't have to fix anything in the middle of the night."

He plans to replace poles that were set in the 1930s and is now in the midst of upgrading a substation from 4kv to 13.8. Groveland rates are competitive with surrounding towns.

"I figure it will take a good three years to get needed changes in place," Boyd

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Groveland employees Marilyn Cruteau, Yvonne Arakelian and Tom Boyd



Executive Director's Report

We request the pleasure of your company

by Patrick Hyland



2005 is the fortieth anniversary of the Northeast Public Power Association, and represents an important landmark for our organization. In 1965, a small number of visionary public power leaders saw the need for a single regional organization that could speak to legislators and policy makers with a single voice. In founding NEPPA, they committed to the principle of collective action on behalf of the 78 consumer-owned electric distribution systems in New England. Since that time, the benefits of this collaboration have been realized many times over, in education and training, mutual aid, joint purchasing, communications services, public advocacy, risk management and strategic alliances. As the electric utility industry in New England has been transformed during the past forty years, NEPPA has served as a common ground for developing policies and programs to serve the needs and interests of all public power systems in the region.

To celebrate this anniversary, the NEPPA Annual Conference Committee and staff have been planning a birthday party, and we want to be sure that you know about it. The 2005 Annual Conference will take place in one of New England's most famous small cities, Newport, Rhode Island, and plans are underway for a great meeting. We have booked some outstanding speakers on a variety of topics, including electric restructuring, energy legislation, retirement planning, mutual aid, broadband over powerlines, and investing in your workforce. We have also scheduled separate roundtables this year for governing board members and utility managers, to provide each of these groups the opportunity to discuss issues of particular interest to themselves. We will hold our traditional welcoming reception on Sunday evening, and a classic New England clambake on Monday evening at the Newport Yachting Center.

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

McCarthy retires from Belmont Light Department after 45 years

In 1959, The Belmont Municipal Light Department ran an advertisement for a meter reader in the Belmont Herald that read, "Dependable man wanted."



Belmont GM and proud grandfather, Tim McCarthy, hopes to spend more time with his grandchildren when he retires this June.

Timothy J. McCarthy, then one year out of high school, applied for the position only to find out that he wasn't considered dependable because he wasn't married.

Two days later he was offered the job. No one else had applied.

He's been with the utility ever

since and will be until his retirement is official sometime this spring. "I loved working here and would do it all again," he said with a sad smile, "but I just know it's time for me to leave."

McCarthy, who grew up in Belmont the oldest of four brothers, lost his father when he was ten years old. While he was in high school, he worked as a caddy and as kitchen help at the local country club and worked full-time

at a grocery store. It was when the grocery store, which wasn't union, didn't want to pay him for overtime, that he left and went to work for the light department. In 1962 he

was promoted to lead meter reader over someone senior because he had a driver's license and the other employee didn't.

He went from there to a lineman climb-

ing poles and when the contentious issue of the union came in, the vote was 14-13 in favor.

"I'm glad I voted," he said smiling.

McCarthy took courses at Franklin Institute in Boston and became an electrician. He served as assistant electrical inspector and then electrical inspector for the town and was eventually promoted to assistant general manager in 1983. He became acting general manager when the general manager was out sick and remained acting manager for five years until becoming manager in 1994.

"It's worked well for me," he said. "The main thing is the customers have been happy with the electric department and that's what it's all about."

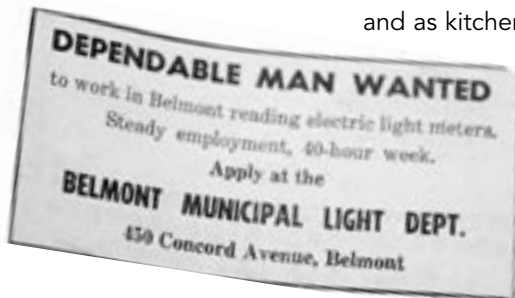
McCarthy has been an active member of NEPPA and is presently serving on the Board of Directors.

"Tim's retirement will leave a large void on the NEPPA Board," said NEPPA Executive Director Pat Hyland. "His experience, wisdom and keen wit cannot be replaced, and we will especially miss his unique perspective on events. Belmont Municipal Light and NEPPA are losing an exceptional leader."

McCarthy says that looking back, he remembers the weekends on call and the storms and the outages, but the things he remembers most are little things - like the time he forgave an electrical bill for a man whose wife had died. This enabled the man to stay in Belmont until his children were out of school. "He came in to thank me and I guess I'll always remember that," he said.

McCarthy did a stint in the Army National Guard during the sixties and

Continued on page 5



Executive Directors Report

Continued from page 2

On Tuesday evening, following a full day of programmed events, our annual awards banquet will be transformed into a birthday party for NEPPA members, where we plan to honor some of our retiring members and celebrate the forty years of service that NEPPA has provided to public power in New England.

On behalf of the Directors, planning

committee and staff, I invite each and every NEPPA member to join us for this celebration. Your presence will enhance our conference and your time will be well spent. Mark your calendars, book your room, and plan to spend a few enjoyable summer days with your public power colleagues, both old and new.

Moon to speak at Annual Conference



Moon

Public power systems face similar leadership challenges to other industries, but also some challenges unique to customer-owned utilities. Specific challenges include an aging workforce, generational differences, succession planning, workforce development and stakeholder education. It may be necessary to do business differently than before, and will probably involve personal choices that may be the "right" choices but not necessarily the "easiest."

Janine Moon of CompassPoint Coaching will speak at NEPPA's Annual Conference on "Investing in your Workforce: Human Resource Issues for Public Power Leaders." She will talk about how to accept the information age and the changes it brings to the work force and will help participants examine their assets and vulnerabilities and how they align with the 21st century.

Moon has over 20 years experience in utilities fields. She was senior vice-president for American Municipal Power – Ohio, Inc. She was the executive director of the legislative organization for Ohio's public power systems, the Ohio Municipal Electric Association.

In addition to a Master's degree from Ohio State University and a Bachelor of Science from Bowling Green State University, Janine is a member of the International Coaching Federation, a professional member of the National Speakers Association and an advisory board mem-

ber for the Get-It Columbus Women's Forum, where she designed and delivers mentoring, networking and leadership programs.

She is a professional certified career coach from the Career Coach Institute and is working toward Master status while serving as a mentor coach. She serves as an advisor for Franklin University's MBA Coach Training Program and as an MBA Adjunct Faculty member. She also achieved national ranking in the Business & Professional Women (BPW) 2002 Speaking Competition.

*Annual
Conference
2005*

[August 14-17](#)
[Marriott Hotel](#)
[Newport, R.I.](#)

Groveland

Continued from page 1

said.

Boyd worked at Georgetown Municipal Light Department from 1987 to 1997 where he participated in NEPPA's utility training programs. He worked out of the IBEW Hall for three years prior to coming to Groveland.

A native of Georgetown, Mass., he lives in Haverhill with his wife Kristine and two dogs and attends business classes at

Northern Essex College.

"We welcome Groveland Municipal Light Department to our association," said Executive Director Patrick Hyland, "and look forward to their participation in NEPPA programs and events. Their membership strengthens NEPPA and we are very pleased to have the opportunity to serve them in the coming years."

McCarthy

Continued from page 3

worked part-time for many years as a bartender for a caterer. He remembers one weekend serving drinks to a Belmont resident at a wedding and later that night, fixing an electrical problem at the amazed man's house.

McCarthy married his wife Suzanne in 1966 and they have three children and seven grandchildren. He hopes to spend more time with them when he retires but says he doesn't want to make any other plans just yet.

"I just want to wake up some day with

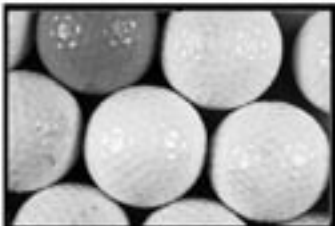
nothing to do and see how that feels. I do plan to visit the Baseball Hall of Fame sometime soon," he added. "Then we'll see."

The town of Belmont has appointed an advisory board to find his successor, and at a recent meeting, the advisory board asked the selectmen what they wanted from a new general manager. Selectman Angelo Firenze replied, "Look to your right," referring to McCarthy.

Benevolent Fund Golf Tournament

Benevolent Fund

The New England public power community has a long tradition of rallying to provide support to its family members when tragedy strikes. Proceeds from The Annual Benevolent Fund Golf Tournament are donated to the New England Public Power benevolent fund, established to aid public



*Monday, July 11, 2005
9:00 a.m. shotgun start
Sterling Country Club
Sterling, Mass.*

power employees or their families who are facing financial difficulties due to disabling accidents, extended illness, or tragic loss of life.

Sponsorship Opportunities

We invite all NEPPA members to consider sponsorship of this event which

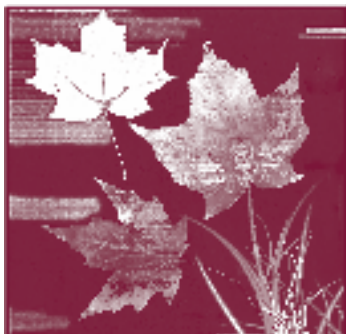
will greatly assist in underwriting tournament expenses and is an excellent way to gain visibility with public power decision makers in New England while supporting a worthwhile cause. Individual holes may be sponsored for \$100, while other opportunities are also available. All sponsors will be recognized on signs and in association publications. To discuss specific sponsorship opportunities, please contact Kris Nicolas at (508) 482-5906, ext. 13.

Sterling Country Club

Sterling Country Club is a premier private club located in central Massachusetts just north of Worcester. Opened in 1991, it is ranked the #11 course in the state by *Golfweek Magazine*. For more information go to www.sterlingcc.com.

Communicating with greater confidence

A Public Communications Committee workshop



Communicating with Customers
VPPSA
Waterbury, Vt.
September 9, 2005

Whenever you interact with people on the phone, in person or through the written word, you represent not only yourself but also your organization. In today's utility environment, the continued growth and success of an organization will depend largely on the way its personnel communicate and disperse information to their customers.

The NEPPA Public Communications Committee has planned a workshop where participants will have an opportunity to examine the responsibilities and opportunities involved in dealing courteously and professionally with the public. Because telephone etiquette is such an important component of customer service, this seminar will address how to make, receive and relay calls in an efficient and helpful manner.

The one-day event will also cover written communications, such as village reports or newsletters, that allow utilities

to stay in touch with their customers. In order for ideas to be conveyed clearly, writing must be organized, coherent and concise. This seminar will review techniques for achieving these qualities, and will help participants build confidence when writing.

Rocky Blunt, president of Blunt Consulting Group (BCG), will lead the workshop. His firm offers customized communications training and consulting services to companies and organizations throughout New England. Blunt is a dynamic motivator and confidence-builder. Developing confidence, in fact, is the cornerstone of his approach to training. He establishes a non-threatening atmosphere in which people enhance their ability to communicate comfortably.

Watch your mail for details of this fall workshop.

Make a weekend of it!



Annual Lineworkers' Rodeo
North Beach
Burlington, Vt.
September 10, 2005

NEPPA'S Public Communications Committee workshop is being held in scenic Waterbury, Vt. 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. Designed after the International Lineman's Rodeo first held in the midwest in 1984, this event, held on the shores of Lake Champlain, provides an outstanding display of lineworker skills and teamwork under competitive conditions. It features three-man teams of public power lineworkers showcasing their skills while emphasizing safe work practices. Watch your mail for details.

Golden Eagle Resort

Ideally located on 80 acres at the edge of Stowe Village. Family owned and operated by 2 generations of "Vermont Innkeepers of the Year." Indoor and outdoor pools, fitness center and spa, family programs, hiking trails, fishing ponds. Wide variety of comfortable and reasonably priced accommodations.

September 8, 9, 10

Single - \$65/night +tax

Double \$70/night + tax

Hingham school buildings get energy audit

The Hingham Municipal Lighting Plant has hired Source One, Inc. of Boston to perform comprehensive energy audits of town buildings, starting with the school. General Manager John G. Tzimirangas stated the goal of the program would be to identify the possible areas to help reduce the energy operating costs of the town's buildings. The audit will review the energy consumption profile of each

building, evaluate existing cooling, heating and lighting energy-efficiency and develop preliminary budget estimates, payback analysis and funding sources for the upgrades

The increased costs in oil and natural gas have made this program an important one for the Light Plant and the town to explore ways to reducing the costs associated with running municipal buildings.

To learn more about utility customer programs offered by NEPPA members, go to www.neppa.org and click on utility programs.

RMLD announces new web site

Reading Municipal Light Department announced the launching of its new and improved Web site, www.rmld.com, at an open house for the general public on April 14. The new site, which is going online May 1, has been redesigned with customers in mind, and offers a number of user-friendly options to make life easier. In addition to finding news about RMLD, community events, promotions, appliance rebates, meetings, press releases,

payment options and more, customers can now manage RMLD accounts online. RMLD announced the new site at the open house because the open house events for senior citizens have always been popular. Besides learning about the new web site, RMLD customers enjoyed free coffee and muffins, received a tour of the facility and chatted with RMLD staff members about customer service programs.

Cub Scouts visit Wakefield Municipal Gas and Light

Greenwood Cub Scout Pack 722 recently learned about the Wakefield Municipal Gas and Light Department (WMGLD) from Manager William Wallace (back left) during a visit to the North Avenue plant. The Cub Scouts and their Scoutmaster had an opportunity to see the equipment used by WMGLD lineworkers and the type of wires used to transport electricity into their homes. They also had a chance to see the inside of a bucket truck at the conclusion of their meeting.



Safety & Training Update

Management training program completes spring session

The 2005 NEPPA Public Utility Management Program held its spring session in early April, with 21 public power officials from 5 New England states participating. The program, now in its



twelfth year, was held at the New England Center in Durham, New Hampshire, on the campus of the University of New Hampshire. Separate classes were held on four different topics, featuring in-depth classroom discussions along with group assignments. The

fall session of the program is scheduled for October 3 – 5 at the same location, and new students are invited to join the

group.

The April classes focused on critical workplace skills such as coaching and mentoring employees, preventing harassment, and time management, with case studies drawn from the actual experience of participants. In addition, a half-day seminar was presented by Marty Taylor of the Institute for Global Ethics on “ethical fitness,” which covered the value systems and principles that are involved in making ethical decisions. Students shared ethical decisions that they had faced themselves, and analyzed the “right versus right” dilemma that is commonly found in ethical decisions.

The fall session of the program will include classes on leadership skills and habits, managing risk in the utility industry, politics and public power, and organizational communications.

Highlights of the fall sessions

The Habits of Successful Leaders

William Barry, President, Barry Consulting

The Art and Science of Organizational Communications

Rocky Blunt, Blunt Consulting Group

Politics and Public Power

*Deborah Sliz and Lori Pickford
Morgan Meguire, LLC*

Managing Risk in the Utility Industry

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

To join the fall program to be held on Oct 3-5, contact Sheila Boone at (508) 482-5906.



Safety & Training Update

NEPPA staff attend safety conference

Members of the NEPPA Safety & Training staff attended a safety conference and Expo designed for utilities, municipalities and telecommunication companies. Safety Director David Fabrizio and Administrative Assistant Lori O'Donoghue took part in "Hands-on Safety," held in Lakeland, Fla. at the end of March. It was sponsored by *Incident Prevention Magazine*.

"It was a great opportunity to network with other training staff personnel," said Fabrizio. "The conference offered a diverse array of subjects and speakers, and I think the experience will be very helpful when plan-

ning our own NEPPA events."

NEPPA Safety Trainer Robert Henriksen was a presenter at three of the 23 sessions that addressed aerial issues as well as work site and underground venues. Henriksen discussed the ground-to-ground rubber glove rule, equipotential grounding and communications in the workplace, a life or death situation. He also presented a session on pole top basket rescue with John McRae, former Taunton Municipal Light Department line foreman.

"Conferences like this bring home the message that safety is not a regional issue," said Henriksen. "People all over the nation face the same problems we do and are willing to share information."



NEPPA Safety Trainer
Robert Henriksen

2005 Expo and Operations Conference

Help NEPPA celebrate 40 years of service to public power by donating blood at the E & O conference. The goal is 40 pints for 40 years and the American Red Cross will have a fully staffed donation center during the conference.

This is the premier meeting for electric utility vendors, service providers and public power officials. The conference features an all-day trade show with indoor and outdoor exhibit areas, hands on demonstrations of the newest equipment and a reception and dinner for all exhibitors and conference participants.

If you haven't registered yet, contact Lori O'Donoghue at (508) 482-5906 or register at www.neppa.org.

June 7 & 8

Holiday Inn

Boxborough Woods

Boxborough, MA

**American Red Cross
Blood Drive**


Celebrating Forty Years of Service to Public Power by the
Northeast Public Power Association

**Tuesday, June 7
10:00 AM ~ 4:00 PM
Holiday Inn Boxboro ~ MA**

▶ All presenting donors will receive a special gift.

To schedule an appointment or for more
information, please call Lori O'Donoghue at 508-482-5906.

Walk-Ins Welcome!
American Red Cross
www.newenglandblood.org


Together, we can save lives.

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 May 20.*

Hudson Light and Power Department

Electrical Engineer

The Hudson Light and Power Department is conducting a search for a candidate to fill the position of Electrical Engineer who will assist the Manager in the day-to-day operations of the Department.

The successful candidate must have a minimum of a BS in Electrical Engineering and will preferably hold a Masters in Electrical Engineering. A minimum five years prior experience with a private or municipal utility is preferred. Direct experience in Power Resource Management, Transmission and Distribution is an asset.

The Hudson Light and Power Department operates an electric system with two 115 kV interconnections and a 20 MW generating plant, a 70 MW load, and serves over 11,000 customers. The Hudson Light and Power Department is an Equal Opportunity Employer, offering competitive salary and benefits.

Send resumes, including salary history, references, and educational background to: Manager, Hudson Light and Power Department, 49 Forest Avenue, Hudson, MA 01749

Resumes will be accepted until May 12, 2005

North Attleborough Electric Department

General Manager

The North Attleborough Electric Department is seeking a General Manager, who is responsible for the planning, organization and direction of all operations of the North Attleborough Electric Department. The General Manager is appointed by the North Attleborough Electric Commissioners.

Candidates should be familiar with the operation of municipal electric light departments and have experience in financial management, collective bargaining, organizational development, personnel administration and capital planning. Interpersonal skills are required as is knowledge of state laws and regulations which affect public utility companies.

Qualified candidates should have a Master's Degree in electric engineering, public or business administration with a minimum of ten years of management experience in a public or private sector management position or an equivalent combination of education and experience. Compensation for the position is subject to negotiation.

Application deadline is May 27, 2005.

Application procedure: Submit cover letter along with a resume and/or employment application in confidence to: Board of Electric Commissioners, c/o Human Resources Department, Woodcock Administration Building, 6 Morse Street, North Attleborough, Mass. 02760.

Peabody Municipal Light Plant

Junior Accountant

The Peabody Municipal Light Plant is seeking qualified applicants for the position of Junior Accountant. This position is responsible for supervising and performing work related to accounts payable, accounts receivable, financial accounting and reporting, budget compilation, auditing functions, and financial projections and analysis. Assist in maintenance of payroll processing, payroll recordkeeping and purchasing/inventory functions.

The qualified applicant should possess extensive knowledge and experience in general accounting principals and auditing procedures; strong knowledge of Excel and Word; exceptional organizational skills with strong detail orientation; and the ability to handle multiple tasks and establish priorities. Requires an Accounting/Finance degree or experience equivalent to a four-year college level curriculum. Minimum three years experience performing related duties preferably in a municipal utility.

The Peabody Municipal Light Plant offers an excellent salary/benefit package and is an equal opportunity employer. Annual salary range is \$41,358 - \$51,375. Please submit your resume to J. Garlin, Business Manager, at Peabody Municipal Light Plant, 201 Warren St. Ext., Peabody, MA 01960, or e-mail to jgarlin@pmlp.com

Equipment Available

Siemens Outdoor Circuit Breakers

Type SDO23, 25kV, 1200 A,
Originally installed in 1989. 6 Available (5
in-service, 1 needs new bushings). Avail-
able for pick up on June 1, 2005.

For more info contact John Lanciani at
978-486-3104. FREE

Littleton Electric Light Department
39 Ayer Road
Littleton, MA 01460

Member Update

The Columbia Group, Inc

The Columbia Group, Inc, founded in 1981 as a public interest consulting firm, has joined NEPPA as an associate member.

The firm includes rate engineers, distribution engineers, accountants, MBAs, and lawyers; and has provided expert testimony throughout the country on behalf of state agencies that represent the public interest. The firm has filed more than 500 expert testimonies regarding utility issues since 1981.

Mike Madore is the Firm's first director of its Municipal Utility Practice. He was manager of the Danvers system during the turbulent Seabrook years and was the Electric Distribution Manager of the Chicopee Electric Light Department for many years. He has over 30 years experience in the municipal utility business.

Madore says he wants "to promote a higher standard of practice for municipal utilities. The professional services that large private utilities routinely enjoy should be made available to municipal utility managers, at a reasonable price."

He will be contacting NEPPA managers over the next several months. Mike can be reached on his cell (413-262-7934) or at the Firm's Canton Office (781-821-5570).

HasGo Power Equipment Sales

HasGo Power Equipment Sales of 31 West Main St., LeRoy, N. Y. has joined NEPPA as an associate member. The contact person is John Vest, New England territory manager, and he can be reached at (585) 768-8500 or faxed at (585) 768-8093. HasGo Power is a manufacturer's representative of quality utility products.

Solomon Associates

Solomon Associates of 13455 Noel Road, Galleria Tower II, Suite 1500, Dallas, Tex. has joined NEPPA as a corporate member. The firm is a data-driven performance improvement company that specializes in optimizing capital-intensive assets. Their Power Generation Division is comprised of professionals that each have over 25 years of experience in operating power plants. Combining such knowledge with patent-pending benchmarking methodologies, best practice tools, consulting programs, and the world's largest database of operating and financial performance, they help clients get the most out of their assets, whether it be a unit or a fleet including all types of technologies and fuels. The contact person is Eric Tiffany and he can be reached at (972) 739-1700 or faxed at (972) 726-9999.

Committee Meetings

May 11

Public Communications
NEPPA Office, Milford, Mass.
10:00 a.m.

May 27

Executive
10:00 am
Pascoag Utility District
Pascoag, RI

June 7

Board of Directors
1:00 pm
Holiday Inn
Boxborough, Mass

Upcoming Events

May 19

Financial Forecasting and
Modeling Skills
Shrewsbury Town Hall
Shrewsbury, Mass.

June 7 – 8

Expo & Operations Conference
Holiday Inn
Boxborough, Mass.

July 11

Benevolent Fund Golf
Tournament
Sterling Country Club
Sterling, Mass

August 14 – 17

Annual Conference
Marriott Hotel
Newport, R.I.

September 9

Customer Communications
Workshop
VPPSA
Waterbury, Vt.

September 10

Annual Lineworker's Rodeo
North Beach
Burlington, Vt.

October 3 – 5 Fall Session

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

