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New England crews lend aid to hurricane-ravaged Florida

Seventeen crews from 16 public power systems in New England headed south on Sept. 28 to help restore power to storm-ravaged towns in Florida. NEPPA's Mutual Aid Committee and the American Public Power Association helped to communicate the request for assistance and to coordinate the massive effort.



Assistance efforts began when the Florida Municipal Electric Association contacted NEPPA looking for crews to aid in restoration efforts after Hurricane Jeanne struck leaving

nearly a million people without power in eastern and central Florida.

Scott Edwards, assistant general manager of Littleton Electric Light & Water Departments, and chairman of the NEPPA Mutual Aid Committee, coordinated the departure efforts of 46 individuals, 17 bucket trucks, and two digger derricks. He divided the 17 crews into two groups - One group worked in the Lakeland area of Florida and one worked in the Melbourne area. The

crews faced almost two weeks of 16-hour days, returning on Oct. 7.

"The customers in the Palm Bay and Melbourne area really appreciated our assistance," said Edwards. "Our New England crews are used to inclement weather and respond well to the urgency of the situation. It was a successful venture and very gratifying for the crews who volunteered."

New England Utilities that joined the effort were Norwich Public Utilities in Connecticut; Concord Municipal Light Plant, Danvers Electric Division, Georgetown Municipal Light Department, Holden Municipal Light Department, Littleton Electric Light & Water Department, Middleton Municipal Electric Department, Merrimac Municipal Light

New England crews and vehicles line up at a staging area at an airport in Melbourne, Fla. to receive directions on the restoration effort.



Executive Director's Report

A Good Return on our Investment

by Patrick Hyland



As anyone who follows domestic politics knows, the United States Congress is heavily influenced by lobbyists, special interest groups, and the money that flows so readily into campaign chests from individuals, corporations and political action committees. For this reason, it is easy to conclude that small organizations (like NEPPA), with limited time, money or influence, cannot have a meaningful impact on federal legislation or policies which affect its members. Often, it must appear that the time and money spent on legislative activities by the association is wasted, with no real results to show for our efforts.

The fact is, however, that these investments can sometimes generate positive returns which far exceed the investments themselves. In the past 12 months, we have seen three good examples of this within the New England public power community, and they are worth reciting as we begin to plan our legislative activities for the coming year.

The New England Regional Transmission Organization - By now, most public power officials know that a new RTO is being formed in New England, with the enthusiastic blessings of the Federal Energy Regulatory Commission. The formation of the NE-RTO is the culmination of a long and arduous process, during which the public power community raised serious questions about the need for such an organization, the costs and purported benefits, and the proposed elimination of the New England Power Pool, which had been the principal representative of market participants in the region. All these concerns, and others, had been given little attention by FERC, the transmission owners and ISO New England during the RTO filing process, until something very important happened. Beginning in March, staff and commissioners at the FERC began to hear from the New England Congressional Delegation about these concerns, and slowly but surely, the FERC began to listen. The Congressional pressure was the result of steady and sustained communications between New England public power officials and their Congressmen, delivered in letters, calls and briefings, over several months. Largely in response to this

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

continued from previous page

The time and money spent on legislative activities by the association can generate positive returns which far exceed the investments themselves.

pressure, the FERC mandated that settlement negotiations be undertaken with the direct involvement of public power representatives, and issues that had been mostly ignored during the initial filings were brought back to the table. While the final results may not be all that was hoped for, they are much better than they would have been without the legislative pressure that was brought to bear, and the settlement discussions that resulted.

Fox Island Electric Cooperative - A second example of effective legislative work is taking place off the rocky coast of Maine, where the Fox Island Electric Cooperative is struggling to replace 10 miles of old and failing underwater cables which provide electricity to the island's nearly 2,000 households. The cables have caused major problems for island residents, who have experienced increasing power outages as a result of frequent faults and long and cumbersome repair times. To fix the problem, the Cooperative's general manager, David Folce, applied for, and won, a \$2.6 million federal grant which will partially pay for the installation of a new cable buried in the ocean's subsoil. After a long and complicated contract bidding process, he hopes to get the new cable installed in early 2005. In doing so however, he must also work within strict environmental permit conditions which limit the time that the contractor can lay the new cable, due to salmon migrations in the coastal waters. The permit conditions constitute a potentially serious problem for the project, and thus have been the subject of lots of conversations with the Maine legislative delegation to see if reasonable accommodations can be made to get the project completed in a timely manner. These communications have been assisted in no small part due to the personal relationships that have been established between Congressional staff members and NEPPA members and their lobbyists over the past several years. At the time of

this writing, Fox Island's manager is optimistic that the permit conditions will be amended, and acknowledges the contributions of Sharon Staz, NEPPA Legislative Committee Chair, along with NEPPA's Washington lobbyists, in helping to solve his permit problems.

New Transmission Lines for Stowe, Vermont - The last example illustrates one of the potential benefits of holding staff tours in our region, and how the connections made during such tours can be very useful. During NEPPA's Congressional Staff Tour in early August, the group visited the Stowe Mountain Resort in northern Vermont, and were briefed on new development activities underway to expand the ski resort and develop new real estate at the foot of Spruce Peak. One of the topics discussed was the need for new transmission capacity to serve the resort area, and its importance to the region's economic development. Upon returning to Washington, one of the staff members on the tour contacted NEPPA's lobbyist to follow up on this subject, and to see if her office might assist in getting federal funding for new transmission lines in the Stowe region. After some research, the staff member agreed to pursue some existing federal programs to see if funds could be allocated for this purpose in future budgets. While by no means a "sure thing," it is an important first step in the complicated process of earmarking federal grants, and in getting on the list of potential recipients when appropriations are made.

Each of these examples illustrates a positive benefit or opportunity created by an effective legislative program. Personal relationships with staff members, as we have all come to understand, are the foundation of such a program, and are well worth the time and resources required to forge them. While sometimes hard to calculate, they are investments that can pay a very good rate of return.

Garille named chairman of R.I. Good Neighbor Energy Fund



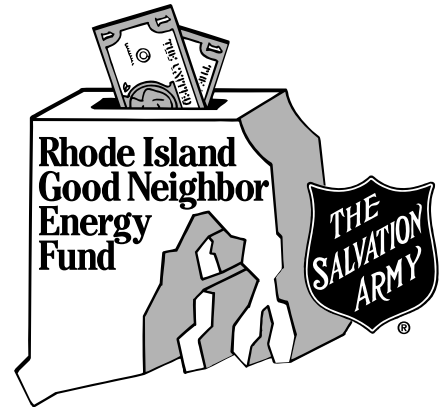
Garille

Ted Garille, general manager of Pascoag Utility District in Pascoag, R.I. and a member of the NEPPA Board of Directors, has been named chairman of the 2004-2005 Rhode Island Good Neighbor Energy Fund. The Fund, which is sponsored by the gas and electric utilities in the state, provides energy assistance to those in temporary crisis. The utilities match \$1 for every \$2 donated by their respective customers.

“Even with the predications of another harsh winter, combined with the uncertain economy, I have every confidence that we’ll continue the good work of the Fund, reach our fundraising goal of \$525,000, and make a difference in the lives of thou-

sands of families in need of energy assistance across the state,” said Garille.

Since the Fund’s inception in 1986, over \$5 million has been raised to assist more than 26,250 Rhode Island families.



Customer service training - part two

The NEPPA Customer Service Committee will present the second part of a two-day training program designed to address the needs and interests of public power customer service professionals. Based on feedback and suggestions from past program participants, this program seeks to improve staff morale by increasing energy and enthusiasm in the workplace, and to improve individual and team performance.

Boosting Morale and Improving Results will use the world famous Fish Philosophy principles from the Pike Street Fish Market in Seattle, Washington.

The program will be led by Michael Seabury, a training specialist for the Employers Association of the Northeast. He is an experienced training professional with extensive knowledge in instructional design and training delivery.

Part one of the program, **Self-awareness and Effective Teamwork**, was held

in October. Seabury led discussions on behavioral profiles, understanding behavioral tendencies, and developing an action plan for making interactions more effective. Attendees participated by breaking into groups determined by profile evaluations, developed action plans using assigned scenarios, as well as other group activities.

For more information, please call Sheila Boone at the NEPPA office, (508) 482-5906.



Seabury

Tuesday

November 16

9:30 AM – 2:30 PM

Shrewsbury Town Hall

Shrewsbury, Mass.

Cotte to speak at NEPPA's annual membership meeting



Cotte

*Friday, 11 a.m.
December 10, 2004
Lake Pearl Luciano's
Wrentham, Mass.*

Roger M. Cotte, national director of strategic sales and marketing for R. W. Beck, Inc., will be the featured speaker at NEPPA's Annual Membership Meeting on Dec. 10 in Wrentham, Mass. He will give a status report on electric industry restructuring nationwide and how it is affecting public power systems.

"Different regions of the country are at various levels of restructuring and changes in New England are happening fast," said Cotte. "It is important that utility systems know the new rules and how to work with in the new system."

Cotte has more than 30 years' experience in electric utility power supply and transmission planning and has worked extensively with municipal electrical utilities, and with electric utility restructuring, privatization, power procurement, and transmission access issues.

Since joining R. W. Beck in 1974, Cotte has managed consulting engineering reports in support of over \$1 billion of revenue bonding for electric generation and transmission projects. He is also one

of the firm's foremost experts on engineering and non-recourse financing of capital-intensive energy projects, responsible for consulting engineering reviews in support of financing for independent power and electric utility projects. Prior to joining the firm, he spent seven years working for the American Electric Power Service Corporation in utility operations and planning, contract administration and negotiation with large energy users.

Cotte holds a B.S. in Power Engineering from Northeastern University and an MBA in Corporate Finance from New York University.

The meeting will also feature a welcome from John Clark, general manager, Houlton Water Company, Maine and NEPPA president; an executive director's report from Pat Hyland; and approval of the 2005 annual budget, member dues and work plan.

Retired NEPPA utility managers are also invited to the meeting that will conclude with a luncheon.

NEPPA hosts roundtable discussion for business managers

The Northeast Public Power Association and Public Utility Risk Management Association will host a Business Managers Roundtable in Shrewsbury on November 18. The event will feature a presentation on credit ratings for municipal utilities by Jeffrey Panger, Director, Public Finance, Standard & Poors.

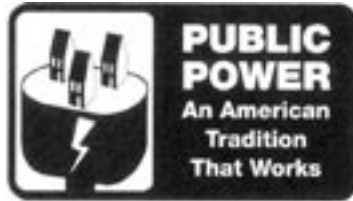
There will also be a roundtable discussion of the following suggested topics:

- Municipal fiscal pressures on public power utilities
- Proposed charter changes affecting municipal utilities
- Payments in lieu of taxes
- Utility reserve funds
- Utility billing systems

Lunch will be served and discussions will continue in the afternoon followed by a discussion of potential future activities and projects. The roundtable will adjourn at 2 p.m.

*Thursday,
Nov. 18, 2004
10 AM – 2 PM
Shrewsbury Town Hall,
Shrewsbury, Mass.*

Holyoke Gas & Electric celebrates Public Power Week



The City of Holyoke's Gas and Electric Department (HG&E) joined more than 2,000 electric utilities nationwide that provide electricity on a not-for-profit basis to nearly 43 million Americans to celebrate Public Power Week. This national, annual event was founded by the American Public Power Association, the service organization for community and municipally owned electric utilities.

"Public Power Week honors the community ownership of HG&E, which results in reliable, affordable electricity for citi-

zens and businesses," said James Lavelle, HG&E manager. "It also recognizes the economic, social and environmental contributions of a public power system." During Public Power Week, HG&E gave out free compact fluorescent light bulbs to its customers. These 15W compact spiral fluorescent bulbs use approximately one fifth of the energy of a comparable incandescent bulb and will save customers over \$25 in electricity costs over its expected life.

BELD displays model facility during public power week

Braintree participants at the Senior Citizen Lunch and the Business Breakfast viewed Braintree Electric Light Department's new Generation and Distribution Model. It was created by Energy Advisor Ruth Slater, with the help of Energy Services Manager Ken Stone, and Energy Analyst Rose Barry.

The idea took hold when Joe Morley, engineering manager, was adding model trains to a Christmas display and noticed how many electric utility-related items were available. Slater took on the project, buying kits and assembling transmission towers, a power plant, substation transformers, vehicles, people, buildings and utility poles and wires. Some elements had to be modified – for example, a generic switch box became a Padmount transformer.

Slater says she is still looking for some items, including a bucket truck, preferably HO scale (1-87).

"I really had fun planning and building the model," she said. "I'd like to add some more safety-related items so we could really use it as an educational piece."

The model is on display at the Braintree utility and will be used during public power week and other utility events.



Ruth Slater and Joe Morley with the scale model of Braintree's generation and distribution system.

Shrewsbury helps customers lower energy costs



Josie

Shrewsbury Electric and Cable Operations (SELCO) has placed an “Energy Conservation Gauge” on the town website to inform customers about the benefits of energy conservation.

“This new feature makes conservation recommendations to Shrewsbury residents based on the current price of electricity,” said Thomas R. Josie, SELCO general manager. “The gauge is tied to the hourly spot-market price for energy. We hope this will inspire energy conservation and provide a better understanding of how

SELCO works to bring affordable electricity to the community.

“The gauge can be a valuable resource for residents,” Josie added. “Savings from smart energy use are passed on directly to our customers in lower prices, improved reliability, and in deferring the need for infrastructure improvements.”

To view the Energy Conservation Gauge and get related information about energy conservation and the energy market, go to www.shrewsbury-ma.gov.

Dan Flynn Promoted to electric superintendent

Wakefield Municipal Gas & Light Department (WMGLD) has named long-time employee, Daniel Flynn, to the position of electric superintendent. He succeeds Michael Curran who retired on June 4th.

Flynn, who has served as assistant electric superintendent since March of 1999, joined the WMGLD in May 1973 as a groundman and worked up the ranks to lead lineworker in 1992. As superin-

tendent, Flynn will oversee the day-to-day operation of the WMGLD Electric Division.

“We are pleased to announce Dan Flynn’s promotion,” said WMGLD Manager William Wallace. “His 30 years of hands-on experience and his managerial skills will be tremendous assets to the WMGLD.”

Flynn, a life long resident of Wakefield, and his wife Alayne have two children.

Utility customers make donations to food pantry

Customers of the Braintree Electric Light Department (BELD) have responded in overwhelming numbers in support of the Braintree Community Food Pantry.

“Those who dropped off a donation at the utility received a free multifunction emergency light from BELD,” said General Manager Bill Bottiggi. “We wanted to offer our support to the food pantry while encouraging our customers to do the same.”

The response was overwhelming, and BELD collected over 20 cartons of food that will be distributed to needy Braintree residents. Established in 1993, the Braintree Community Food Pantry is operated entirely by volunteers, and assistance is provided to well over 2,000 people per year.



BELD General Manager Bill Bottiggi presents a carton of groceries to Agnes Lynch, director of the Braintree Community Food Pantry.

Hurricane

Continued from page 1

Department, South Hadley Electric Light Department, Taunton Municipal Lighting Plant in Massachusetts; Pascoag Utility District in Rhode Island; Burlington Electric Department, Ludlow Electric Light Department, Morrisville Water & Light Department, Vermont Electric Cooperative in Vermont; and the New Hampshire Electric Cooperative in New Hampshire.

“People were great down there,” said Ed Morrin, line foreman at South Hadley Electric. “It was a little bit different, though. There were a lot of backyard lines without bucket truck access which made for a lot of climbing.”

Mutual assistance is a common practice among public power utilities when electric service interruptions are caused

by emergencies, including storms, floods and hurricanes. NEPPA’s Mutual Aid program provides a communications and planning network to assist consumer-owned electric utilities when they need to call upon other public power systems for aid in the form of personnel and equipment. While no utility is obligated to provide such assistance, experience has shown that public power utilities have always come through, providing assistance to neighboring utilities both within and outside of New England. New England crews also provided assistance to the Virgin Islands in 1989 and 1995 when hurricanes devastated St. Thomas and St. Croix.



Crews, like the one (center) that worked with Florida Power and Light in the Palm Bay/Melbourne area, worked 16 hour days to restore lights to grateful electric customers.



Photos courtesy of Norwich DPU and Littleton Light crews.

Safety & Training Update

Program sharpens utility management skills

NEPPA's annual Public Utility Management Program was held in early October, bringing together 25 officials from 16 different public power systems throughout New England. The program, now in its 11th year, was held at the New England Center in Durham, New Hampshire, on the campus of the University of New Hampshire. Over three days, students participated in interactive sessions on a variety of topics, designed to sharpen their management skills and keep them abreast of regulatory and technological changes affecting their companies and their own responsibilities.

Rockie Blunt of Blunt Consulting Group provided practical advice and specific



Blunt

techniques on *Presentation Skills for Public Officials*, which continues to be one of the most important and difficult skills for public managers to master. Rick Dacri of Dacri & Associates provided an in-depth review of *Critical Issues in Human Resources*, an

overview of federal and state personnel regulations, compliance responsibilities of

supervisors, and the elements of a sound personnel management program.

Dan Pelley, President of Pelley Educational Services, offered his insights on *The Art of Leadership*, covering the attributes



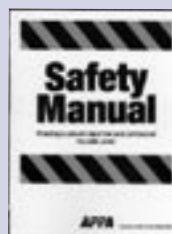
Gautreau

of good leadership, along with different leadership styles, models, and approaches to leading different types of organizations.

Bob Gautreau, NEPPA director of training, conducted a high-level review of technologies that are changing the electric utility industry, as well as other developments that are transforming society as a whole. Among these are the potential use of hydrogen as a fuel, the utilization of powerlines for broadband internet, wireless technologies, and geographic information systems.

The Public Utility Management Program will be held again at the New England Center during the spring and fall of 2005. Information and dates for next year's program will be provided to NEPPA members in the next few months.

**APPA
Safety Manuals
available through
NEPPA**



Cost: \$12.00 each

Contact:

Lori O'Donoghue

(508) 482-5906, ext. 11

lodonoghue@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 Nov. 19.

Excerpted from "The Public Power Advantage," American Public Power Association, June, 2004

Meter Technician B

Town of Wallingford, CT Electric Division

Connects, disconnects and installs single phase and polyphase self-contained meters for a municipal electric utility. Requires graduation from a high/trade/ or technical school with course of study in the electrical field and 2 years experience in a related field. Experience and training may be substituted on a year for year basis up to 2 years. Must have a valid State of CT driver's license. \$19.42 to \$22.03 per hour (Wages Currently Being Negotiated) plus an excellent fringe benefit package. Apply to: Personnel Department, Town of Wallingford, 45 South Main Street, Wallingford, CT 06492. Fax #: (203) 294-2084. Closing date will be November 19, 2004 or the date the 50th application is received, whichever occurs first. EOE.

Right of Way Coordinator

Vermont Electric Cooperative, Inc

Vermont Electric Cooperative, Inc., Johnson, Vermont is seeking applications for Right of Way Coordinator. Position is responsible for managing all activities essential to right-of-way clearing and maintenance for all of VEC's service territory includes directing and monitoring the activities of the ROW contract crews and tree trimming activity.

Minimum Qualifications include: Associate Degree in Forestry or Vegetation Management; 2—4 Years of ROW Management Experience; Certification by the International Society of Arboriculture or the ability to become certified within 6 months of employment; Must have chemical application license or ability to obtain within 6 months of employment; Ability to identify all species of vegetation within VEC's Right-of-Ways; Knowledge and experience in tree trimming techniques.

Send resumes to Sally Lumbra, slumbra@vermontelectric.coop, or VEC, 182 School Street, Johnson, VT 05656

Public power contributions outweigh IOUs

Public power systems provide a direct benefit to their communities in the form of payments and contributions to state and local government. The total value of the contributions made by publicly owned utilities often comes in many forms and is not always easily recognized. In addition to payments such as property-like taxes, payments in lieu of taxes, and transfers to the general funds, many of the utilities make other contributions in the form of free or reduced cost services provided to states and cities. APPA calculated net payments and contributions for 573 public power systems in the most current data year of 2002 and determined that the median amount contributed was 5.8% of electric operating revenues. In 2002, investor-owned utilities paid a median of 4.9% of electric operating revenues in taxes and fees to state and local governments.

It is a common misconception that investor-owned utilities provide a benefit to the local communities by paying taxes that public owned utilities do not. This report demonstrates just the opposite. When all taxes, tax equivalents and other contributions to state and local government are considered, the median amount contributed by public power systems in 2002, as a percent of electric operating revenues, was 18.4 percent higher than investor-owned utilities (5.8% 4.9%).

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 Nov. 19.*

First or Second Class Lineworker

Sterling Municipal Light Department

The Sterling Municipal Light Department, a progressive municipal utility company, seeks a First or Second Class Lineworker with experience in 15kv distribution system. 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. SMLD is an AA/EEOE. Send cover letter and resume to:

John Kilgo, Manager, 50 Main Street, Sterling, MA. 01564, 978-422-8267

Lineworker

Westfield Gas & Electric

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:

- Three years experience as Journeymen/First Class Lineman
- 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 December 10, 2004 with cover letter to: Westfield Gas & Electric; P.O. Box 990; Westfield, MA 01085-0990
Attn: Operations Dept.

Lineworker

Marblehead Municipal Light Department

The Marblehead Municipal Light Department is now accepting applications for the position of Lineworker. Applicants should possess a background in the operation of power generation and distribution systems equivalent to a trade school education and have experience in all phases of line work. Must currently hold and will maintain a Massachusetts Commercial Driver's License. Wages commensurate with experience and qualifications. A physical examination and pre-employment drug testing are required. Please direct all inquiries to: Mr. Douglas P. Proto, Distribution Manager, Marblehead Municipal Light Department, P. O. Box 369, Marblehead, Ma. 01945. (781) 631-0240.

An Equal Opportunity Employer

Committee Meetings

November 9

Annual Conference
Plymouth Radisson Hotel
10:30 a.m.

November 18

Public Communications
NEPPA Office
10:00 a.m.

November 24

Executive Committee
NEPPA Office
10:00 a.m.

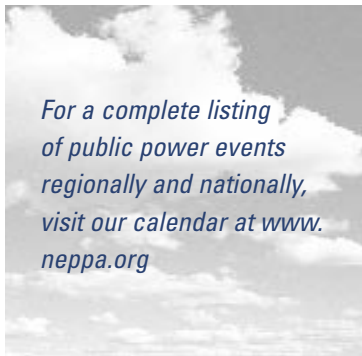
December 2

Legislative
NEPPA Office
10:00 a.m.

December 10

Board of Directors
Lake Pearl Luciano's
Wrentham, Mass.
9:00 a.m.

Upcoming Events



November 16

Second Session
Customer Service Training Program
Shrewsbury Town Hall
Shrewsbury, Mass.

November 18

Business Managers Roundtable
Shrewsbury Town Hall
Shrewsbury, Mass.

December 10

Annual Membership Meeting
Lake Pearl Luciano's
Wrentham, Mass

