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## South Hadley joins NEPPA

South Hadley Electric Light Department has recently joined both NEPPA and the American Public Power Association. Wayne Doerpholz, the utility's general manager, and two of its commissioners attended the NEPPA Annual Conference and were impressed with the legislative updates and the information offered during the two days of sessions.



Wayne Doerpholz

Key to South Hadley's decision to join, Doerpholz said, is the ability to meet with other public power members who are also facing the challenges of today's electric industry. "With purchased power costs out of sight it is important to be able to look at regulations and laws and how legislation is going to affect us," he said.

Founded in 1914, the town-owned utility serves the community that is home to Mount Holyoke College and has a balance of residential, commercial and industrial areas spread out over 18 square miles. Despite new building, the population has remained stable at about 17,067 for several years.

Electric rates are competitive, and the utility is committed to holding bills down as much as possible. Most recently, a reserve fund has been used to minimize the impact of rising wholesale power costs on South Hadley's customers.

The utility is now focusing on mov-

ing away from generation sources based on fossil fuels, and they are looking into some hydro facilities and a biomass plant being planned in Russell.

A lifelong resident who is dedicated to his community, Doerpholz describes his utility as customer-oriented, not profit-oriented. The utility stays in touch with the community in a variety of ways, including everything from sponsoring school safety programs to visiting the local senior center.

"This year, our commissioners even spent time flipping burgers for our customers at the town's annual Big Rig Day," he said.

### Annual Membership Meeting

Friday, December 9, 2005  
Radisson Hotel, Plymouth, Massachusetts

#### 11 AM

##### President's Welcome

John Clark, NEPPA President  
General Manager  
Houlton Water Company, Maine

##### Executive Director's Report

Pat Hyland, NEPPA Executive Director

##### Adoption of 2006 Annual Budget, Member Dues and Workplan

##### The Electrical Distribution Industry: Always Changing, Always Challenging, Never Boring

Michael Hyland, Vice-President  
Engineering Services  
American Public Power Association

#### Lunch at Noon



# Tis the season...any season!

There are customers of the South Hadley (Mass.) Electric Light Department who pay their bills in person just to see the counter display that is maintained by Cheryl Maher, senior clerk for the utility for almost 18 years.

The display changes monthly. In October, an elaborate Halloween scene was laid out complete with witches and other scary creatures.

Holiday displays will replace this one in November and December and snowmen, Valentines and St. Patrick's Day reminders will be featured in the early part of next year.

"Customers seem to enjoy it and I love

doing it," said Maher, who claims to have 12 Rubbermaid containers full of decorations in her basement. Some of them she collected herself, and some have been donated by customers over the years.

Cheryl also believes in Trolls, or so it says on the sign hanging between two windows in the reception area which are laden with trolls of every size, shape and model.

It started many years ago when a customer brought in a troll found in an old building. When customers saw it, they brought in more trolls and troll accessories until both windows became fully populated by these eerie creatures.

Cheryl Maher, with her Halloween display in the lobby of South Hadley Electric Light Department.



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

# TMLP deals with flood threat

*Although you always think you're prepared for anything, every natural disaster has unique circumstances.*

Cynthia Angus

Taunton Municipal Light Plant faced a unique crisis in late October when its employees were forced to leave their main offices for several days due to a flood threat. More than 2,000 residents of the downtown and surrounding areas of Taunton were evacuated due to the buckling of a 173-year-old wooden dam after a week of heavy downpours. Before leaving the light plant offices, employees placed sand bags at the entrances and in the computer server room and moved the servers up on platforms. All the computers that were not bolted down were moved from the first floor to the second floor.

Non-essential employees were sent home and some employees moved their operation to the Clearly Flood Station which is located outside of the danger zone.

There, TMLP employees focused on creating a redundant computer system to back up what could be compromised if the server room was flooded. The computer system controls the community's internet service as well as critical electric department functions. After several days, when the water level went down, they were allowed to return to the downtown area but the forecast of heavy rains spurred the Commonwealth to build a new rock dam and tear down the old one, over a period of two days.

"Although you always think you're prepared for anything, every natural disaster has unique circumstances," said TMLP Public Communications Director Cynthia Angus. "We're glad this was a non-event and we can use this experience to address future emergency situations."

## *BED receives energy efficiency award*

Burlington Electric Department was named one of the 2005 "Stars of Energy Efficiency." The prestigious award was given by the Alliance to Save Energy (ASE), a Washington-based organization of prominent business, government, environmental, and consumer leaders who promote the efficient and clean use of energy worldwide to benefit consumers, the environment, the economy and national security.

Mayor Peter Clavelle accepted the award for BED from Sen. James Jeffords, a 15-year member of ASE, at a dinner in Washington attended by many members of Congress.

"While we know we do very good energy efficiency work, to be recognized at this level is an incredible honor," said Barbara Grimes, BED's general manager, "Our energy efficiency staff at BED is among the best."

ASE said that BED was recognized for having a large impact on energy efficiency in Vermont because of its commitment to meeting electric demand through improved energy efficiency and its ability to leverage private funds. The company has invested \$13 million in energy efficiency and has cut Burlington's 2004 electricity use below the 1989 usage despite significant commercial growth during the '90s. These steps also have helped avoid the release of 43,340 tons of carbon dioxide annually.

ASE recognized BED as a leader in targeting energy-efficiency investments by promoting LEED (Leadership in Energy and Environmental Design) certification and high-standard energy codes for buildings, implementing load-response programs, and enacting innovative energy-efficiency ordinances for residential rental.

# Safety & Training Update

## *UTD program to be modified*

Beginning in 2006, NEPPA's Utility Development Program (UTD) will undergo several important modifications designed to strengthen program results for students and their utility supervisors. The changes will more closely integrate classroom training with on-the-job utility experience, as well as improve the evaluation of performance by apprentices in the program. The UTD program is a comprehensive training school for apprentice lineworkers, and has been a core training program for public power lineworkers in New England for many years. It combines formal classroom teaching with hands-on field training, leading to journeyman level skills after four years of successful participation.

With the new format each participant will have a "sponsor" who will be a rated journeyman lineman and preferably someone that the participant works with on a regular basis. The sponsor will monitor and guide the apprentice through on-the-job training.

A job-training logbook will be developed based on Department of Labor guidelines, and will list the most common tasks performed by apprentice linemen as

they progress through their four years of training. The participant will log the hours performed on each task and the sponsor will verify that the tasks are performed adequately and will sign off on the book. The NEPPA training instructor will communicate with the sponsor on areas that need improvement with regard to lab performance objectives throughout the course duration.

The program will be divided into yearly trimesters and progress reports will be provided to students and supervisors on classroom and lab performance and attendance. Any areas that the students are having difficulty with will be noted on the progress reports along with suggested corrective actions.

All tests and lab performance objectives must be completed to move on to the next year. NEPPA will make arrangements for make up days for missed sessions due to illness, utility emergencies or vacations. If sessions are not made up, participants will be provided the opportunity to make up the missing objectives during the next class year.

*Apprentices in NEPPA's Utility Technician Development Program participate in hands-on field training.*

Photo by Lori O'Donoghue



# How do I attract good workers?

## *Develop a long-term strategy*



*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*

We are in the midst of a labor shortage. Study after study show that the United States faces a significant shortage of skilled workers, with little relief in sight. Whether you're looking for a line-man, customer service rep or a General Manager, recruiting will remain difficult unless your organization is considered a great place to work. So what does it take? To begin, let's kill one myth right away. Money is not all employees want. In fact, when asking employees and job applicants what they want, money rarely comes up as the primary reason for taking a new job or staying in an existing one.

If money isn't the answer, what will it take to get good employees? To begin with, you need to think hard about your organization and be able to honestly answer this question: "Why would someone want to work here?" To help answer this question, take some time to answer these questions:

1. What makes your organization attractive to prospective employees? What differentiates your organization from other organizations? What is unique about you? Why is your organization a

good place to work? Now list all the reasons why someone would want to work in your organization.

2. What is unattractive about your organization? What are the negatives? Are there skeletons in your closet? What are the turnoffs? Now list all the reasons why people would not want to work in your organization.

Tip: to get some insight into these two points, include your employees in this exercise. They'll know the answers.

Once this exercise is completed, the real work begins. You know what makes your organization attractive and you've identified any turnoffs, so it is time to develop your recruitment strategy by answering two more questions:

1. What can you do to promote your organization's positive features?
2. What steps can you take to overcome and/or minimize your negative features?

With a well thought out strategy, you will find that recruiting and retaining good employees will be a lot easier.

## **Rep. Stephen Lynch visits BELD**

*U.S. Representative Stephen Lynch visited Braintree Electric Light Department (BELD) on September 26, 2005, praising BELD's efficient operation and stressing the importance of public power. Also present were State Senator Michael Morrissey and State Representative Joseph Driscoll. Pictured (l to r) are: Lynch, Driscoll, Morrissey and Bill Bottiggi, BELD general manager.*



# Fall workshop addresses revenue protection



Seger

Thirty public power officials from throughout New England attended a one-day NEPPA workshop on Revenue Protection in October, learning about the theft of electric service and methods to protect their systems from such threats. The workshop, which was taught by Dr. Karl Seger, covered a wide variety of challenges to electric systems in the areas of meter tampering, computer system hacking and identity theft, along with ways to detect and investigate

different cases, and to recover lost revenues. Seger, who is the Founding Principal of the Seger Consulting Group, has consulted with utilities around the world on theft of service issues, along with security projects and training for all branches of the U.S. military, the Federal Bureau of Investigation and the Treasury Department. He is the author of *Combating Utility Theft and Fraud*, which was published by PennWell in September 2005.

## Employment

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*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. 18.*

### *Hudson Light and Power Department* **Assistant Manager**

The Hudson Light and Power Department is conducting a search for a candidate to fill the position of Assistant Manager who will assist the General Manager in the day-to-day operations of the department, and who will assume the duties of Manager in the General Manager's absence.

The successful candidate must have a minimum of a BS in Electrical Engineering and will preferably hold a Masters in Electrical Engineering or Business Administration. A minimum five years prior experience with a private or municipal electric 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 resume, including salary history, references, and educational background to: Manager,

Hudson Light and Power Department  
49 Forest Avenue, Hudson, MA 01749.

### *Town of Ipswich Utilities Department* **Operations Manager**

The Ipswich Utilities Department is seeking an Operations Manager to oversee the day-to-day operations of its Light and Power Division. Under the supervision of the Electric Manager, plans, organizes and directs the operation and maintenance activities of the Town's Electric Division. The Ipswich Electric Department serves a population of 13,500 people with 6,400 electric customers. The electric system consists of a distribution system plus a 12MW diesel peaking power plant.

Successful candidates must have a bachelor's degree in engineering with a master's degree preferred. A minimum of 5 years experience in the operations of a municipal or private electric utility, with a working knowledge of electric distribution systems 23/13.8/4160 kV, substations 23/13.8/4160 kV and power systems.

Send resumes, refs, salary history and expectations to:

Ipswich Town Manager  
25 Green Street, Ipswich, MA 01938

The Town of Ipswich is an EEO/AA M/F employer.

# For Sale

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## *Tektronics Phaser 780 Color Laser Printer*

Phaser 780 - 1200 dpi Black, 600 dpi Color, 16 ppm Black, 4 ppm Color, ENERGY STAR.

Prints letter, legal and tabloid (11x17) size paper.

Includes four color cartridges plus four extra still in boxes plus an extra fuser roll cartridge.

\$500 or best offer

Call Mary Harrington at NEPPA (508) 482-5906 or E-Mail [mharrington@neppa.org](mailto:mharrington@neppa.org) for more information.

# Member Notes

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## *Dufresne-Henry helps Red Cross hurricane relief effort*

New England engineering firm and NEPPA corporate member Dufresne-Henry presented a \$30,000 donation to the Red Cross yesterday to be used for hurricane relief efforts in the Gulf states.

The firm's 300 employees raised \$15,000 in personal donations of cash and vacation time. This figure was then matched by the company, bringing the total contribution to \$30,000. The firm chose to contribute the funds to the Red Cross to be used for reconstruction of the area and support for victims.

"I am tremendously impressed and proud of our team," says Dufresne-Henry president and CEO Rich Allen. "For a firm our size, this is truly an exceptional gift that speaks volumes about the compassion and character of the people at DH."

With three offices in Florida, Dufresne-Henry has directly experienced the devastating impacts of hurricanes. Last year, Hurricane Charley swept across all three offices, leaving a number of employees with damaged or destroyed homes. The firm and its Northeastern employees contributed money and time to support their southern colleagues.

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

## *Hawkins Safety Equipment Sales, LLC joins NEPPA*

Hawkins Safety Equipment Sales, LLC of 25 Main Street, Farmington, NH, has joined NEPPA as an associate member. Catherine Place, general manager, is the main contact and can be reached at (603) 755-3344. They sell safety equipment, personal protective gear, tools and materials for utility companies, municipalities, construction companies, and electrical contractors.

*For information on becoming a corporate or associate member of NEPPA, log on to [www.neppa.org](http://www.neppa.org) and click on the membership menu.*

# Committee Meetings

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*November 17*

**Public Communications**

10:30 am

NEPPA office

Milford, Mass.

*December 9*

**Board of Directors**

9:00 am

Radisson Hotel

Plymouth, Mass.

*November 18*

**Executive**

10 am

NEPPA office

Milford, Mass.

# Upcoming Events

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*December 9*

**Annual Membership Meeting**

location TBA

Plymouth, Mass.

