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NEPPA welcomes Wallingford

The Town of Wallingford Electric Division has re-joined NEPPA after an absence of eight years.

George Adair, director of public utilities for the town and Richard Hendershot, general manager of the electric division expressed their enthusiasm for becoming involved with NEPPA.

"We've always done our technical training with NEPPA and are looking forward to benefiting from all the services the association offers including legislative and regulatory information and updates," said Adair. "NEPPA, now more than ever, really is the voice of public power in the region."

The Electric Division has approximately 60 employees and serves 24,635 meters in the towns of Wallingford and Northford in Southern Connecticut. Sixty percent of their load is commercial and industrial which is made up of a few small manufacturing plants, some metal mills and a large Bristol-Meyers facility. Electric rates are stable and among the lowest in the state and according to Hendershot, there is pride in being a public power town. The utility conducts educational programs in schools and helps in the annual "Celebrate

Wallingford" activities. They also offer a tree Power program and provide lighting for the playground.

Wallingford is a Participant in the Connecticut Municipal Electric Energy Cooperative and the power supplier recently commissioned an additional 2-MW diesel generator at one of Wallingford's three substations. (See sidebar, page 3)

Hendershot is fairly new to the utility and faced several challenges when he arrived.

"The electrical system was in good shape having been totally upgraded in the '90s but the staffing situation needed attention," he said.

Hendershot is in the process of rebuilding his staff of approximately 60 people and is involved in succession planning as one-fourth of his staff will be over 60

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Richard Hendershot, general manager of the Wallingford Electric Division and (right) George Adair, director of public utilities.



Executive Director's Report

For real talent, look close to home



by Patrick Hyland

One of the major 20th century developments in the business world was the creation of "consultants," hired hands that companies paid to provide a service or expertise that they could not provide themselves. For many organizations, the use of consultants is an essential part of their business, and can add a major expense to their operating budgets.

As an association, NEPPA is in a unique position when it comes to searching out a particular type of expertise. Within the 74 electric utilities and 110 private companies that belong to our association, thousands of employees with a huge diversity of skills and knowledge go to work every day, and many of them are more than willing to share these skills and knowledge with us for the asking. It is, in brief, an enormous pool of consultants available to help us serve our members, frequently requiring nothing more than a friendly request via a phone call or over a cup of coffee.

No better example of this talent pool exists than our recent experience in developing NEPPA's new Customer Service Leadership program. In response to member requests for more comprehensive customer service training, NEPPA's Director of Education and Training, Rockie Blunt, in conjunction with our Customer Service Committee, developed a six-session program that addresses a wide variety of customer service skills and competencies. What it did not include, however, was a session on the basics of electric delivery, which the committee felt was an important knowledge base for every customer service representative. The challenge was, how could this part of the program be developed to meet the needs of participants, without being too technical, complex, or lengthy? As we have learned from previous workshops, teaching the fundamentals of electricity production and delivery to non-technical people requires a special blend of skills and knowledge.

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

Wallingford

Continued from page 1

years old this year. He is also restructuring their retail rates so as to balance reserves with increased power supply costs in order to cushion rate increases.

The utilities department reports to a three-member appointed board. According to Adair, all three are local, having grown up in the community and have 30 years of experience.

"We're very fortunate to have a board that has an immense amount of knowledge of the utility systems.

Adair, who has been with the utility for two years is facing some challenging tasks. He has been looking for opportunities to combine services of the electric, water, and wastewater utilities particularly in the area of storm preparedness. "Cooperation is good among departments," said Adair but we are looking for ways to create more efficiency and to establish best practices that make sense in our multiple disciplines."



Reprinted from
Wallingford Electric
Division Newsletter,
Winter 2008

CMEEC diesel generator first of its kind in state with advanced pollution control technology

Wallingford's wholesale power supplier, CMEEC, has commissioned an additional 2-MW diesel generator at the Electric Division's John Street site. This new generator helps the New England Independent System Operator, ISO-NE, support Connecticut's power grid by providing quick-start backup generation at times of high demand or when other generating assets are off line.

This new unit also enjoys the distinction of being the first Caterpillar diesel generator in the State of Connecticut to employ the pollution control technology known as Selective Catalytic Reduction (SCR). SCR enables the new CMEEC unit to reduce emissions of Nitrogen Oxides, (NOx), by some 90 percent. This level of removal allows the unit to meet the CT DEP's new, more stringent, NOx limits that are pending. "This is an important demonstration of this pollution control technology," commented Gabe Stern, CMEEC's Director of Planning and Project Development. "It paves the way for the State of Connecticut to make wider use of these small, quick-start units and to shut down older polluting plants that would otherwise have to be kept idling as 'spinning reserve'." "We are proud to sponsor this new environmentally friendly technology in Wallingford," states Wallingford PUC Member Bob Beaumont. "This generator and other units that will be similarly equipped will help meet Connecticut's power demands and improve our state's air quality."

Training and Education Update

Training and education committee formed



By Rockie Blunt,
director of training
and education

One of the most important educational terms in use today - not only in schools but in industry as well - is "collaborative learning," an approach to problem-solving and performance enhancement that emphasizes the power of individuals gathering together to share their ideas, listen to each other, think creatively and incorporate a variety of insights. Taking a cue from that philosophy, NEPPA has formed a new advisory group, the Training and Education Committee, which will work with me to discuss any and all matters related to the training services we make available to our members.

The Committee consists of Joe Sollecito, manager of customer care at the Taunton Municipal Lighting Plant; Joe Anastasi, information technology specialist at the Peabody Municipal Light Plant; Bill Guertin, assistant general manager of operations, at the Pascoag Utility District; Hamid Jaffari, director of engineering & operations at the Danvers Electric Division;

Penny Jones, controller at the Village Of Morrisville Water & Light Dept; and Ruth Slater, energy advisor at the Braintree Electric Light Department. In addition, Pat Hyland and Sharon McDonald will be representing the NEPPA staff. It's an excellent group, giving us a range of perspectives on the educational needs of the populations we serve.

The agenda for the first meeting is still being finalized, but we will no doubt discuss our current safety and technical training, the new customer service and supervisory skills certificate programs, ideas for other new courses, and the recommendations made by the Training Task Force, which was formed as part of NEPPA's most recent strategic plan. As far-ranging as the deliberations may become, however, they will always center around one constant question: **How can NEPPA deliver the best possible training to our members?**

It should be quite an education for all of us.

Public Utility Management Program

It's not too late to register for the Fall session!

**The Habits of Successful Leaders
Communicating with Different Personality Types
Making Technology Work for You
Politics and Public Power**

Call Sheila Boone at (508) 482-5906 for more information or go to www.neppa.org

November 19 -21, New England Center Durham, N.H.



Reminder

Registration forms for On-Site Utility Training have been mailed to all utility general managers and crew leaders and were due by **Oct. 6**. Scheduling will begin in November, schedule confirmations will be mailed in December, and training will begin in January, 2009.

Socoby is newest NEPPA trainer

Steven Mark Socoby of Houlton, Maine has joined NEPPA as a safety and technical trainer. He recently retired from the Houlton Water Company in Houlton, Maine after 35 years of service.

"We're very fortunate to have Steve join our training staff," said Rockie Blunt, NEPPA training and education director. "He brings a wealth of experience in the public power industry as well as a personable approach to training." Socoby began his career in public power in between semesters at the University of Maine where he was planning to major in education. After digging holes for the Houlton Water Company during the summer, he decided to take time off from school and stay on at the utility. "It ended up being a 35 - year break," he said. "But now I'm going to get to teach for NEPPA."

At Houlton, he served as a lineworker and progressed to journeyman lineworker in four years. After approximately 10 years, he was promoted to line superintendent with complete responsibility for the electric department operations and supervision of lineworker crews. He scheduled and oversaw all new services, maintenance work, and new construction projects as well as coordinated these with contractors and the public.

"The Houlton Water Company has had great crews and I liked working outdoors," he said.

"We were always doing something different. In a small company, that could be sweeping floors to rubber gloving 35kv transmission lines. We got to do everything."

Socoby had the opportunity to learn about NEPPA through its safety training program and he attended NEPPA's Public Utility Management Program. Teaching at NEPPA fulfills something he always wanted to do, he said. "It's such a great fit. I've always enjoyed teaching and when I spoke with Rockie, I knew this is something I'd really enjoy."

He said he hoped to bring his own level of enthusiasm to NEPPA training programs.

"I know what the NEPPA training programs mean to the Houlton Water Company and I hope other utilities feel the same way."

Socoby and his wife Ann have four grown children with one still in college.

"It's such a great fit. I've always enjoyed teaching and when I spoke with Rockie, I knew this is something I'd really enjoy."

Steve Socoby



Celebrating 11 years with focus on smart grid and best practices

By Tim Blodgett
President and
Chief Executive Officer
Hometown Connections

As 2008 draws to a close, Hometown Connections is celebrating 11 years of service to the public power community with its best financial year ever. Through marketing and sales relationships with the industry's premier vendors and a vast network of affiliated public power organizations, Hometown Connections has delivered products and services to over 650 APPA members. This is an update on the areas Hometown Connections will be focusing on in 2009 as we continue help-

Hometown Connections DELIVERING VALUE TO PUBLIC POWER™

ing public power navigate today's unprecedented period of industry upheaval and opportunity.

With surging power supply costs, aging transmission and distribution infrastructure, and a growing emphasis on renewables and energy efficiency, many believe that the smart grid and its emerging technologies will be necessary to succeed in the new electricity economy. Hometown Connections agrees and is working on many fronts to find affordable smart grid solutions for public power. Today's Hometown Connections product suite addresses the smart grid from two directions: 1) from the utility's perspective, providing improvements for distribution system management via advanced sensors and distributed intelligence, advanced outage management capability, and distribution automation technologies; 2) from the customer's perspective, offering solutions that provide commercial and residential customers with information, control, and usage options.

Addressing the distribution portion of the smart grid, Hometown Connections and Survalent Technology are helping APPA members deploy innovative SCADA systems for automated, real-time monitoring and control of facilities for electric, water, and gas utilities.

Milsoft Utility Solutions has partnered with Hometown Connections on the delivery of engineering analysis, outage management, mapping/GIS, and interactive voice response systems. The firm deploys analytical and decision software across the entire spectrum of electric utility operations. Its solutions enable the smart grid by incorporating AMR, SCADA, distributed generation, and mobile workforce tools.

The broadband over power line solution from MainNet Communications is an intelligent plug and play, end-to-end system that provides the advanced infrastructure for smart grid applications. It turns any electrical grid into a bi-directional IP-based broadband communications network, extending the reach of information transmission over the electricity grid from the medium-voltage transformer, over the low-voltage grids, and up to the customer premises. Data comes in to the utility from all points on the grid from virtually any device, including transformers, SCADA equipment, meters, street lights, traffic/security cameras, and energy management units in the home or business. The utility can also send outgoing data streams to deliver real time price signals to customer premises, remotely connect/disconnect meters, or activate load control units.

Through Hometown Connections, the Energy Depot® Internet energy information tools from Enercom are enabling

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NEPPA elects new officers

New NEPPA Board officers were elected during NEPPA's 2008 Annual Conference in New Hampshire.

Taking over as president is Gary Babin, director of the Mansfield Municipal Electric Department, Mansfield, Mass.

Serving as first vice-president is John Bilda, City of Norwich Department of Public Utilities, Norwich, Conn.

Second vice-president is Scott Corse of the Vermont Public Power Supply Authority in Waterbury, Vt.

Robert Jolly, general manager of the Marblehead Municipal Light Department, Marblehead, Mass. will continue to serve as secretary. Vincent Cameron of the Reading Municipal Light Department, Reading, Mass. will serve as treasurer.

Officers are elected for two year terms.

NEPPA is governed by an elected Board of Directors comprised of 21 public power officials representing member utilities in all six New England states. Directors and officers serve on a voluntary basis. Board members are as follows: Calvin Ames, Madison, Maine; James Bakas, Plymouth, N.H.; William Bottiggi, Braintree, Mass.; John Clark, Houlton, Maine; Michael Cloutier, Groveland, Mass; Scott Edwards, Littleton, Mass.; Ted Garille, Pascoag, R.I.; Barbara Grimes, Burlington, Vt.; Sean Hamilton, Templeton, Mass.; John Hiscock, Norwalk, Conn.; Thomas R. Josie, Shrewsbury, Mass.; Richard Joyce, Wellesley, Mass.; Mark Kelly, Middleton, Mass.; George Lague Swanton, Vt.; John Tzimirangas, Hingham, Mass.; Eric C. Werner, Hardwick, Vt.

Meet the new NEPPA board president

Gary Babin, director of the Mansfield Municipal Electric Department, is the new president of the NEPPA Board of Directors. He was elected during NEPPA's 2008 Annual Conference in Bretton Woods, N.H. in August.



At Mansfield, he reports to the town manager and oversees 22 people in engineering, operations and customer service. Prior to that, he worked for the Wellesley Municipal Light Plant for 20 years and the previous five years at United Illuminating Company in Connecticut. He has a BSEE from the Worcester Polytechnic Institute and an MBA from

the University of New Haven. He is a Registered Professional Electrical Engineer for Massachusetts and Connecticut.

Babin has served on the NEPPA Board for 15 years and as treasurer for eight

years. He chaired the Education and Training Committee for many years and the Permanent Site Task Force. He also chaired the Finance Committee Task Force.

Over the years, Babin has seen many changes in the NEPPA association.

"I am impressed at how this organization has always been able to adjust to member needs in a dynamic fashion," he said. "NEPPA started with technical training as its foundation and built on that to offer other needed services and programs dictated by the membership."

Babin noted that the NEPPA volunteer board allows people to make a contribution to public power and the industry.

"It's nice to have a forum where people can get together without axe grinding and have the interest of public power at heart, not just their own individual systems."

Babin will serve a two-year term.

Around New England

Curran retires from WMGLD

Wakefield Municipal Gas & Light Department (WMGLD) Gas Division Superintendent Charles C. (Chuck) Curran, Jr., recently retired from the WMGLD after 36 years of service. He is succeeded by Acting Gas Superintendent Kenneth Luciani.

Curran joined the WMGLD in October 1972 as a gas streetman on the gas crew. He was promoted to apprentice gas serviceman in 1979, gas serviceman in 1982, gas service foreman in 2002 and superintendent in June 2006.

A lifelong resident of Wakefield and a

1967 graduate of Wakefield High School, Chuck is a veteran of the United States Air Force where he served from 1968 to 1972.

“Congratulations to Chuck on his retirement from the WMGLD,” General Manager Pete Dion said. “On behalf of the Board of Light Commissioners and the employees of the Wakefield Municipal Gas & Light Department, I extend our sincere appreciation to him for his many years of dedicated service to the community and the WMGLD. We wish him well in his retirement.”

Yatcko Named Director of Groton (Ct.) Utilities

Paul Yatcko has been named director of utilities for Groton Utilities in Connecticut. The City Council formally appointed Yatcko at a special meeting on July 14. He officially assumed his new

duties Aug. 4. He succeeds Glenn M. Wilson, the director of utilities for more than four years, who left the company in December, 2007.

Yatcko is the former director of the City of Vineland, New Jersey Municipal Electric Utility, a position he held for seven years. He has more than 30 years experience in the electric and energy supply field.

As the chief operating officer at Vineland, he was responsible for a company with \$95 million in revenue and a peak demand of 145 megawatts. Vineland is an integrated municipal electric utility whose revenues were only

\$50 million four years ago. As the top executive for Groton Utilities, he will have the ultimate responsibility for all its businesses, including the Electric Division, the Water Division, Bozrah Light and Power Company, and Thames Valley Communications (TVC), Groton Utilities’ Broadband Division.

Yatcko has led and managed all utility functions, including energy supply, power generation, distribution, rates and customer service.

His previous experience also includes 25 years of service with PSE&G with progressive responsibilities ending as Vice President, Energy Supply. He developed and executed his company’s successful market entry into the Pennsylvania and New York City electricity markets, acquiring 1,700 commercial/industrial customers.

Yatcko has a Masters Degree in Business Administration with a concentration in Finance. He also has a Bachelor of Science degree in Electrical Engineering.



Around New England

Vt. PSB approves expansion of WEC's landfill gas plant

*Member
Vote
Scheduled*

The Vermont Public Service Board has issued a Certificate of Public Good approving Washington Electric Co-op's proposed expansion of its landfill methane generating facility at the state's largest landfill in Coventry. The PSB's Order authorizes the addition of a fifth generating engine at the plant, as well as a small expansion of the building and other related modifications.

The Coventry plant first began operation in 2005 and its generating capacity was previously increased in 2007. The facility is now generating almost two-thirds

of all the electricity used by WEC's 10,000 member households and businesses in Orange, Washington and Caledonia Counties. The cost to WEC of this energy is significantly less than current market prices in the region, and the plant is the primary reason why WEC's members have not seen a rate increase in nine years and are not expected to for a few more.

Assuming member approval, construction will commence immediately after October 7, with the additional generating equipment expected to be in service in early 2009.

Obituary

WEC's Board member Wendell Cilley dies suddenly

For more information about this gifted man, go to <http://www.washingtonelectric.coop/news/Sept2008.pdf>

Washington Electric Co-op (WEC) and the entire central Vermont community lost a uniquely gifted man with the unexpected death of Wendell Cilley, 56, of West Topsham, on Sept. 1, 2008. Mr. Cilley died while working under an automobile, when the supports gave way.

Cilley was first elected to the Co-op's nine-member board of directors in 1993, but his ties to WEC go back much farther than that. His parents, Charles and Elsie Cilley, took out their first WEC membership in 1946, and as Wendell explained in his 1996 re-election bid, "I have lived in WEC households off and on since I was six years old." Wendell once remarked that he was an adult before he realized that not everyone gets to attend their utility's annual meeting."

Mr. Cilley attended elementary school in the small village of Cookeville, went to Spaulding High School in Barre and then attended Yale University for a year. He

served in the Marine Corps, and graduated from the University of Vermont with a degree in industrial arts education.

He then traveled to Australia and New Zealand, taking human services jobs in both places and beginning what would become a career of helping people with disabilities. He met his wife Lesley in New Zealand, where they started a family. They returned to Vermont in 1982.

Except for his family, there was probably no greater expression of who Wendell was than his work with developmentally disadvantaged clients at Upper Valley Services. His career there and at Orange County Mental Health lasted some 26 years, in which time he served in several capacities: day services coordinator, case manager, transportation coordinator, staff supervisor... "Wendell strongly believed that people with disabilities should be treated like everyone else," said a co-worker.

PURMA Risk Management Report

PURMA (The Public Utilities Risk Management Association) is a regional association serving the risk management and insurance needs of public power systems throughout New England. As affiliated service providers to the northeast public power community, PURMA and NEPPA collaborate on a variety of informational and educational activities.

When your insurance company fails

The Massachusetts Insurance Commission recently issued assurances that AIG Insurance companies are solvent and have the capability to pay claims. That same message is being delivered throughout the nation by each of other state insurance commissions and also by the National Association of Insurance Commissioners (NAIC). Unfortunately, that great news doesn't quite break through the headlines about their parent company.

The reality is that some insurance companies have fallen. The duty of the State insurance regulators is to safeguard policyholders by assuring that insurance companies operate within fiscally responsible standards. When that does not happen and it becomes apparent that policyholders are at risk, the regulators also have the duty and responsibility to assume management of the company until the insurer either resumes its strong financial standing or conversely, continues to fail and is liquidated. In these cases, claims from policyholders take priority over other creditors and claimants are also directed to state guaranty associations for the handling of claims. The guaranty associations, statute-created non-profit organizations, then become responsible to pay claims from guaranty funds obtained through assess-

ments of licensed insurance companies in that state and from funds recovered from liquidated insurer estates.

While providing valuable protection to policyholders, guaranty funds are not the panacea to all claimants caught in this mire. Guaranty funds provide coverage only on licensed insurers and may have other limitations or restrictions worth considering. Coverage may be excluded on annuities, life insurance, and disability to name a few. Where coverage is provided, a claim payment may be capped to a maximum limit below the declared policy limit, a deductible may apply and in some states, coverage is denied to commercial policyholders and claimants of high net worth. In the state of Massachusetts, for example, the high net worth limit is \$25,000,000. Government entities, under the Massachusetts statutes, are exempted from that classification. Claimants unable to recover from a guaranty fund retain their right to seek recovery as a creditor of the insolvent insurer.

How does this impact you? Hopefully it never does. However, selecting insurers that by all standards are the best choices at the time, can never provide absolute assurance of financial solvency.



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Human Resources Group plans future roundtables

The newly-formed NEPPA Human Resources group met in Chicopee in early September, and discussed a number of different company policies and practices in the area of personnel management. Employee assistance programs, drug and alcohol testing, and formal ethics policies were reviewed, as well as different methods of calculating shift differentials for eligible employees. Also, company policies concerning the use of personal exercise equipment on company premises were discussed. The September roundtable

was the second meeting of HR professionals within NEPPA's membership, and the group decided to continue its collaboration with quarterly roundtables beginning in January of 2009.

The group is made up of individuals who are responsible for human resource or personnel management issues at their own companies, although any NEPPA member with an interest in these topics is invited to participate. The next roundtable will be held on Jan. 23 at the Chocksett Inn in Sterling, Mass.

Real talent

Continued from page 2

Enter NEPPA's consultants. After discussing this part of the program with NEPPA staff and the Customer Service Committee, two of our more talented members decided to take this ball and run with it. Their names are Joe Sollecito, Manager of Customer Care at the Taunton Municipal Lighting Plant, and David Melanson, Information Technology Manager at the same utility. Within four weeks, they conceived, wrote, narrated and produced a video on electric delivery

basics of the highest professional caliber, outstanding for its content, clarity and creativity. It is, truly, an amazing example of knowledge and talent at work, and will be of value to every single participant in our customer service program.

We are indeed fortunate to have such members. They are smart, experienced, and extremely generous with their time and talents. With people like Joe and David in our association, our talent pool is very rich and deep.

Employment

For complete descriptions of the employment opportunities listed below, go to www.neppa.org and click on Employment on the navigation bar. Deadline for listings in the October News Line is **November 14..**

Eastern Maine Electric Cooperative
Chief Financial Officer

Hudson Light and Power Department
Electrical Engineer

Kennebunk Light and Power District
Electric Line Worker

MMWEC
Controller
Senior Engineer

Peabody Municipal Light Plant
First Class Lineworker/Troubleman
Senior Electrical Engineer
Asst. Superintendent of Distribution

Wakefield Municipal Gas & Light Department
Chief Engineer/System Engineer

Northeast Public Power Association
Trainers

Member Notes

Advancements Improve Reliability and Energy Efficiencies

Cooper Power Systems brings technological advances to surge arresters

Cooper Power Systems, a division of Cooper Industries, Inc (NYSE: CBE) and an associate member of NEPPA, recently announced the introduction of the UltraSIL polymer-housed Evolution distribution-class surge arrester, an arrester that enables electric utilities to upgrade the efficiency of the power grid and reduce environmental impact.

Historically, distribution-class surge arresters have been treated as a low-cost, commoditized asset, offering little added value beyond over voltage surge protection. The Evolution surge arrester, however, demonstrates that, through technological advancement, the value of a surge arrester can be realized in its ability to improve energy efficiencies, reduce carbon emissions, boost asset utilization, streamline supply chains through standardization and improve system reliabilities.



“Electric power generation is one of the largest contributors of green house gas emissions in the world,” said Michael Skowronek, Cooper Power Systems Global Product Manager, Surge Arrester

Products. “Because of this, environmental leadership is a role that utilities are taking on in increasing numbers, driving the demand for energy efficient technologies.”

Skowronek added that each year millions of distribution-class surge arresters are sold into the market to protect transformers and underground lines. Some large investor-owned utilities estimate that their arrester installed base exceeds one million arresters.

“A common, 10kV class surge arrester can generate up to 500 mW of power loss. For a utility with one million arresters on their system, this represents 4,380,000 kWh of unbilled energy annually, generating 3,408² metric tons of CO² emissions,” Skowronek said.

Using the Evolution surge arrester utilities can reduce watt loss to an average of 80 mW, and can avoid releasing 2,862 metric tons of CO₂ into the atmosphere.

Cooper Power Systems, Inc., with revenues of approximately \$1.3 billion, is a division of Cooper Industries, Ltd. (NYSE: CBE). Cooper Power Systems is a global manufacturer of world-class power delivery and reliability solutions for the electrical and industrial markets.

Gouley joins NEPPA

R. F. Gouley Company of Perrone Office Park, 103 Boston Turnpike, Shrewsbury, MA, has joined NEPPA as an associate member. The main contact is Raymond Gouley, Owner. He may be reached at (508) 831-1155. R. F. Gouley is a provider of educational safety/conservation programs for children and seniors.

To learn about the benefits of membership in NEPPA, go to www.neppa.org and click on To Join on the navigation bar.

Or for more information on membership e-mail Mary Harrington , mharrington@neppa.org or call 508.482.5906 ext. 15

Hometown Connections

Continued from page 6

public power customers to access energy savings advice and data on their utility web sites. These applications feature web-based energy audits, easy-to-read graphs, recommendations on energy savings, and a comprehensive energy library with tips and fact sheets for residential and commercial customers.

The other significant growth area for Hometown Connections is the consulting work being conducted. The Hometown staff is in high demand for strategic planning expertise. Through a service called the Organization Check Up, Hometown Connections provides a low-cost, quick assessment of key areas of utility management:

- Customer Service
- Power Supply
- Distribution Operations
- Administration, Accounting, and Finance
- Planning
- Human Resources
- Labor Relations
- Governance

A typical check up includes one to two days onsite followed by analysis and recommendations. The entire process can be completed in as little as three weeks. Hometown Connections provides a practical, common sense review of the management practices of each utility with realistic recommendations for how to improve.

Hometown Connections takes great pride in noting that our core staff has been working together since the founding of the organization in 1998. This long tenure as a team enables us to do several things. First, it allows us to build and maintain long-term relationships with public power utilities, associations, joint action agencies, vendor partners, and the APPA staff. Second, through those many and sustained relationships, we have been afforded the opportunity to see how literally hundreds of public power utilities operate, observing best practices, innovative approaches, and new technologies. We have our hand on the pulse of public power, and we are able to share the strategies and business practices that work best in public power communities.

Mark your calendars for NEPPA's 2009 Annual Conference

September 20-23, Ocean Edge
Resort and Club, Brewster, Mass.



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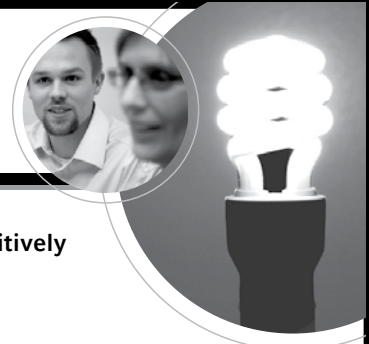
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NEPPA Calendar

October 2

Board of Directors Meeting

Chocksett Inn
Sterling, Mass.

October 3

Annual Membership Meeting

Chocksett Inn
Sterling, Mass.

October 9

Education & Training Committee

NEPPA Office

October 16

Public Communications Committee

10:30
NEPPA Office

October 21 – 23

Customer Service Leadership Program

Session 2
Various locations

November 4 – 6

Customer Service Leadership Program

Session 3
Various locations

November 6

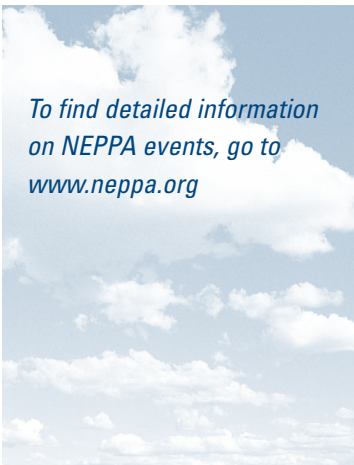
Regional Power Supply Committee

Location TBA

November 19 – 21

Public Utility Management Program

Durham, N.H.



*To find detailed information
on NEPPA events, go to
www.neppa.org*