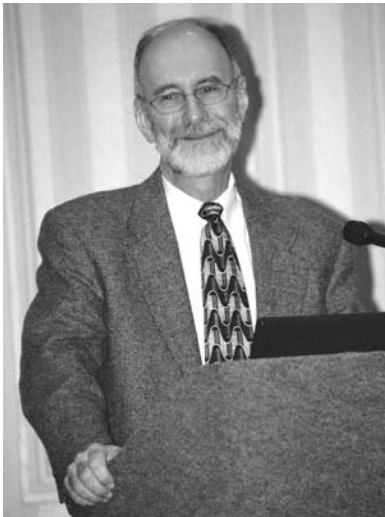


Inside...

- Executive Director's Report 2
- PURMA Report 6
- Human Resource Corner 7
- Employment 12
- Meetings..... 16

Over 200 attend Operations and Safety Conference

The 2007 Operations and Safety Conference was held on April 12 and 13 at the Holiday Inn in Boxborough, Mass., and featured an outstanding program of speakers, exhibitors and networking opportunities. The conference was hosted jointly this year by the Northeast Public Power Association and the Energy Council of the Northeast, and attracted operations and line personnel from over 40 public and investor-owned electric utilities throughout New England. In addition, more than 50 companies were represented at the annual trade show, exhibiting and demonstrating a diverse collection of utility equipment, products and services for



John Dagenhart, P.E., a nationally known consulting engineer, discusses the investigation of utility accidents.

Brian Reed of Osmose Utility Services displays his products to expo attendees.

attendees and guests. While the weather posed a special challenge for outdoor exhibitors, the exhibit hall was a popular place all day for conference attendees.

Conference speakers included John Dagenhart, P.E., a nationally known consulting engineer who discussed the investigation of utility accidents, and Doreen Klee, RN, a burn trauma ICU nurse at Mass. General Hospital, who spoke on the treatment of electrical contact victims. In addition, discussion roundtables were held throughout

the day on a variety of topics, including job briefings, pole inspection and treatment, safe work zones, SCADA systems and substation switching. On a lighter note, Boston Globe sports columnist Dan Shaughnessy brought the first day to a humorous conclusion with his after-dinner stories about the Red Sox, Patriots and other local sports teams.

On the second day of the conference, NEPPA trainers conducted the annual "Safety Forum" for lineworkers, and discussed recent lineworker accidents in New England, pre-qualifying apprentices, and the new generation of utility linework-

Continued on page 8 and 9



Executive Director's Report

Change is Good



by Patrick Hyland

As reported on the front page, the annual Operations and Safety Conference held recently in Boxboro was sponsored this year by both NEPPA and the Energy Council of the Northeast (ECNE), the trade association of investor-owned electric utilities in New England. This collaboration symbolized an important change from the past in our region, when public power organizations had little to do with investor-owned organizations due to long-standing differences over such issues as transmission access, service territories and regulatory jurisdiction. Much has changed, however, in the past decade, especially since the advent of deregulation and the restructuring of the electric industry in New England. Former adversaries have become allies in some forums, and often share common interests in the new world of competitive power markets and mandatory reliability standards. All of these changes offer new opportunities for public and private utilities to work together, which is good, and which can open the door to more collaborations

between us.

Within NEPPA also, change is underway as we plan for further events later in the year. In August, our annual conference will have a different format and schedule, as a result of member feedback from past conferences. For starters, we will devote most of the first morning of the conference to a combined Business Meeting and Board of Directors Meeting, during which all members will be invited to participate in our strategic planning process, and to share their thoughts on association services and programs with Board members. In the afternoon, discussion roundtables for managers and for commissioners will be held, to allow for in-depth discussions on topics of interest, rather than simply listening to a series of speakers. This is in direct response to comments from past participants that they find the opportunity to speak with their colleagues at the NEPPA conference to be the most valuable part of the whole event.

Continued on next page

Staff

Patrick Hyland
executive director
phyland@neppa.org

Kristin DiGirolamo
administrative director
knicolas@neppa.org

Mary Harrington
communications director
mharrington@neppa.org

Sheila Boone
administrative secretary
sboone@neppa.org

David Fabrizius
safety director
dfabrizius@neppa.org

Lori O'Donoghue
training & events coordinator
lodonoghue@neppa.org

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president
Pascoag, R.I.

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first vice-president
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Eric C. Werner
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fax: 508.482.0932
website: www.neppa.org

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

Horrigan replaces Blain at TMLP

Long-time employee and department head Michael Horrigan has been appointed the new general manager at Taunton Municipal Lighting Plant.

Horrigan, who has been transmission and distribution manager since 1982, came to Taunton in 1978 when he was hired as an electrical engineer. Prior to that Horrigan worked in distribution standards at the Rural Electrification Administration in Washington D.C.



"It's been public power from day one," said Horrigan who is a native of Peabody, Mass and received engineering degrees from Wentworth Institute of Technology and Lowell Technological Institute. He now lives in Taunton with his wife Kathleen and five children. He replaces Joe Blain who retired after 43 years in the electric utility industry.

"Joe was always a pleasure to work with," he said. "He kept us on our toes but made us do our own thinking and

allowed us to do our jobs."

He admits that one of the biggest challenges he is facing is the delegation of the workflow with 165 employees and the prioritization of the tasks of all departments, not just engineering.

"I'd like to give direction and then keep out of the way," he said.

TMLP is presently involved in the planning and evaluating of a new natural gas or oil generating unit to help improve power supply. Horrigan has no anxiety about leaving the engineering department that he supervised for years and that will be directly involved in planning the improvements. "They are all accomplished, self-sufficient people and I have full confidence in them."

TMLP is a \$100 million public power company that serves 35,000 customers in Taunton, Raynham, Berkley, North Dighton and sections of Lakeville and Bridgewater.

Change

continued from previous page

Finally, we are pleased to announce that the annual NEPPA Customer Service Conference, traditionally held each spring, will also be a very different event in 2007. After extensive discussions with the Customer Service Committee and the Public Communications Committee, we are planning a new Customer Service / Communications / Renewable Energy Conference for mid-October. While details are still being worked on, the conference will include an expanded number of speakers and discussion panels on all

of these topics, along with a one-half day workshop preceding the conference. Based on the enthusiasm of both committees, it should be an outstanding event for NEPPA members.

These changes, among others underway at NEPPA, will hopefully make these events more valuable to our members and more relevant to their needs and interests. We welcome your suggestions for other changes and continue as we continue to plan for NEPPA's future.

Public Utility Management Program Scheduled for Fall

This program features an outstanding series of topics :

- **Supervising People Successfully**
- **Guide to Keeping Employee Morale High..and Stress Low**
- **Making Meetings Productive,**
- **Managing Conflict with Power and Presence**

If you haven't registered yet, please contact Sheila Boone at the NEPPA office or use the NEPPA web site www.neppa.org.



*October 24 - 26
New England Center
Durham, New Hampshire*

NERC reliability standards topic of MMWEC Conference

The new mandatory reliability standards of the North American Electric Reliability Corporation (NERC) were the subject of a day-long conference in early April hosted by the Massachusetts Municipal Wholesale Electric Company (MMWEC). Over 80 public power officials from throughout New England attended the conference, which featured speakers from ISO-New England, the Northeast Power Coordinating Council (NPCC), National Grid, Spiegel & McDiarmid, APPA and MMWEC.

Bob McDiarmid of Spiegel & McDiarmid encourages good faith compliance on the part of all public power systems, whether or not they are immediately subject to the new standards.

the standards and to impose heavy financial penalties on utilities which do not comply. He encouraged good faith compliance on the part of all public power systems, whether or not they are immediately subject to the new standards.

Richard Burke of ISO-New England discussed ISO's role and compliance responsibilities, and encouraged all municipal and cooperative load serving entities and distribution

providers to register with the NPCC unless they transfer their responsibilities by written agreement to another registered entity. Bruce McKinnon of MMWEC outlined the specific eight standards which must be complied with by distribution providers, and the corresponding requirements and reports that must be submitted, although the final format for reports has still not been determined.

Nick Henery, director of reliability and compliance for APPA, also encouraged all public power systems to consider themselves subject to the standards, whatever their reporting status, and to document their compliance as fully as possible.

Following the presentations, representatives of New England's public power joint action agencies and NEPPA discussed how their organizations might be able to assist their members in meeting the new compliance standards. Each organization will be reviewing the standards in greater detail and considering the form and level of assistance that can be provided.

For more information on this topic go to the NPCC CBRE website, www.npcc.cbre.org

The purpose of the conference was to help familiarize public power officials with their new responsibilities under the law, and to identify specific steps that should be taken in order to achieve compliance with the standards once enforcement begins by the Federal Energy Regulatory Commission (FERC)

in June of 2007.

Bob McDiarmid of Spiegel & McDiarmid provided a backdrop to the conference by tracing the history of reliability standards in the US electric utility industry, culminating in the 2003 northeast blackout, which affected 50 million people in the United States and Canada, and was estimated to have cost between \$4 to \$10 billion in the US alone. Due to the blackout, Congress adopted mandatory standards in the Energy Policy Act of 2005, and gave FERC the authority to enforce



Nick Henery, APPA's director of reliability, compliance & standards, was one of the speakers at the NERC Reliability Standards Conference hosted by MMWEC on April 4. Henery and several other speakers addressed the application of NERC's mandatory reliability standards to New England's public power systems.

Alan Richardson to speak at NEPPA Annual Conference

Alan H. Richardson, president and CEO of American Public Power Association, will be a guest speaker at NEPPA's 2007 Annual Conference.



Richardson, who will retire at the end of this year, will relate some of his experiences during the 30 years he has spent in public power and share some valuable insights he has gained while being a spokesperson for public power at meetings and events throughout the country. Richardson, who has testified before Congressional committees and regulatory agencies and has published numerous articles on developments in the electric utility industry, will also talk about the APPA Climate Task Force and the implications of APPA's Electric Market Reform Initiative.

Before joining APPA in 1977, Richardson worked on Capitol Hill, first as an assistant to the Parliamentarian of

the U.S. House of Representatives, and then as Majority Counsel for the House Committee on Rules. He began his career at APPA as legislative counsel and held several positions of increasing responsibility before being promoted in 1995 to lead the Association.

He has a Bachelor of Arts Degree in Philosophy from Bucknell University, Lewisburg, Pa, and a Juris Doctor Degree cum laude from the University of Michigan School of Law, Ann Arbor, Mich. He is admitted to practice law before the bars of the District of Columbia and the State of Michigan and before the U.S. Court of Appeals for the D.C. Circuit. He is a vice president and a member of the executive committee of the Consumer Federation of America. He lives in Falls Church, Va with his wife Julie, an attorney who specializes in natural gas law. They have two sons.

*2007 Annual Conference
August 19 - 22, 2007
Samoset Resort
Rockport, Maine*

The Samoset - a grand past continues into this century

Formerly named The Bay Point Hotel, the Samoset Resort opened on July 4, 1889. Built and operated by Francis Cobb II, a well-known entrepreneur of the day, the Bay Point was sold in 1902 to the Ricker family, owners and operators of the splendid Poland Springs House and Poland Spring Water. Hiram Ricker embellished the L-shaped building with turrets, porches, and gingerbread decoration. It quickly became known as the grand hotel of coastal Maine. Ricker also renamed the resort hotel "The Samoset," after the Pemaquid Chief on the Maine Coast who

was among the first people to greet the Mayflower Pilgrims.

In 1911 the Maine Central Railroad, which also operated the Mount Kineo Hotel at Moosehead Lake and Newport House at Bar Harbor, acquired the hotel. This was the golden age for luxury resorts, when railroads flourished and regular steamboat travel brought wealthy summer visitors to the resort for extended stays. Local newspapers carried stories about the first Roe or Maxwell automobiles to be seen in the area. Then a seasonal hotel, the Samoset staff (over 200) would sign up for winter duty at an elegant Florida resort, and return in the summer to the Samoset, Mount Kineo, or Newport House.

See the June issue of News Line for more history on this premiere coastal resort plus more conference program details.



Sure Fire Ways To Turn Applicants Off



Rick Dacri is a management consultant, expert in human resources and the president of Dacri & Associates, LLC. Since 1995 his firm, Dacri & Associates, has worked with employers to help them manage their workforce by increasing their performance and productivity. Dacri & Associates is a business partner of NEPPA and consults to a number of NEPPA members. He can be reached at 1-800-892-9828, rick@dacri.com or www.dacri.com

Are you spending lots of time and money recruiting for the right candidates only to be disappointed? Are you finding that few people are applying and that those that do are not even meeting your minimum standards? Are there no candidates out there, or are you just turning the applicants off?

While there are fewer and fewer great candidates, you can still be successful with your recruitment efforts as long as you don't drive the applicants away. Here are five guaranteed turn offs:

1. **Be like everyone else – continue recruiting in the same way as everyone else. Make sure your ads look like all the other ads.**

Successful recruiters create a compelling and unique perception of their organization and then communicate it to their target candidates. They show how they're different and better than the other organizations. Candidates have choices - give them a reason to make you their choice. If you look like everyone else, why will they apply?

2. **Have a horrible reputation- if you have a reputation for being a lousy place to work, candidates will run from you faster than a "Dice-K" fast ball.**

If your reputation is bad, clean it up. If you don't know what it is, find out. And if it is good, candidates will flock to you.

3. **Drop your line where there are no fish - continue to search for candidates in the same fashion as you did 5 or 10 years ago. Place ads in the paper and wait...and wait...and wait some more. Then place another ad.**

Successful recruiters develop different and unique strategies for different positions. You always need to know where the

candidates "hang out" and then you need to go after them with lightening speed. And remember, your best candidates are currently employed, so they're probably not reading the "Help Wanted" ads.

4. **Treat applicants like...applicants - Respond slowly to their resume. Take your time scheduling an interview. Keep them waiting in the lobby before you see them. Be unprepared for the interview. And the ultimate turn off, take calls and read your email during the interview.**

Successful recruiters treat all applicants like they're guests in their home - it pays real dividends.

5. **Make the interview a one way event – be insincere, secretive and distant. Ask the right questions, but forget about addressing their inquiries and never consider promoting your firm. Make it clear that they need you more than you need them and then wonder why you never hear from them again.**

Successful recruiters always give candidates a reason to say "yes." If you're not doing this, then don't be surprised when they don't.

Stop turning off candidates.

Communicate to them (and your employees) what your organization stands for and why you're a great place to work. Let them know what it feels like to work for your organization. Motivate your target candidates to choose you as their new employer. By promoting your positives, you'll find that the word on the street will spread quickly. It won't be long after that when you'll be able to attract the best and most talented candidates. Like electricity, you can turn it on or off. It's your choice.

PURMA Risk Management Report

A Basic of a Fleet Policy ~ the Driver

Recognizing that both PURMA and NEPPA share similar goals when providing information and services to public power utilities in the Northeast, the PURMA Risk Management Report is now a regular feature of the NEPPA Newsline.

For more information on how to craft your fleet safety policy, contact PURMA at (508) 624-6700.

If you do not have a written policy outlining who may drive your vehicles and under what circumstance, this message is for you. A fleet policy establishes guidelines and procedures to be followed to protect the safety of the public and of individuals operating any motor vehicle on company business. The primary goal is to maintain a high level of safety awareness and foster responsible driving behavior. A policy which is put into practice is also a line of defense in the event of a tragic loss caused by one of your drivers.

While it is the "policy" to provide a vehicle to employees where it is deemed operationally necessary to fulfill their job function, employees who receive mileage reimbursement for the use of their personal vehicles should also adhere to the fleet policy guidelines.

Key to a fleet policy is the authorization of driving privileges. It must be firmly established that authorization will not be granted if the driver does not have a valid operator's license or if the driver's license is suspended or revoked for any reason. In addition, drivers of commercial vehicles are required to pass all applicable physical examinations, drug screening and if required, evidence a valid and proper CDL license and DOT certification. Periodic review of that validation should be established and it should be clear that driving privileges might be withdrawn if the driver

is found to be non-compliant with the fleet policy or if their driving record indicates a greater propensity to careless driving behaviors.

A driver should be classified as a high-risk driver if the MVR check indicates or if it becomes otherwise known that a driver has one or more of the following violations:

1. Conviction for an alcohol and/or drug related driving offense;
2. Refusal to submit to a Blood Alcohol Content (BAC) test;
3. Conviction for reckless driving;
4. Any combination of three or more moving violations, At-Fault Accidents, or Preventable Accidents within the three most recent years;
5. Suspension, revocation or administrative restriction within the three years;
6. Leaving the scene of an accident as defined by state laws;
7. At fault fatal accident;
8. Felony committed involving a vehicle;
9. Three or more Company Vehicle physical damage claims in any twelve-month period.

If you do not have a fleet policy that addresses these high-risk driving indicators, you have failed to protect public safety. If you do have a fleet policy that addresses these issues, enforce them. You have an obligation to know to whom you have entrusted thousands of pounds of moving machinery on the streets of your community.



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NEPPA News Line 7

Operations & Safety Conference



Dinner Speaker Dan Shaughnessy of the Boston Globe



Doris Gill of Stuart C. Irby, Co.



(top to bottom)

Exhibitor Fred Avila of AVCOM with Braintree Electric Light Department Lineworkers Greg Cusack and Steven Lyons.

Outdoor exhibitors Mike Crouse and John Innes of DCD Design braved inclement weather to display their products.

Dave Mielinski of Graybar Electric mans an indoor booth.



Operations & Safety Conference

Continued from page 1

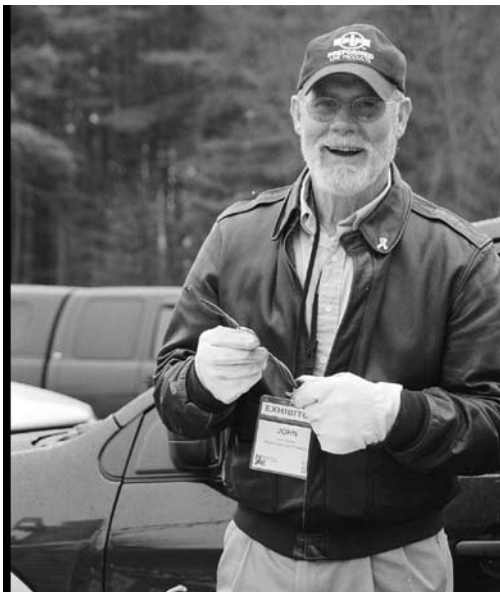
ers. Bob Henriksen reminded everyone that safe work practices are the responsibility of each and every employee. They are the result of personal commitments to “look out for others, to follow the rules, and to refuse to cut corners on a job site.”

NEPPA Executive Director Pat Hyland thanked all exhibitors and attendees for helping to make the conference a success. “We are very grateful for the participation of so many vendors and utility personnel in this year’s conference. We hope that everyone benefited from their participation, and leave with some new ideas and relationships to bring back home.”

NEPPA AND ECNE

would like to thank this year’s sponsors for their generous contributions

Hawkeye Electric, LLC
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John Sawaka of Preformed Line Products shows his wares. His line is represented by E.L. Flowers.

(Above left) Steve Schlanger of Hawkins Electric, LLC chats with an attendee while Steve Sponseller of Altec Industries looks on. Bill Rambo of Survalent Technologies discusses SCADA technology at a well-attended roundtable session.

Wellesley Light honored with APPA award for reliable electric operations



Joyce

Wellesley Municipal Light Plant is one of 48 of the nation's more than 2,000 public power utilities to earn Reliable Public Power Provider (RP3) recognition from the American Public Power Association for providing consumers with the highest degree of reliable and safe electric service. John Twitty, general manager of City Utilities of Springfield, Mo., and chair of the APPA Board of Directors, awarded the designations on April 16, during the association's annual Engineering & Operations Technical Conference, held in Atlanta, Ga.

"The RP3 designation represents a concerted effort on the utility's behalf to exemplify the highest standards of utility operations," said Paul Allen, vice president, engineering at Nashville, Tenn., Electric Service and chair of APPA's RP3 Review Panel, "The utility and the community should be very proud of this achieve-

ment."

The RP3 recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, training and system improvement. Criteria within each category are based on sound business practices and represent a utility-wide commitment to safe and reliable delivery of electricity.

"We're thrilled to be recognized as a national RP3 designee," said Richard F. Joyce, Director of Wellesley Municipal Light Plant. "We look forward to continuing to find ways to improve our operations and service to the community."

This is the second year that the RP3 award has been offered. APPA is the national organization representing more than 2,000 not-for-profit, community- and state- owned electric utilities.

TMLP Customer Care Center Moves to 33 Weir Street

Effective Monday, April 2, Taunton Municipal Light Plant relocated all electric billing and customer care services, including new services, payments, and liens to 33 Weir St., two buildings north of the main office at 55 Weir Street. Internet services and the Help Desk will remain at the current location at 55 Weir Street.

"Our purpose for the move was twofold," explains Michael Horrigan, TMLP general manager. "First was to give staff adequate office space and to accommodate the growth that has occurred in recent years. Second, and more important to the customer, is that the new building has the potential to offer drive-up window services to our customers."

Additionally, with the move, a new service, the ability to pay TMLP bills online, will debut in April. Online payments will be accepted on the TMLP's website, www.tmlp.com.

"We are really excited that we are now able to offer a service that our customers have been asking us to provide," Joe Sollecito, TMLP's customer care manager said. "More and more customers are looking to streamline their bill payments with the use of the Internet, and we are pleased to offer this service to those who are comfortable using the technology."

TMLP serves 35,000 customers in Taunton, Raynham, Berkley, No. Dighton and sections of Lakeville and Bridgewater.

Weedon G. Parris Jr., Hudson Commissioner for 37 years

Weedon G. Parris Jr., 75, of Hudson, formerly of Medford, died Thursday, March 29, 2007, at UMass Health System, Marlborough Hospital.

Mr. Parris served the customers of the Hudson Light and Power Department as a member of the Light Board since May of 1986 and was one of the Town's most highly respected officials. According to the light department website, "Mr. Parris was unfaltering in his dedication to the Town of Hudson and its residents, having also served for many years on the Hudson Finance Committee. His absence will be sorely felt at the Hudson Light and Power Department, at Hudson's Town Meetings, at the Hudson Public Library where he did volunteer work, in Town Hall and across the community."

Mr. Parris was born in Cambridge, the son of Mildred (Taylor) of Arlington and the late Weedon G. Parris Sr., and had been a Hudson resident for the past

37 years. He was a graduate of Rindge Technical High School in Cambridge and Northeastern University, where he was a member of Kappa Alpha PSI.

Employed as a civil engineer, he worked with the Federal Aviation Administration, where he designed airports. He also worked for Stone and Webster Engineering in Boston, where he planned bridge and highway construction.

He was the husband of Joan L. (Morris), of Hudson. Besides his wife and mother, he leaves three daughters, a brother, and six grandchildren.

"We extend our deepest condolences to the Parris family and their friends," said a light department spokesperson. "May they find comfort in knowing that the memory of Mr. Parris will never fade, as his tireless devotion and contributions to his Town will be an integral part of Hudson's history for generations to come."

NEPPA News Line available via E-Mail

NEPPA News Line is now being sent in an electronic form to any member or subscriber who has an e-mail address on file with NEPPA.

The E-News Line will be sent on the first business day of each month and will have all the information that the mailed version does but readers won't have to wait for the "snail mail" version to arrive later in the month.

The electronic form is in a simple, easy-to-read format.

To visit the archives and view the March, April and May issues of E-News Line, go to <http://www.naylornet->

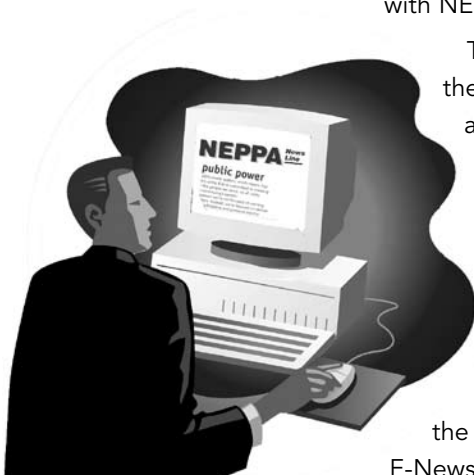
[work.com/ppa-nwl/](http://www.naylornet-work.com/ppa-nwl/). If you are a subscriber to News Line and would like to receive it via e-mail send your name and e-mail address to sboone@neppa.org.

Advertising opportunities

Advertising opportunities are also available in the electronic form. Go to <http://www.naylornetwork.comWebKits/PDFs/ppan.pdf> for more information.

Subscribers will still receive the print version unless they instruct NEPPA not to send it.

Comments and suggestions welcome. Contact Mary Harrington at (508) 482-5906 or mharrington@neppa.org.



Employment

Due to the large number of employment ads, we can no longer print them in the mailed version of News Line. Complete descriptions of the following employment opportunities are posted on the NEPPA web site and can be accessed at <http://www.neppa.org/publications/classifieds.html>

Deadline for listing references to ads in the next News Line issue is **May 17**.

For complete descriptions of the employment opportunities listed at right, go to www.neppa.org and click on Employment on the top navigation bar.

Peabody Municipal Light Plant

Electric Distribution Division Manager
First Class lineworker (Troubleman)

Swan's Island, Maine

Line Superintendent

Hudson Light and Power Department

Business Manager
Electrical Engineer

Chicopee Electric Light

Electric System Engineer

Littleton Electric Light Department

Electric Systems GIS Operator

Fox Island Electric Cooperative

Interim Manager

Middleborough Gas & Electric Dept

First Class Lineman

Town of Danvers - Electric Division

Electric Information Systems Technician

Town of Belmont Municipal Light Dept

First Class Line Workers

Municipal Electric Utilities Association of New York

Executive Director

The Pascoag Utility District
Line Foreman

Wakefield Municipal Light Department
General Manager

Attention job recruiters:

Rick Dacri lists five sure fire ways to turn off potential applicants in his Human Resource Column on page 6. Dacri is a management consultant, expert in human resources and the president of Dacri & Associates, LLC

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MMWEC is the Massachusetts joint action agency for electric public power utilities. As a well-respected power supply agency, we have exciting opportunities for the individual with a high degree of personal integrity and professionalism.



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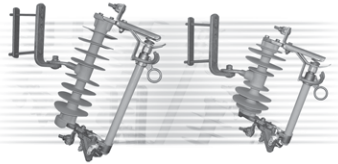


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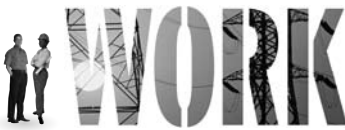
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May 25

Executive Committee
NEPPA Office
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June 8

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Upcoming Events

August 19 - 22, 2007

Annual Conference
Samoset Resort
Rockport, Maine

September 11
Benevolent Fund Golf
Tournament
Heritage Golf Club
Charlton, Mass.

October 16-18
Crew Leadership
Location TBA

October 24 – 26
Public Utility Management
Program
Fall Session
New England Center
Durham, N.H.

December 7
Annual Membership Meeting
Devens Commons Center
Devens, Mass.

