

Integrated Solutions for Public Power

ENGINEERING & OPERATIONS CUSTOMER CONNECTIONS BUSINESS & FINANCE SYSTEM IMPROVEMENT



SYSTEM IMPROVEMENT

Applying Public Power's Best Practices to Each Utility

Hometown Connections serves as a unique catalyst for the exchange of information on what works best for public power utilities of every size. Based on experience with more than 800 public power utilities, the staff of Hometown Connections and its partners provide the support, consulting, facilitation, and information needed to maintain a high level of service quality and system performance. Staff and partners emphasize how business processes, administrative functions, and workforce development can benefit from an emphasis on continuous improvement.

The demands of the new energy economy, emerging technologies, changing regulatory expectations, and staff retirements are pressing public power managers to examine all aspects of utility management and operations and to seek guidance on public power utility best practices. Of paramount concern are the reliability of the electric system and how decisions would impact the costs incurred by customers.

For advice from professionals who have worked with hundreds of public power systems, bring in the consulting teams affiliated with Hometown Connections.

With extensive experience in the daily operation of public power utilities, consultants partnered with Hometown Connections offer APPA members such essential support services as customer & employee research, guidance for utility financial policies, energy trading/risk management tools, and temporary workforce solutions.

Hometown Connections is helping municipal utilities find retired professionals ready to step in temporarily to tackle a specific problem, manage a new project, or mentor the permanent staff. Whatever skill set or experience is needed, the right person can be found very quickly. Through the sharing of knowledge and strategies with the permanent staff, the service provides an excellent form of succession planning.

Several System Improvement services from Hometown Connections can be aggregated among multiple utilities in a region to provide continued high value at lower costs. A joint action agency may aggregate interest among its members for market research or an Organization Check Up. The Energy Workforce Solutions are also a natural fit for the joint action agency structure.

PARTNERS

Hometown Connections
*Utility Management Consulting
& Research Services*

MFP-Connect™
Energy Workforce Solutions

Utility Financial Solutions
*Cost of Service Studies/
Rate Design*

The Energy Authority
*Energy Trading & Risk
Management Services*



The utility services subsidiary of the American Public Power Association (APPA), Hometown Connections is a national resource for municipal utilities to obtain guidance and quality products & services from a trusted entity. Hometown Connections provides APPA members with access to discount pricing and integrated utility information systems from the industry's leading vendors, as well as consulting support in the areas of organization assessment, strategic planning, market research and workforce solutions.



Hometown Connections *Utility Management Consulting & Research Services*

Public power managers and governing officials must combine attention to daily operational issues with establishing long-term plans. For advice from professionals who have worked with more than 800 APPA members, bring in the consulting team from Hometown Connections. Hometown staff and industry colleagues help public power systems improve organizational, operational, and marketing effectiveness through a variety of integrated consulting services: **Strategic Planning, Facilitation, Training & Development** for creating realistic blueprints for the future; **Utility Governance Training/Facilitation** to ensure effective board/staff interaction; **Customer Research** for making meaningful business decisions; the **Organization Check Up** for assessing customer service, power supply, finance, human resources and the other components of utility operations; and the **Distribution Check Up** for a focus on system maintenance and reliability.



MFP-Connect™ *Energy Workforce Solutions*

MFP-Connect is a joint venture by Mycoff, Fry & Prouse and Hometown Connections. The Energy Workforce Solutions from MFP-Connect [formerly "Strategic Power Placements"] matches retired personnel with utilities on an interim basis to fill critical gaps in technical and management skills and to mentor permanent staff. As the brain drain becomes a reality, MFP-Connect is playing an important role in maintaining quality and continuity in public power.



Utility Financial Solutions *Cost of Service Studies/Rate Design*

The UFS team of professionals includes engineers, accountants and economists who have completed more than 500 cost of service and rate studies as well as financial projections for utilities in 28 states. UFS officials are instructors and frequent speakers for utility agencies, including the American Public Power Association and the Institute of Public Utilities. UFS courses and studies include financial planning, cost of service, rate design, and development of dynamic pricing methods for customers.



The Energy Authority *Energy Trading & Risk Management*

TEA is a recognized leader in providing energy trading and risk management services nationwide, but TEA is so much more! TEA helps public power utilities lower their rates, reduce risk and remain competitive in a constantly changing market. In today's world, that can make all the difference to you and your customers. TEA is owned by public power utilities and exclusively serves public power utilities, understanding their unique needs. TEA offers expertise and national wholesale energy marketing presence that are unparalleled in the energy industry today.

CONTACT US

Hometown Connections
Representatives

WEST REGION

BILL SMART

Senior Vice President
Business Development
303-940-7331
bsmart@
hometownconnections.com

EAST REGION

STEVE VANDERMEER
Senior Vice President
Planning and Marketing
970-221-4494
svandermeer@
hometownconnections.com

Owned by Public Power,
Hometown Connections is
the utility services
subsidiary of the American
Public Power Association
(APPA).

APPA is the not-for-profit
service organization for the
nation's more than 2,000
community-owned electric
utilities serving more than
46 million Americans.

Hometown Connections is a
national resource for APPA
members as a trusted
provider of guidance and
quality products/services.

Through Hometown
Connections, APPA
members gain access to
discount pricing and
integrated utility
information systems from
the industry's leading
vendors, as well as
consulting support in the
areas of organization
assessment, strategic
planning, market research,
and workforce solutions.