



AMEA *Communiqué*

Vol. 20 No. 10

October 2011

The *AMEA Communiqué* is a monthly publication of the Alabama Municipal Electric Authority
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MISSION STATEMENT

AMEA's mission is to provide for our Member communities a reliable and economical source of electric power, enabling them to preserve and enhance the benefits of municipal utility ownership for their citizens and the electric customers they serve. We strive to offer services that our Members need and can adapt to provide the best value for their communities and customers.

AMEA Communiqué' celebrates 20-year anniversary

2011 marks the 20th anniversary of the *AMEA Communiqué'*. AMEA's first communication with its Members was the *AMEA Communiqué'*, which was published in October 1991.

"Throughout the past 20 years, the *AMEA Communiqué'* has informed our Members about industry trends, AMEA's value-added services, as well as news within AMEA," said Fred Clark, AMEA President & CEO. "We look forward to effectively communicating with our Members through the *AMEA Communiqué'* for many years to come."

AMEA Strategic Planning process now underway

AMEA will begin the next stage of the development of the 2013-2015 Strategic Plan with stakeholders in November. Member Managers/Superintendents will participate in the process on Nov. 17. The process allows Member utility managers to help chart the future of the AMEA organization. Further details about the meeting are forthcoming. The 2013-2015 Strategic Plan will be completed in early 2012. The Work Plan associated with the Strategic Plan will be implemented in the 2013 fiscal year.



AMEA Economic Development News to highlight job creation in Member cities

AMEA recognizes and appreciates the importance of local industries to our communities. The industrial sector is the backbone of any community. AMEA continues to support our Member city economic development professionals who work everyday to improve the quality of life and promote vibrant, economically stable communities. AMEA will initiate a quarterly publication this month entitled, *AMEA Economic Development News*. The publication will highlight job creation through new and existing industries in AMEA's Member cities. We encourage you to provide us with economic and community development news in your community. Be on the lookout for the quarterly *AMEA Economic Development News*.

AMEA provides printed copies of Customer Satisfaction Survey results

AMEA is currently working on printed copies of the 2011 Customer Satisfaction Survey results for each Member. The printed survey results will be provided at the AMEA Board of Directors meeting on Oct. 20.

In both the residential and commercial surveys, which were completed in August, AMEA Members received higher ratings than in the 2009 survey and most ratings were the highest since the first survey in 2002.

Electric Cities Annual E&O Conference right around the corner

Electric Cities of Alabama's (ECA) 10th Annual Engineering & Operations (E&O) Conference is rapidly approaching and you do not want to miss it. The conference will be held at the Renaissance Ross Bridge Resort in Hoover, Oct. 19-21.



ELECTRIC CITIES
of Alabama
"Uniting Alabama's Electric Cities"

This year's event is in partnership with the Alabama Consumer-Owned Power

Distributors Association (ACOPDA), the North Alabama Public Power Association (NAPPA), and the South Alabama Public Power Association (SAPPA).

The E&O Conference will offer a variety of educational programs and an excellent line up of speakers. Featured speakers include: Alabama Public Service Commissioner Twinkle Andress Cavanaugh, who will give an overview on Environmental Protection Agency actions; and motivational speaker Bryan Townsend, who is a professional writer and one of the nation's most active motivational humorists. Other speakers will include: Nick Chintala, GE Lighting

Systems; Chris Cusack, Navman Wireless; Roger Hartley, Stuart C. Irby Co.; Bill Kendrick, Transformer Protector Corp.; Charlie Martin, C. Martin Events; Charles Sample, Tennessee Valley Authority; and Rick Simpson, McWane Iron Poles.

To register for the conference, go to www.electriccities.org, or call the ECA office, (334) 954-3221.

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