



AMEA *Communiqué*

Power That Works For You[®]

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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.

Board of Directors re-elect officers; approve FY '10 budget

The AMEA Board of Directors re-elected officers for 2009-2010 during the 2009 Annual Meeting on Aug. 27. Re-elected were Don McClellan, Chairman, City of Alexander City; Gary Fuller, Vice Chairman, City of Opelika; and Tim Kant, Secretary/Treasurer, City of Fairhope.

Also during the meeting, the Board unanimously approved the 2010 fiscal year budget. The plan was formally adopted after a presentation and recommendation from the Budget, Audit, and Rate (BAR) Committee. Other board action included the approval of Deloitte & Touche LLP to conduct the 2009 fiscal year audit.

AMEA plans to re-establish Capital Fund Program

The AMEA Economic Development Program works with and supports the efforts of our Members by enhancing existing industries and bringing in new industry. To assist Members in recruiting new industrial customers and to help existing industries with their expansion efforts, AMEA provides no interest loans through the Capital Fund Program.



KFH Industries in Dothan is an industry that located in the Wiregrass area thanks to the Capital Fund Program.

The program was suspended recently in order to update loan documentation. AMEA plans to re-establish the program, effective the end of 2009.

Eligible applicants for the program are economic development organizations serving AMEA communities. Only public and non-profit organizations are eligible to apply and must do so through the AMEA Member, according to Fred Clark, AMEA's President & CEO.

"The objective of the Capital Fund Program is to assist our Member communities in the

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development or improvement of industrial sites and facilities for use by new industries or expansions by existing industries whose load characteristics will be beneficial to AMEA's Members," said Clark.



Results of Customer Satisfaction Surveys presented

SDS Research, a Hometown Connections® vendor/partner, presented the results of the 2009 Customer Satisfaction Surveys to the AMEA Board of Directors during the Aug. 27 Annual Meeting.

Todd Morris of SDS gave an overview of the results of the residential and commercial surveys, which were conducted this past spring and summer in AMEA's 11 Member cities. Similar surveys were conducted in AMEA's Member cities in 2005 and 2007.

Morris said there were several objectives to the surveys: 1) Determine overall satisfaction level with utility service; 2) Satisfaction with service deliver, problem resolution, customer contact process; 3) Assess utility actions most important to customers; 4) Collect suggestions for improvement; and 5) Provide comparison with the 2005 and 2007 survey studies.

Morris encouraged utilities to share the results with employees and customers and to work to improve all interactions that employees have with customers.

Results of the residential and commercial surveys, along

with Morris' presentation, have been e-mailed to all AMEA Members.

If you wish to have the results placed on a CD or presented in another format, please contact Lisa Miller, AMEA Manager of Communications and Marketing, (800) 239-2632, Ext. 118, (334) 387-3501, or lmiller@amea.com.

Public Power Week: Time to tell your story

October is just around the corner and now is the time to start thinking about the activities associated with Public Power Week. Public Power Week is a chance for you to tell the story of how your utility effectively powers your community.



Public Power Week, slated for Oct. 4-10, 2009, is a national, annual event sponsored in conjunction with the American Public Power Association (APPA). APPA is the service organization for community- and state-owned electric utilities.

More than 2,000 electric utilities that collectively provide electricity on a not-for-profit basis to 45 million Americans will celebrate the theme, "Public Power: An American Tradition That Works."

APPA has provided members with a host of complimentary resources, as well as promotional materials, on the APPA web site. Go to www.appanet.org, Special Utility Programs, Public Power Week, to access these materials. You will need your APPA user name and password to login to the site. If you need assistance, please contact Kimani Kinyua at APPA, kkinyua@appanet.org, or (202) 467-2955.

AMEA employees honored for years of service during 2009 Annual Meeting



Nine AMEA employees were honored for their years of service during the Annual Meeting, Aug. 27. Fred Clark, AMEA President & CEO, presented service awards to (back row, L to R): Arthur Bishop, Senior Operations Engineer, 9 years; Ray Phillips, Manager of Compliance and Special Projects, 13 years; Marlin Wade, Chief Financial Officer, 19 years; Tim Foster, Manager of Operations, 5 years; and Alan Williford, Manager of Planning and Engineering, 10 years. (Front row, L to R): Pamela Poole, Office Administrator, 17 years; Skeeter Sheldon, Engineering Analyst I, 5 years; Samantha Alexander, Executive Assistant, 9 years; and Tina Tidwell, Accountant II, 8 years.

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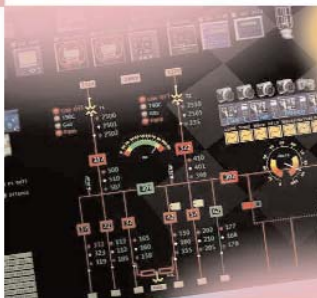


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