



AMEA *Communiqué*

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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 '12 budget

The AMEA Board of Directors re-elected officers for 2011-12 during the Aug. 25 Annual Meeting. 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 2012 fiscal year budget. The plan was formally adopted after a presentation and recommendation from the Budget/Audit/Rate (BAR) Committee. Other board action included the approval of Deloitte & Touche LLP to conduct the 2011 fiscal year audit; the approval of a Small Renewable Behind the Meter Generation Program rate rider; and the approval of a Capital Fund Program loan to the Industrial Development Board of the City of Dothan to assist Nypro Kanaak Alabama with the purchase of new Huskey injection molding machinery.



AMEA Members receive high marks in 2011 Customer Satisfaction Surveys

SDS Research, a Hometown Connections® vendor/partner, presented the results of the 2011 Customer Satisfaction Surveys to the AMEA Board of Directors during the Aug. 25 Annual Meeting. Todd Morris, Sales Director, SDS Research, gave an overview of the results of the residential and commercial surveys, which were conducted this summer in AMEA's 11 Member cities. Similar surveys were conducted in 2002, 2005, 2007 and 2009.

Morris said in both the residential and commercial surveys, AMEA Members received higher ratings than in the 2009 survey and most ratings are the highest since the first survey in 2002.

Morris said there were several objectives to the surveys: 1) Measure satisfaction with utility

Surveys

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services; 2) Monitor service delivery issues (outages); 3) Evaluate customer service quality, employee interactions; 4) Collect suggestions for improvement; and 5) Provide comparison past surveys to determine areas that need added focus.

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 aggregate residential and commercial surveys, along with Morris' presentation, have been e-mailed to all AMEA Members. Individual reports will be sent to Members within the coming weeks.

AMEA Peer Review Program provides forum for reviewing utility operations

Developed in 1992, the AMEA Peer Review Program provides a forum by which a Member system's Electric Manager/Superintendent may voluntarily have that system's utility practices reviewed by other AMEA Members' Electric Managers/Superintendents so that suggested improvements that may result from a Peer Review can be evaluated by the reviewed system's Electric Manager/Superintendent. It is left to the Electric Manager/Superintendent of the electric system that is being reviewed to decide what suggested improvements that he or she will or will not implement.

AMEA's Peer Review Program is one method used by AMEA's Members to improve service and provide lower cost for their customers by working together to strengthen the operation of each of their electric distribution systems.



Shown reviewing the AMEA Peer Review Program are (L to R): Martin West, Ray Phillips, George East and Richard Ash.

The AMEA Peer Review process examines every aspect of a Member's electric distribution system from its efficiencies in operations and metering to its accuracies in billing and inventories.

On Aug. 17, Dothan Utilities participated in the AMEA Peer Review Program. Richard Ash, Electric Superintendent, Dothan Utilities, worked with Martin West, Electric Superintendent, City of Luverne, and George East, Electric Superintendent, Alexander City Light & Power, who served on the Peer Review Committee for Dothan Utilities, to review the city's electric utility operations based on a standard list of questions and an on-site inspection, which are outlined in the AMEA Peer Review Procedures. These procedures were developed by AMEA and its 11 Members.

"Peer Reviews allow a Member's General Manager/Superintendent to determine his system's strengths and weaknesses as seen by a committee of his or her peers, then implement improvements that, in his judgment, will develop a safer, more reliable and cost effective electric utility system," said Ray Phillips, AMEA Manager of Compliance and Special Projects.

The day-long process also involved Phillips and Arthur Bishop, AMEA Senior Operations Engineer, who coordinated and facilitated the review.

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Peer Review

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"I really appreciate George and Martin spending the day with us to review our strengths and weaknesses as we strive to improve service to our consumers," said Ash. "I strongly recommend this program to all of AMEA's Members."

To schedule a Peer Review, contact Phillips at (800) 239-2632, Ext. 121, or ray@amea.com.

AMEA employees honored for service



Six AMEA employees were recognized for their years of service during the 2011 Annual Meeting on Aug. 25.

Receiving service awards for 2011 are (back row, L to R): Fred Clark, President & CEO, 5 years; Ray Phillips, Manager of Compliance and Special Projects, 15 years; Jeff Hamrick, Production Specialist II, 5 years; and Markus Brown, Production Specialist I, 5 years. Seated are (L to R): Pamela Poole, Office Administrator/Scholarship Program Coordinator, 20 years; and Tina Tidwell, Accountant II, 10 years.

Still time to register for 10th Annual Electric Cities' E&O Conference

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. 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 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.

Registration deadline is Sept. 26. For more information or to register for the conference, go to www.electriccities.org, or call the ECA office, (334) 954-3221. Please make your hotel reservations at Ross Bridge today to receive ECA's discounted rate, <http://www.marriott.com/hotels/travel/bhmhv-renaissance-birmingham-ross-bridge-golf-resort-and-spa/>. The group code is eoceoca.