



230 Ash Street  
P.O. Box 150  
Reading, MA 01867-0250

Tel: (781) 944-1340  
Fax: (781) 942-2409  
Web: www.rmlld.com

**AGENDA**  
**RMLD CITIZENS' ADVISORY BOARD (CAB)**  
**THURSDAY, APRIL 14, 2011**  
**6:30 P.M.**  
**at**  
**LYNNFIELD TOWN HALL**  
**SELECTMEN'S MEETING ROOM**  
**55 SUMMER STREET**  
**LYNNFIELD, MA 01940**

1. Call Meeting to Order – A. Carakatsane, Chairman
2. Introduction of new Reading CAB Member, Tony Capobianco – A. Carakatsane
3. Minutes of Meeting – December 8, 2010 – A. Carakatsane, Chairman
4. FY 12 Capital Budget – V. Cameron
5. NEPPA 2011 Annual Conference – August 21-24 – V. Cameron
6. Other Items for Discussion  
Rotation Schedule for RMLD Board Meetings
7. Executive Session  
Suggested Motion:  
Move that the CAB go into Executive Session based on Chapter 164 §47D, exemption from public records and open meeting requirements in certain instances, to approve executive session minutes and return to Regular Session for the sole purpose of adjournment.  
*Note: Polling of the CAB members is required.*
8. Adjournment

Upcoming RMLD Board Meetings:

Wednesday, April 27, 2011 – Regular RMLD Board Meeting - CAB Representative: John Norton

*This Agenda has been prepared in advance and does not necessarily include all matters, which may be taken up at this meeting.*



***Reference Information - Appropriate topics for Executive Session:***

**SECTION 21. [EXECUTIVE SESSIONS]**

(a) A public body may meet in executive session only for the following purposes:

1. To discuss the reputation, character, physical condition or mental health, rather than professional competence, of an individual, or to discuss the discipline or dismissal of, or complaints or charges brought against, a public officer, employee, staff member or individual. The individual to be discussed in such executive session shall be notified in writing by the public body at least 48-hours prior to the proposed executive session; provided, however, that notification may be waived upon written agreement of the parties. A public body shall hold an open session if the individual involved requests that the session be open. If an executive session is held, such individual shall have the following rights:
  - i. to be present at such executive session during deliberations which involve that individual;
  - ii. to have counsel or a representative of his own choosing present and attending for the purpose of advising the individual and not for the purpose of active participation in the executive session;
  - iii. to speak on his own behalf; and
  - iv. to cause an independent record to be created of said executive session by audio recording or transcription, at the individual's expense. The rights of an individual set forth in this paragraph are in addition to the rights that he may have from any other source, including, but not limited to, rights under any laws or collective bargaining agreements and the exercise or non-exercise of the individual rights under this section shall not be construed as a waiver of any rights of the individual.
2. To conduct strategy sessions in preparation for negotiations with nonunion personnel or to conduct collective bargaining sessions or contract negotiations with nonunion personnel;
3. To discuss strategy with respect to collective bargaining or litigation if an open meeting may have a detrimental effect on the bargaining or litigating position of the public body and the chair so declares;
4. To discuss the deployment of security personnel or devices, or strategies with respect thereto;
5. To investigate charges of criminal misconduct or to consider the filing of criminal complaints;
6. To consider the purchase, exchange, lease or value of real property if the chair declares that an open meeting may have a detrimental effect on the negotiating position of the public body;
7. To comply with, or act under the authority of, any general or special law or federal grant-in-aid requirements;
8. To consider or interview applicants for employment or appointment by a preliminary screening committee if the chair declares that an open meeting will have a detrimental effect in obtaining qualified applicants; provided, however, that this clause shall not apply to any meeting, including meetings of a preliminary screening committee, to consider and interview applicants who have passed a prior preliminary screening;
9. To meet or confer with a mediator, as defined in section 23C of chapter 233, with respect to any litigation or decision on any public business within its jurisdiction involving another party, group or entity, provided that:
  - i. any decision to participate in mediation shall be made in an open session and the parties, issues involved and purpose of the mediation shall be disclosed; and
  - ii. no action shall be taken by any public body with respect to those issues which are the subject of the mediation without deliberation and approval for such action at an open session; or
10. To discuss trade secrets or confidential, competitively-sensitive or other proprietary information provided in the course of activities conducted by a governmental body as an energy supplier under a license granted by the department of public utilities pursuant to section 1F of chapter 164, in the course of activities conducted as a municipal aggregator under section 134 of said chapter 164 or in the course of activities conducted by a cooperative consisting of governmental entities organized pursuant to section 136 of said chapter 164, when such governmental body, municipal aggregator or cooperative determines that such disclosure will adversely affect its ability to conduct business in relation to other entities making, selling or distributing electric power and energy.

(b) A public body may meet in closed session for 1 or more of the purposes enumerated in subsection (a) provided that:

1. the body has first convened in an open session pursuant to section 21;
2. a majority of members of the body have voted to go into executive session and the vote of each member is recorded by roll call and entered into the minutes;
3. before the executive session, the chair shall state the purpose for the executive session, stating all subjects that may be revealed without compromising the purpose for which the executive session was called;
4. the chair shall publicly announce whether the open session will reconvene at the conclusion of the executive session; and
5. accurate records of the executive session shall be maintained pursuant to section 23.

**Revised in accordance with G.L.c.30A, §§18-25 and the Open Meeting Law Guide, Office of Attorney General, July 1, 2010**

**Chapter 164: Section 47D. Exemption from public records and open meeting requirements in certain instances**

Section 47D. A municipal lighting plant created pursuant to the provisions of this chapter or any special law shall be exempt from the public record requirements of section 10 of chapter 66 and the open meeting requirements of section 23B of chapter 39 in those instances when necessary for protecting trade secrets, confidential, competitively sensitive or other proprietary information provided in the course of proceedings conducted pursuant to this chapter when such municipal lighting plant board determines that such disclosure will adversely affect its ability to conduct business in relation to other entities making, selling, or distributing electric power and energy pursuant to this chapter.

**CITIZENS' ADVISORY BOARD  
MEETING MINUTES  
Regular Session**

TIME: 6:30 P.M.  
DATE: Wednesday, December 8, 2010  
PLACE: Reading Municipal Light Department, AV/Spurr Room  
PRESENT: CAB: A. Carakatsane, Chairman, (Lynnfield), J. Norton, Secretary, (North Reading),  
G. Hooper (Wilmington), T. Ollila (Wilmington)  
RMLD Board: R. Soli,  
RMLD Staff: V. Cameron, P. O'Leary, R. Fournier, J. Carpenter  
CAB Vacancy (Reading)

**1. Call Meeting to Order – A. Carakatsane, Chairman**

Chairman Carakatsane called the meeting to order at 6:35 P.M. and announced the meeting is being recorded.

**2. Presentation to A. Quincy Vale and Tracy Sopchak – V. Cameron**

Mr. Cameron presented Mr. Vale and Ms. Sopchak meter lamps and thanked them for their years of service on the Citizens' Advisory Board. The CAB members thanked them for their volunteerism and being a part of the CAB.

**3. Wilmington CAB Vacancy and New Appointment – V. Cameron**

- a. Disclosure letter and e-mail dated September 8, 2010 from Q. Vale to Chairman M.E. O'Neill
- b. Letter from Wilmington town Manager dated September 17, 2010 to Q. Vale in response to disclosure letter.
- c. New CAB Member – Thomas A. Ollila

Mr. Cameron discussed the letters and Mr. Vale's involvement with a power supplier that could have posed a problem with the State Ethics Commission rules.

Chairman Carakatsane welcomed Tom Ollila, the new CAB Member from Wilmington, to the CAB.

**4. Reading CAB Vacancy – V. Cameron**

E-mail from T. Sopchak dated September 22, 2010 to P. Hechenbleikner, V. Cameron, M.E. O'Neill, and A. Carakatsane regarding Ms. Sopchak's resignation from the CAB.

Mr. Cameron has not yet heard from the Town of Reading regarding a CAB appointment to replace Ms. Sopchak.

**5. Minutes of Meeting – July 12, 2010 – A. Carakatsane**

Mr. Norton made a motion seconded by Mr. Hooper to approve the minutes of the July 12, 2010 meeting.

**Motion carried unanimously 4:0:0.**

**6. Energy Efficiency Update – J. Carpenter**

Mr. Carpenter presented the RMLD's Energy Conservation Program, November 2010 Update. He gave a general overview of existing programs, Smart Grid programs, and upcoming 2011 programs and ideas. (See Power Point Presentation attached.) He stated that residential programs include two new solar projects making a total of eight in the four towns with two more in the works. The current eight all include net metering. Mr. Carpenter explained that one of the upcoming projects is co-generation that runs on recycled vegetable oil.

Discussion ensued.

## **7. FY10 Year End Financials and FY11 1<sup>st</sup> Quarter and October 2010 Reports – Fournier**

Mr. Fournier stated that the auditors, Melanson, Heath and Company, presented the audit in September. The following are FY2010 highlights:

- a. 2% depreciation rate versus a 3%, which helped the operating cash flow and bottom line.
- b. Gaw Soil remediation expense cost was about \$1.1 million.
- c. No pay increases in Calendar Year 2010, which effected the last six months of FY10 and the first six-months of FY11.
- d. Post Employment Benefit and Pension Trust Contributions were approved in FY10, and paid in August of 2010.
- e. Six employee retirements in FY10.
- f. Net Income was \$2.8M.
- g. Contribution in Aid and Construction was up about \$750,000.
- h. Interest income was down about \$200,000.
- i. Fuel costs to the ratepayers is down about \$10 million compared to last year.
- j. Rate of Return where the Department is allowed to make 8%; it made 4.9%.
- k. KWh sold – down about 11.6 million kWhs.
- l. Cash: Operating Funds – \$8.1 million; Rate Stabilization Fund - \$4 million; Deferred Fuel Fund - \$2.3 million; and Energy Conservation - \$352,382.
- m. No year-end transfers.
- n. No debt. Last bond was paid off last September.
- o. Accounts Receivable – 93% that were 60 days or less current.
- p. Bad debt – budgeted \$160,00 and came in at \$186,00. Last year \$232,000 was written off.
- q. On the budget/actual expense report, the five divisions came in less than ½ of 1% over budget due to the soil remediation at Gaw substation and the pension contribution was increased from budgeted \$100,000 to \$200,000.
- r. An evaluation on the Pension Trust was done, and it is under funded, because the investments have not been performing well. This is why the contribution was increased, and the Department hopes to add more to it this fiscal year if it is a good year.
- s. Overall even with the purchase power base, the purchase power fuel, and the five divisions, the Department came in 2/10 of 1% under budget.

Mr. Cameron noted that there was no management letter from the auditors for the third year in a row. This means the Department is performing well and controls are in place.

### **FY11 Quarter One**

- a. Net income - \$1.3 million bringing the year-to-date net income to \$775,000.
- b. Fuel expenses exceeded fuel revenues by \$1.1 million.
- c. Energy conservation revenues exceeded energy conservation expenses by \$80,000.
- d. Year-to-date GAW soil remediation expenses totaled \$528,000, bringing the total cost to date for the remediation to \$1.6 million.
- e. Base revenues are over budget by \$1.1 million. Actual base revenues were \$12.4 million compared to the budget amount of \$11.3 million. This was due to the hot summer.
- f. Purchased power base expense was \$63,000 or .9% over budget. Actual purchased power base costs were \$7.4 million.
- g. O&M expenses combined were under budget by \$267,000.
- h. Cash: Operating Fund balance - \$4.8 million; Rate Stabilization Fund - \$5.4 million; Deferred Fuel Fund - \$1.2 million; and Energy Conservation - \$389,000.
- i. KWh sales were 9.1% or 17.5 million kWh.
- j. Five divisions were under budget by 5.6%.
- k. Rate increase began in September, which is helping the numbers.
- l. Created a new charge to re-coup the Gaw soil expense over a three-year period.

### **October 2011**

- a. Net income - \$1.4 million
- b. Base revenues - \$16.1 million; over budget by \$1.6 million.
- c. Purchased Power Base - \$298,000 or 3.12% over budget.

- d. Cash: Operating Fund balance - \$6.9 million; Capital Funds - \$4.9 million; Rate Stabilization Fund - \$5.4 million; Deferred Fuel Fund - \$2.2 million; and Energy Conservation - \$404,000.
- e. KWh sales were 8.3% or 20.3 million kWh.
- f. Five divisions were under budget by 2.6%

**8. FY11 (Updated) Capital Budget – V. Cameron, P. O’Leary**

Mr. Cameron explained that five projects were carried over from the previous year, and the cost of what it will take to finish the projects in FY11 was deducted from Routine Construction. The difference is \$389,254, which means that Routine Construction may run over budget. Ms. O’Leary distributed corrected sheets.

**9. Engineering and Operations Reliability Update and Gaw Substation Update – V. Cameron**

Mr. Cameron stated that the Gaw Project is almost complete. Work left includes switchgear, RMLD personnel labor, and feeder re-assignments. Mr. Cameron stated that the soil remediation is complete and the tier level report has been filed with the DEP. Mr. Cameron and Mr. Sullivan have met with the neighbors and discussed landscaping and planting of arborvitaes by the RMLD fence that abuts residents’ yards. The town will do the road over, and the cost will be spread among the residents.

**10. Power Supply Update – V. Cameron**

Mr. Cameron reported that the Concord Steam project is on-going; a project in Lowell does not appear to be a good deal at the moment; the Department is speaking to a company called First Wind that are interested in developing wind project around New England; Swift River Energy has several hydro projects and are interested in signing a long-term deal with an entity.

Discussion ensued.

**11. Addendum to FY11 Cost of Service Study – V. Cameron**

Mr. Cameron stated that the Addendum was presented to the Power and Rate Committee the evening before, and the committee wanted some items changed. Mr. Cameron gave an overview of the addendum. He said that the Industrial Time-of-Use rate and the Residential Time-of-Use rate were reviewed for the period of time for the on-peak and off-peak rates. Presently the on-peak hours are 10:00 A.M. to 8:00 P.M. weekdays and the off-peak hours are the remaining hours, weekends and holidays.

Discussion ensued.

**12. Other Items**

- a. *NEPPA Conference* – A. Carakatsane

Chairman Carakatsane gave a brief summary of the NEPPA Conference and encouraged CAB members to attend next year.

- b. *APPA Legislative Rally* – February 28-March 3, 2011 – V. Cameron

Chairman Carakatsane explained what the Rally is about, and said he was interested in attending again this year.

Mr. Norton made a motion seconded by Mr. Hooper that a representative from the CAB attend the APPA Legislative Rally from February 28 to March 3, 2011.

**Motion carried unanimously: 4:0:0.**

- c. *RMLD Meter Change Program* – V. Cameron

Mr. Cameron stated that the Department made the decision to change out all its residential and small commercial meters and replace them with meters that include high frequency ERT signaling modules. Mr. Cameron explained that the replacement would enable the RMLD to continue to remotely read the meters and in the future enable the RMLD to read the meter using a fixed network.

Discussion ensued.

- d. *Electronic Invoice and On-Line Payment Services* – V. Cameron

Mr. Fournier stated that the Department went out for a two-part bid proposal:

1. The DPU has approved the RMLD to send out electronic invoices, which means the invoices don't have to be printed, mailed, stuffed with a return envelope, toner, ink, etc.
2. The RMLD will hire a new vendor to process the credit card payments at a much lower rate. He thought the Department would save over \$100,000 a year in credit card fees.

Discussion ensued.

- e. *Rotation Schedule for RMLD Board Meetings* - Ms. O'Leary suggested that one member attend the RMLD Board meeting on January 5, and then at the next CAB meeting, set up the rotation for the year. Mr. Norton volunteered to cover the meeting on the 5<sup>th</sup>.

**13. Schedule Next Meeting** (Discuss a fixed schedule)

Wednesdays work best for the CAB members. Next meeting will be on January 12, 2011.

**14. Executive Session – A. Carakatsane**

Mr. Norton made a motion at 8:54 P.M. seconded by Mr. Hooper to go into Executive Session based on Chapter 30A §§18-25 and/or Chapter 164 §47D, exemption from public records and open meeting requirements in certain instances, to approve minutes, and to return to Regular Session.

**Motion was approved by a poll of the CAB 4:0:0:** Mr. Ollila – Aye; Mr. Hooper – Aye; Mr. Norton – Aye; and Mr. Carakatsane – Aye.

**15. Release of Executive Session Minutes – A. Carakatsane**

Mr. Norton made a motion seconded by Mr. Hooper to approve the release of Executive Session meeting minutes, as redacted, for September 8, 2003, October 15, 2003, August 11, 2004, December 8, 2004, June 15, 2005, and December 13, 2005.

**Motion carried unanimously 4:0:0.**

**16. Adjournment**

Mr. Norton made a motion seconded by Mr. Hooper to adjourn Regular Session at 8:58 P.M.

**Motion carried unanimously: 4:0:0.**

Respectfully submitted,

\_\_\_\_\_  
John Norton, Secretary

Minutes approved on: \_\_\_\_\_

/pmo

List of Documents Discussed:

1. Disclosure letter and e-mail dated September 8, 2010 from Q. Vale to Chairman M.E. O'Neill
2. Letter from Wilmington town Manager dated September 17, 2010 to Q. Vale in response to disclosure letter.
3. Energy Conservation Program November 2010 Update
4. FY10 Year End Financials and FY11 1<sup>st</sup> Quarter and October 2010 Reports
5. Addendum to FY11 Cost of Service Study dated 12/1/2010

# NEPPA 2011

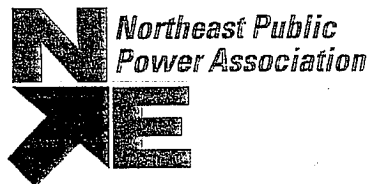
## ANNUAL CONFERENCE

*Emerging technologies and public power*



*Samoset Resort, Rockport, Maine*

*August 21-24*



# The NEPPA 2011 Annual Conference

Have you read the training manual for your computer, software or smart phone? Are you confused about the role of social media in your utility? Are you intrigued by the possibility that tidal or solar power could help meet the world's demand for energy?

This year's conference deals with the opportunities and challenges presented by emerging technologies in the workplace, social media, renewable power generation, and the electric utility industry. Our speakers will focus on how to leverage technology to become more productive and effective; how to use social media to better serve your customers and your community; and how to tap the sun and tides to generate clean, renewable energy for your

utility. On Tuesday, our speakers will look at the major trends and developments in our nation and our industry, including wholesale power markets, transmission, and federal energy policy in a divided Congress. As always, this event will feature social activities where you will be able to speak with other utility officials, service providers and experts in the industry - all in a relaxing and elegant atmosphere conducive to casual networking.

If you are a regular attendee at this annual event, please register early and book your room now. If you've never been to a NEPPA conference, this is a good time and a great location to start.

## Samoset - Maine's Premier Oceanfront Resort

Just south of Camden, Maine along the blue waters of Penobscot Bay lies the Samoset Resort, a legendary landmark which continues a tradition of gracious hospitality and service reminiscent of a bygone era. The 230-acre ocean-side resort has been recently restored to create an ambience that combines old-world charm with new-world convenience and is designed to afford spectacular views of the ocean just outside.

The resort features a championship golf course, tennis courts, hiking and walking paths and indoor and outdoor swimming pools. All guest rooms and suites feature king or double queen beds, marble baths, data ports, hair dryers and luxury amenity products. Each has either a private balcony or terrace overlooking the ocean or golf course.

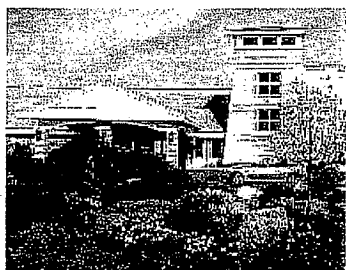
Within minutes of the resort are several charming coastal villages and antique, craft and outlet shops abound in nearby Camden, Rockport, Rockland and Lincolnville.

This year's conference will include a traditional Maine lobster bake in a picturesque seaside garden overlooking the golf course and the ocean.

### Golf Tournament

NEPPA's Annual Conference Golf Tournament will be held at the resort's championship golf course that winds through seaside vistas, woods and gardens. The course offers some of the most magnificent views and formidable holes in golf. Particularly daring are the seven seaside holes that skirt the rugged coastline and expose even the best shots to sometimes unpredictable wind.

There will be a \$120 charge to participate in the tournament which includes carts, prizes and green fees. For more information on the Golf Course go to [www.samosetresort.com/golf](http://www.samosetresort.com/golf).





# Preliminary Program Highlights and Events

## Sunday Evening

### Welcoming Reception with Cocktails and Light Refreshments

## Monday Morning

### Leveraging Technology to Improve Productivity & Efficiency

**Steve Turner** of Turner Time Management will demonstrate time-saving computer shortcuts and quick search tools to find things faster, as well as the most efficient way to process and organize e-mails.

### Social Media's Role in Public Power

**Jackie Pratt**, marketing manager at Shrewsbury Electric & Cable Operations, will share her utility's experience using various forms of consumer-generated media.

### Tidal, River and Ocean Power Systems for New England

**Christopher Sauer**, President & CEO of Ocean Renewable Power Company, will discuss breakthrough technology and eco-conscious projects that use river and ocean energy to produce clean, predictable electricity to power our homes and businesses while protecting our environment.

### Solar Energy and the Grid: Developments and Prospects

**Sandra Burton**, regional director for the Solar Electric Power Association, will describe the growing role of solar power in our nation's energy mix, and some of the technological, market and policy issues to be addressed in advancing this vital renewable resource.

## Monday Afternoon

### Roundtable discussion

### Technical and Legal Issues Related to Renewable Energy Projects

This informal roundtable discussion will focus on some of the challenges involved in planning, siting and building community-based renewable energy projects, along with the related legal and contractual issues involved in such projects.

## Monday Evening

### Reception and Banquet

## Tuesday Morning

### America's Electric Future: The Next Twenty-Five Years

**Roger Gale**, president & CEO of GF Energy, will provide an overview of the major trends, technologies and political realities which will shape America's electric utility industry in the next quarter century.

### Wholesale Power Markets and Transmission in New England: A FERC Perspective

**Hon. Marc Spitzer**, commissioner, Federal Energy Regulatory Commission, will offer a federal regulator's perspective on the performance of unregulated power markets in New England, along with the costs and benefits of new transmission projects in our region.

### Energy Policy and the 112th Congress

**Deborah Sliz**, president & CEO of Morgan Meguire, LLC, will bring her intimate knowledge of the U.S. Congress and federal energy policy to Maine, and tell us what's going on behind the scenes, and who is making it happen.

## Tuesday Evening

### Lobster Bake

## Wednesday Morning

### Farewell Breakfast

#### FEES PER PERSON

*Includes all meals. Does not include hotel.*

Full Member	\$ 600
Corporate Members (one complimentary fee)	\$ 0
Additional Corporate Members	\$ 600
Associate Member	\$ 650
Non-members	\$ 750
Guest and Children over 17	\$ 200
Children (age 1-16)	\$ 100

#### ACCOMMODATIONS

Hotel reservations must be made directly with the Samoset Resort (800) 341-1650. Mention the NEPPA conference to receive the conference rate of \$242 plus tax per night. For more information on the resort and travel information, go to [www.samoset.com](http://www.samoset.com).

Register by **July 7**.

Hotel cancellations are the responsibility of the individual and must comply with hotel policies.

# NEPPA 2011 Annual Conference Registration Form

CONTACT NAME \_\_\_\_\_ EMAIL \_\_\_\_\_

COMPANY \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_

Please indicate below the number of attendees, total cost and names as they will **appear on the name badges**. Please note: All children must be registered in order to attend meal functions. Indicate age(s) of children to assist with program planning.

# \_\_\_\_\_ FULL MEMBER @ \$600 TOTAL \$ \_\_\_\_\_ NAME(S): \_\_\_\_\_

\_\_\_\_\_ FIRST CORPORATE MEMBER one complimentary registration @ \$0 NAME: \_\_\_\_\_

# \_\_\_\_\_ ADDITIONAL CORPORATE MEMBERS @ \$600 TOTAL \$ \_\_\_\_\_ NAME(S): \_\_\_\_\_

# \_\_\_\_\_ ASSOCIATE MEMBER @ \$ 650 TOTAL \$ \_\_\_\_\_ NAME(S): \_\_\_\_\_

# \_\_\_\_\_ NON-MEMBERS @ \$ 750 TOTAL \$ \_\_\_\_\_ NAME(S): \_\_\_\_\_

# \_\_\_\_\_ GUEST OR CHILDREN OVER 17 @ \$ 200 TOTAL \$ \_\_\_\_\_ NAME(S): \_\_\_\_\_

# \_\_\_\_\_ CHILDREN (AGE 1-16) @ \$ 100 TOTAL \$ \_\_\_\_\_ NAME(S): \_\_\_\_\_

# \_\_\_\_\_ SINGLE DAY RATE @ \$ 300 TOTAL \$ \_\_\_\_\_ NAME(S): \_\_\_\_\_

**Total to be billed or charged to company or firm \$ \_\_\_\_\_**

☐ PLEASE SEND INVOICE FOR \$ \_\_\_\_\_ (MEMBERS ONLY)

☐ CHECK ENCLOSED FOR \$ \_\_\_\_\_

☐ PLEASE CHARGE A TOTAL OF \$ \_\_\_\_\_ TO MY:



# \_\_\_\_\_ EXP \_\_\_\_\_

SIGNED \_\_\_\_\_

PRINT NAME \_\_\_\_\_

SEND **CREDIT CARD** RECEIPT TO THE FOLLOWING ADDRESS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**If you would like to make a separate payment for guests, fill out below.**

☐ PLEASE SEND INVOICE FOR \$ \_\_\_\_\_ (MEMBERS ONLY)

☐ CHECK ENCLOSED FOR \$ \_\_\_\_\_

☐ PLEASE CHARGE A TOTAL OF \$ \_\_\_\_\_ TO MY:



# \_\_\_\_\_ EXP \_\_\_\_\_

SIGNED \_\_\_\_\_

PRINT NAME \_\_\_\_\_

SEND INVOICE AND/OR CREDIT CARD RECEIPT TO THE FOLLOWING ADDRESS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## CANCELLATION POLICY:

Conference cancellations received by August 5 will be entitled to a full refund. **Cancellations after August 5 will be subject to a prorated refund based on any costs incurred by the Association.** **Note:** Any questions, special dietary needs, or accommodations for disabilities, please call Kristin DiGirolamo or Sheila Boone at (508) 482-5906 or kristind@neppa.org or sboone@neppa.org.