

Integrated Solutions for Public Power

ENGINEERING & OPERATIONS CUSTOMER CONNECTIONS BUSINESS & FINANCE SYSTEM IMPROVEMENT



SYSTEM IMPROVEMENT

Applying Public Power's Best Practices to Each Utility

Compensation Studies for Public Power Data for Attracting & Retaining Superior Executive Personnel

Public power's mission is to provide communities with reliable electric service at reasonable rates in an environmentally responsible manner. To fulfill this mission, public power utilities must maintain a talented and motivated top-tier workforce. Hometown Connections is providing compensation studies to help develop human resource strategies for public power's long-term success.

The technology, financial and operational demands on public power systems continue to intensify. Yet, public power utilities often struggle to balance local government budget requirements with the pressure to hire and retain professionals with a wide array of required skill sets. A primary component to maintaining a talented executive level workforce is to provide salaries and benefits that are competitive in the marketplace.

In order to design effective human resources strategies, a utility must obtain reliable data about the organizations it may be competing with for executive workforce talent.

Paying people fairly is crucial. Underpay, and employees will eventually look for a better offer. Overpay, and the payroll budget will suffer. Therefore, organizations use market data to research the value of their positions.

To determine the market value for positions, APPA members can work with Hometown Connections to benchmark jobs through executive compensation studies that are detailed and specific to the electric utility industry and specific regions of the U.S.

Hometown Connections is providing public power utilities with executive compensation studies in a cost-effective and time-efficient manner.

With the support of the energy workforce experts at MFP-Connect™, Hometown Connections arranges for a certified compensation consultant provide a public power utility with a custom survey of executive compensation packages—collecting data and analyzing the results.

Surveyed positions include general manager and director of engineering, as well as senior managers for IT/information systems, power supply/transmission/regulatory policy, and finance/accounting.

The final report includes a comprehensive market analysis and salary recommendations for review by the governing board and senior staff of the utility. In-person presentation of the results is optional.

Hometown Connections



Hometown Connections staff and industry colleagues offer integrated consulting services in the following areas:

FACILITATION SERVICES

Strategic Planning
Technology Planning
Governance Training/
Board Retreats

RESEARCH SERVICES

Customer Satisfaction,
Service Preferences, & Public
Power Awareness
Employee Satisfaction
Compensation Studies

FINANCIAL SERVICES

Cost of Service Studies/Rate
Design
Energy Trading/Risk
Management

TECHNOLOGY SERVICES

Cyber & Physical Security
Consulting
Utility Technology
Consulting

SKILL SET SERVICES

Temporary Skill Sets:
Personnel, Resources, and
Projects

CHECK-UPS

Organization
Governance
Finance
Customer Service
Cybersecurity
Reliable Public Power
Program (RP₃)

Hometown Connections®

DELIVERING VALUE TO PUBLIC POWER

Hometown Connections

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**About Hometown
Connections, Inc.**

Hometown Connections, Inc. is a non-profit utility services organization offering public power utilities guidance and access to quality products/services from a trusted entity with public power's best interests in mind.

Hometown Connections is a resource to public power systems large and small, facilitating access to technology, services, and other solutions from industry-leading companies.

The products and services offered through Hometown Connections include the full range of advanced grid solutions, as well as consulting support in the areas of organization assessment, strategic planning, governance development, customer service, market research, and staffing.

Hometown Connections and MFP-Connect[™] *Compensation Studies*

With support from MFP-Connect, Hometown Connections is providing compensation studies to public power systems seeking to attract and retain top-tier personnel able to tackle industry challenges today and in the future. MFP-Connect provides interim personnel for utility general management, power generation, finance, accounting, transmission & distribution operations, and compensation studies.

To produce a compensation study, a certified compensation consultant works with a public power utility to evaluate the competitive marketplace and develop a custom survey instrument. The consultant analyzes the data and presents the findings in a detailed report. The findings include:

- Workforce Demographics
- Salary Data by Position
- Survey Data Analysis
- Summary of Retirement Plans & Other Benefits
- Recommendations

Hometown Connections *Strategic Planning Services*

An experienced facilitator makes strategic planning efforts much more efficient and productive. Through onsite facilitation, workshops, and follow-up consultations, Hometown Connections covers the principles of effective strategic planning and reviews the roles and responsibilities of the staff and governing board in the planning and implementation process.

Hometown Connections *Governance Facilitation & Training*

In addition to strategic planning support, Hometown Connections provides governance training to public power board members. The staff helps boards to develop a policy direction and to leverage their skills and perspectives to the benefit of the utility department. The process fosters thoughtful dialogue through questionnaires, interviews, and sessions with the board and general manager, senior staff, city officers and other stakeholders. The result is a board able to provide predictability, respect reporting relationships, offer feedback to the general manager on a regular basis, and focus on the priorities of reliability, customer service, and rate management.

Hometown Connections *Organization Check Up*

Hometown Connections staff members with vast knowledge of public power best practices provide a quick and cost-effective assessment of key areas of utility management and operations. With expertise in the energy industry and municipal governance, Hometown Connections offers guidance from a trusted entity with public power's best interests in mind.

Hometown Connections & GreatBlue Research *Market Research Services*

To help municipal utilities, joint action agencies, and other public power organizations meet the specific needs of their constituencies, Hometown Connections and GreatBlue Research are providing customer satisfaction, employee satisfaction, product awareness/interest, and other market research services.

MFP-Connect[™] *Energy Workforce Solutions*

The Energy Workforce Solutions from MFP-Connect match retired executives with utilities to fill critical skills gaps on an interim basis and mentor staff for success in public power.