

Public Power Performance Improvement Consulting Services

From the Staff of Hometown Connections

The demands of the new energy economy, emerging technologies, changing regulatory expectations, and staff retirements are pressing public power managers to examine all aspects of utility management and operations and to seek guidance on public power utility best practices. Of paramount concern are the reliability of the electric system and how decisions would impact the costs incurred by customers.

For advice from professionals who have worked with more than 850 public power organizations, bring in the staff of Hometown Connections. With expertise in the energy industry and municipal governance, Hometown Connections offers APPA members guidance from a trusted entity with public power's best interests in mind. The staff offers pre-designed services in the areas of strategic planning and utility evaluation, as well as customized board/staff consulting, facilitation and training services.

Hometown Connections provides:

- **Strategic Planning, Facilitation, Training & Development** for creating realistic blueprints for the future;
- **Utility Governance Training/Facilitation** to ensure effective board/staff interaction;
- **Customer, Employee and Market Research** for making meaningful business decisions;
- **Organization Check Up** for assessing customer service, power supply, finance, human resources and the other components of utility operations;
- **Distribution Check Up** for a focus on system maintenance and reliability.

The following public power officials provided testimonials for the consulting services from Hometown Connections:

Strategic Planning Facilitation, Training and Development

- Turlock Irrigation District, Turlock, CA, **Casey Hashimoto**, General Manager
- Columbia Power & Water Systems, Columbia TN, **Wes Kelley**, Executive Director
- Marquette Board of Light & Power, Marquette MI, **Erik K. Booth**, PE, Manager of Planning and Utility Compliance
- Indiana Municipal Electric Association, **Peggy Giorgi**, Chief Executive Officer
- Electric Cities of Georgia, **John M. Giles**, President & CEO

Utility Governance Training/Facilitation

- Norwich Public Utilities, Norwich, CT, **John Bilda**, General Manager

Organization Check Up

- City of New Bern, NC, **Jon Rynne**, Director of Utilities
- Traverse City Light & Power, MI, **Tim Arends**, Executive Director
- City of Lodi, CA, **Elizabeth Kirkley**, Electric Utility Director

Distribution Check Up

- Norwich Public Utilities, Norwich, CT, **Christopher LaRose**, Operations/Assistant General Manager

Strategic Planning Facilitation, Training and Development

Today's public power managers and governing officials must combine attention to daily operational issues with establishing long-term plans and guidelines on which to base budgets and priorities. 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. The Hometown staff works in depth with the utility board and staff to develop a realistic, step-by-step blueprint for adapting to specific market conditions, regulatory changes, and the complex expectations of customers. Hometown can also facilitate the updating of your existing strategic plan.

Testimonial, Turlock Irrigation District, Turlock, CA

Casey Hashimoto, P.E, General Manager

cjh@tid.org

209-883-8242

The Turlock Irrigation District provides electricity to more than 98,000 accounts and irrigation water to 150,000 acres of farmland in California. Today, TID Water & Power is facing a variety of challenges. On the electric side, TID must meet state-mandated greenhouse gas requirements and renewable portfolio standards. On the irrigation water side, TID is struggling to preserve surface water and groundwater supplies in the fourth year of a drought. At the same time, the utility is working through the long-term process of relicensing the Don Pedro Dam and hydroelectric project. "With all these challenges, we felt we needed to think through and strategically plan our path forward to meet these and the other issues we are likely to face," said Casey Hashimoto, General Manager.

TID Board President Ron Macedo launched the effort to create a strategic plan in 2014. He secured support from the rest of the Board and then approached General Manager Hashimoto with his concept. After making the decision to pursue a strategic plan, both the Board and staff felt it best to hire an external facilitator to lead them through the strategic planning process. TID staff identified potential candidates, who were interviewed by the Board president. "We wanted someone who has experience and understood our irrigation water and electric utility business," Hashimoto said. "We also wanted someone who could manage our Board and staff to get the results we desired. Tim Blodgett from Hometown Connections had the right experience and personality to lead us through this process."

Blodgett worked with the Board and staff to prepare for his onsite visits. At Blodgett's recommendation, TID invited utility customers and elected officials to participate in the strategic planning meetings, to secure helpful feedback on TID's performance.

"Tim was an excellent facilitator," Hashimoto said. "His knowledge and understanding of our business made it easy for him to relate to our customers, our Board and our staff. He led us through an orderly planning process that achieved a strategic plan that met our expectations."

TID's strategic plan has five operating strategies and a total of 23 goals to help implement those operating strategies. Hashimoto and his assistant general managers are responsible for working on these goals and reporting their progress to the Board of Directors.

Hashimoto noted, "During the strategic planning process, we agreed to conduct a half-day governance training session for the Board annually. We also agreed to meet biannually to discuss TID strategy."

Testimonial, Columbia Power & Water Systems, Columbia TN

Wes Kelley, Executive Director

Wes.Kelley@cpws.com

931-375-7600

With 115 employees, Columbia Power & Water Systems (CPWS) serves about 25,000 customers in the City of Columbia and much of Maury County in Tennessee. When he came on board as executive director in the spring of 2012, Wes Kelley took stock of CPWS. He found it to be a well-run organization, with an excellent record of delivering reliable service for low cost. But succession planning was becoming increasingly important due to staff retirements expected over the next five to ten years. So, Kelley made addressing staff issues a priority. "We need to prepare for tomorrow," Kelley said. "The folks who have been here for 30 or more years need help passing their knowledge and values to newer employees. Plus, customers today are different. They require instant information and communication. They want you to address the why's of utility performance, not just the when."

Kelley added, "As a new general manager, I wanted to make sure that I was synched up with the board, staff and customer needs. The strategic planning support from Hometown provided the framework for that effort."

The utility services subsidiary of the American Public Power Association, Hometown Connections maintains expertise in the energy industry and municipal governance, providing unique insights into the operations of public power organizations. Hometown Connections offers several pre-designed services in the areas of strategic planning and utility evaluation, as well as customized board/staff consulting, facilitation and training services.

"Turning to an outside resource like Hometown Connections for the initial strategic plan is essential," Kelley noted. "Otherwise, concerns about departmental turf and political dynamics can get in the way. In addition, an external team can share how other utilities are addressing our same challenges, which inspires us to think in new ways about what we are doing."

Tim Blodgett and Steve VanderMeer of Hometown visited CPWS several times. In addition to working with the senior staff and middle managers to ensure their support of the process, Tim and Steve spent a good deal of time with the Public Utilities Board members, getting their input on setting priorities. Kelley said, "With Hometown's guidance, our staff and Board agreed CPWS is much more than an entity that keeps the lights on and water flowing. We are an organization making many important contributions to our community."

Through the strategic planning effort, the goals and action items for CPWS include:

- Improve customer satisfaction by capturing input and concerns via surveys, as well as implementing new call center procedures and payment methods
- Protect system quality by developing new diagnostic tools, inspection procedures
- Maintain effective distribution systems by replacing aging breakers, relays, and transformers, as well as upgrading water pump stations
- Quickly restore services after outages by developing a mechanism to capture outage data (power/water/broadband), researching ways to display outage information, and formulating outage statistical benchmarks
- Affirm dedication to workplace safety by establishing organization-wide safety committee and researching APPA benchmarking
- Promote culture of continuous improvement by providing customer service training and industry-specific supervisor training
- Improve internal communications with regular employee meetings and social events
- Maintain competitive rates by conducting power and water cost-of-service studies

- Strengthen community relations by communicating about plans and projects with elected officials and customers
- Promote a positive public image by considering customer-focused marketing campaign and promoting broadband products and services

Kelly reported that Hometown Connections provided a very structured process for the strategic planning effort. “After facilitating a free flowing discussion of issues and concerns, Tim and Steve helped us organize the information into concrete categories, goals and action items. And this preliminary effort represents only a first draft of a strategic plan. We will revisit, polish, and refine it over a three-to-four-year time span. The culture of any organization takes time to change, as we work to make sure the staff and Board continue to buy in to, and understand the value of, the strategic planning framework. So, we plan to bring back Hometown Connections periodically, to keep soliciting independent feedback and make sure we stay on track.”

Testimonial: Marquette Board of Light & Power, Marquette, MI

Erik K. Booth, PE, Manager of Planning and Utility Compliance

ebooth@mblp.org

906-228-0333

Our challenges are typical among public power systems. As our workforce ages, the Marquette Board of Light & Power (MBLP) is facing the loss of important managerial and technical skill sets. We have an aging generating fleet and a need to both properly maintain the current assets and prepare the addition of new resources for the future in an uncertain and constantly changing regulatory environment. Setting direction and maintaining the continuity of the organization as we face these challenges drove us to undertake the strategic planning process.

The MBLP is a municipal electric utility serving approximately 17,000 customers in the city of Marquette, Michigan, and all or parts of nine townships in Marquette County. In August 2012, MBLP engaged the staff of Hometown Connections to guide us through the strategic planning process. With experience supporting more than 800 public power utilities, the Hometown team has demonstrated a clear understanding of the dynamic relationship between governing boards and staff that serve the utility. We felt this expertise was essential to assist with the alignment between the two parties on the utilities core mission, values, and business objectives.

Steve VanderMeer, Hometown’s Senior Vice President of Planning & Marketing, served as our facilitator. Early on, we decided that it was critical to include the Board in some fashion if the process was to be successful and came up with a creative concept. Two Board members were invited to participate as liaisons with the staff. This allowed the Board to have a strong voice in the development and direction of the strategic plan. These Board liaisons now serve as facilitators to the rest of the Board on the strategic issues facing the utility.

Through advance conferences and onsite workshops involving the Board liaisons and 30 staff members, we examined our strengths, weakness, opportunities and threats; our core values; the needs of our stakeholders, and our vision for the future. Ultimately, with Steve’s assistance, we were able to narrow down our guiding principles into a basic skeletal framework which guides our approval process. The Board now has a set of criteria upon which they can evaluate and feel comfortable proceeding with or denying staff’s recommendations.

I cannot stress enough the benefits provided by Steve VanderMeer of Hometown Connections. Steve’s vast experience with public power and as a former city employee, his flexibility, and his judgment about how to work with a governing board were essential to this process.

Testimonial: Indiana Municipal Electric Association

Peggy Giorgi, Chief Executive Officer

Peggy_Giorgi@gpl.bz

317-877-5600

A lot was happening all at once. Within a short period of time, the Indiana Municipal Electric Association welcomed a new chief executive officer, established the full-time position of safety & training director, and expanded the number of members serving on the IMEA Board of Directors from 10 to 12 individuals. IMEA leadership decided this was the perfect time to examine collectively the organization's mission and objectives, ensuring IMEA remains focused on advocating for, supporting and protecting public power in Indiana. To help facilitate this review of IMEA's strategic direction and planning, IMEA brought in the consulting team from Hometown Connections.

The utility services subsidiary of the American Public Power Association, Hometown Connections has offered more than 800 public power organizations guidance and access to quality products/services from a trusted entity with public power's best interests in mind. Hometown Connections personnel provide consulting support in the areas of organization assessment, strategic planning, governance development, and staffing. In addition, Hometown Connections is a resource for discounted pricing on technology, services, and other solutions from industry-leading companies. IMEA is a marketing affiliate of Hometown Connections, helping to promote its products and services to the IMEA membership.

"We felt the best way to ensure we were on the right track was to bring in an experienced, objective, third-party to facilitate this discussion, as well as provide insight, support and feedback," said Peggy Georgi, IMEA's chief executive officer. "Selecting Hometown Connections was an easy task for our leadership team. We valued the more than decade-long relationship the organization has had with Hometown. And we recognized the benefit of accessing the vast knowledge base obtained by the Hometown staff, built upon 17 years of working with public power systems and associations."

Steve VanderMeer, Hometown's Senior Vice President—Planning & Marketing, facilitated the strategic planning session with IMEA's board and senior staff. In advance of the meeting, IMEA shared with Steve the existing mission statement, by-laws, articles of incorporation, a strategic plan from 2001, and goals for the new session.

"Steve was an excellent facilitator," Georgi said. "His demeanor and leadership style helped participants feel comfortable and engaged. His breadth of knowledge coupled with nearly two decades of experience with Hometown Connections and public power organizations across the country was extremely beneficial from many respects. He was able to provide examples, food for thought and takeaways that the participants can utilize on a go-forward basis as a member of the IMEA Board of Directors, as well on other Boards on which they serve."

Georgi added, "After working through the process with Steve, we felt reassured and confident that as a leadership team and an organization, we are in a remarkably good place for having gone through quite a number of challenges and changes in the past 18 months. Thanks to a core group of dedicated and focused individuals, we were able to come together for a common goal. We not only successfully weathered a leadership transition and organizational hurdles under difficult and unusual circumstances, we are now in fact, thriving and helping public power in Indiana tackle some of its most pressing issues. "

Testimonial: Electric Cities of Georgia

John M. Giles, President & CEO

JGiles@ecoga.org

770-563-1234

Electric Cities of Georgia provides economic and strategic services to 52 community-owned utility systems. "The ECG executive management team agreed unanimously to bring in Hometown to facilitate our strategic planning process," said John M. Giles, President and CEO. "Our sales affiliate relationship with Hometown and the developing interpersonal relationships have proven to be the vehicle that makes ECG look to Hometown for solutions. We were very pleased to see Tim's process focused on the governance issues of interest to ECG's Board of Directors."

According to Giles, “the most valuable input from Tim came from his experiences with public power entities across the country. He incorporated these experiences in a timely manner as we went through the strategic planning process. Our outcome could not have been better. ECG developed values, visions and the necessary strategies. ECG staff and our seven-member Board became a better unified, focused team through this process.”

Utility Governance Training/Facilitation

To be effective, today’s public power governing boards and city council members should maintain a clear understanding of complex issues, including new federal regulations, new technologies, volatile wholesale energy markets, state and local government budget pressures, and the need to attract younger workers with the right skill sets. They also need to understand their roles and responsibilities as stewards of the electric utility. Hometown staff briefs governing officials on industry conditions and offers training on how to work with, and guide, the utility staff.

Testimonial: Norwich Public Utilities, Norwich, CT

John Bilda, General Manager

JohnBilda@npumail.com

860-823-4192

Every two years, to help maintain a good working relationship between the Board of Public Utilities Commission and the general manager, Norwich Public Utilities in Connecticut brings in a neutral professional to facilitate a self-assessment review process. For its most recent review, NPU turned to the consulting team of Hometown Connections.

“We make effective communications between the Board and my office a top priority,” said John Bilda, General Manager, NPU. “The half-day retreats enable us to discuss together in an organized way our plans, policies, goals and procedures on a regular basis.” For the 2014 review, NPU brought in Tim Blodgett, president and chief executive officer of Hometown Connections.

In advance of the on-site review, Blodgett studied NPU’s strategic plan, governing documents, and answers to a pre-retreat questionnaire distributed to the Board. During the review, he shared specific advice for strategies that have proved effective at other public power organizations. For example, the NPU Board members had struggled with the demands of understanding the intricacies of all four utility services—natural gas, electricity, water and wastewater collection. At Blodgett’s recommendation, each board member will study one of these services in great detail and help the rest of the board address the related issues. “Tim Blodgett did an excellent job for us,” Bilda said. “I feel the time spent with Tim was very productive, and the feedback from the Board has been very positive.”

Organization Check Up

Through the Organization Check Up (OCU), Hometown Connections provides a quick and cost-effective assessment of key areas of utility management and operations, including customer service, community relations, accounting & finance, power supply, distribution technology, rates, cyber security, employee safety, governance, and human resources. A typical OCU includes 2 days onsite at the utility followed by a written report that documents strengths, weaknesses, opportunities, and threats, as well as specific recommendations for improvement.

Testimonial: City of New Bern, NC

Jon Rynne, P.E., Director of Utilities

RynneJ@newbern-nc.org

252-639-2820

Committed to incorporating the best industry practices for a municipal utility, the City of New Bern in North Carolina brought in the team from Hometown Connections to conduct an Organization Check Up (OCU) twice in the past four years. “We began with the OCU to determine what we were doing well and what areas needed improvement,” said Jon Rynne, Director of Utilities. “We also needed to share with our newly elected governing board validation from a neutral third party that our Electric Utility is operating in a professional and efficient manner.”

The City of New Bern selected Hometown Connections for the organization assessment because the Hometown staff has an extensive amount of experience working with municipal utilities. “We wanted a group that had exposure to a lot of municipal utilities and a good understanding of the public power business model,” Rynne said.

During the first OCU, New Bern and Hometown officials tackled numerous issues regarding customer payment policies, implementation of new technology, and fiscal planning. Four years later the City brought Hometown back for a second OCU to confirm they were implementing suggested changes correctly and to ensure the utility is moving in the right direction.

The City arranged for the senior staff and many front line employees to participate in the OCUs. Included in the process were representatives from the Electric, Water and Sewer Operations; the Utility Business Office; the City Finance Department; and the City IT Departments. Two members from the New Bern City Council and the City Manager also participated in the process.

In preparation for the first OCU, Jon Rynne circulated to all participants the list of topics and some suggested questions specific to the Utility, to get everyone thinking about the issues in advance of the OCU sessions. For the second check up, everyone received the report from the first OCU and a list of new topics for the group to review.

“Our participants were excited to discuss with Hometown what they do and how they do it,” Rynne noted. “We have been making a lot of changes at the utility and the OCU validated for our staff that we are doing the right things. Everyone agreed it was a great experience. Hometown’s staff did a superior job as facilitators. They kept the sessions on topic and provided helpful feedback about the issues that were discussed in each meeting. Hometown provided excellent examples of best practices in each functional area that they had observed at other public power entities.”

Based on the results of the first OCU, the City of New Bern implemented the next phase of its advanced metering deployment and utility technology upgrades. They have deployed an AMI system for electric and water metering, completed a GIS map of the electric system, and upgraded its SCADA system. Today, the City is working towards obtaining an OMS/IVR solution to work with all of the new information systems now in

place. In addition, based on the first OCU, the City changed drastically its policies for payment arrangements, late payments and deposit requirements. “We have seen tremendous results in the reduction of liability of non-paid accounts over the past fiscal year,” Rynne stated.

Steven Anderson, Utility Business Office Division Manager, added, “The OCU is a great opportunity to do a self-assessment of a municipal utility. Having Hometown conduct the OCU provides the opportunity to validate that the initiatives that are present at the utility are in keeping with best industry practices. And, Hometown can provide great insight from other utilities as to what areas need improvement and how to improve them. The OCU provides a valuable roadmap to continuous improvement of a municipal utility and has helped us tremendously.”

Testimonial: Traverse City Light & Power, MI

Tim Arends, Executive Director

tarends@tclp.org

231-932-4558

Michigan’s Traverse City Light & Power takes pride in being a responsive and community-friendly utility. In 2012, when TCLP celebrated its 100th anniversary as a public power system, utility and city officials recognized that current market and regulatory challenges required a thorough examination of utility operations and improved interaction among utility staff, city officials and governing board members. The TCLP Board and the Traverse City Commission engaged Hometown Connections to conduct a comprehensive assessment of the electric utility’s operations, based on the belief that the utility was not operating as efficiently as it could and appeared unresponsive to some community stakeholder concerns.

Hometown Connections maintains considerable expertise in the energy industry, public power and municipal government. Since 1998, staff members have worked with more than 800 public power utilities, joint action agencies and state associations across the U.S., providing unique insights into the operations of an enormous variety of public power organizations. Hometown Connections offers several pre-designed services in the areas of strategic planning and utility evaluation, as well as customized board/staff consulting and facilitation services.

“The pressure to use new technologies to improve reliability and customer service, combined with the economic downturn, changes in the wholesale power supply market, and growing state and federal regulatory mandates, made clear to the board that our utility must be nimble and develop a clear direction for the future,” said Tim Arends, TCLP’s executive director. “However, several realities impacted our ability to perform at an optimal level. An aging workforce meant the utility was losing valuable institutional knowledge and skills to retirements. The financial objectives of the city and the utility had begun to diverge. Legal counsel disagreed on how language in the city charter may or may not limit the utility’s ability to offer new services to customers. It became too difficult for city and utility employees to work effectively when their priorities appeared to be divergent and often at cross purposes. There was also a lack of communication between the TCLP Board and the Traverse City Commission.”

The staff and governing bodies for the utility and city wanted a clear assessment of the state of utility operations, as well as to foster a spirit of cooperation and common purpose for the utility and the city. The governing boards for both entities asked the staff of Hometown Connections and power supply consultant Robert Dyer to provide a comprehensive and independent evaluation of utility operations and governing board functions.

According to Arends, the project was initially planned to be an efficiency study, involving a diverse group of stakeholders in the process of selecting a consulting team. A committee of commissioners, chamber of commerce members, electric board members, city council members, city staff and utility staff approved a budget and agreed the study should be conducted in an unbiased and neutral fashion. Arends said, “We

believed the study would be credible to our community only if it was conducted by an organization with complete independence. Following an RFP process, the study group recommended unanimously to award the contract to the team of Hometown Connections and Bob Dyer.”

As the Traverse City group worked through the process with Hometown Connections, the scope of the project expanded from an efficiency study to a broad review of the structural challenges impacting the utility. Divergent cultures of the city and utility departments were affecting their ability to adapt to marketplace changes and customer needs. In addition, a new strategy for purchasing wholesale power had to be explored. An evolving and at times volatile wholesale power market presented both long and near-term challenges to the utility.

Facilitated by Hometown staff members Tim Blodgett, Steve VanderMeer and Walter McGrath, the participants worked together to document utility service offerings, business processes, organizational policies, human resources, and the capital infrastructure needed for the successful delivery of reliable electric service at affordable rates. “By bringing all stakeholders together in pursuit of a common goal, Hometown Connections collected the information needed to compare TCLP’s performance with public power systems nationwide and delivered more than 75 specific suggestions for applying best practices in public power to the management of our utility,” Arends said. “Hometown further encouraged us to forge a strong alliance and effective communications between the city and utility governing bodies.”

During an evaluation process, employees may feel too threatened or intimidated to share information, fearful their performance will be criticized or their jobs eliminated. According to Arends, “Hometown’s ability to make the city and utility employees feel at ease contributed tremendously to the project’s success. Always calm and neutral, Hometown staff displayed a particular talent for listening and interacting in a soothing manner. The staff explained every step of the process, did not appear wedded to one solution over another, and knew what they were talking about.”

Based on the success of the comprehensive assessment of utility performance, the TCLP Board and the Traverse City Commission gave unanimous approval to engage Hometown Connections to facilitate the development of a detailed strategic plan. Tim Arends hopes to bring the team back every three years or so to check that all is progressing as planned.

Testimonial: City of Lodi, CA

Elizabeth Kirkley, Electric Utility Director

ekirkley@lodi.gov

209-333-6828

To Liz Kirkley, electric utility director at the City of Lodi, California, the time is right to develop a long-term strategic plan and the logical first step of that process was to conduct an Organization Check Up (OCU) with Hometown Connections. The OCU provides a quick assessment of the key areas of utility management and operations. Tim Blodgett and Bill Smart of Hometown Connections led the OCU. Kirkley said, “Tim and Bill did a great job guiding this effort as independent observers, looking with fresh eyes at our policies and procedures, explaining how other public power systems are addressing many of our same challenges. Ultimately, their recommendations confirmed that our plans for new initiatives related to distribution system maintenance and IT support are on track.”

Distribution Check Up

For the Distribution Check Up, the Hometown Connections staff reviews the maintenance plans for the primary elements of the distribution system, planning for new construction, evaluating statistics for system performance, and analyzing reliability indices, outage planning, staff development, and safety/security programs.

Testimonial: Norwich Public Utilities, Norwich, CT

Christopher LaRose, Operations/Assistant General Manager

ChrisLarose@npumail.com

860-823-4173

We are constantly seeking ways to improve our system. We appreciate the recommendations from Hometown Connections, and we will implement many of them to improve our service to our customers. We are using the Distribution Check Up as a stepping stone to secure a Reliable Public Power Provider (RP3) designation from the American Public Power Association. Hometown's recommendations will help us achieve this goal.

HOMETOWN CONNECTIONS CONTACTS

TIM BLODGETT, President and CEO

tbldogett@hometownconnections.com

303-526-4515

EAST REGION

STEVE VANDERMEER, Senior Vice President, Planning and Marketing

svandermeer@hometownconnections.com

970-221-4494

WEST REGION

BILL SMART, Senior Vice President, Business Development

bsmart@hometownconnections.com

303-940-7331

NORTHEAST

WALTER MCGRATH, Regional Sales Representative

wmcgrath@hometownconnections.com

508-429-4484

CALIFORNIA

PHYLLIS CURRIE, Regional Sales Representative

pecurrie@earthlink.net

310-562-7780

IDAHO, WASHINGTON

GARY STAUFFER, Regional Sales Representative

jgstauffer@windstream.net

402-432-8743