



# Members Report

## S.O.S. Strength-Opportunity-Stability



**T**his headline—S.O.S. Strength-Opportunity-Stability—was the banner statement of EIM’s 2012 Risk Managers Information Meeting, February 19-21, at JW Marriott Orlando, Grande Lakes, FL. Three hundred and twenty-two people—including 88 Risk Manager Reps and 83 Member Brokers—participated.

EIM Chairman Jim Hatfield of Pinnacle West Capital Corporation, Phoenix, welcomed everyone to the 2012 meeting at the first business session on Monday morning, recognizing several directors who were present, plus the EIM staff and IAC members, both present and past.

As CEO Scott Goodell came forward, a video starring seven talented actors, all being EIM staff members, introduced the S.O.S. theme with their version of the ever-popular television show, Gilligan’s Island, which first ran on CBS between 1964 and 1967.

The agenda included a Company update from EIM management, which looked at the three-year Strategic Plan from the areas of financial strength, long-term stability, claims, underwriting, growth, distribution philosophy, and opportunities to utilize EIS. The EIM Member Portal also was introduced at the conference.

**Presentations from the 2012 RMIM are on EIM’s Website: [www.eimltd.com](http://www.eimltd.com)**



## Sunday Night

The meeting officially opened on Sunday evening with a reception for those attending their first RMIM, which was followed by a reception for all attendees and a dinner featuring the steel-drum sounds of the Caribbean Crew band. At the dinner, Mike Anderson of Xcel Energy, Minneapolis, received the David L. Hadler Risk Management Award for 2012. Also, Debbie Gaffney of Southern Company, Atlanta, was recognized for her service as IAC chairman from June 2008 to April 2012. She joined the IAC in January 2005.



*Edsel Carlson, TECO and IAC member, and Jerri Carlson.*



*Jane Murphy, EIM, left, with Damien Barr, Tri-State G&T, and Taniyka Erb, EIM.*



*Sandra Imbriani, EIM, with Sean Faulkner, Marsh.*



*From left, Kyle Rogers, Energy Future Holdings; Edward Adams, Progress Energy, and Susie Adams; and Keith Thomas, Oncor.*



*From left, Jim Hatfield, EIM chairman and director; Marian Durkin, director; Carter Reid, director nominee; and Gary Gresham, EIM.*



*From left, Jill Towell, EIM; Lily Forney, Pinnacle West; and Ann Jostlin, EIM.*



*From left, Karin McDonald, Hydro One; Steven Beswick, Marsh; and John Floras, Ontario Power.*



*Julie Jackson, Targa Resources and IAC member, with Van Beckstrom, Intermountain Power.*



*From left, Michael Devine, Marsh; John Ireland, Northeast Utilities; and Jim Rudder, Marsh.*



*From left, Kirk Cresto and Erica McNabb, both NextEra Energy, and Paul Bernardino, Marsh.*



*From left, Liz Bancroft, Southern Company; Mark Fishbaugh, Marsh; and Mark Webster, Duke and IAC member, and Danielle Webster.*

## Mike Anderson Receives Hadler Award for 2012

**M**ike Anderson, director, hazard risk management, Xcel Energy, Minneapolis, was the 2012 winner of the David L. Hadler Risk Management Award, which includes a \$5,000 gift from EIM to a risk management or energy-related program at a college or university of the recipient's choosing. Mike selected the University of Wisconsin Risk Management and Insurance program.

Mike's name will be added to the Hadler Award plaque that hangs in the EIM boardroom in Tampa. He received an etched glass award for displaying in his office or home.

One of eight risk managers nominated, Mike is the second recipient of the Hadler Award. The establishment of the award, which honors EIM's late CEO David Hadler, was announced at the 2010 Risk Managers Information Meeting.

Some of Mike's professional achievements and contributions include:

- Member of local RIMS chapter since 1973; also, a past president;
- Earned the ARM designation in 1975;
- Over 25 years' experience in the energy industry; also has worked in health care and manufacturing;
- Member of EEI Risk Management Committee since 1986;
- Served on EIM's IAC for nine years;
- Has chaired NEIL's IAC;
- Currently serves on the AEGIS RMAC;
- Early advocate of EIB, remains active user of EIS;
- Mentor to students and staff members; and
- Strong supporter of the mutual concept.



*Scott Goodell and Jill Dominguez with Mike Anderson, center, who has just received the David L. Hadler Award for 2012. Jill made the presentation.*

**SOS**  
*EIM*  
 Strength • Opportunity • Stability

## Sunday Night



From left, **Rob Battenfield**, Aon; **Keith Thomas**, Oncor; **Roland Trope**, guest speaker; **Karin Landry**, Spring Consulting, and **Gerry Hayes**, Baker & McKenzie.



From left, **Kevin Lundin**, Willis; **Mike McFarland**, Great River Energy; and **Tim O'Connor**, Hays.



From left, **David Sjulín**, Alliant; **Donald Custar**, Marsh; **Robert Miller**, Xcel; and **Jeff Butler**, NEIL.



**Scott Goodell** and **Jill Dominguez** share the spotlight with honoree **Debbie Gaffney**, center, as Debbie receives the glass trophy recognizing her years of service as IAC chairman.



From left, **Rosa Coates**, Washington Gas Light; **Gail Chambliss**, PNM Resources; and **Shirley Renfrow**.



**Dean Jobko**, GenOn and IAC member, and **Deana Edmonds**, EIM.



From left, **Tim Rogers**, Seminole Electric Co-op, and **Joyce Rogers**, and **Keith Barron**, City of Richmond, and **Susan Barron**.

## Monday's Business Session



There were two highlights on Monday's agenda: an operating review of 2011, led by Scott Goodell and four other EIM team members, Tommy Bolton, Jill Dominguez, Ann Joslin, and Robert Schmid; and Roland Trope's presentation of "Cyber Security Risks to Utilities." Mr. Trope is a partner in the New York City law firm of Trope and Schramm LLP, an adjunct professor at the U.S. Military Academy at West Point, NY, and a widely recognized authority on cyber threats.



*Jim Hatfield*



*Scott Goodell*



*Debbie Gaffney*



*Management panelists, from left, Tommy Bolton, Jill Dominguez, Scott Goodell, Ann Joslin, and Robert Schmid.*



*Speaker Roland Trope*



*From left, Ross Baker, Midwest ITSO, and Don Lukes and Jeremy Stephens, both Citizens Energy.*



*Will Persyn, Willis, left, and Karl Zimmer, UniSource.*



*Lily Forney, Pinnacle West, left, and Cheryl Price, McGriff.*



*Brian Madden, AEGIS, left, and David Lempke, ISO New England.*



*Van Beckstrom, Intermountain Power, left, and Paul Clayton, Southern Union.*



## Monday's Business Session



From left, **Rod Kuhn** and **John Frank**, both Basin Electric; **Steve Verbeski**, Hays; and **Robert Schmid**, EIS.



**Jeanne Walker**, Southern Mississippi Electric, and **Patsy Alioto**, MGE.



**Gary Gresham**, EIM; **Lenore DuBaldo**, WPX; and **Elizabeth Nichols**, McGriff.



**Gail Wilson**, ITC Holdings, and **Larry Baccari**, EIM.



**Joe Meaney**, AES; **Ellen Leffak**, DPL; and **Mary Kate Stoller**, AES.



**Dan McGarvey**, Marsh; and **Scott Goodell**, EIM.



**Will Evans**, EIM director, and **Taniyka Erb**, EIM.



From left, **Greg McCollister**, McGriff; **Ed Adams**, Progress Energy; and **Gary Little**, Progress Energy and IAC member.



From left, **Chris Clark** and **Andy Hamilton**, both Spectra, and **Jon Ball**, Marsh.



From left, **John Vinski**, NV Energy; **Mike Joseph**, Cleco; and **Gary Lavey**, NV Energy.

## Monday Night

**M**onday evening's dinner, billed as a "Margaritaville" event, with folks dressed accordingly, featured a high-energy interactive performance by the musical group, Volcano Joe and the Hot Lava Band. After dinner, the day's golfing awards were presented along with Gilligan's Island trivia contest; both were immediately followed by a room full of dancing partygoers.



From left, **Kirk Cresto**, NextEra Energy; **Chris Scontras**, Aon; **Erica McNabb**, NextEra Energy; and **Stuart Adam**, McGriff.



From left, **Roni Salo**, ALLETE; **Pat Meyers**, Lockton; and **Mike Anderson**, Xcel.



**Susan Barron** and **Keith Barron**, City of Richmond.



From left, **Mike Devine**, Marsh, and **Kimberly Radt**, New York Power Authority, and **Pete Kokolakis**.



From left, **Roger Fertelmes**, Willis; **Gail Wilson**, ITC; and **David Scott**, Willis.



**Chiquita Lovings**, AGL Resources, left, and **Princess Robin**.



From left, **Dan Conboy**, McGriff; **Paul Glessner**, Wisconsin Energy; and **Stan Nalepka** and **Dave Nalepka**, Integrys.



From left, **Sandi Hart**, Northwest Natural and IAC member, and **Gary Hart**; **Judy Hadsell**; and **Faye Strachan**.



From left, **Eric Shultz** and **Jessica Lukac**, EQT, and **Henry Martin**, National Fuel.



## Monday Night



From left, **Paul Brown**, Gallagher Energy; **Gary Meggs**, Southern Company; and **Joe Meaney**, AES.



From left, **Susie Adams**; **Keith Bone**, Duke; and **Danielle Webster** and **Mark Webster**, Duke and IAC member.



**Joyce Rogers** and **Tim Rogers**, Seminole Electric Co-op.



From left, **Ginny Penzell**, El Paso; **Gary Reinsch**, McGriff; and **Kyilene Winkler** and **Mark Winkler**, Kinder Morgan.



From left, **Patsy Alioto**, MGE; **Jay Carter**, Stephens; and **Linda Barnett**, Dominion Resources.



From left, **Gary Lavey**, NV Energy; **Michael Müller**, Aon; **John Vinski**, NV Energy; and **Randy Martin**, AEP and IAC vice chairman.



**Julie Reinhart**, Marsh, and **Ellen Leffak**, DPL.



From left, **Gary Gresham** and **Jill Dominguez**, both EIM, and **Dan Bailey**, breakout session panelist.



**Gary Little**, Progress Energy and IAC member, left, and **Jim Hess**, Lockton.



From left, **John O'Marra**, Marsh; **John Samuels**, Marsh, and **Melanie Samuels**; and **Derek Boyd**, Atmos, and **Heather Boyd**.



## Tuesday's Business Session



**T**uesday's business session began with a well-received comic presentation by author Dave Barry, who later signed complimentary copies of his book, "I'll Mature When I'm Dead." Then, there were three breakout sessions, each one repeated: Business Interruption, led by Mark O'Rear, an insurance claims expert from Navigant's Houston office; Cyber Liability, led by Gary Meggs of Southern Company and D&O expert attorney Dan Bailey of Bailey Cavalieri LLC, Columbus, OH; and EIS, featuring a five-person panel who discussed primarily funding employee benefits from a cost-savings prospective.



*Dave Barry*



*Dan Bailey, foreground, and Gary Meggs share their thoughts on Cyber Liability.*



*Mark O'Rear of Navigant*



*A five-person panel—from left, John Hernick, Mike Anderson, Karin Landry, Jay Fundling, and Gerry Hayes—lead an EIS breakout session.*



*Mark O'Rear leads a Business Interruption breakout session.*



*Some of the attendees at one of the EIS breakout sessions.*



*Scott Goodell introduces the three persons recapping the sessions.*



*Vicki Harkleroad, TVA, recaps the EIS sessions.*



*Randy Martin, AEP and IAC vice chairman, recaps the Cyber Risk sessions.*



*Will Hixon, Wortham, recaps the Business Interruption sessions.*



## Tuesday's Business Session



From left, **John Weisner**, Constellation; **Marshall Nadel**, Aon; and **Bob Smith**, OGE.



From left, **David Robinson**, Aon; **Mike Mee**, Exelon; and **Joe Phillips**, Marsh.



**Robert Hughes**, CenterPoint, and **Martee Halloran**, EIM.



From left, **Forrest Strachan**, PJM Interconnection; **James Loesner** and **Bob Sweeney**, both Marsh; and **Terry Novatnack**, PPL.



**Ross Baker**, Midwest ITSO, left, and **Kenneth McGuinness**, New York ISO.



**Karen Larson** and **Mel Butts**, both AEGIS.



From left, **Mark Webster**, Duke and IAC member; **Karin Landry**, Spring Consulting; and **Keith Bone**, Duke.



**Bob Frounfelker**, CMS, left, and **Scott Leiman**, EIM.



From left, **Sandi Hart**, Northwest Natural and IAC member, and **Gary Hart**, and **Judy Hadsall**.



From left, **Ken Dolan**, MDU Resources; **Judy Corradi**, Marsh; and **George Keefe**, AEGIS.



From left, **Ginny Penzell**, El Paso; **Gary Reinsch**, McGriff; and **Kim Cowan**, NiSource.



Dave Barry signs **Jeanne Allen's** book as **Renee Rasmussen** and **Cindy Prosser**, all EIM, wait.



**Jane Murphy**, EIM, with Dave Barry's autographed book.



**Tobias Burke**, USA Risk, gets his book signed by Dave Barry.



From left, **Ann Joslin** and **Jill Towell**, both EIM; **John Weisner**, Constellation; and **Martee Halloran**, EIM.

## Survey Results Say Conference Well Received

The Monday session of the 2012 Risk Managers Information Meeting received a 100-percent rating of “Exceeds” or “Meets” expectations from the 78 attendees who provided feedback on the conference. Tuesday’s session received a 99-percent rating.

Guest speakers, Roland Trope, addressing cyber liability, and Dave Barry, offering perspectives on the humorous side of life, outpaced all presentations with overwhelming “Exceeds” ratings. One respondent noted, “Dave Barry and the cyber-liability subject were absolutely great!” Another stated, “The speakers, Mr. Trope and Mr. Barry, were perhaps the best ever at the conference.”

Breakout sessions continued to garner favorable support, with cyber liability clearly deserving of additional attention as the risk and coverages continue to develop. Feedback included: “Cyber liability—Best discussion to date!” “Business Interruption—Excellent!” Both presentations on cyber liability were excellent!

Feedback on the EIM operations update was also positive: “Format for ‘Year in Review’ was a great change;” along with “Staff presentation in panel format is excellent.” Another attendee wrote, “Best roundtable I have seen in my eight years of attendance,” along with another’s conclusion that, “The panel on day one was the best disclosure presentation I have seen.”

Suggestions for improvements included many comments on the conflict with Presidents Day weekend. The 2013 RMIM has been specifically timed to eliminate this conflict.



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## 2013 RMIM at Orlando's Rosen Shingle Creek



© Rosen Shingle Creek



Jane Murphy

**A**s the 2012 conference closed near noon on Tuesday, EIM's Jane Murphy announced that the 2013 Risk Managers Information Meeting will be February 24-26 at the Orlando-area resort, Rosen Shingle Creek.

Centrally located between Walt Disney World and Universal Orlando and just 10 minutes from the Orlando International Airport and two miles from SeaWorld, Shingle Creek describes itself as a:

AAA 4.5-Diamond Award-winning resort set on 230 acres and featuring an award-winning championship golf course, full-service spa, health club, four pools, award-winning restaurants, and 1,500 upscale guest rooms and suites.

Why is the meeting being moved? Jane answered, "Mostly a change of scene. About every three years now, we look for a new venue. Shingle Creek is another beautiful resort that has all of the amenities we require, plus, on my first visit, it struck me as being so pristine, and the ballrooms we have contracted are more spacious, giving us some new opportunities."



EIM's *Members Report* is published four times per year. The Company's annual report is published in May. Comments, questions, and suggested subjects from Members are sincerely welcomed. Please send information to the EIM office in Tampa.

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