



## THE 2018 ANNUAL EIM RISK MANAGERS INFORMATION MEETING

### DATE

February 25-27, 2018

### LOCATION

Hyatt Regency  
Grand Cypress, Orlando

THE RISK MANAGERS  
INFORMATION MEETING  
page 2

SUNDAY NIGHT: FIRST TIME  
ATTENDEES RECEPTION  
page 4

SUNDAY NIGHT:  
MAIN RECEPTION  
page 5

SUNDAY NIGHT:  
AWARD PRESENTATION  
page 6

MONDAY: BREAKFAST  
page 8

MONDAY: GENERAL SESSION  
page 9

MONDAY EVENING: "DIAMONDS  
TO DENIM"  
page 10

TUESDAY: GENERAL SESSION  
page 11



*MONDAY EVENING:  
"DIAMONDS TO DENIM"*

*SUNDAY NIGHT  
AWARD PRESENTATION  
AND ENTERTAINMENT*

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page 8*

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page 9*

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TO DENIM"  
page 10*

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page 11*

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THE RISK MANAGERS INFORMATION MEETING  
February 25-27, 2018  
Hyatt Regency Grand Cypress, Orlando



NEW  
FRONTIERS  
TRUSTED  
PARTNERSHIPS  
2018

Ideal weather greeted the 345 attendees at the February 25-27 annual Risk Managers Information Meeting at the Hyatt Regency Grand Cypress in Orlando. Guests included risk managers, brokers, business partners, and EIM, EIS, and ECM staff. The meeting celebrated 32 years of risk management, adopting the theme, “New Frontiers - Trusted Partnerships.”

This year’s three activity-filled days at the RMIM were highlighted by the announcement of a record \$40 million distribution by the EIM Board of Directors. The 2018 David L. Hadler Risk Management Award recipient recognized Julie Jackson, Assistant Vice President, Risk Management & Insurance at Targa Resources Corp. Attendees also enjoyed an interactive show by multi-talented entertainer, Taylor Mason, closing Sunday evening’s activities.

Presentations included an informative Company overview panel discussion, an IAC update, and several fascinating speakers. PhD faculty member at the Moore School of Business at the University of South Carolina, Robert Hartwig, gave an overview and outlook for the P/C insurance industry on trends, challenges and Trumponomics. Author Dr. Jen Welter, the first woman coach in the history of the NFL, spoke about “authentic leadership.” Carrie M. Raver, an attorney with Barnes & Thornburg, LLP, addressed “understanding cybersecurity risks and best practices.” Finally, cybersecurity expert Tim Conway at ICS SANS Institute explained, “why you should care about control system cybersecurity.”

*Find details on all these events and much more inside this issue of the EIM Members Report.*

## ***EIM Board Approves a Record \$40 Million Distribution.***

At the 2018 Risk Managers Information Meeting, EIM announced that the Board of Directors had approved a \$40 million distribution to Member Companies of record as of December 31, 2017. The distribution was paid in March 2018, bringing EIM’s inception-to-date distributions to \$322 million. This distribution marks the sixth consecutive year in which EIM has returned capital to its Member Companies.

During Monday’s General Session, Tommy Bolton confirmed the record \$40 million distribution for 2017 and went on to explain that \$60 million is set as a target goal for 2020. With a ten-year average annual investment return of 4%, the EIM investment portfolio is now \$1.6 billion. In the course of recapping performance, Tommy acknowledged the low EIM expense ratio. Looking at surplus historically, in 2017 there was a 14% increase in surplus or \$141 million, a 5-year surplus growth of 42% and a 10-year growth of 75%.

Any questions regarding the March 2018 distribution should be directed to Tommy Bolton at [tbolton@eimltd.com](mailto:tbolton@eimltd.com).



# SUNDAY NIGHT

From Left: Scott Goodell, Julie Jackson, Jill Dominguez



The 2018 Risk Managers Information Meeting opened Sunday evening as attendees networked through receptions and dinner. Jill Dominguez announced that two special awards were being given. First, incoming IAC Chairman, Edsel Carlson presented a special award of thanks to Dean R. Jobko, outgoing IAC Chairman. Dean served as chair of the IAC from 2015-2017 during which time major issues were tackled such as wildfire and cybersecurity. Next, Jill presented the 2018 David L. Hadler Risk Management Award to Julie Jackson, Assistant Vice President, Risk Management & Insurance at Targa Resources Corp., Houston Texas.



## SUNDAY NIGHT / FIRST-TIME ATTENDEES RECEPTION

First Time Attendees were greeted by Board members, Insurance Advisory Committee members, and EIM staff for refreshments and appetizers. Scott Goodell delivered a brief welcome and the energetic crowd networked while making new and rekindling old acquaintances. It was a great way to warm up the group before joining others at the Main Reception.



From left: Elizabeth Kanipe, Wade Kanipe, Roni Salo



From left: Kevin Wolff, Martina Coiley, Jill Manning, David Manning, Melissa Puglia



From left: Julia Diazgranados, Shayne Coiley, Jill Dominguez



From left: Jeff Tkacz, Kimberly Jenkins, Jane Burke, Byron Whitman, Janelle Whitman



From left: Tim Bucci, Justin Kam, Ron Rispoli



From left: Donnell Stewart, John Draftz



From left: Shelley Jobko, Sridhar Kochariakota, Dean Jobko

## SUNDAY NIGHT / MAIN RECEPTION

RMIM Attendees gathered for a Main Reception in front of the hotel's Grand Cypress Ballroom exchanging greetings with friends and business associates. Refreshments and appetizers were served before the start of the evening's dinner, awards and entertainment.



From left: James Loesner, Alissa Galasso, Brian Sassano, Jami Willingham



From left: Pam Hunt, Patsy Alioto, Jill Joswiak



From left: Tim Kiernan, Richard Straney, Edsel Carlson, Jack Eans



From left: Bill Cullen, Scott Sink, Gregg Crenshaw



From left: Len Cornelius, Savannah Cornelius, Jane Burke, Tobias Burke



From left: Forrest Strachan, Elisa Khan, John Oehler



From left: Prentice McIntosh, Narmada Nanjundan, Julie Reinhardt, Sarah Hicks



From left: Richard Petter, Teresa Cazares, Bjorn Ostlund, Jim Lordon

## SUNDAY NIGHT / AWARD PRESENTATION

Incoming IAC Chairman, Edsel Carlson presented a special award of thanks to Dean R. Jobko (Chairman) Sr. Director, Risk Management and Insurance NRG Energy and outgoing IAC Chairman. Dean served as chair of the IAC from 2015-2017 during which time major issues were tackled, such as wildfire and cybersecurity.

The David L. Hadler Risk Management Award is presented each year to the Member Company risk manager who embodies the professionalism, commitment to excellence and long-standing dedication to risk management that were the hallmarks of David's career. EIM directs a \$5,000 donation to the risk management program at the college or university of the recipient's choosing. EIM has now donated more than \$40,000 to risk management programs throughout the United States.

Jill Dominguez presented the award to Julie Jackson, Assistant Vice President, Risk Management & Insurance at Targa Resources Corp., Houston Texas. Jill noted that Julie, the eighth recipient of the award, successfully managed unprecedented claims after Hurricane Irma. Julie served on the IAC for many years until 2015. As Julie graciously accepted the award with her family present, she expressed great thanks for the honor and explained that the \$5,000 donation would go to the University of Houston, College of Risk Management & Insurance. Five U of H students will each get \$1,000. She enthusiastically added, "We are never too old to learn." Her remarks were followed by a standing ovation.

Prior David L. Hadler Risk Management Award recipients include:

- |  |  |
|--|--|
| 2011 - J. Gary Meggs, Risk manager, Southern Company   | 2015 - Linda Barnett, Director-Corporate Risk Management, Dominion Resources                         |
| 2012 - Michael J. Anderson, Director of Hazard Insurance, Xcel Energy Corporation                | 2016 - Mike Kaminski, Manager of Corporate Risk Management, WEC Energy Group, Inc.                   |
| 2013 - Jack Hadsall, Director, Risk Management, City Utilities of Springfield (retired)          | 2017 - Robert Frounfelker, retired Executive Director of Risk Management at Consumers Energy Company |
| 2014 - Bill Powell, former Manager, Risk Management & Environmental Services, Salt River Project |  |



From left: Edsel Carlson and Dean R. Jobko

## SUNDAY NIGHT / ENTERTAINMENT

Scott Goodell took the stage to invite all to stay for some comedy, magic and music—introducing entertainer Taylor Mason, comedian, ventriloquist and electronic keyboard musician. Taylor presented to the crowd two puppets, "Pig" and "Romeo." The meeting was filled with fun and interactive audience participation. About Mason, in late 1990 he auditioned for and was cast on Star Search, hosted by Ed McMahon. As the grand-prize winner, Mason earned \$100,000 and some notoriety in the comedy world as a result. Mason has worked extensively for The Disney Cruise Line and performs for comedy clubs, private parties and corporations.



Marizela Garza, caught up in the ventriloquism antics.



Scott Goodell, with an amusing anecdote



Taylor Mason listens to his accomplice, the aptly named "Pig."



## MONDAY SESSION

EIM's senior management team opened the Monday session with a "State of EIM" year in review including updates on overall Company financial performance, underwriting and claims. Various EIS and ECM initiatives were highlighted during the panel discussion.



From left: Scott Goodell, Randy Martin, Jill Dominguez, Ann Joslin, and Tommy Bolton



## MONDAY / BREAKFAST



From left: Keith Bone, Lance Burnette, Don Hagerman, Paul Whitstock



From left: Jeff Lattman, Arnold Garcia, George Adkins, Jeff Turner



From left: Ron Rispoli, Jack Eans, Sandra Imbriani, Patrick Maguire, Jane Murphy



From left: Will Persyn, Debbie Jo Maust, Derick Hembd, Daniel Delac, Maury De Bont



Robert Hartwig discusses P/C Insurance.

## MONDAY SPEAKER / ROBERT HARTWIG

Faculty Member at the Dept. of Finance and Co-Director of the Center for Risk and Uncertainty Management at Moore School of Business, University of South Carolina, Robert Hartwig, shared an overview and outlook for the P/C insurance industry including trends, challenges and “Trumponomics.” His conclusions? Property and casualty insurers and reinsurers remain financially strong despite record catastrophe losses. Financial market pressures remain and volatility continues. Insurer growth opportunities in 2018-19 and the near-term economic picture remain bright. “Trumponomics” is a near-term growth driver. The energy sector is in the midst of a big, multi-decade transformation driven by economics, technology, and geopolitics. For a copy of the presentation, click [here](#).



A packed audience listens intently during Monday's session.



Carter M. Reid, Vice Chair of the EIM Board and SVP-Chief Administrative and Compliance Officer & Corporate Secretary at Dominion Energy, Inc., kicked off the morning with opening remarks about the meeting theme, “New Frontiers, Trusted Partnerships.” Among other things, Carter commented on the adoption of game-changing strategies, growing stakeholder expectations about sustainability and governance, as well as emerging risks and new challenges. Carter expressed thanks to all trusted industry partners, to the dedicated EIM staff of 26 outstanding individuals who meet members’ needs on a daily basis, to member representatives and risk managers, and to the EIM Board and IAC members for their contributions.

Scott Goodell, EIM’s president and CEO, chaired a panel of EIM and EIS managers who provided the State of EIM update. Panelists included, Tommy Bolton, Vice President-Chief Financial Officer; Jill Dominguez, Vice President-Chief Underwriting Officer; Ann Joslin, Vice President-Claims; and Randy Martin, Vice President-COO, Energy Insurance Services, Inc.

Tommy Bolton provided a “financial big picture” and an update on the performance of the Company, including investment returns, operating expenses and surplus growth. He explained that EIM is well positioned to meet the challenges of the new frontiers. This solid financial position means EIM has the capital to serve its members well. Tommy also explained EIM’s reinsurance spend as well as its robust ERM process.

Jill Dominguez addressed underwriting performance, membership composition, new members and emerging issues (new frontiers), including cyber security, wildfire, pollution and renewables. Additionally, Jill commented on mutual partners, NEIL and OCIL, who support EIM on property, casualty and cyber risks. Jill also announced The Energy School save-the-date: Oct. 29 – Nov. 1, 2018 at FSU, noting that registration opens in June.

Randy Martin spoke about the challenges of VUCA (volatility, uncertainty, complexity and ambiguity) and the 15 protected cells that EIS serves. Randy announced all are invited to attend the 2018 EIS Program Advisory Committee conference: Oct. 22-25, 2018 at Beach Club Harbor Resort and Marina in Charleston, SC.

Ann Joslin reported on claims experience for the year, noting that open claims were down in 2017 from 2016. She also reviewed average liability claim payments by loss year over the last 10 years.

Scott Goodell closed the panel discussion with general remarks about 2017 accomplishments, connecting back to the theme, new frontiers and trusted partnerships. He explained that stability for the future is only as strong as the member companies, support, input, and guidance. He added, “EIM is your company. With continued Member company support, we are confident EIM can continue to meet your evolving risk management needs.”

Copies of all 2018 Risk Managers Information Meeting presentations are available [here](#).



MONDAY EVENING / "DIAMONDS TO DENIM"



Chip Reagan, riding a mechanical bull



From left: David Layne, Debbie Gaffney, Joe Meaney, Paul Whitstock, Bill Hillman



From left: Linda Sink, Stephanie Rogers



Country band, Hayfire, from Orlando



Daniel and Debbie Jo Maust



From left: Matthew Barkhurst, Fred Murnane, Gary Gresham, Cynthia Fee, Jill Dominguez, Tom Chamberlain



From left: Jeanne Allen, Deanna Edmonds, Sridhar Kocharlakota, Taniyka Ragland



From left: Tim Kiernan, Karen Mccann, Deana Edmonds, Mike Devine



From left: Ron Rispoli, Kevin Wolff, April Fournier, Michael Dragna



From left: Jami Willingham, Karmen Bittick

## TUESDAY SESSION

Three speakers treated attendees to enlightening insights. Dr. Jen Welter, the first woman coach in the history of the NFL and author of the book, *Authentic Leadership*, spoke about her unique experiences and career challenges.

Attorney Carrie M. Raver shared keen observations on cybersecurity risks and coverage considerations.

On the subject of why you should care about control system cybersecurity, Tim Conway with ICS discussed cyber defense for critical infrastructure.



Dr. Jen Welter



## TUESDAY SPEAKERS

Dr. Jen Welter, first woman coach in the history of the NFL and author of the book, *Authentic Leadership*, reflected on her personal life as a female professional football player who rose to become a coach of the Arizona Cardinals. She shared what she has learned about leadership, breaking boundaries, being 100% authentic, the power of diverse teams, and achieving the impossible. With a PhD in psychology, and no female NFL coach models to follow, she explained how she devised unusual ways to reach out to Cardinal team players such as writing personal notes. She explained that with this different “voice” she found a way to stand out and really make a difference. Without a roadmap, she discovered her own way to be a “trailblazer.”

Carrie M. Raver has been in private practice for more than 17 years and is a partner in the Litigation Department of Barnes & Thornburg LLP. As a trial attorney with extensive experience in commercial disputes and insurance recovery matters, Carrie has litigated and recovered millions of dollars from insurers on behalf of policyholder clients in coverage disputes involving data breaches and cybersecurity issues. Carrie offered the following advice: notice substantial variations in products; scrutinize exposures to match evolving risks and terms of cyber coverage and terms particularly for larger policyholders; and know that coverage terms and parameters are beginning to be litigated in early disputes regarding the application of cyber policies.

Tim Conway, systems expert at ICS at SANS Institute, spoke on the subject of why you should care about control system cybersecurity. Tim explained that it is all about operation technology, explaining that it's not when you will be attacked, it's when you will discover it. Tim presented several case study examples including cyber attacks impacting the Ukrainian power grid, a malware discovery associated with electric outages also in the Ukraine, and malware targeting industrial safety systems in the Middle East. The topics of spearfishing, watering hole attacks, and hijacks were included. Tim described what attacks look like and how to take action, reducing and minimizing the effect of a successful attack.



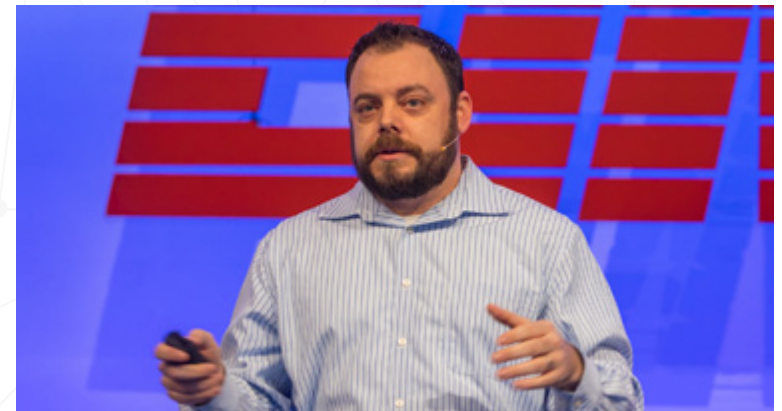
Scott Goodell

## TUESDAY CLOSING REMARKS

Tuesday's session concluded with a fun-filled and action-packed video capturing key moments from the three-day event of activities including Disney World, SeaWorld, the Richard Petty Experience, and golf. Scott Goodell concluded the meeting with remarks relating back to the conference theme, “New Frontiers – Trusted Partnerships,” noting the changing energy landscape, the importance of trailblazers, and the success achieved when working together. Scott thanked staff and members for their support, loyalty, and commitment, and welcomed attendees to return to Orlando, February, 2019.



Carrie M. Raver



Tim Conway

EIM's Members Report is electronically published four times per year. Comments, questions, and suggested subjects from members are sincerely welcomed.

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