

# M E N E R G Y I N S U R A N C E M U T U A L M E M B E R S R E P O R T

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## BUILDING A STRONGER BRIDGE TOGETHER

2010 RISK MANAGERS INFORMATION MEETING



## Record Number Participate in 24<sup>th</sup> Annual Risk Managers Information Meeting

Three hundred fifty-one people—including 132 Member representatives and 106 Member brokers and their 71 guests—participated in Energy Insurance Mutual’s 24<sup>th</sup> Annual Risk Managers Information Meeting at the JW Marriott Orlando, Grande Lakes, near Orlando, FL, Feb. 21-23.

The previous record attendance was in 2008 when the number participating was 321. The 2009 number was 312.

The 2011 Risk Managers Information Meeting will be held Feb. 20-22 at the JW Marriott Orlando.

The 2010 theme was “Building a Stronger Bridge Together.” The primary graphic used throughout the meeting was the “Sunshine Skyway Bridge” that spans Tampa Bay and was first used on the EIM 2008 Annual Report cover. The RMIM was described as an important bridge between EIM Member representatives and their brokers and EIM management—the meeting itself being the Company’s best means of building and strengthening working relationships.

The 2010 conference offered a variety of afternoon activities.

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



# BUILDING A STRONGER BRIDGE TOGETHER

## 2010 RISK MANAGERS INFORMATION MEETING

### Sunday's Reception for Directors



From left, **Sandra Imbriani**, **Jill Dominguez**, and **MaryAnn Goodell**, all EIM.



From left, **Jane Murphy**, EIM; **Marian Durkin**, Avista and EIM director nominee; and **Mark Dodson**, Northwest Natural and EIM director, and **Ruth Ann Dodson**.



From left, **Rich Marsh**, FirstEnergy and EIM director, and **Joan Marsh**; and **Gary Gresham**, EIM.



From left, **Ben Fowke**, Xcel and EIM director nominee; **Mike O'Donnell**, NiSource and EIM director; and **Larry Baccari**, EIM.



From left, **Joan Bryant**, EIM; **Rob Schmid**, EIM and EIS; **Cindy Prosser**, EIM; and **Mary Schmid**.



From left, **MaryAnn** and **Scott Goodell**, EIM and EIM director; and **Joan Marsh**.



From left, **Ruth Ann Dodson**; **Dwayne Summar**, DSPR; and **Beth Mitchell**.



From left, **Jim Hatfield**, Pinnacle West and EIM director; **Gerry Hayes**, Baker & McKenzie; and **Rich Marsh**, FirstEnergy and EIM director.



From left, **Gary Gresham**, EIM; **Marian Durkin**, Avista and EIM director nominee; and **Mark Dodson**, Northwest Natural and EIM director.

# BUILDING A STRONGER BRIDGE TOGETHER

## 2010 RISK MANAGERS INFORMATION MEETING

### Sunday's Reception for First-Time Attendees



From left, **Bruce Sassi**, NEIL; **Richard Sayette**, Black Hills; **Jane Murphy**, EIM; and **Randy Martin**, AEP and IAC vice chairman.



From left, **Cindy Prosser** and **Deana Edmonds**, EIM; **Tim Harshey**, Orlando Utilities; and **Jeanne Allen** and **Jill Towell**, EIM.



From left, **Bradford Huntington**, Public Service Enterprise, and **Ann** and **Frank Joslin**, EIM.



From left, **Shirley Renfrow** and **Rosa Coates**, Washington Gas Light, and **Julie Jackson**, Targa Resources and IAC member.



From left, **Sarah Mugel** and **Henry Martin**, National Fuel.



From left, **Randy Martin**, AEP and IAC vice chairman; **Ellen Leffak**, DPL; and **Tobias Burke**, USA Risk.



From left, **Richard Sayette**, Black Hills; **Debbie Gaffney**, Southern Company and IAC chairman; and **Justin Brown**, Southwest Gas.



From left, **Robert Hughes**, CenterPoint; **Tom Humphrey**, ONEOK; and **Cheri Murray**, Lockton.

# BUILDING A STRONGER BRIDGE TOGETHER

## 2010 RISK MANAGERS INFORMATION MEETING

### *Dinner Begins with Tribute to David Hadler*



Honored Guests, from left, **Eryl Hadler** and **Tim Hadler**, David Hadler's widow and son.



The EIM staff present a toast to David from the platform as dinner guests raised their glasses.



**Jill Dominguez** and **Sam Garvin** lead a tribute to EIM's late president and CEO, David Hadler, that included a video celebrating David's life.



## **The David L. Hadler Risk Management Award**

On Monday morning, EIM President and CEO Scott Goodell announced the establishment of the David L. Hadler Risk Management Award that will be given annually, beginning at the 25<sup>th</sup> annual Risk Managers Information Meeting. The award will recognize a Risk Manager Representative from a Member Company who reflects professionalism, commitment to excellence, and long-standing dedication to risk management within the utility and energy services industry.

The award recipients will be recognized at the annual RMIM, will receive a plaque, and will direct a \$5,000 donation, which will be made on behalf of the recipient in David's name, to the risk management or energy-related program at the college or university of the recipient's choice.

Also, in the EIM lobby, there will be a plaque listing the names of all recipients and a photographic portrait of David.

# BUILDING A STRONGER BRIDGE TOGETHER

## 2010 RISK MANAGERS INFORMATION MEETING

### Monday's Business Session



From left, **Tobias Burke** and **Adam Forstot**, USA Risk, and **Mike Wilson**, Regions Insurance and former IAC member.



From left, **John Mellette**, SCANA; **Sam Garvin**, EIM; and **Mark Blair**, Ameren and IAC member.



From left, **Tom Humphrey**, ONEOK; **Richard Hamilton**, Spectra Energy; and **Jim Lordon**, TransCanada.



From left, **Deana Edmonds**, EIM, and **Sandy Meyers**, City Utilities of Springfield.



From left, **Gerry Hayes**, Baker & McKenzie; **Mike Main**, Puget Sound; **Robert Moussaïd**, Energy Future Holdings; and **David Abstance**, SCANA.



From left, **Kimberlin Griffin**, Modesto Irrigation District, and **Gregory Sokolik**, DTE Energy.



From left, **Taniyka Erb**, **Scott Goodell**, and **Jill Dominguez**, all EIM.



From left, **Julie Yount**, Public Utility District No. 2, and **Ray Hoover**, Atmos Energy.



From left, **Leo Walter**, Aon, and **Gary Gresham** and **Larry Baccari**, EIM.

# BUILDING A STRONGER BRIDGE TOGETHER

## 2010 RISK MANAGERS INFORMATION MEETING

### Monday's Business Session



From left, **Henry Martin**, National Fuel, and **Ron Cook**, Ohio Valley Electric.



From left, **Barbara Valentine**, McNeary; **Jimmy Garcia**, CPS Energy; **Jennifer Simmons**, South Carolina Public Service; and **Evan Chesterman**, City of Richmond.



From left, **Mike O'Donnell**, NiSource and EIM director, and **Gary Little**, Progress Energy and IAC member.



From left, **David Layne**, Empire District Electric; **Donald Custar**, Marsh; and **Marcia Philpott**, Salt River Project.



From left, **Stacy Roberts**, Chesapeake Energy; **Bob Dillard**, Kinder Morgan and IAC member; and **Linda Barnett**, Dominion Resources.



From left, **Gary Meggs**, Southern Company; **John Ireland**, Northeast Utilities; and **Mike Murphy**, Marsh.



From left, **Forrest Strachan**, PJM Interconnection; **Mary Kate Stoller**, AES; and **Tim Harshey**, Orlando Utilities.



From left, **Jerry Rhoades**, Portland General Electric; **Sheryl Winslett**, McGriff; **Lisa Setzer**, Progress Energy; **Gary Reinsch**, McGriff; and **Ginny Penzell**, El Paso.



From left, **Dave Nalepka**, Integrys Energy, and **Jack Hadsall**, City Utilities of Springfield and IAC member.

# BUILDING A STRONGER BRIDGE TOGETHER

## 2010 RISK MANAGERS INFORMATION MEETING

### Monday's Business Session

#### Monday's Speakers and Platform Guests



Jim Hatfield

**Jim Hatfield**, EIM chairman, opened the 24<sup>th</sup> annual Risk Managers Information Meeting. Before introducing fellow Board members and risk managers who serve on the Company's Insurance Advisory Committee, Jim said that EIM had gone through a sea change in 2009—and, in doing so, the Company demonstrated its stability and many of its strengths.



Ann Joslin

**Scott Goodell**, who joined EIM January 11 as president and chief executive officer, said, "The bridge between EIM and its business partners was established for the long-term, and more than two decades of operation has borne out the notion that the longer-term view works well for EIM and its Members. The relationship between EIM and its Membership offers the constancy that will see us through."



Scott Goodell

**Sam Garvin**, the Company's vice president and chief financial officer, began the two-part financial report for 2009. Earlier, it was announced that Sam had agreed to move his retirement date from December 31, 2009, to June 30, 2010, in order to make for an easier transition, a request that had been initiated by Scott Goodell.



Robert Schmid

**Tommy Bolton**, the EIM controller since August 1, 2009, and the chief accounting officer since November 17, 2009, reviewed the year-end financials, pointing out that EIM had recovered largely after the dramatically negative financial results of 2008. Tommy also manages the Company's enterprise risk management process that was put in place in 2009.



Sam Garvin

**Jill Dominguez**, vice president-underwriting, reported that the Company ended the year with 168 Members, with a Membership retention of 97 percent. She reviewed the various books of EIM business.



Debbie Gaffney

**Ann Joslin**, EIM claims manager, covered the three levels of claims and focused on the procedures for filing claims.



Tommy Bolton

**Robert Schmid**, the EIM officer responsible for Energy Insurance Services, Greenville, SC, reported favorable results from the EIS income tax audit in 2009 that had postured EIS to market itself more aggressively in 2010 and begin to truly grow the company.



Gary Kennedy

**Debbie Gaffney** of Southern Company chairs the EIM Insurance Advisory Committee. She focused her report on the various IAC Task Forces that are now at work.



Jill Dominguez

**Gary Kennedy**, a 33-year-veteran of the Federal Trade Commission, has worked on all types of consumer protection and antitrust matters. He focused his remarks on identity theft.



Jane Murphy

**Jane Murphy**, who is largely responsible for the Risk Managers Information Meeting, handled a variety of house-keeping announcements and made several introductions throughout the meeting.

# BUILDING A STRONGER BRIDGE TOGETHER

## 2010 RISK MANAGERS INFORMATION MEETING

*Let's Cheer for the Home Team!*



From left, **Jill Dominguez**, EIM, and **Arnold Garcia**, Piedmont Natural Gas.



From left, **Sherri and Randall Murdaugh**, Associated Electric; **Greg Humphreys**, Deseret Power; and **John Frank**, Basin Electric.



From left, **Scott Goodell** and **Taniyka Erb**, EIM, and **James Loesner**, Marsh.



From left, **Cheryl Price**, McGriff; **Deana Edmonds**, EIM; **Deloris McEniry**, McGriff; and **Marcia Philpott**, Salt River Project.



From left, **Lauren Dean**, Integro, and **Scott and Karen Lauchlan**, NEIL.



From left, **Tammy Martin**; **Teresa Coulter**, Lockton; **Julie Yount**, Public Utility District No. 2; and **Jana Utter**, Midwest ITSO.



From left, **Jessica Lukac**, EQT; **Cheri Murray**, Lockton; **Mark Webster**, Duke and IAC member, and **Dani Webster**; and **Jim Hess**, Lockton and former IAC member.



From left, **David Coulter**, Allegheny Energy, and **Cheryl Coulter**.



From left, **Eric McNabb**, FPL Group; **Kirk Cresto**, NV Energy; **Sandra Imbriani**, EIM; and **Dusty Cahill**, McGriff.



From left, **Steve DiCenso**, Williams; **Robert Schmid**, EIM and EIS; and **Mike McDonald**, Meyers-Reynolds.



From left, **Mike Dragna**, Entergy; **Paul Brown**, Meyers-Reynolds; **Nancy Meunier**, Entergy; and **Mike Wilson**, Regions and former IAC member.



From left, **Kyilene Winkler**; **Daniel Fruehling**, Dairyland Power; and **Mark Winkler**, Kinder Morgan.



# BUILDING A STRONGER BRIDGE TOGETHER

2010 RISK MANAGERS INFORMATION MEETING

*Monday Evening: EIM's Version of TV's "Iron Chefs" with 14 Participants at 25 Stations*



***Three Judges Based Winners on Presentation***

(All food was donated to farmers for animal feed and for JW Marriott's compost)



***Sam Garvin's Upcoming June Retirement Recognized***

(Wine decanter and glasses from Steuben)



***CBS Sports' Greg Gumbel Helped with the Sports Prizes***



# BUILDING A STRONGER BRIDGE TOGETHER

## 2010 RISK MANAGERS INFORMATION MEETING

### Tuesday's Business Session

#### Tuesday Morning's Headliner: CBS Sports' Greg Gumbel

Greg Gumbel, who had surprised the EIM guests on Monday night at the awards portion of the evening, was the keynote speaker on Tuesday morning. Greg shared stories of sports figures and friends from his 35 years in broadcast sports journalism.



From left, **Wayne Soza**, El Paso Electric; **Evan Chesterman**, City of Richmond; and **Dick Rodruck**, Public Utility Risk Management Services Joint Self-Insurance Fund.



From left, **Adam Forstot**, USA Risk, and **Mike Anderson**, Xcel.



From left, **Dan Arbough**, E.ON U.S., and **Jeff Rausch**, Risk Management Services.



From left, **Daniel Lambert**, Nicor, and **Julie Reinhardt**, Marsh.



From left, **Justin Brown** and **Carol Richards**, Southwest Gas.



From left, **Ilene Americus**, Black Hills, and **Steve Verbeski**, Hays.



From left, **Chris Armstrong**, AEGIS, and **Gary Gresham**, EIM.



From left, **John Frank**, Basin Electric; **Greg Humphreys**, Deseret Generation & Transmission Co-operative; **Michael Prins**, Hays; and **Rod Kuhn**, Basin Electric

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## 2010 RISK MANAGERS INFORMATION MEETING

### *Tuesday's Breakout Sessions a Hit!*

The second business session of the RMIM concluded with three concurrent breakout sessions: one, on EIM; two, on Enterprise Risk Management, or ERM; and three, on Energy Insurance Services, or EIS.

The three sessions ended with everyone coming together in the primary meeting room where EIM President Scott Goodell and three spokesmen, one from each of the three sessions, reported on his respected session.

### EIM



### ERM



### EIS





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## BUILDING A STRONGER BRIDGE TOGETHER

### 2010 RISK MANAGERS INFORMATION MEETING

*Tuesday's Breakout Sessions a Hit!*



*Jerry Rhoades, Portland General Electric, reported on the EIM session; Karl Zimmer, UniSource, reported on ERM; and Jack Hadsall, City Utilities of Springfield, MO, reported on EIS.*



## ENERGY INSURANCE MUTUAL MEMBERS REPORT

EIM's *Members Report* is published up to 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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