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A note from our president

WiNUP to support young women through STEM

I am excited to announce that STEM (Science, Technology, Engineering and Mathematics) is the winning topic for our national philanthropic platform. This platform will allow us to elevate recognition of WiNUP as well as help girls and young women grow through STEM. STEM – a growing program across the country -- focuses on improving competitiveness in technology development through educational policy and curriculum choices in schools from grades K-12 through college.

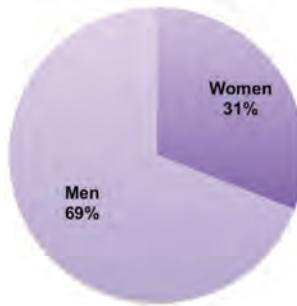
This philanthropic platform will provide many opportunities for our organization to develop young women in these fields. We could put together STEM kits for schools with information about careers in the utility industry, fund raise for girls to attend STEM camps, arrange a tour of our utility facilities for students in local areas, hold a quiz bowl for girls with questions related to STEM fields, provide scholarships for high school graduating seniors who will pursue a degree in a STEM field major, etc. There are endless ways to participate and promote this platform. We encourage each chapter to be as creative as they want with it. Please be sure to send a summary and pictures of your events to Emily Schilling, PR committee chair, at eschilling@isa.coop so she can compile our accomplishments with this project and promote our activities through media releases.

Speaking of technology, we are in



Janet Rehberg
International President

STEM degrees/certificates earned in 2008-2009



SOURCE: U.S. DEPARTMENT OF EDUCATION

the process of revamping our WiNUP website and moving to the latest version of Joomla. The enhancement will allow us to view the site on a mobile device as well as a desktop or laptop computer. We hope to make our website more attractive and user-friendly for members and potential members to navigate.

Online conference registration will be open soon. The conference committee has been working very hard organizing and planning the 2014 International Conference in Dallas, Texas, on Oct. 6-8. There will be a number of great speakers and interesting tour options, as well as a surprise you will not want to miss! We will keep you posted when online registration will be available.

Conference is usually the time we get potential members interested in starting a new chapter. We are proud that our recruiting efforts have led to many potential new chapters in areas such as Chicago and Philadelphia. We are in the final stages of chartering the Northwest Indiana chapter and looking forward to chartering more chapters in the near future.

We are almost half through the year and have already accomplished so much in such a short amount of time. Let's continue this momentum and finish the year with even more accomplishments!

International News

WiNUP mourns loss of member Carol Fox

Carol Fox, senior vice president of NiSource Corporate Services, passed away Thursday, April 24.

"This is a great loss for the NiSource family. Those who knew Carol recognize her profound influence and devotion to her company and community," NiSource President and CEO Bob Skaggs said. "I also know Carol would remind us today not to dwell on the sadness of this news, but rather to join me in celebrating her life with memories of the many great aspirations, accomplishments and good times we shared together."

Fox began her Columbia/NiSource career in 1983 as a customer service representative in northeast Ohio, and then served in a variety of progressive leadership roles, most recently leading the initiative to advance regulatory capabilities across NiSource.

Fox's leadership experience included serving as the first female president of Columbia Gas of Pennsylvania and Maryland, where she was responsible for designing and executing legislative, regulatory and external strategies with a focus on delivering safe, reliable and efficient customer service to more than 450,000 customers in Pennsylvania and Maryland.

As senior vice president of customer engagement for NiSource Gas Distribution, Fox led the commercial



Carol Fox

activities for large commercial and industrial customers and distribution company new business activities, as well as residential, commercial and industrial gas transportation programs. In addition, she was responsible for the company's customer contact centers and meter to cash organizations for NiSource's local distribution companies in Ohio, Pennsylvania, Maryland, Virginia, Kentucky and Massachusetts.

Fox also served as vice president of sales, products and services for Columbia Gas of Ohio.

As well as being a member of WiNUP, Fox represented NiSource as a member of the American Gas Association and the Association for Iron & Steel Technology, and several other groups.

At the 2012 WiNUP International Conference in Ohio, Fox was a speaker on the "Talk to Me" panel.

In lieu of flowers, it was requested donations be made to the OSU James Cancer Hospital where a memorial fund benefitting endometrial cancer research is being established in her memory. Donations can be made to the Office of Development, 660 Ackerman Road, P.O. Box 183112, Columbus, Ohio 43218. Mention Fox's full name (Madelyn Carol Fox) with your gift.

REMINDERS

Past presidents **conference grant**

The Past Presidents Grant assists a deserving member with the funds to attend the International Conference. Deadline to apply is June 15. Find more details [here](#).

Summer board meeting

When: June 20, 9 a.m.-3 p.m.
Where: Embassy Suites, 2886 Airport Drive, Columbus, Ohio

Who: International Board Representatives and International Committee Chairs

RSVP: Email Janet Rehberg at jprehberg@aep.com.

Dress like your past, present, **or future self for conference banquet**

The banquet at this year's WiNUP International Conference will coordinate with the theme of the three-day conference, "Your Brand For The Future."

WiNUP members are encouraged to dress as their past, present or future self for the Tuesday evening event. Cocktail attire is also acceptable.

International Conference Tri-Chair Julie Jumper-Morris said the banquet theme is all about branding for your future and going back to your roots.

"You've got to know where you've been before you know where you're going," Jumper-Morris said. "Know your brand."



She added, "I'm having a Scottish kilt made to wear at the banquet for my 'past brand!'"

Have you made plans to attend the conference yet? The ArkLa-Tex, North Texas, and South Texas Chapters will

host WiNUP members at the Hilton Dallas Lincoln Centre Oct. 6-8. Make your hotel reservation by calling 800-245-3304. Use group code "WiNUP" for a discounted rate.

Conference attendees will have the option to tour the George W. Bush Presidential Center and AT&T Stadium. Conference schedule and registration details coming soon to [www.winup.org!](http://www.winup.org)

International News

Past presidents name their game

Attendees of the 2014 International Conference will be able to get their game on — as long as they remember to answer in the form of a question!

The WiNUP Past Presidents Council has fun, games and information sharing planned for its annual conference luncheon. Attendees will join teams to be headed by past presidents from throughout the years. Each team will play WiNUP Jeopardy. High point-getters will advance to a nail-biting Final Jeopardy round, compete for prizes — and be the envy of their conference cohorts.

Unlike contestants in the television version of this iconic game show, savvy contestants in WiNUP Jeopardy can easily prep for game day. Members are encouraged to bone up on their WiNUP history and trivia by reading entries and articles on the WiNUP website and in past and current newsletters.

Will you be WiNUP's trivia champ? The only way to lay claim to the title is to play the game! Make plans now to be at the Past Presidents Luncheon at the International Conference on Oct. 7. That's when you'll find out what the answers are!

EMPOWERING WOMEN



ANSWER IS:

**THIS MIX OF FUN AND FACTS
AWAITS YOU AT THE 2014
CONFERENCE!**

QUESTION:

**WHAT IS 'EMPOWERING
WOMEN JEOPARDY'?**

*Play for prizes at the
Past Presidents Luncheon, Oct. 7!*

Local Chapter Highlights



The **Atlanta Chapter** held a clothing drive at its quarterly meeting in March to benefit Dress for Success. In total, members donated 10 skirts, 28 pant/skirt suits, 14 pairs of pants, 33 shirts/sweaters, 15 dresses, and 18 blazers, as well as countless pairs of shoes, purses and accessories.

What has YOUR chapter been up to? Share it with other WiNUP members!

Send pictures and a brief description of your chapter's events and activities to Mandy Kent at mkent@indianaec.org.



On Go Red For Women Day, Feb. 24, the **Ohio Chapter** hosted Erin Gliatta, Heart Walk director with the American Heart Association (left) and Nancy Tobbe, senior Go Red For Women director. This event raises awareness of heart disease, the leading cause of death among women. Gliatta shared that the AHA's goal is to reduce deaths from cardiovascular disease and stroke by 20 percent by 2020.

TECHNOLOGY

NASA using high voltage transmission lines in space weather project

A NASA scientist is launching a one-to-two-year pilot project this summer that takes advantage of U.S. high-voltage power transmission lines to measure a phenomenon that has caused widespread power outages in the past.

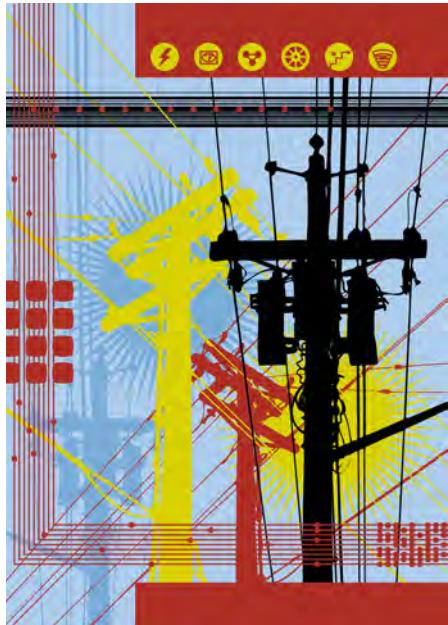
Heliophysicist Antti Pulkkinen of NASA's Goddard Space Flight Center in Greenbelt, Md., and his team are installing scientific substations beneath high-voltage power transmission lines operated by Virginia's Dominion Virginia Power this summer to measure in real-time a phenomenon known as geomagnetically induced currents (GICs).

"This is the first time we have used the U.S. high-voltage power transmission system as a science tool to map large-scale GICs," Pulkkinen said. "This application will allow unprecedented, game-changing data gathering over a wide range of spatial and temporal scales."

In addition to gathering data important to the power industry — especially if it's expanded nationwide as currently planned — the project will allow heliophysicists to "reverse engineer" the data to learn more about the conditions in Earth's upper atmosphere that lead to the generation of GICs during severe space weather events, Pulkkinen said, adding he is now developing computer algorithms to extract that data for scientific research. "Not only will this benefit the utility industry, it also benefits science," he said.

GICs typically occur one-to-three days after the sun unleashes a coronal mass ejection, or CME, a gigantic bubble of charged particles that can carry up to 10 billion tons of matter. CMEs can accelerate to several million miles per hour as they race across space.

Read more ... — Electric Light and Power/POWERGRID International, May 5



CYBER SECURITY

Security holes in power grid have federal officials scrambling

Adam Crain assumed that tapping into the computer networks that power companies use to keep electricity zipping through transmission lines would be nearly impossible in these days of heightened vigilance over cybersecurity.

To his surprise, it was startlingly easy.

When Crain, the owner of a small tech firm in Raleigh, N.C., shared the discovery with beleaguered utility security officials, the Homeland Security Department began sending alerts to power-grid operators, advising them to upgrade their software.

The alerts haven't stopped, because Crain keeps finding new security holes he can exploit.

"There are a lot of people going through various stages of denial" about how easily terrorists, or anyone, could disrupt the power grid, he said. "If I could write a tool that does this, you can be sure a nation state or someone with more resources could."

In Congress, the vulnerability of the power grid has emerged as among the most pressing domestic security concerns. It is also among the most vexing.

At times, lawmakers appear to be working at cross purposes. Some want to empower regulators to force specific security upgrades at utilities.

Others are attacking whistle-blowers and the media, demanding an investigation into disclosures of how easily the country's power grid could be shut down.

The magnitude of the problem is underscored by insurance giant Lloyd's of London, whose appraisers have been making visits lately to power companies seeking protection against the risk of cyberattack. Their take-away: Security at about half the companies they visit is too weak for Lloyds to offer a policy.

"When Lloyds won't insure you, you know you've got a problem," said Patrick Miller, founder of the Energy Sector Security Consortium, a Washington, D.C.-based nonprofit that advocates for tougher cybersecurity measures for the electricity industry. **Read more ... — Evan Halper, Seattle Times, April 26**



ECONOMY

U.S. electricity prices may be going up for good

As temperatures plunged to 16 below zero in Chicago in early January and set record lows across the eastern U.S., electrical system managers implored the public to turn off stoves, dryers and even lights or risk blackouts.

A fifth of all power-generating capacity in a grid serving 60 million people went suddenly offline, as coal piles froze, sensitive electrical equipment went haywire and utility operators had trouble finding enough natural gas to keep power plants running. The wholesale price of electricity skyrocketed to nearly \$2 per kilowatt-hour, more than 40 times the normal rate. The price hikes cascaded quickly down to consumers. Robert Thompson, who lives in the suburbs of Allentown, Pa., got a \$1,250 bill for January.

"I thought, how am I going to pay this?" he recalled. "This was going to put us in the poorhouse."

The bill was reduced to about \$750 after Thompson complained, but Susan Martucci, a part-time administrative assistant in Allentown, got no relief on her \$654 charge. "It was ridiculous," she said.

The electrical system's duress was a direct result of the polar vortex, the cold air mass that settled over



the nation. But it exposed a more fundamental problem. There is a growing fragility in the U.S. electricity system, experts warn, the result of the shutdown of coal-fired plants, reductions in nuclear power, a shift to more expensive renewable energy and natural gas pipeline constraints. The result is likely to be future price shocks. And they may not be temporary. **Read more ...** — Ralph Vartabedian, Chicago Tribune, April 25



RELIABILITY

Demand grows for emergency backup power

Colocation and cloud-computing company LightEdge Solutions has succeeded in the data center business largely because of one key reason: The company's data centers are reliable. The power at these centers never goes out.

And this is thanks to a series of backup power systems on which Des Moines-based LightEdge relies, many of them redundant.

Providing this backup protection is costly. But LightEdge's customers expect reliability. Most of them can't afford to be without access to their data for even seconds. This means that even the shortest of outages at LightEdge's data centers can cost LightEdge customers.

"Even outages of the smallest amount of time are now unacceptable for a growing number of businesses," said Jeff Springborn, chief operating officer of LightEdge. "Having data go offline is just not an option for so many clients today. Keeping the power on all the time is what they expect."

This trend is not a new one. But it's an important one, that's providing a boost to the backup and emergency power business. And it's a trend that doesn't look likely to slow any time soon.

That's largely because so many mission-critical businesses — everything from data centers to financial institutions to hospitals — can't ever be without power, even for seconds. **Read more ...** — Dan Rafter, www.businessenergy.net, March 10

Development Corner

Networking: The top ten tips!

I want to share these tips from Christy Burke, networking expert/president of Burke & Company LLC

1. Lunch up

Add a few lunches, breakfasts, and coffee/drink appointments to your calendar. Invite prospects, current clients and possible referral sources to join you for a meal in the real world. Man (and woman) cannot live on phone and email alone!



Carolyn
Gordon
International
Vice President

2. Have business cards handy

Don't leave home without ... your business cards! You never know when you might meet a great contact. And bring an extra supply when you're attending a conference or networking event. If you don't have a corporate business card, consider having calling cards printed; they may seem old-fashioned, but they're making a comeback.

3. Keep contacts fresh

Touch base with key contacts every few months. Send them a link to an article which may interest them, ask them how their business is going, or wish them a happy birthday. By staying at the top of their minds, you stand a good chance that they'll call upon you when they need someone with your expertise.

4. Choose events wisely

Carefully select the events that you attend. If you've attended an association event twice and it has yielded no real results, ask whether it's worth continuing to invest time and money in. When you decide to go to an event, prepare ahead of time by obtaining the guest list to determine which people you'd like to meet, and ask the organizers to introduce you.

5. Make a friend first

Networking is not the same as selling. Most people don't like the hard sell. Instead, they prefer to work with people they like and trust. If you don't know anyone at a particular networking event, seek out a person who is standing or sitting alone. Nine times out of 10, he or she will be grateful that you came over. They will remember the gesture – and you!

6. Be memorable through sincerity

Some people wear flashy clothes and jewelry to make a lasting impression, but the best way to be memorable is to show a sincere interest in the people you're meeting. Listen to what they tell you, and ask them questions. Also, if you have the opportunity to pay them a genuine compliment or to do them a favor, that is always appreciated – and usually remembered. Giving people directions or telling them discreetly that they have spinach in their teeth is a great way to start

a conversation and create an instant bond.

7. Remember names and details

How many times have you met someone several times and you keep forgetting the person's name? Develop creative techniques to remember people's names and write details about them on their business cards after you've met them. Dale Carnegie's books and training provide many useful techniques to tackle this challenge.

8. Leverage social networking

Social networking sites can be a great source of business – they're not just for teenagers! Professional sites like LinkedIn and ZoomInfo are free and give you a completely different outlet through which to contact people and build your contact database. Personal sites like Facebook and MySpace may provide opportunities to rekindle communication with people you've met in various settings, including elementary and high school. In addition, blogging can put you in the spotlight, dramatically expand your network, and position you as an expert in your field of expertise.

9. Follow up – Brush up on your handwriting

Follow-up is the crucial point of networking where you can either stand up or fall down. After an event, touch base with each person you met. If you promised to send them something like a person's name, an article or a book, keep your word and send it. Email communication is convenient, of course, but consider sending handwritten notes and following up by phone. Think of how many emails you get in a day – and think of how many handwritten notes you get in a month – and you'll realize that you can stand out better by breaking out your stationery.

10. Be yourself

To be a great networker, you don't have to be a brilliant conversationalist or fast-talking salesperson. You do have to be willing to stick your neck out and present yourself to the world. Whether you're attending events, writing articles, delivering educational training or blogging about your industry, you're making a contribution and demonstrating your value to the world. Establish momentum in ways that suit your personality. Once the ball gets rolling, you can keep it moving in the direction that you want to go – onward and upward!"

It is definitely my honor to serve as your vice chair/president elect. I hope you are having a great 2014 and be sure to start planning for the international conference!

Chapter Spotlight

ArkLaTex Chapter cares about community service

The ArkLaTex Chapter was chartered July 10, 2007, due to the efforts of Robin Alexander and Vivian Andrews. Alexander, a member-at-large since 2006, was the chapter's first chair. The membership grew to 25 members as it hosted the "Rio on the Red" 2009 WiNUP International Conference in Shreveport, La. The chapter's name is derived from the three states from which its members hail: Arkansas, Louisiana, and Texas.

The ArkLaTex Chapter is full of enthusiasm and energy. Each year, the executive committee of the chapter begins planning a calendar of events. The theme for 2013 was "Promoting U." This year, the theme is "WiNUP: Your Brand for the Future." The chapter provides tools to its entire membership to hone the skills and talents that they all possess, to improve their workplaces, homes and communities.

"This has certainly enhanced our opportunities," said Vivian Andrews, the chapter's 2014 treasurer. "We feel better about ourselves, and our careers benefit, as well."

Some of that ArkLaTex energy is used to serve the community. Each year, community service projects



In 2011, the ArkLaTex Chapter donated 57 clocks to The Northwest Louisiana Veterans Home. Pictured in the back row, from left, are WiNUP members Debra Jackson, Cindy Brix, Vivian Andrews, and Josie Miller.

are identified. Andrews explained that the chapter adopted The Northwest Louisiana Veterans Home in 2011. That year, a curio was donated to display medals for the veterans residing in the home, and 57 clocks were purchased so one could be placed in each veteran's room. The chapter has also provided assistance in sorting clothing for "Dress for Success," a non-profit organization that provides business-appropriate clothing for women to wear for interviews. The chapter believes that strong leadership is built while serving others and is always on the calendar to assist the Northwest Louisiana Food Bank.

The ArkLaTex Chapter has planned a full slate of activities this year with topics such as, "Awaken the Leader Within You," "Leadership 101 – Step Up to the Next Level" and "Become a Nurturing Leader." Members will meet at two different power plant locations and will continue with community service projects. ArkLaTex Chapter proudly joins with North Texas and South Texas Chapters to host the

2014 International Conference in Dallas, Texas, touting the theme, "WiNUP: Your Brand for the Future."

Most recently, member Susan Wilson was featured in the spring 2014 issue of the Texas Mining and Reclamation Association magazine. An article titled "Women in Mining" highlighted several females that make up the less than 12 percent of workers in this industry. The women shared about the payoff of pursuing education, the value of internships and mentors, balancing career and family, and the importance of their roles in supporting the energy infrastructure of Texas.

Wilson, land administration coordinator for Southwestern Electric Power Company (a division of American Electric Power), shared how a temporary position and furthering her education led to her current, full-time profession.

Information submitted by Vivian Andrews and Susan Wilson of the ArkLaTex Chapter; Trena Riffle, International Secretary, contributed to this article.



Enough clocks were donated to place one in each resident's room at the veterans home.

Member Profile

WiNUP connections help with job transitions

Doni Palmer shares how WiNUP has helped her through job transitions and why she encourages others to join. She is currently serving as the treasurer of the Virginia Chapter.

I was very fortunate to be one of the founding members of the WiNUP Northern Indiana Chapter in Fort Wayne. To be perfectly honest, I did not really expect my involvement to be much more than getting to know my co-workers a little better. I discovered that through my involvement, not only did I learn from my fellow Chapter members, I was able to interact with many other inspiring women across the country in our industry. My network of mentors, colleagues, and support system has grown substantially in the five short years I have been involved. I want to share some of my experiences to make you aware of what this amazing group of woman has done for me.

Both my husband and I were employed at I&M in different departments. When the repositioning study happened, I knew that one or the other's position may be affected/eliminated. On Jan. 2, 2012 at 9 a.m., we were both pulled into our respective conference rooms (different buildings) and told that we were both being terminated. He had to clear his desk out immediately and be escorted out of the building. I was told that I would stay on through the month of January to help transition my duties to Columbus. I actually took the news with an excitement that caught my co-workers off guard. I credit my involvement in WiNUP for not only giving me the confidence to know I would provide my talents to another part of the company, but it gave me contacts and references that I exploited to the fullest extent. The women that I have had the pleasure of



Doni Palmer

line-dancing with at conference (Velda Otey) and who took the time to mentor me, present a professional growth topic at a lunch and learn, or just be available for advice on office environments for positions I applied for was invaluable.

Not only do you get to make your professional network expand beyond your office and your company, you get the opportunity to participate in fun activities and possibly learn something new that helps you in your personal life. It was at a lunch and learn that I had a lightbulb go on above the wall I had put up for myself in regards to ever becoming a manager. Sarah Bodner, I&M's corporate communications director, a national expert in servant leadership, shared the basis of the concept at a lunch and learn sponsored by our WiNUP Chapter. For the first time, I thought "Hey, I have been practicing servant leadership all of my career, maybe I can be a manager." Because of that, I asked Sarah to mentor me on my career path when I was repositioned. That relationship culminated in her making a personal call to some managers at the John W. Vaughn Center who had interviewed me and telling them how amazing I was (at least that's what I hear!). This was done without my knowledge and without any expectation of reciprocation, all as a result of a 45-minute get-together.

I have made friends with Janet Rehberg, 2014 WiNUP International President (and taught her some belly dance moves). I was welcomed to Roanoke with open arms by Carolyn Gordon, Barbara Carter, Elizabeth Tsterman (our current chair), and other Virginia Chapter members. It made the difficult transition to a new job, new city, and new culture much easier.

Connection is published quarterly by the Women's International Network of Utility Professionals.

To include news from your local chapter, send photos and a brief description of the chapter's activities to Newsletter Editor Mandy Kent at mkent@indianaec.org.

The Women's International Network of Utility Professionals provides a link for developing and recognizing professionals involved with utility business, trends, issues, products and services. Its objectives are to provide:

- Opportunities for professional development of members.
- Networking and mentorship among members.
- Recognition and visibility for members and business partners.



WOMEN'S INTERNATIONAL NETWORK
OF UTILITY PROFESSIONALS

Want to share your WiNUP story? Email Newsletter Chair Mandy Kent at mkent@indianaec.org.