



2017-2018 Annual Report

Connecting Our Community



HANNIBAL BOARD OF PUBLIC WORKS

Providing safe, reliable utility products with excellent customer service at reasonable prices.

573-221-8050 | www.hannibalbpw.com | 3 Industrial Loop, Hannibal, MO

Connecting Our Community

The Hannibal Board of Public Works is a non-profit organization and a division of city government that provides electric, water, sewer, and stormwater service to residents living within city limits of Hannibal Missouri. Established in 1903, the Hannibal Board of Public Works has grown substantially throughout the years and now includes the management of the Electric Distribution System, Water Treatment Plant, Water Distribution Facilities, Wastewater Treatment Plant, Sewer Collection System, Underground Stormwater Drainage System, and maintenance of the Bear Creek Dam. The Hannibal Board of Public Works is governed by an independent Board of Directors appointed by the City Council to serve a four-year term and subject to City Manager approval.

OUR MISSION

Our Mission at the Hannibal Board of Public Works is to provide safe, reliable utility products with excellent customer service at reasonable prices.

OUR VALUES

We strive for perfect Employee Satisfaction and Safety.

We strive to maintain excellent Customer Service and Satisfaction.

We enhance the community through Company Growth.

We continue to improve upon Technology through Furthered Education.

YOUR PUBLIC POWER

Citizens of Hannibal, Missouri receive electricity from a public power electric utility. What does that mean for you?

Not-for-profit rates—Our utility works to provide essential electric service efficiently and at a reasonable cost to you.

Local control—Through your Board of Directors and in public meetings, you have a voice in your utility's operations.

Community ownership—Our electric system belongs to every citizen of our community, not to private owners.



INSIDE THIS REPORT

Mission & Values.....	2
Board of Directors	3
Meet the Staff	5
Awards.....	9
Community Service.....	10
Community Partners.....	10
Social Media.....	11
Mutual Aid.....	12
Utility Directory.....	13

BOARD OF DIRECTORS

LENNIE ROSENKRANS, PRESIDENT, JUNE 2017-PRESENT



Lennie Rosenkrans was born and raised in Hannibal and graduated from Hannibal High School in 1980. He went on to earn a Bachelors of Science in Biochemistry from the University of Missouri-Columbia in 1984. After time spent in graduate school at UMC and the University of Florida, he went to work for Continental Cement in 1992 and retired after 24 years as a fuels lab chemist, environmental specialist and environmental manager. In his environmental roles he gained extensive knowledge of

state and federal stormwater and air pollution regulations. He has been a member of the American Chemical Society for 22 years. Lennie founded the Hannibal Area Homebrewers Association in 2011 and the group regularly participates in fundraisers in the area. Lennie is a second generation HBPW Board member, his father Leonard having served on the board as well as City Council in the 1970's.

STEVE SMITH, VICE PRESIDENT, SEPTEMBER 2017-PRESENT



Steve Smith is a life-long resident of Hannibal, Missouri, where he graduated from Hannibal High School. After graduation, Steve served in the United States Army and is a combat veteran. After his enlistment in the service, Steve went back to school studying business and economics at the University of Louisville, as well as studying chemistry at Quincy University and Hannibal-LaGrange University. Steve went to work for the American Cyanamid Ag Chemical Company in 1973. Throughout his career, Steve held many supervisory positions such as General Supervisor of Production, Process Safety Management

Coordinator, and Utilities Superintendent until his retirement from BASF in 2011. In these positions, Steve gained extensive experience and knowledge being responsible for site utilities such as water treatment, high voltage electrical distribution, steam production, and liquid waste incineration. Steve is involved in many civic organizations such as Knights of Columbus, past member of Kiwanis, and a committee member for the Adopt-A-Family program through Douglass Community Center. Steve is also a member of the American Chemical Society.

WILLIAM FISHER, SECRETARY, SEPTEMBER 2017-PRESENT



William (Bill) Fisher was born and raised in Hannibal, and is a lifelong resident. Bill graduated from Hannibal High School and Hannibal-LaGrange University. He studied Rubber Chemistry through Akron University. Bill is currently an operator for BASF. He spent a short period of time with JM Huber after leaving Buckhorn Rubber. Bill worked for Buckhorn for the past 33 years, where the last nine years were spent as Production Manager. Bill and his

family are members of Holy Family Church. Bill is also a member of the Knights of Columbus, Hannibal Boat Club, Community First Credit Union Board and has been on the Hannibal Board of Public Works Board of Directors since 2017. President of the NEMO Outdoors Club, Bill is a hunting, fishing, and boating enthusiast. He also enjoys woodworking and tinkering around his shop.

STEPHEN FRANKE, MEMBER, JULY 2018-PRESENT



Stephan grew up in Chillicothe, Missouri before moving to Kansas City and graduating from Pembroke Hill in 2009. He attended George Washington University with a swimming scholarship and graduated in 2014 with a degree in Finance. He served as captain of the swim team and was Student Athlete Volunteer of the Year in 2013. In college he worked as a human capital consultant, primarily focused on organizational culture in the Navy's engineering divisions, before taking a job in 2014 as the Director of Business Strategy with the Fort Wayne Komets

hockey team. He continues to work remotely in that role today where he is responsible for internal financial oversight, organizational structure, and long term planning. Since taking the job, the Komets have enjoyed their longest stretch of profit growth in decades. After moving to Hannibal in 2017 Stephan dove head first into the community and currently serves as a member of the Hannibal Tree Board, HHMC Marketing Committee, and Chair of the Bluff City Theater Audience Development Committee.

RANDY PARK, PRESIDENT, SEPTEMBER 2009-AUGUST 2017



Randy Park is the president of Printex, Inc., a custom design screen printing facility that has been a part of the Hannibal community for almost 30 years. Randy served on the HBPW Board for the past eight years and served as Board President. Born in St. Louis, Missouri, Randy has spent the last 41 years as a Hannibal resident, completing his Bachelor of Science in Business Administration from Hannibal-LaGrange University. Randy has a passion for economic development and a desire to see Hannibal, Missouri thrive. His community involvement is a direct reflection of his heart for Hannibal as he is a member of several local and state-wide organizations. Randy serves as a board member for Hannibal Regional Hospital, president of the Northeast Missouri Development

Authority, member of the Missouri Sports Board of Champions, board member for Hannibal Industrial Development Authority, member of the Hannibal Park Board, and treasurer for the Hannibal YMCA. Randy is also the chairman for the Hannibal Festival Show-Me State Games, which is the largest Olympic-style sports festival in the country.

Randy is also a member of the Northeast Missouri Economic Development Council and chairs the Business Start-Up Committee for the Northeast Missouri Economic Development Council.

BOARD OF DIRECTORS

TIM GOODMAN, VICE PRESIDENT, APRIL 2014-JUNE 2018



Tim Goodman was the HBPW Board Vice President. He is the lead pastor at Clover Road Christian Church in Hannibal, Missouri. Tim has been in church leadership for over 40 years, serving as lead pastor for CRCC the past 39 years and lead youth minister for four years. Originally known as South Side Christian Church, Clover Road Christian Church has served the Hannibal community for over 100 years, and is dedicated to leading people to a saving relationship with Jesus Christ.

Tim attended Lincoln Christian College in Lincoln, Illinois and graduated with a Bachelors degree in Christian Education. Working towards a Masters degree in Preaching, Tim went on to complete three years of graduate studies at Lincoln Christian Seminary.

DAN PATTERSON, MEMBER , DECEMBER 2016-JULY 2017



Dan Patterson retired as a Manufacturing Engineer for Honeywell Aerospace International in Tempe, Arizona where he repaired and tested actuators and starters as well as created repairs for aircraft parts and assemblies. Before working at Honeywell, Dan worked 25 years in operations management for Salt River Project at the coal fired Coronado Generating Station in St. Johns, Arizona where he was part of the original start up crew. This all followed his time in the United States Air Force where he ran diesel generators on a remote site and operated and

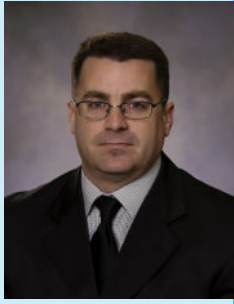
maintained aircraft arresting barriers.

Dan's formal education is varied as he has an Associate's Degree in Power Plant Operations from Navajo Community College, a Bachelor's Degree in Business Management from Ottawa University in 1990, and a Master's Degree in Technical Management from Embry Riddle where he graduated summa cum laude in 2000.



ADMINISTRATION STAFF

HEATH HALL, GENERAL MANAGER



Heath Hall is the General Manager for the Hannibal Board of Public Works. He is responsible to participate in, coordinate with, and contribute to the overall efficiency and effectiveness of the City's organization. As General Manager, Heath is dedicated to the overall mission, management, and administration of the Hannibal Municipal Utility System. This includes complying with the City of Hannibal's policies, ordinances, rules, regulations, and federal, state, and local laws/regulations.

Heath graduated from Missouri University Science and Technology in Rolla, Missouri with a Bachelor's degree in Civil Engineering. He holds a Class A State of Missouri certifications in each Drinking Water and Wastewater Treatment, and has been to a variety of

different training courses throughout his career on important utility topics.

Hired in 2001, Heath began his career at the utility as the Water & Wastewater Facilities Engineer where he managed all aspects of operations for the Water Treatment Plant and Wastewater Treatment Plant, including daily operations and long term planning. In 2007, Heath was promoted to Director of Operations and directly supervised ten department managers and administrative employees. In 2018, Heath was awarded his current position of General Manager.

Heath lives in Hull, Illinois with his wife, Jamie, and their children Savannah, Jackson, Boston, and Bronx.

MATHEW MUNZLINGER, P.E., UTILITY PLANNING & CONSTRUCTION ENGINEER



Mathew Munzlinger is the Utility Planning and Construction Engineer for the Hannibal Board of Public Works, and was recently named Stormwater Supervisor for the Stormwater Department. This is in addition to being the Supervisor of the Sewer Collection Department and duties managing engineering projects for all four utility departments. Mathew has been working for the HBPW since 2007, working as the Water and Wastewater Facilities Engineer for three years, and then as the Utility Planning and Construction Engineer. In 2002, Mathew earned his Bachelors of Science in Mechanical and Aerospace Engineering and a Minor in Mathematics at University of Missouri: Columbia

in Columbia, Missouri and has been a registered Engineer in the state of Missouri since 2007. Mathew volunteers in a variety of local organizations. He has been a member of the Northeast Missouri Economic Development Council since 2014, and an active member of the 1819 Hannibal Stream Team #4705 since 2013. Mathew is also serving on the Missouri Society of Professional Engineers – Northeast Chapter where he sat as the vice president from 2011-2013, president from 2013-2015, and is currently on the Board of Directors.

Mathew lives in Hannibal, Missouri with his wife, Rachel, and two children, Lauren and Lydia.

ABRAHAM GRAY, CPA, FINANCE DIRECTOR



Abraham Gray is the Finance Director for the Hannibal Board of Works in Hannibal, Missouri. He is responsible for establishing and maintaining all aspects of the Utility's accounting system, including financial reports, budgeting, rate design, cash management and investments for the Utility System and serving as the primary liaison with the City of Hannibal/HBPW's auditor. Abraham is also responsible for supervising the activities of the Business Office, which is in charge of billing and collecting revenue and handling all customer interactions such as requests for service, billing adjustment requests, etc. Abraham has been with the HBPW since 2014.

Abraham attended Truman State University in Kirksville, Missouri and earned his Bachelors degrees in Accounting and Business-Finance, as well as a Master's degree in Accounting. He later went on to pass the Certified Public Accountant examination. Before serving as the Finance Director of the HBPW, Abraham also served as an auditor in public accounting, an internal auditor at a large financial services firm, and in the banking industry.

Abraham enjoys spending time with his wife, Susie, and three children, Isaac, David and Abraham. He also enjoys gardening, reading and spending time outdoors on his family's hobby farm south of Hannibal.

MATTHEW JONES, SENIOR I.T. SPECIALIST



Known for his critical decision making skills and the ability to achieve desired results, Matthew Jones offers a unique blend of professional expertise, IT solutions, and practical knowledge to the Hannibal Board of Public Works. Matthew has 21 years of professional experience in the IT industry with the past 16 focused in the municipal utility arena. His skills in communication, planning, and development have aided in transforming the HBPW into one of the area's municipal utility leaders by spearheading improvements to existing GIS and CIS functions as well as successfully implementing Automated Meter Reading. His skills in coordinating with various contractors and field personnel, developing numerous methods of reporting and training, and

working directly with vendor support staff have proven to be invaluable and attribute to the overall success of any project he is involved with. He continues to strive for improvement in all areas under his supervision and participates as one of several internal advisors on various projects.

Prior to joining the Hannibal Board of Public Works, Matthew's professional career included a five year role at BASF in the areas of user and desktop support, network administration, and telecommunications. Matthew holds a Bachelor of Science in Information Technology and Data Processing from Hannibal-LaGrange University in Hannibal, Missouri.

ADMINISTRATION STAFF

MARK HICKERSON, SAFETY COORDINATOR



Mark Hickerson is the Supervisory Control and Data Acquisition (SCADA) Department Supervisor, Safety Coordinator, and Purchasing Agent for the Hannibal Board of Public Works. Mark has worked for the HBPW since 1992, where he worked as the company's first SCADA Operator for 15 years, and then transitioned to the SCADA Supervisor/Purchasing Agent & Safety Coordinator. Prior to his employment with the HBPW, Mark was the Watch Supervisor and Detective for the Hannibal Police Department. He has also worked as Parts Manager for Little Jess AMC/Jeep where he earned a Parts Management Training certificate, and was the Bridge & Building,

Engine Hostler for Burlington Northern Railroad.

Mark completed his Associates degree in Law Enforcement at Hannibal-LaGrange University, and attended University of Missouri in Columbia for two years completing Law Enforcement and Forestry course work. Mark also attended the Missouri State Highway Patrol Academy, DEA Undercover Drug Enforcement School, and FBI SWAT Operations Academy where he earned numerous law enforcement certificates.

Mark lives in Hannibal, Missouri with his wife, Tonya, and has one daughter, Brooke.

BEVERLY STEWART, HUMAN RESOURCE ADMINISTRATOR



Beverly Stewart is currently the Human Resource Administrator for the HBPW. She has been with the Board for 19 years. Beverly is responsible for the function of Human Resources for the HBPW.

Beverly holds a Bachelor's degree in Human Resource Management from Western Illinois University. She has been a member of the Society of Human Resource Management since 1998, an Employee Benefit Trust Board Member since 2000, and the Missouri Vice President for Tri-State Health Care Coalition since 2015. Beverly earned her Advanced Certification membership from the American Payroll Association in

2005. Employer Equal Opportunity Commission Certifications since 2001, and held a Life & Health Insurance License. Beverly has 26 years of experience in Human Resources, including recruitment/talent management, payroll, HR systems administration, workers compensation, training and development and compliance.

Beverly lives in Palmyra, Missouri with her husband, Jared, and daughter, Millie.

JARED STEWART, ELECTRIC LINE SUPERINTENDENT



Jared Stewart is the Electric Line Superintendent for the Hannibal Board of Public Works. He is responsible for maintaining Hannibal's approximately 120 miles of electric lines, six substations, and more than 1,700 streetlights. Jared has over 17 years of experience in electric distribution and has been a vital part of enhancing the city's reliability through the installation of mid-circuit reclosers, installing new squirrel guards in dense foliage areas, and initiating an aggressive pole replacement program. During his career, Jared has been responsible for various storm restoration efforts including an EF-1 tornado directly hitting the City of Hannibal in 2013, resulting in over 8,000 Hannibal customers losing power.

Jared attended Pratt Community College in Pratt, Kansas for two years, and was a Lineman for the Hannibal Board of Public Works from 2001 to 2009 until he became the Electric Line Superintendent in 2010 until present day. Jared chaired the Transmission and Distribution Committee for the American Public Power Association's E&O Conference in 2014 and 2015, and was also an American Public Power Association RP3 member during this same time.

Jared lives in Palmyra, Missouri with his wife, Beverly and daughter, Millie.

HAROLD "GENE" MAJORS, WATER DISTRIBUTION SUPERVISOR



Harold E. Majors Jr, "Gene", is the Water Distribution Supervisor for the Hannibal Board of Public Works. Gene has been a part of the Hannibal Board of Public Works since 1977, where he worked as a utility helper for the Sewer Department and Operator at the Water Treatment Plant and Wastewater Treatment Plant. Gene later became the Sewer Department Foreman. Ultimately he was promoted to Water and Wastewater Superintendent, and currently holds the supervisory position over the Water and Meter Departments. Prior to his employment with the HBPW, Gene worked as a machinist for Hannibal Carbide Tool for five years.

Born and raised in Hannibal, Gene graduated from Hannibal High School and went on to earn various

training certificates as a machinist. He holds operating licenses for both the Water and Wastewater Treatment Plants. In addition, Gene holds certificates in management training, storm water control, sewer collection systems, and water distribution.

Gene is a member of the Hannibal Elks Lodge and has been a member for the past 20 years, holding a variety of positions including vice president, president and trustee. He is also a member of the Freemason and Shriners. Gene lives in Hannibal, Missouri with his wife, Lory, and together have raised seven children. They enjoy spending time with their 19 grandchildren, one great-grandchild, and two godchildren.

COURTNEY HARRIS, ADMINISTRATIVE ASSISTANT



Courtney Harris is the Administrative Assistant for the Hannibal Board of Public Works. She has been with the utility since 2013. Courtney brings a vast amount of expertise to her job. She was the Western School District Superintendent's Administrative Assistant, High School Secretary and Board of Education Secretary from 2010-2013, James E. Cary Cancer Center Administrative Assistant, and the Organizational Learning Secretary at Hannibal Regional Hospital from 2006 to 2010. Some of Courtney's responsibilities include preparing agendas and arranging regular and special meetings of the

HBPW Board of Directors, maintaining current property and vehicle lists, scheduling all travel arrangements for employees, and gathering and submitting all information for the RP3 program through APPA.

Courtney attended John Wood Community College and Western Illinois University for two years.

Courtney lives in New Canton, Illinois with her two daughters, Natalie and Raleigh.

ADMINISTRATION STAFF

GEORGE HAUSDORF, WATER/WASTEWATER SUPERVISOR



George Hausdorf is the Water & Wastewater Plant Supervisor for the Hannibal Board of Public Works. Prior to working for the HBPW, George was the Director of Public Works for the City of Canton in Canton, Missouri, and held that position since 2003.

George graduated from John Wood Community College in 2003, and has multiple Water Treatment/Wastewater Treatment Operator Certifications from the Department of Natural Resources, including DW-A, DS III, and WW-A certifications. In 2016, George earned his Bachelors of Science in Organizational Management and Finance from Culver Stockton

College. George has been active in a variety of different service clubs throughout his career. He has been a member of the Boy Scouts of America since 1984, member of the Illinois/Missouri Road Riders from 1988-1992, and was part of the Breakfast Optimists Club in Quincy, Illinois from 2000-2003.

George and his wife, Leanne, have been married for 26 years. Leanne has been a teacher for Canton R-V School in Canton, Missouri for the past 22 years, and both George and Leanne enjoy spending time with their three sons Andrew, George III, and Braedyn.

LILLIE LEWTON, BUSINESS OFFICE SUPERVISOR



Lillie Lewton is the Business Office & Customer Service Supervisor for the Hannibal Board of Public Works. Lillie has worked for the HBPW since 1989 where she worked as Customer Service Representative and Billing Clerk for two years and then transitioned to Human Resources and Payroll for four years. Lillie has been the Business Office and Customer Service Supervisor for the past 23 years.

Lillie has completed a variety of different training certificates throughout her career. She annually attends American Public Power Association's Customer Service Connection Conference, which provides in-depth training to those in customer service across the nation. She has earned a certificate in American Management Association's course on Successfully Managing People, and has earned her

Customer Service Certificate through Missouri Public Utility Alliance. Lillie is also certified in Basic TNS (TWACS Name Server) through TWACS, Two-Way Automatic Communications system, which is a communication tool used to enable utilities to read every meter on their network.

Lillie is a member of the Missouri Public Utility Alliance's Customer Service Committee since 2013. She also volunteers her time through a variety of local organizations. She is a Hannibal Booster Club Member since 2010. Lillie lives in Hannibal, Missouri with her husband, Bob Lewton, former owner and operator of Custom Auto Glass in Hannibal, Missouri. She enjoys spending time with their children, ten grandchildren, and two great-grandchildren.

JEFF WILLIAMS, PRETREATMENT COORDINATOR



Jeff Williams is the Pretreatment Coordinator for the Hannibal Board of Public Works. Jeff was hired in 1996 as a Wastewater Treatment Operator. In 2009, he was promoted to Senior Operator and remained in that role for eight years. In 2017, Jeff was awarded Pretreatment Coordinator where he is responsible for the enforcement of all federal, state and local regulations of discharge of commercial and industrial wastewater. Jeff is also responsible for permit

renewals and routine industrial waste inspections.

Jeff attended Northeast Missouri State University for two years, and has been a member of St. John's Masonic Lodge for the past 35 years.

Jeff lives in Hannibal with his wife, Tina, and enjoys spending time with their two children and five grandchildren.

KARI GOODMAN, PUBLIC RELATIONS DIRECTOR



Kari Goodman is the Public Relations Director for the Hannibal Board of Public Works. Kari was hired in 2012 as a Customer Service Representative and has been the Public Relations Coordinator since 2014. Kari serves as the utility spokesperson and is responsible for developing, implementing and maintaining external communication and goodwill through speeches, exhibits, tours, and service projects. She manages all community outreach projects including the yearly Public Utilities Week events that the HBPW celebrates each October.

Kari graduated from Lincoln Christian University in 2008 with a Bachelors Degree in Business Administration/Public Relations. She serves on the Northeast Missouri Economic Development Council and assists with their internet and social media team. In 2017, Kari received a Special Mention Award from the Missouri Public Utility Alliance for her efforts to serve the municipal utility industry.

Kari and her husband, Luke, have been married ten years and live in Hannibal with their two children, Henry and Sadie.

CHRISTINA HAGAN, ACCOUNTS PAYABLE ADMINISTRATOR



Christina Hagan is the Accounts Payable Coordinator for the Hannibal Board of Public Works. Christina was hired in 2010 as a Customer Service Representative and has been the AP Coordinator for the past seven years. As the accounting assistant, Christina is responsible for preparing, reviewing, and processing all bills and vendor payments.

Christina is a Hannibal native and attended Southeast Missouri State University for two years. She is also part of several community service clubs and charities in the Hannibal area. She is a Court Appointed

Special Advocate (CASA) through Douglass Community Services for the past two years, and an Early Bird Kiwanis member for the past four years. Christina and her husband, Eric, are active in organizations such as Beyond Type 1 and the Blue Wolverine Foundation that provide resources, education, and support for those living with type 1 diabetes.

Christina and her husband, Eric, live in Hannibal, Missouri and have been married for 13 years.

ADMINISTRATION STAFF

JOE DARNELL, GIS SPECIALIST



Joseph Darnell is the Geographic Information Systems (GIS) Technician for the Hannibal Board of Public Works, and is responsible for creating the new storm water utility data and mapping system as well as updating and maintaining the water, sewer, and electric utility systems with GIS and GPS technologies. Prior to his current position, Joe was a SCADA Technician for the HBPW for two years. Joe has previous surveyor and GIS experience working for Poepping Stone Bach and Associates and was a GIS Manager for Midwest GIS.

Joe studied at John Wood Community College for two years, and lives in Quincy, Illinois with his wife, Alexis, and their three children, Piper, Lincoln, and Winston.

JAMES THEWLIS, INVENTORY SPECIALIST



James Thewlis is the Inventory Specialist for the Hannibal Board of Public Works. James has worked for the utility since 2007, where he began as a Supervisory Control and Data Acquisition (SCADA) Technician for five years. He has held his current position since 2012 and is responsible for current inventory, purchasing, accounting and related duties associated with inventory such as preparing, maintaining and stocking various inventory items.

James graduated from Monroe City R-1 High School in 2002 and is a Monroe City native. He has a wide variety of hobbies including spending time with friends and family, remodeling his home, and golfing.

James currently lives in Hannibal, Missouri.

ANDREA CAMPBELL, STORMWATER COORDINATOR



Andrea Campbell is the Stormwater Coordinator for the Hannibal Board of Public Works. Andrea was hired in 2016 as a Customer Service Representative and was awarded her current position a year later. Andrea holds a Bachelor of Science in Interdisciplinary Studies with concentrations in Business Administration and Psychology from Central Methodist University. Andrea graduated cum laude, and with honors in the major.

Andrea is part of several community organizations.

She serves as the City of Hannibal's Stream Team #4705 program contact and outreach organizer. She has been a Hannibal Area Chamber of Commerce Ambassador since November 2017, and sits on the CASA (Court Appointed Special Advocate) Advisory Council since 2014.

Andrea lives in Hannibal with her husband, Brandon, and son, Jonathan.



AWARDS & CERTIFICATES



The Hannibal Board of Public Works RP3 Team: From left: Abe Grey, Heath Hall, Bob Stevenson, Courtney Harris, Lillie Lewton, Mark Hickerson, Beverly Stewart, Jared Stewart, Kari Goodman, Rob Vandelicht

HANNIBAL EARNS THE AMERICAN PUBLIC POWER ASSOCIATION RP₃ DIAMOND DESIGNATION

The Hannibal Board of Public Works earned a Reliable Public Power Provider (RP₃)® **Diamond** designation from the American Public Power Association for providing reliable and safe electric service. Neil James, Manager of Distribution Operations at Santee Cooper, South Carolina and chair of the Association's RP₃ Review Panel, presented the designations on April 30, 2018 during the Association's annual Engineering & Operations Technical Conference held in Raleigh, N.C.

The RP₃ designation, which lasts for three years, recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity. The Hannibal Board of Public Works joins more than 240 public power utilities nationwide that hold the RP₃ designation.

"This designation is about more than just reliability. It's about operational excellence," said James. "These utilities and their communities should be proud to represent the best of the best in the areas of reliability, safety, workforce development, and system improvement."

"This is a great honor," said Heath Hall, Director of Operations and interim General Manager for the HBPW. "We take a lot of pride in the work we do to power this community. We are very happy to get this recognition for our initiative and hard work."



OTHER AWARDS

APPA eReliability Certificate

April 2018—The Hannibal Board of Public Works is proud to receive the American Public Power Association eReliability Certificate for outperforming electric industry national averages.



APPA Mutual Aid Commendation

Oct—Nov 2017—The Hannibal Board of Public Works was recognized for its support in electric power restoration efforts. (See page 12 for more information about the HBPW mutual aid help throughout the year.)



MIRMA Annual Safety Evaluation

FY2017-2018—The Hannibal Board of Public Works scored a 100% on the year's safety evaluation. Very few utilities earn this high score. The HBPW has earned a perfect safety evaluation 17 out of 18 previous years.



COMMUNITY SERVICE

COMMUNITY PARTNERS

Northeast Missouri Economic Development Council

The Hannibal Board of Public Works is a member of the Northeast Missouri Economic Development Council and provides financial and decision-making support to the organization. A 16-member Board of Directors governs the organization, and the HBPW General Manager, Utility Planning & Construction Engineer, and Public Relations Director hold seats on the board.



United Way of the Mark Twain Area

The Hannibal Board of Public Works is a local partner with the United Way of the Mark Twain Area. The utility provides volunteers to assist United Way Impact Agencies in performing services such as landscaping, cleaning, painting, and tree trimming to these agencies.



1819 Hannibal Stream Team #4705

The 1819 Hannibal Stream Team coordinates city stream and creek cleanups to help minimize the impacts of stormwater pollution in the city. Two events were coordinated by the HBPW during FY 2017-2018, which resulted in the collection of over 8,800 pounds of trash from local creeks and streams.



PUBLIC UTILITIES WEEK

2017 held the 7th Annual Public Utilities Week of events for the Hannibal Board of Public Works. In October each year, the HBPW along with 2,000 other community-owned not-for-profit electric utilities celebrate through a variety of different events the benefits of being a Public Power community.

"Public Power Week celebrates the reliable, affordable utilities the Hannibal Board of Public Works provides to our community," said HBPW General Manager, Bob Stevenson. "Public power puts the people of Hannibal first, Public Utilities Week gives us the chance to emphasize the advantages of locally owned electric, water, sewer and now stormwater service to our citizens," said Stevenson.

"We take pride in serving our friends and neighbors, and we are proud to have served Hannibal since 1903," said Public Relations Coordinator Kari Goodman.

Public Power Week is an annual national event coordinated by the American Public Power Association in Washington, D.C. The American Public Power Association is the voice

of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide.

7th Annual
Public Utilities Week
Schedule of Events

Monday, October 2nd
Big Truck Night, 5:00 PM

Tuesday, October 10th
Buddy Packs, 9:00 AM

Monday-Tuesday, October 9-10th
Service Project, 7:30 AM-3:30 PM

Thursday, October 12th
Customer Appreciation Lunch, 11:00 AM-2:00 PM
at 3 Industrial Drive, Hannibal

Friday, October 13th
Employee Appreciation Breakfast, 8:00 AM

HOLIDAY HOPE PROGRAM

Employees of the Hannibal Board of Public Works participates in the yearly Holiday Hope Program through Douglass Community Service. This program provides Christmas gifts, gift cards, essential household items, and food to local qualified families through the holiday season.

The HBPW employees sponsor two families each year and have purchased bikes, mattresses, diapers, books, cleaning supplies, winter gear, clothes, shoes, and much more for families each year.



BUDDY PACK PROGRAM

The Buddy Pack Program is designed to get nutritious food to local children who rely on free or reduced-price lunches during the school year. At elementary schools, Buddy Packs are bags that contain two read-to-eat entrees, cereal, granola bars, ramen noodles, and applesauce. These items are packed in advance and delivered to the schools.

The Hannibal Board of Public Works sends volunteers to the designated packing site each month to assist with packing efforts.

RED CROSS BLOOD DRIVE

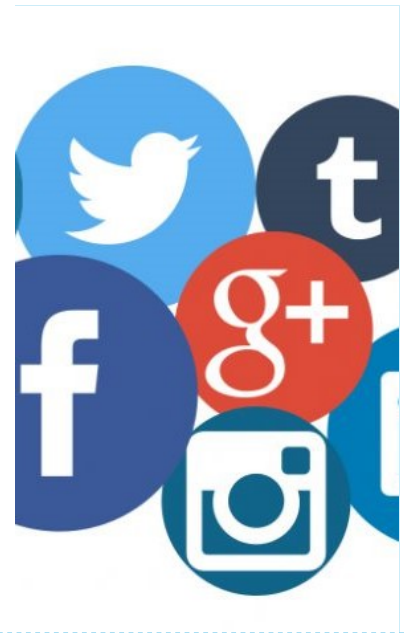
Each June, the Hannibal Board of Public Works sponsors lunch for the Red Cross Blood Drive in Hannibal, Missouri. In addition to providing the meal, HBPW spends time advertising for the event and employees regularly donate.

SOCIAL MEDIA

One of the values the Hannibal Board of Public Works strives to live by is providing excellent customer service and satisfaction. Social media is an essential piece of reaching our customers daily.

Customers can interact with the Hannibal Board of Public Works through a variety of platforms that exceed the conventional face-to-face and over-the-phone interactions. Customers can access our website that hosts a wide range of general utility information and submit an inquiry through the website. They can access their SmartHub account to view personal account usage, contact a Customer Service Representative, pay their bill, and much more. Customers now have the choice to watch all Board of Directors monthly meetings on the HBPW YouTube Channel, and they can catch up with projects, see outage information, watch videos of field crews, and interact with the utility through a variety of social media platforms including Facebook, Twitter, and Instagram.

To find the HBPW on social media, search the key words found on page 13 of this report.



“Social media is an essential piece of reaching our customers daily.”

MUTUAL AID

As a public power utility, the Hannibal Board of Public Works participates in a mutual aid network through the American Public Power Association with more than 2,000 organizations throughout the country that get or give help to other utilities during widespread power outages. This network of public power utilities and authorities also works together to establish a disaster response plan in place for participants, coordinate with local, state, and federal government and navigate immediate and long-term assistance to recover and rebuild.

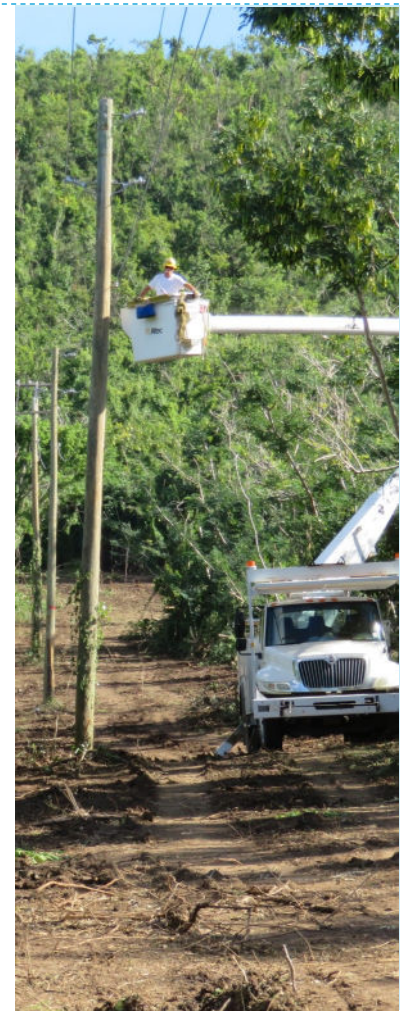
The Hannibal Board of Public Works Electric Line Department has a long history of assisting other utilities across the nation, and 2017 and 2018 were no different!

Five HBPW Journeyman Linemen responded to the call for aid in the Orlando, Florida area in

September 2017 because of Hurricane Irma. These linemen were gone for 17 days.

In November 2017, five HBPW Journeyman Linemen made the trek to the island of St. Croix in the Virgin Islands for 45 days to help restore power to those effected by Hurricane Maria.

In 2018, The Hannibal Board of Public Works received the Mutual Aid Commendation through the American Public Power Association in recognition of its support in electric power restoration efforts.



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OUR STORY

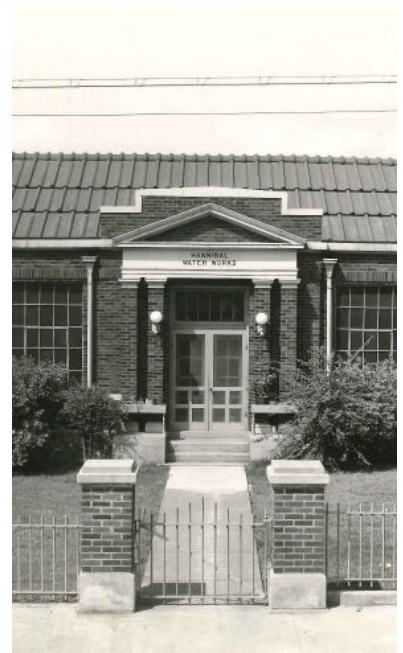
The Hannibal Board of Public Works is a non-profit organization and a division of city government that provides electric, water, and sewer service to residents living within city limits of Hannibal Missouri.

Established in 1903, the Hannibal Board of Public Works has grown substantially throughout the years and now includes the management of the Electric Distribution System, Water Treatment Plant, Water Distribution Facilities, Water Distribution System, Wastewater Treatment Plant, Sewer Collection System, Underground Storm-water Drainage System, and maintenance of the Bear Creek Dam.

Hannibal was once an innovator in the generation and distribution of electricity. The City constructed a coal-fired power plant in 1886, only four years after Thomas Edison opened the first power plant in the nation at the Pearl Street Station in Manhattan. Hannibal's original electric plant continued to serve until the flood of 1973, after which all power was procured under a series of "full requirements" contracts with a variety of vendors.

Today, the Hannibal Board of Public Works maintains a self-managed power supply portfolio, purchasing the majority of their power needs from Prairie State Energy Campus and utilizing the MISO day-ahead market to purchase the remainder of their needs.

The Hannibal Board of Public Works is governed by an independent Board of Directors appointed by the City Manager to serve a four-year term and subject to City Council approval.



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