



# HANNIBAL BOARD OF PUBLIC WORKS

Fiscal Year 2018-2019

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## ANNUAL REPORT

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STRENGTH THROUGH TRANSFORMATION





# Annual Report

FISCAL YEAR 2018-2019

*Strength through Transformation*

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## OUR MISSION

The mission of 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.

## ABOUT US

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.

## THE PUBLIC POWER ADVANTAGE

Citizens of Hannibal, Missouri receive electricity from a public power electric utility. What does that mean for Hannibal Board of Public Works customers? It means they own the electric utility and can participate in running it. It means they benefit from affordable energy, better customer service, and a utility that cares about the overall well-being and growth of its community.

**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.



# Board of Directors

FISCAL YEAR 2018-2019

## *Strength through Transformation*



**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

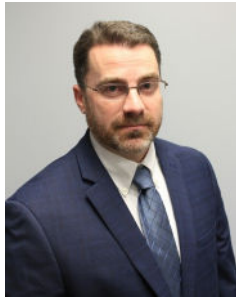
team. He continues to work remotely in that role today where he is responsible for internal financial oversight, organizational structure, and long term planning. Since taking the job, the Komets have enjoyed their longest stretch of profit growth in decades. After moving to Hannibal in 2017 Stephan 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.



# Administrative Staff

FISCAL YEAR 2018-2019

## *Strength through Transformation*



### **Heath Hall, General Manager (March 2018—August 2019)**

Heath Hall was the General Manager for the Hannibal Board of Public Works, and responsible to participate in, coordinate with, and contribute to the overall efficiency and effectiveness of the City's organization. As General Manager, Heath was 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 the 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., interim General Manager (August 2019—Present)**

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. In August 2019, Mathew was named interim General Manager. Mathew has worked 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.



# Administrative Staff

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### **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.



### **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 since 2000. 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.



# Administrative Staff

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## *Strength through Transformation*



### **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.



### **Lillie Lewton, Business Office Supervisor (Retired July 2018)**

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.



### **Cynthia (Cindy) Price, Billing Service Coordinator**

Cynthia (Cindy) Price is the Hannibal Board of Public Works Billing Service Coordinator. Cindy was hired to the HBPW in July 1994 as the Billing Clerk and has stayed in that position until recently, when she was promoted to Billing Service Coordinator. Cindy is responsible for obtaining all meter readings each month and generating all customer bills. She works closely with the HBPW meter technician for all meter related reports, and processes all outstanding service orders. Cindy is also responsible for processing all automatic payments, commercial and industrial water adjustments, power factor, net metering process, and inter-departmental bills.

Cindy's dedication, thorough knowledge of the job, and ability to work well with others earned her the title of 2014 Employee of the Year, just two years after the program was created. Cindy participates in a variety of continued education classes throughout the year that keep her up-to-date on the latest trends of utility billing and service order processing.

Cindy lives in Hannibal with her husband, Greg, and enjoys spending time with her daughter, Edie, son, Justin, and grandson, Jaxon.



### **Emily Dexheimer, Customer Service Coordinator**

Emily Dexheimer is the Customer Service Coordinator for the Hannibal Board of Public Works. Hired in 2010 as a Customer Service Representative, Emily is skilled in customer support and is responsible for developing and strengthening customer and vendor relationships at all levels, based on professionalism and trust. Throughout her 8 years at the HBPW, she has been a consistent and dependable contributor to projects throughout the HBPW. Her organizational strategies and ability to keep details on track make her a team asset as she helps coach and develop skills in co-workers upon activation of new technologies.

Emily makes curiosity a competitive advantage and continues to seek out ways to improve the company,

starting with herself. This led her to complete the APPA Customer Service Management Certification program. She also participates in a variety of continued education opportunities each year to stay up-to-date on customer service "best practices".

Emily lives in Hannibal with her four children, Taylor, Will, Elijah, and Clay, and she enjoys reading and cooking for her family.



# Administrative Staff

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## *Strength through Transformation*



### **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, live in Hannibal with their two children.



### **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 three years, and an Early Bird Kiwanis member for the past five 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.



### **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.



# Administrative Staff

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## *Strength through Transformation*



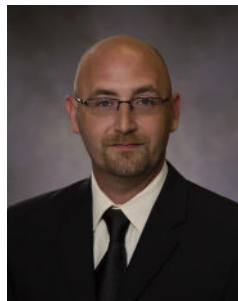
### **Andrea Campbell, Stormwater Coordinator**

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 two children.



### **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.



# Rebranding

FISCAL YEAR 2018-2019



## *Strength through Transformation*

If you've visited the Hannibal Board of Public Works lately, you've noticed quite a bit of change has taken place. Fresh coats of paint were applied to walls, offices have been renovated, and new faces have greeted you. If you look a little further, you'll notice the absence of a certain smiling water droplet, and in its place a simpler easy-to-recognize graphic that represents the Hannibal Board of Public Works.

The change in logo was part of a larger project tasked to HBPW's Senior IT Specialist, Matthew Jones, to upgrade the utility's website. The project was awarded to Vervocity Interactive, Inc. of Quincy, IL to design and develop the utility's website. Media Development, a sister company of Vervocity, redesigned the new logo, letterhead, and brochure templates that replaced the current content over the next several months.

The logo was the first step in the project, as the chosen graphic, colors, and theme would be closely integrated into the new website. After four rounds of edits, Matthew and his team were able to narrow it down to two final choices. Both choices were given to HBPW staff, Board members, and the public for comment.

On December 12, 2018, the newly redesigned website went live to the public and was greeted with high praise!

Kari Goodman, HBPW Public Relations Coordinator, is responsible for updating the site's content, and is pleased with the versatility and ease of the new site.

The redesigned website has several key features that make navigating its content much easier for viewers. The homepage was specifically designed to contain information that customers would want to know right away. Matthew and his team reviewed data collected from Google Analytics and used it to create a site that would allow visitors to find answers to their questions easily and efficiently.

Visit **[WWW.HANNIBALBPW.ORG](http://WWW.HANNIBALBPW.ORG)** today!



*HBPW employees said goodbye to this logo on December 12, 2018. This is the third version of the water droplet design that has represented the utility since 1903.*



# Awards & Certificates

FISCAL YEAR 2018-2019

## *Strength through Transformation*

### Hannibal earns the American Public Power Association RP3 Diamond Designation



The Hannibal Board of Public Works earned a Reliable Public Power Provider (RP<sub>3</sub>)® **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 RP<sub>3</sub> Review Panel, presented the designations on April 30, 2018 during the Association's annual Engineering & Operations Technical Conference held in Raleigh, N.C. The RP<sub>3</sub> 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 RP<sub>3</sub> 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 Mathew Munzlinger, 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."



### Reliable Electric Service, April 2019

The Hannibal Board of Public Works received national recognition for achieving exceptional electric reliability in 2018. The recognition came from the American Public Power Association and demonstrates public power's exceptional reliability. Community-owned electric utilities like the Hannibal Board of Public Works have a strong track record for reliability. The average public power customers has their lights out for less than half the time compared to other types of utilities.

### MIRMA Safety Evaluation, FY 2018-2019

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 18 out of 19 previous years.

### APPA Safety Award, April 2019

The Hannibal Board of Public Works earned the American Public Power Association's Safety Award of Excellence for safe operating practices in 2018. The HBPW earned First Place in the category for utilities with 30,000 to 59,999 worker-hours of annual worker exposure.

Pictured: Jared Stewart, HBPW Electric Line Superintendent, receiving plaque at APPA's Engineering & Operations Conference in Colorado Springs, Colorado.





# Community Service

FISCAL YEAR 2018-2019

*Strength through Transformation*

## Public Utilities Week

The Hannibal Board of Public Works celebrates National Public Power Week each October with a week-long event called Public Utilities Week. 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 the community.

Public power puts the people of Hannibal first. Public Utilities Week gives the utility the chance to emphasize the advantages of locally owned electric, water, sewer and now stormwater service to its citizens.

During the week of events, utility employees collected 6,400 pounds of trash, recycled 128 tires found at a local park, volunteered at four different not-for-profits doing a variety of maintenance items, and performed lawn maintenance on one of the oldest cemeteries in Hannibal. The utility partnered with the United Way of the Mark Twain Area to provide services at no cost to not-for-profits.

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

Follow the Hannibal Board of Public Works on social media to see photos and videos of the week's events.

## 8TH ANNUAL PUBLIC UTILITIES WEEK

### Schedule of Events



#### MONDAY, OCTOBER 1ST

26TH ANNUAL PARENTS AS TEACHERS BIG TRUCK & SAFETY NIGHT  
5:30 PM—7:00 PM / HANNIBAL MIDDLE SCHOOL PARKING LOT

#### TUESDAY, OCTOBER 2ND

BUDDY PACKS  
9:00 AM—11:00 AM / FACT OFFICE

#### MONDAY, OCTOBER 8TH

BEAR CREEK TRASH BASH—STREAM TEAM CLEAN-UP EVENT  
8:00 AM—3:00 PM / TRASH PICK-UP ALONG BEAR CREEK  
PARTNERING WITH GENERAL MILLS TO MAKE OUR LOCAL WATERWAYS CLEAN

#### TUESDAY, OCTOBER 9TH

HBPW GIVE BACK TO THE COMMUNITY  
8:00 AM—3:00 PM / 4 SEPARATE LOCATIONS  
PARTNERING WITH UNITED WAY TO HELP MEET THE NEEDS OF LOCAL ORGANIZATIONS  
LOCATIONS INCLUDE: UNITED WAY | DCC | AVENUES | ROBINSON CEMETERY

#### WEDNESDAY, OCTOBER 10TH

PREP DAY / FINISH ALL SERVICE PROJECTS  
8:00 AM - 11:30 AM

#### THURSDAY, OCTOBER 11TH

CUSTOMER APPRECIATION LUNCH  
11:30 AM - 1:00 PM / HBPW PARKING LOT  
SWING BY FOR A FREE LUNCH AND GIVEAWAYS

#### FRIDAY, OCTOBER 12TH

EMPLOYEE APPRECIATION BREAKFAST  
7:30 AM / ALL HBPW EMPLOYEES AND PUW VOLUNTEERS ARE INVITED



[WWW.HANNIBALBPW.ORG](http://WWW.HANNIBALBPW.ORG)



## Buddy Pack Program

Families and Communities Together (FACT) is an organization of community members working together to develop and build strong, successful families and children. Their 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. Utility employees have assisted in packing thousands of meals each year for local children.



# Community Service

FISCAL YEAR 2018-2019

## *Strength through Transformation*

### 1819 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. Each piece of street litter finds its way to Hannibal's watershed and the litter created in Hannibal affects the environment around the world.

Streams are everywhere in Hannibal. A large portion of Hannibal residents have one in their own backyard or live within minutes of a local waterway. It's important to know that water from parking lots and streets is not treated at the local wastewater treatment plant; and all trash and litter that goes down a storm drain ends up in the community's local streams.

The Hannibal Board of Public Works hosts Stream Team Clean Up events twice a year, Spring and Fall. Each event brings in thousands of pounds of trash collected throughout various local parks and waterways.



### Red Cross Blood Drive

Each June, the HBPW sponsors lunch for the Red Cross Blood Drive. In addition to providing the meal, HBPW spends time advertising for the event and several HBPW employees regularly donate.

### Project Community Connect

Project Community Connect is a one-day event that connects community members in need with services intended to help break down barriers and build up homes. HBPW participates each year by attending the event in order to help answer utility related questions and assist with utility needs for local low-income and homeless.

### Holiday Hope Program

Douglass Community Services, a local not-for-profit that addresses community needs through a variety of programs, hosts the Holiday Hope Program each year to match up needy families and individuals with donors that provide much-needed household items, clothes, and other needs during the holiday season. Each year HBPW employees donate their own money to adopt two local families and provide them with Christmas gifts, clothing, and other essential household items.

### Big Truck & Safety Night

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# Community Service

FISCAL YEAR 2018-2019

## *Strength through Transformation*

### Hannibal's Historic Lighthouse

The Mark Twain Memorial Lighthouse was constructed in 1935 to commemorate Mark Twain's 100th birthday. The structure sits on 10 acres of park atop Cardiff Hill, a favorite play area of Tom Sawyer, Huckleberry Finn, and the many characters brought to life by Mark Twain. If you're up for a challenge, there are 244 steps to climb before reaching the top where you can view a panoramic scene of Hannibal and the Mississippi River.

Sadly, the Mark Twain Memorial Lighthouse suffered severe water damage leaving the wood to rot and the edifice structurally unsound. In addition, the structure had also been referenced as the city's most vandalized object. In May 2018, City Council approved for the lighthouse to be replaced entirely, and in March 2019, the 3-month project began.

HBPW Electric Department was involved since the beginning, working with the Hannibal Parks & Recreation Department to install new lighting components and security cameras. "This was a great collaboration between city departments, and we are happy to be a part of such a great project," states Jared Stewart, Electric Line Superintendent.

Since project completion in June 2019, the lighthouse has boasted its multi-colored light presentation to the citizens of Hannibal. Thanks to the Hannibal Board of Public Works Linemen for their hard work on the project, citizens of Hannibal and the many tourists that visit the community each year can enjoy this memorial for many years to come!



### CHART Teen Task Force Teen Health Fair

In 1995, a coalition of dedicated volunteers came together to address the problem of a rising teen birth rate in Northeast Missouri. The CHART (Community Health Assistance Resource Team) Teen Task Force is run with a vision for a healthy community with no unplanned teen pregnancies and no sexually transmitted diseases. To assist with their vision, this task force created the Teen Health Fair where a variety of community organizations provide services and educational opportunities for local teens. The Hannibal Board of Public Works attends this event each year to provide electric safety information, career path opportunities, and watershed management. The event reaches 1,000+ youth from around the area.





# Contact Us

FISCAL YEAR 2018-2019

## *Strength through Transformation*

### Address and Telephone

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### Online and Social Media



WWW.HANNIBALBPW.ORG



WWW.FACEBOOK.COM/HANNIBALBOARDOFPUBLICWORKS



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WWW.INSTAGRAM.COM/HANNIBALBPW



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