

IMPA President and CEO Announces Retirement

At the Indiana Municipal Power Agency's (IMPA) October Board Meeting, IMPA President and CEO Raj Rao announced his retirement effective April of 2022. Rao first joined the Agency in 1983 as its Director of Engineering and was named CEO of IMPA in 1986. Under Rao's leadership, IMPA grew from a budding company to a 61-member strong organization with \$2 billion in assets and a bright future.

"On behalf of the IMPA Board, we want to thank Raj for his decades of service to public power and IMPA member communities," said Brent Slover, General Manager of Utilities in Linton, Indiana and IMPA Board Chairman. "The influence he has had as a



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IMPA Community Joins Dedicated Services

Since 2017, IMPA Service Corp has offered transmission and distribution services, as well as system management, with shared professional staff through the Dedicated Services program. Through this program, participating IMPA members receive system engineering, emergency and storm power restoration, vegetation management, and general system maintenance at a cost-effective rate. In recent years, IMPA Service Corp has proudly assisted 12 member communities through the Dedicated Services program, and IMPA was glad to welcome another member community into the service as of this fall.

Dublin, Indiana, a small town in Wayne County near the member communities of Straughn and Lewisville, signed a service agreement in 2021 to receive the numerous

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IMPA Workshops

IMPA is pleased to continue its series of monthly training programs geared toward municipal utilities throughout the state. Covering a variety of topics, these sessions are meant to meet the needs of all utility personnel, including lineworkers, substation workers, meter personnel, engineers, and customer service professionals. The workshops are free to all IMPA members and member employees, and include all course materials, a certificate of completion, and a complimentary lunch (if in-person). IMPA encourages all to register and attend. For more information on IMPA's workshops, check out the schedule of 2022 workshops below or visit www.impa.com/impaworkshops. ●

Building a Safe Workplace

January 12 | 9:30am EST
IMPA Conference Center

Residential/Commercial Solar & the Impact on Utility

February 9 | 9:30am EST
IMPA Conference Center

Metering School

March 9 | 9:30am EST
IMPA Conference Center

Substation Training (2-Day Training)

April 13 | 9:30am EST
IMPA Conference Center

April 14 | TBD
Richmond, Indiana site

Transformers & Regulators

May 11 | 9:30am EST
IMPA Conference Center

Electricity 101 & 102

June 8 | 9:30am EST
IMPA Conference Center

Lockout/Tagout & Rigging Safety

July 6 | 9:30am EST
IMPA Conference Center

NonVerbal Communication II

August 10 | 9:30am EST
IMPA Conference Center

Underground Fault Finding

September 14
Location and Time TBD

Communicating Effectively with Utility Customers

October 12 | 9:30am EST
IMPA Conference Center

Strategies for Successful Customer Service Operations

November 9 | 9:30am EST
IMPA Conference Center

Dedicated Services

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benefits of the Dedicated Services program. Previously, Dublin contracted IMPA Service Corp to help the community maintain a safe and reliable local electric distribution system. Now, the town will receive these services and more at regular intervals, rather than having to contract each service out individually at a higher cost. Already this year, IMPA Service Corp performed a visual evaluation of Dublin's electric distribution system and utility poles to identify future opportunities for improvement of the overall system.

The town of Dublin is also conveniently located near IMPA Service Corp's storage facility and small office space in the member community of Spiceland, Indiana, only 20 minutes from Dublin. Since IMPA Service Corp's crews operate out of this facility, lineworkers have quick and easy access to several Dedicated Services members in case of power outages or other emergency situations.

With the help of IMPA Service Corp's expertise, all 13 Dedicated Services members receive help with their infrastructure's problems, large and small, leading to better quality utility service for customers. Other member communities participating in the Dedicated Services program have high praise for the work being done in their communities.

"Now that we've worked with Dedicated Services for a few years, we've realized that IMPA Service Corp's workers are giving our community the best utility service that we've ever seen," said Sarah Ward, Town Council President and IMPA Commissioner of Knightstown, Indiana. "The crews found so many issues with our system that we were not even aware of, and we've seen a tremendous difference in our electric service since they worked to restore our infrastructure."

With the goal of providing low-cost, reliable, and environmentally responsible power to all member communities, IMPA leaders are



proud to offer the Dedicated Services program and see more members come on board.

"Dedicated Services helps preserve each community's most valuable asset—its locally-owned electric utility," said IMPA President and CEO, Raj Rao. "Our highly-trained and experienced engineers, lineworkers, and staff bring a high level of expertise, allowing smaller systems to receive the same level of service as larger electric systems. We are glad to work with Dublin to ensure a bright future at their utility." ●

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leader, visionary, and friend has made a positive impact on all of us, and we look forward to wishing him a happy retirement.”

A CEO Search Committee has been established by the IMPA Board of Commissioners to seek a replacement for Rao once he retires in the spring.

“I am honored to have worked alongside so many community leaders, commissioners, and IMPA staff members throughout my career in public power,” said Rao. “I will continue working diligently for the next few months to serve our member communities and to prepare IMPA for its new President and CEO. With an accomplished group of staunch IMPA advocates leading the way, I have full confidence that the commissioners on IMPA’s CEO Search Committee will find an exceptional candidate to carry on the Agency’s legacy.”



Rao pictured with his wife, Jabili, received the Sagamore of the Wabash award for his years of dedication to public power.