SOLARI COMMUNICATION

Rich Maggiani

Reports, plans, and books authored and designed;
original editions and revisions

Integrated Resource Plans

Black Hills Energy
2021 Cheyenne Light (Wyoming) and Black Hills Power (South Dakota) Integrated Resource Plan

Glendale Water & Power
2024 Integrated Resource Plan

Green Mountain Power
Integrated Resource Plan: 2018
Integrated Resource Plan: 2011
Integrated Resource Plan: 2007

Hawaiian Electric Companies
Power Supply Improvement (PSIP) Integrated Resource Plan (IRP): December 2016
PSIP Update Revised Analytical Approach and Work Plan: 2016
Power Supply Improvement (PSIP) Integrated Resource Plan (IRP): April 2016
PSIP (IRP) Update Interim Status Report
Proposed PSIP (IRP) Revision Plan
Power Supply Improvement Plan (PSIP): 2014
Integrated Resource Planning Report: 2013

Hawai'i Electric Light Company
Power Supply Improvement Plan (PSIP): 2014

Maui Electric Company
Power Supply Improvement Plan (PSIP): 2014

Northern California Power Agency
2023 Inter-Agency Resource Plan

Turlock Irrigation District Water & Power
2023 Integrated Resource Plan

Vernon Public Utilities
2023 Integrated Resource Plan

Solari Communication
Transforming the Creation of Integrated Resource Plans
The Integrated Resource Planning Transformation

Utility Plans and Reports

Anchorage Municipal Light and Power
Energy Efficiency Incentives Report

Arlington (Texas) Utilities
Utility Management Systems

Atlanta Water Works
Customer Service Management

Augusta (Georgia) Utilities Department
Utility Financial Processing

Azusa (California) Light and Water
Electric Utility Billing Processes

Belmont (Massachusetts) Municipal Light Department
Customer Service and Electric Utility Management

Connecticut Energy Advisory Board (CEAB)
Electricity Procurement Report

Denver Utilities
Utility Process Training

Detroit Water Department
Utility Billing Procedures

Electric Power Board of Chattanooga
Customer Service and Electric Utility Management

Electric Power Systems
System Security Study and Results

Freeport Village (New York) Utilities
Customer Service and Utility Management

Green Mountain Energy Resources
Cleaner Electricity—Choose Wisely

Green Mountain Power
Solar Installation System Impact Study

Greensboro (North Carolina) Utilities
Utility Bill Messaging

Hawaiian Electric Companies
Maintaining Reliability as Variable Renewables Proliferate
Smart Grid Foundation Project
Integrated Demand Response Portfolio Plan
Smart Grid Roadmap and Business Case
Generation Requirements and Cycling Study: Executive Summary
Investigative Report on Renewable Generation
Distribution Circuit Monitoring Plan: Executive Summary
Interconnection Requirements Study: Executive Summary

Marquette Board of Light & Power
Customer Service and Electric Utility Management

Martin County (Florida) Utilities
Utility Information Reporting

Massachusetts Department of Energy Resources (DOER)
Renewable Portfolio Standard (RPS) Requirements Feasibility Report

Massena (New York) Electric Department
Electric Utility Management

Maui Electric Company
Cost Recovery Through a Rate Adjustment Mechanism Application

Milwaukee Water Works
Utility Customer Service Processes

Minneapolis Water Works
Utility Billing Procedures

Montgomery (Alabama) Water Works
Customer Service and Utility Management

Oklahoma City Water Department
Customer Service and Utility Management

Redlands (California) Utilities
Utility Customer Service Processes

Semco Energy Gas Company
Utility Management and Customer Service

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Electricity Position Papers

California: Working to Elevate Integrated Resource Planning

The Hawaiian Plan: 100% Renewable Energy by 2045

Net Energy Meeting: An Honest Story

Net Energy Metering Launched the Distributed Energy (R)Evolution

Regulatory or Strategic IRP: A Pivotal Choice

A Statewide Approach to Integrated Resource Planning

Transitioning to the Utility of the Future

South Coast (Laguna Beach) Water District

Customer Account Management

Turlock Irrigation District Water & Power

Economic Impact Analysis of Changing River Flow Requirements

Training

Ameriprise Financial (RiverSource University)

Communication Framework Worksheet and User Guide

Introduction to Presentation Skills (Level 100) Instructional Design

Introduction to Presentation Skills Facilitator Guide

Introduction to Presentation Skills Participant Guide

Intermediate Presentation Skills (Level 200) Instructional Design

Intermediate Presentation Skills Facilitator Guide

Intermediate Presentation Skills Participant Guide

Fletcher Allen Health Care

Laboratory Test Order & Review System

Laboratory Test Order & Review Pocket Guide

Physician's Laboratory Test Review System

Green Mountain Coffee Roasters

Designing Questions Class and Student Guide

Interviewing Techniques Class & Student Guide

Learning to Listen Class and Student Guide

Technical Writing Class and Student Guide

Phoenix Geophysics

Presentation Skills Training Participant and Facilitator Guides

Province of Ontario Government

Engaging and Influencing Your Audience

Introduction to Presentation Skills

Advanced Presentation Skills

Vermont School Boards Insurance Trust

Programs and Procedures

Vertek Corporation

Customer Communication Learners Guide

Communication

Solari Communication

Social Media Position Papers

Cloud Computing Intersects with Social Media

Effectively Managing Twitter

Embrace Social Media: Blogging and Microblogging

The Generational Effect on Social Media

How Useful Is Your Twitter Stream?

Influence Your Community by Engaging Them

Social Media and Its Effect on Communication

Social Media: Four Steps of Engagement

Social Media Strategies

Communication Position Papers

Communication Sometimes Requires Persistence

The Costs of Poor Communication

How Does It Look?

The Nut as an Effective Marketing Tool

Reading Is Dead

The Ten Tents of Effective Communication (part one)

The Ten Tents of Effective Communication (part two)

Communication Plan Position Papers

A Communication Audit Helps You Communicate Better

Communication by the Numbers

A Communication Plan Establishes a Foundation of Success

Evaluate and Analyze Your Communication with a Comprehensive Assessment

The Many Benefits of Effective Communication Plans

The Many Reasons for Needing a Communication Plan

The Most Successful Companies Communicate Better

Listening Position Papers

How to Be an Effective Listener

How to Truly Listen

The Many Benefits of Listening

Personality Traits of an Exceptional Listener

Why Is Listening So Under-Appreciated

Presentation Position Papers

Identifying Your Three Presentation Audiences

It's All About Your Audience

Nine Engaging Ways to Open a Presentation

Open Your Presentation with Pizzazz—Tell a Story

Twenty-Eight Qualities of a Skillful Presenter

Where Are You Going with that Presentation?

Yes, I See That

Writing and Editing Position Papers

Another Take on Editing: Three New Levels

An Editor: Your First Reader and Collaborator

Five Extraordinary Editing Tasks

The Five Levels of Editing

The Increasing Importance of Technical Communication

The Inexorable Rise of the Technical Communicator

The Nine Tasks of an Editor

The Value of The Society for Technical Communication

Writing 201: Analyzing the Writing Process

Published Articles

Are You Drowning in Social Media?

Boost Your LinkedIn Profile with Recommendations

Effective Business Communication

The Generational Effect on Social Media

How to Better Manage Your Twitter Stream

Making Time for Social Media

Marketing Your Service: On Becoming Visible

On Twittering

Social Media as Chaos

Staying Competitive with Social Media

Technical Communication in a Social Media World

Town Manages Money Responsibly

Using LinkedIn To Get Work

The Value of Your LinkedIn Connections

Why Social Media Is So Wonderful

Your Flowing Twitter Stream

Marketing

Blue Cross and Blue Shield of Vermont
Response to RFP for IDX Systems Corporation
Response to RFP for State of Vermont
Response to RFP for The Taylor Group

Daymark Energy Advisors
Daymark: Brand of Excellence
Daymark Writing Style Guide

ipCapital Group
Potential Linux intellectual property inventions
A Single Login Process for External; Internet-based Online Services
Adding an Extra Security Level to Credit Card Data Transmissions to Better Thwart the Data's Unauthorized Use
Authenticating a Smart Card When Used for an Electronic Transaction
Consolidating Disparate Supplier Database Structures into a Customized Database System
Creating a Personalized Graphical Interface that Balances Individualized Content with Content Provider Requirements
Creating Task-Specific Virtual Machines to Test for Malicious Code
Customizing Queries Based on User Preferences for Searching Online Content and Returning Customized Results
Efficiently and Securely Purchasing Goods from Online Services
Initially Configuring New Devices and for Installing Software-related Upgrades and Fixes When Available
Implementing a Single Login Process for Internal Computer Services
Installing Only Those Application Features That Are Actually Used
Installing Software Upgrades with Improved Uninstall Capabilities
Method for an Online Merchant to Offer Competitive Product Pricing and Promotions Attractive to their Global Customers
Operating Multiple Applications on a Standard Smart Card
Querying Online Content to Obtain Customized Results Based on Your Particular Requirements
Searching Online Content to Obtain Meaningful Results Using a Web-based Hierarchical Database
Securely Sending Financial Data While Thwarting Attempted Thefts
Securely Transmitting Information Online When the Security Is Enabled by the Sender
Updating New Application Installations and for Installing Upgrades and Fixes When Available
Upgrading Software and Related Data Files on a Need Basis Without Querying a Database

MobiRez–Advertising Associates International
Tourist Attraction Marketing Materials

Vermont TelEmergency (TDS TELECOM)
Enhanced 911 Request for Proposal Response

Machinery

Country Home Products
DR Gear-Driven Power Take-off System
DR Trimmer/Mower Operating Instructions
DR Zero-Turn Radius Riding Mower
Neuton Garden Cart Operating Instructions
Neuton Mower Operating Instructions
Neuton Trimmer Operating Instructions

Hearthstone Stoves
Homestead Gas Stove User Manual

Sung An Machinery
New Air Inflatable Bubble Wrap Line 5 User Guide
Pilot Extrusion Coating Machine User Guide
Tandem Extrusion Coating Machine User Guide

Software

Ascension Technology
driveBAY Setup Guide
medSAFE Setup Guide
trakSTAR Setup Guide

Bio-Tek Instruments
MicroTrak XL
Assay Software Detail Design
Detailed Look User's Guide
Host Link Functional Specification
Host Link Integration Test Plan
Host Link Requirements Specification; v1.1
Host Link Requirements Specification; v1.2
Host Link Requirements Specification; v1.3
Instrument Releases Notes; v1.0
Instrument Releases Notes; v2.0
Instrument Releases Notes; v3.0
Instrument Releases Notes; v4.0
Instrument Releases Notes; v5.0
Instrument Releases Notes; v6.0
Instrument Releases Notes; v7.0
Motor Controller Communications Protocol Specification; v3.1
Motor Controller Functional Specification; v2.2
PC Message Communications Protocol Spec; v0.1
PC Message Communications Protocol Spec; v1.0
PC Message Communications Protocol Spec; v2.0
PC Message Communications Protocol Spec; v3.0
PC Software Detailed Design; v1.0
PC Software Functional Specification; v3.0
PC Software Functional Specification; v3.1
Product Architecture; v1.0
Product Architecture; v2.0
Product Architecture; v2.1
Product Architecture; v3.0
Software Architecture; v2.0
Software Architecture; v2.1
Software Architecture; v3.0
Software Integration & Release Procedures; v1.0
Software Integration & Release Procedures; v2.0
Software Integration & Release Procedures; v3.0
Software Integration & Release Procedures; v4.0
Software Integration & Release Procedures; v5.0
Software Release Notes; v0.1
Software Release Notes; v1.0
Software Release Notes; v2.0
Software Release Notes; version A
Software Release Notes; version B
Software Release Notes; version B1
Software Release Notes; version C
Technical Reference; v0.1
Technical Reference; v2.0
Technical Reference; v2.1
Technical Reference; version A
Technical Reference; version B
Technical Reference; version C
Technical Reference; version D
ELs1000
ELs1000 Operator's Guide; version A
ELs1000 Operator's Guide; version B
ELs1000 Operator's Guide; version C
ELs1000 Operator's Guide; version D

Champlain Software
Windows Library
fx/Report User Guide
fx/Scholar Getting Started
fx/Tools User Guide
Personal Computer Library
Accounts Payable User Guide
Admissions User Guide
General Ledger & Budget User Guide
IBM AS/400 Library
Admissions User Guide
Cash Receipts User Guide
Pre-Admissions and Recruiting User Guide
Payroll User Guide
Registration and Records User Guide
Student Billing User Guide

GE Healthcare (formerly IDX Systems)
Admissions; Discharges; and Transfers (ADT) System Manager User Guide
Admissions; Discharges; and Transfers Tutorial
Hospital Patient Accounting (HPA) System Manager User Guide
Hospital Patient Accounting Tutorial
IDXConnectR Getting Started
IDXConnectR Procedure Online Help

IBM Corporation
System Logic Library
31-Bit Addressing; v2.1.2
Auxiliary Storage Management; v1.3.4
Auxiliary Storage Management; v2.1.2
Auxiliary Storage Management; v2.1.3
Availability Manager; v2.1.6
Checkpoint/Restart; v2.1.2
Checkpoint/Restart; v2.1.3
Communication Management; v2.1.2
Contents Supervision; v2.1
Contents Supervision; v2.1.1
Contents Supervision; v2.1.2
Converter/Interpreter; v2.1
Converter/Interpreter; v2.1.1
Converter/Interpreter; v2.1.2
Dispatcher; v2.1.1
Dispatcher; v2.1.2
Dump Analysis and Elimination; v2.1.1
Dump Analysis and Elimination; v2.1.2
Dumping Services; v2.1.1
Dumping Services; v2.1.2
Event Notification Facility; v2.1.1
Event Notification Facility; v2.1.2
Expanded/Extended Memory Specifications; v2.1
Functional Subsystem Interface; v2.1.1
Initialization and Tuning; v1.3.5
Initialization and Tuning; v2.1.3
Input/Output Supervisor; v1.3
Input/Output Supervisor (Part 1); v2.1.2
Input/Output Supervisor (Part 2); v2.1.2
Job Entry Subsystem/Scheduler Services; v2.1.1
System Initialization Logic; v1.3.4
System Initialization Logic; v1.3.5
System Initialization Logic; v2.1.3
Virtual Storage Management (Part 1); v2.1
Virtual Storage Management (Part 2); v2.1
Documentation Tool
System Logic Library Documentation Tool Guide; v1.0
System Logic Library Documentation Tool Guide; v2.0

Technical Newsletters; OS/VS2 (Operating System/Virtual Storage 2)
Initialization and Tuning Guide; v1.3.4
Input/Output Supervisor; v1.3.1
Input/Output Supervisor; v1.3.2
Input/Output Supervisor; v1.3.3
System Initialization Logic; v1.3.3
System Logic Library; Volume 3; v1.3.1
System Logic Library; Volume 3; v1.3.4
System Logic Library; Volume 3; v1.3.5
System Logic Library; Volume 5; v1.3.4
System Logic Library; Volume 6; v1.3.3
System Logic Library; Volume 6; v1.3.4
System Logic Library; Volume 11; v1.3.3
Technical Newsletters; MVS/XA (Multiple Virtual Storage/Extended Architecture)
31-Bit Addressing; v2.1.1
System Initialization Logic; v2.1.2
Auxiliary Storage Management; v2.1.1
Auxiliary Storage Management; v2.1.2
Checkpoint/Restart; v2.1.1
Checkpoint/Restart; v2.1.2
Master Subsystem/Subsystem Interface; v2.1.1
Master Subsystem/Subsystem Interface; v2.1.2
PC Authorization Service Routines; v2.1.1
PC Authorization Service Routines; v2.1.2
Recovery Management Support; v2.1.1
Recovery Management Support; v2.1.2
Supplements; MVS/XA
Initialization and Tuning; v2.1.2
System Initialization Logic; v2.1.2
Master Subsystem/Subsystem Interface; v2.1.1
Master Subsystem/Subsystem Interface; v2.1.2
PC Authorization Service Routines; v2.1.1
PC Authorization Service Routines; v2.1.2
Recovery Management Support; v2.1.1
Recovery Management Support; v2.1.2
Supplements; OS/VS2
Initialization and Tuning; v1.3.4
System Logic Library; Volume 1; v1.3.1
System Logic Library; Volume 6; v1.3.3
System Logic Library; Volume 6; v1.3.4
Project Management
System Logic Library; 16 Volumes; v1.3
System Logic Library; 42 Volumes; v2.1

Kestrel Technologies, LLC
SV1 Application Programmer Interface (API)

LPA Software, Inc
CARRI Macintosh Installation Guide
CARRI Training Manual (co-authored)

National Life of Vermont
Automated Correspondence Standards

Portfolio Software
Day-to-Day Calendar (Macintosh) Quick Reference Guide
Day-to-Day Calendar (Macintosh) User Manual
Day-to-Day Contacts (Windows) Quick Reference Guide
Day-to-Day Contacts (Windows) User Manual

Systems & Software
enQuesta Customer Information User Guides
Backflow and Cross Connections User Guide
Billing Rates Guide
Billing User Guide
Call Tracking User Guide (co-author)
Cash Receipts User Guide
Credit and Collections User Guide (two versions)
Hydrant-Valve-Tap and Transformer User Guide
Meters and Hand-Helds User Guide
New Sites User Guide (two versions)
Tax Billing User Guide
Work Order Overview
enQuesta Financial Management User Guides
Equipment Maintenance and Scheduling User Guide
Inventory User Guide
Job Costing User Guide
Work Order Costing User Guide
enQuesta Training Guides
enQuesta Course Catalog
Inquiry & Navigation e-Learning Interactive CD
Client-Specific Training Guides
Billing Guide
Billing Work Orders
Call Tracking and Letter Generation
Cash Processing
Cash Receipts
Credit and Collections
Meters Management
Pre-Billing Guide
Work Order Overview
Work Order Update
enQuesta System Guides
Configuring the Inquiry Portal
Security Guide (two versions)
System Administration Guide

Initial Setup Guides

Customer Information Initial Setup Guide

Finance and Accounting Initial Setup Guide

enQuesta Control File Initial Setup Guide

enQuesta Features & Benefits

enQuesta Version 2 Features & Benefits

enQuesta Version 3 Features & Benefits

enQuesta Version 3.7 Features & Benefits

enQuesta Version 4 Features & Benefits

Version Level Enhancements

Version 2.0 Enhancements

Version 2.1 Enhancements

Version 2.2 Enhancements

Version 2.3 Enhancements and Instructions

Version 2.5 Enhancements and Instructions

Version 2.6 Enhancements and Instructions

Version 2.7 Enhancements

Version 3.0 Enhancements and Instructions

Version 3.5 Enhancements and Instructions

Version 3.7 Enhancements

Customer Information Learning Guides

ACH Procedures

Active and Status Codes

Adjusting a Bill (multiple versions)

Average Winter Consumption

Cash Receipting

Collection Agency Work Order

Consumption History and Financial Codes

Creating Banner Messages

Customized Reporting Code

Disputing a Bill

Electronic Bill Presentment and Payment

Working with the EMPAC Interface

Ensuring Accurate Meter Readings

Fixed Billing

Online Readings Edit

Reconciling Accounts Payable Checks

Time-of-Use Billing

Transferring Delinquents to Tax Rolls

Using Standard USPS Zip Codes

WordPerfect Printer Setup

Writing Messages on Bills

Introductory Guides

enQuesta Basics

enQuesta Glossary

Inquiry and Navigation (two versions)

Introducing *enQuesta*

Marketing Sell Sheets

enQuesta VoiceConnect

enQuesta WebConnect

New Sites and Services

Reporting Solutions

MUPS—Municipal & Utility Package Software

Accounts Payable Reference Guide

Accounts Receivable Reference Guide

Cash Receipting Reference Guide

Continuing Property Records Reference Guide

Cross Connections Reference Guide

Customer Information System Reference Guide

Customer Service & Inquiry Reference Guide

Customer Service & Work Order Reference Guide

Electric Utility Billing Reference Guide

Fixed Assets & Facilities Reference Guide

Gas Utility Billing Reference Guide

General Ledger Reference Guide

Inventory Reference Guide

Job Costing Reference Guide

Payroll Reference Guide

Purchase Orders Reference Guide

Refuse Utility Billing Reference Guide

Sewer Utility Billing Reference Guide

System Admin Reference Guide

Tax Billing Reference Guide

Water Utility Billing Reference Guide

Foundational Documents

Applying FrameMaker Styles to *enQuesta* Documents

enQuesta Style Guide

FrameMaker Templates for *enQuesta* documents (nine templates encompassing a single FrameMaker Book)

Using FrameMaker to Create enQuesta Documents

Word Template for Customer Documentation

Online Help

Electronic Billing Online Help

WebConnect Online Help

Vermont Creative Software

Vermont Views GraphEx User Guide

Vermont Department of Taxes

Grand List User Guide

Vermont State Colleges

User Guides

Admissions User Guide

Billing User Guide

Data Element Dictionary

Financial Aid User Guide

Fiscal User Guide

Registration User Guide

Report Generator User Guide

Report Samples

Admissions Report Samples

Billing Report Samples

Financial Aid Report Samples

Fiscal Report Samples

Registration Report Samples

Newsletter

Editor, designer, and writer for bimonthly *Computing* newsletter