Rich Maggiani

Books authored and designed; original editions and revisions

Utilities

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

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

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
Integrated Resource Plan (IRP): 2018
Integrated Resource Plan (IRP): 2011
Integrated Resource Plan (IRP): 2007
Solar Installation System Impact Study

Greensboro (North Carolina) Utilities
Utility Bill Messaging

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 Update Interim Status Report
Proposed PSIP Revision Plan
Maintaining Reliability as Variable Renewables
    Proliferate
Smart Grid Foundation Project
Power Supply Improvement Plan (PSIP): 2014
Integrated Demand Response Portfolio Plan
Smart Grid Roadmap and Business Case
Integrated Resource Planning (IRP) Report:
    2013
Generation Requirements and Cycling Study:
    Executive Summary
Investigative Report on Renewable Generation
Distribution Circuit Monitoring Plan: Executive
    Summary
Interconnection Requirements Study:
    Executive Summary

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

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
Power Supply Improvement Plan (PSIP): 2014

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

Solari Communication
Transforming the Creation of Integrated
    Resource Plans (IRPs)
The Integrated Resource Planning (IRP)
    Transformation
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 and 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

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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
Tandem Extrusion Coating Machine User Guide
Pilot 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

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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

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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

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