

Rich Maggiani

Writer, Communication Consultant
Over 20 years experience in the electric utility industry

Professional Skills

Writer and Editor. Write materials mainly about energy resource planning, especially toward integrating increasing amounts of renewable generation: reports, plans, guides, presentation, proposals, and studies. Communication consultant, trainer, and presenter.

Experience

Page Designs Inc

President and Founder

Solari Communication; Essex, Vermont. 2004–Present
Writer/Editor & Trainer
Technical communication consultant

PDI Creative; Burlington, Vermont. 1988–2004
Marketing and communication agency (staff of 18)

Writer/Editor, Trainer

Vermont State Colleges; Waterbury, Vermont. 1985–1989

Information Developer

IBM; Poughkeepsie, New York. 1981–1985

Teacher and Instructor

Champlain College; Burlington, Vermont. 2007–2008
Saint Michael's College; Colchester, Vermont. 1990–1998

Education, MSA, BS

Master of Science in Administration

Saint Michael's College; Colchester, Vermont. 1993.
Summa cum laude

Bachelor of Science

Mathematics; Education, Communication. Bridgewater State University; Bridgewater, Massachusetts. 1980.
Cum laude

Energy Resource Plan (IRP) Writing

Updated Power Supply Improvements Plans (PSIPs). Writer, document designer, editor-in-chief, and document coordinator for this detailed update and expansion of the current PSIP energy resource plans, in response to a Hawai'i Public Utilities Commission Docket and Order. Created a detailed outline to ensure the final plan complied with the D&O; worked closely with consultants and utility staff, including company executives. In addition, wrote an initial compliance filing will also be the lead writer for an interim report. *Hawaiian Electric Companies*; Honolulu, Hawai'i. September 2015–Present 2016.

Power Supply Improvements Plans (PSIPs). In response to three Hawai'i Public Utilities Commission Dockets, acted as editor-in-chief, writer, and designer for three coordinated energy resource generation plans for increasing renewable resources, one for each operating utility: Hawaiian Electric, Maui Electric, and Hawai'i Electric Light. Outlined the plans' content; organized the submission of information with company staff and five outside consulting agencies, edited and rewrote content as necessary, designed the page layout, and produced the final reports. *Hawaiian Electric Companies*; Honolulu, Hawai'i. May–November 2014.

2013 Integrated Resource Planning (IRP) Report. Employed writing, editing, document design and layout, project management, and consulting services for this year-long IRP process (based in part on scenario planning) incorporating Hawaiian Electric Company, Maui Electric Company, and Hawai'i Electric Light Company, with the integral involvements of company resource planners, engineers, and executives, plus a 68-person external Advisory Group (appointed by the Hawai'i Public Utilities Commission). *Hawaiian Electric Companies*; Honolulu, Hawai'i. May 2012–August 2013.

2011 Integrated Resource Plan (IRP). Writing, editing, organizing, graphic design and layout, and project management of this IRP based on scenario planning, under a strict deadline. *Green Mountain Power*; Colchester, Vermont. March–June 2011.

2007 Integrated Resource Plan (IRP). Writing, editing, interviewing, organization, graphic design and layout, and project management of this IRP based on scenario planning. *Green Mountain Power*; Colchester, Vermont. March–May 2007.

Utility Industry & Energy Market Writing

An overview of report titles written for electric utilities, energy consultants, and other utility industry companies and organizations:

- ◆ Cost Recovery Through a Rate Adjustment Mechanism Application
- ◆ Generation Outages Study
- ◆ Energy Writing Style Guide
- ◆ Smart Grid Roadmap Update
- ◆ System Security Study
- ◆ Integrated Demand Response Portfolio Plan (IDRPP)
- ◆ Confidential Proposal on Net Energy Metering
- ◆ Smart Grid Roadmap and Business Case
- ◆ Solar Installation System Impact Study



- ◆ Generation Requirements and Cycling Study: Executive Summary
- ◆ Massachusetts Department of Energy Resources Renewable Portfolio Standard Requirements Feasibility Report
- ◆ Connecticut Energy Advisory Board (CEAB) Electricity Procurement Report
- ◆ Report to Anchorage Municipal Light and Power on Energy Efficiency Incentives
- ◆ enQuesta Utility Software Suite: Marketing materials, software user guides, system user guides, online help, product update release notes, training materials and course development, a course catalog, and other supporting documents
- ◆ Customer Service and Electric Utility Management
- ◆ Utility Billing Procedures
- ◆ Customer Service and Electric Utility Management
- ◆ Utility Information Reporting
- ◆ Utility Management and Customer Service
- ◆ Customer Service Management
- ◆ Customer Account Management
- ◆ Customer Service and Utility Management
- ◆ Customer Service and Utility Management
- ◆ Utility Customer Service Processes
- ◆ Utility Billing Procedures
- ◆ Electric Utility Billing Processes
- ◆ Utility Bill Messaging
- ◆ Utility Financial Processing
- ◆ Customer Service and Utility Management
- ◆ Electric Utility Management
- ◆ Customer Service and Electric Utility Management
- ◆ Utility Process Training
- ◆ Utility Management Systems
- ◆ Utility Customer Service Processes
- ◆ Cleaner Electricity—Choose Wisely

Business Writing

Partial list of titles written:

- ◆ Pilot Extrusion Coating Machine User Guide
- ◆ Tandem Extrusion Coating Machine User Guide
- ◆ Invention Descriptions and Flowcharts
- ◆ Branding and Logo Consultant
- ◆ Web Site Marketing Copy
- ◆ driveBAY, medSAFE, and trakSTAR Set-up Guides
- ◆ DR Power Mowers; Neuton Cordless Electric Mower and Accessories Safety and Operating Instructions
- ◆ fx/Scholar Suite User Guides
- ◆ Homestead Gas Stove Owner's Manual
- ◆ Grand List User Guide
- ◆ Responses to Requests for Proposals (RFPs)
- ◆ Programs and Procedures
- ◆ Correspondence Standards
- ◆ Application Programmer Interface
- ◆ Hospital Products Division

- ◆ Enhanced 911 Proposal
- ◆ Training Manual and Installation Guide
- ◆ Laboratory Test Ordering and Review System
- ◆ Day-to-Day® Contacts
- ◆ MicroTrak XL® and ELs1000®
- ◆ Administrative Systems User's Guides
- ◆ Vermont Views™ GraphEx User's Guide
- ◆ Administrative Systems 12-Volume Library
- ◆ MVS System Logic Library

Instructional Design and Training

Designed and conducted training for over twenty communication, writing, and presentation classes for industry professionals and university graduate school.

Book Writing

Currently writing three communication and electric industry books: Presenting with Poise, Electricity Currents; and Writing for Results

Author and Publisher

Published writer of over a dozen communication- and industry-related articles. Columnist on social media topics for an industry-related publication. Publisher and writer of over forty position papers on communication topics.

Speaker and Presenter

Speaker and presenter of over fifty sessions at national and international professional conferences.

Awards

Fellow; Society for Technical Communication (STC)
Employer of the Year. Vermont Federation of Business and Professional Women's Association. 1999.
Over 30 design, writing, and professional awards.

Professional Memberships

Society for Technical Communication (STC)
Vermont Businesses for Social Responsibility (VBSR)

Professional Leadership

Director-at-Large, STC Board of Directors. Elected three times, served eight years. Served as committee chair for eight other STC divisions.

Delegate. White House Conference on Small Business.

Community Service

Served in numerous capacities in local community: candidate for office; member of environmental, legislative, and educational committees; board chairs of various local organizations; and sports coach.

References

A list of references; copies of articles, position papers, and writing portfolios are available on request.

