

NCEA 2007 Energy Delivery Workshop – Survey Results

Thank you for attending the NCEA workshop. Take a moment to complete this survey. Your answers will shape future workshops, results will be posted on your NCEA website – www.ncea-online.org in the coming weeks.

	Exceptional	Good	Average	Below Average	Poor
OVERALL, Rate This NCEA Workshop	26%	74%	_____	_____	_____
Rate the workshop's timing, format, etc.	21%	63%	16%	_____	_____
Rate the food, facility and workshop location	47%	47%	6%	_____	_____
Rate these workshop sessions & presenters:					
"Can The Customers & Suppliers Coexist ..."	16%	37%	47%	_____	_____
"NCEA Profile #1 – Allete-Minnesota Power"	32%	63%	5%	_____	_____
"NCEA Profile #2 – American Transmission Co."	26%	53%	21%	_____	_____
"Workshop Roundtable Discussions I & II"	10%	64%	26%	_____	_____
"Tour: Xcel's A.S. King Plant"	53%	47%	_____	_____	_____
"Bus & Dinner at Gasthaus Bavarian Hunter"	79%	21%	_____	_____	_____
"Observations Of Utility Subcontractor"	32%	58%	10%	_____	_____
"Wrap-Up, Recognition & Next Years' Plan"	27%	63%	10%	_____	_____
Did you have any concerns with the hotel?	Yes - 5%	No - 79%			
If yes, did the hotel correct the problem(s)?	Yes - 5%	No _____			

Provide General Comments: *Enjoyed the company, this one could be a standard for future workshops...Great exchange of ideas...Great program Dale...I am glad I attended...The time for relationship building was great...Tour piece allows for learning and relationship building...Good meeting...As usual, great networking opportunities...Have more time allotted for round table, but do it by work type groups (engineering, linework, etc.)*

What delivery topics would you like presented next year, and/or by whom?

Relationship between 'reliability' and 'customer satisfaction', often time these accountabilities are under different VP's, yet are closely related...Reducing overtime/labor costs in the field, standards set for 1,2,3 man work...Mutual aid...New technology implementations...NERC compliance issues...GIS/GPS...emergency procedures...Smart grid, where is it going and what will utilities use it for? Could bring someone in to talk on this...Xcel's experience using contract distribution designers (synergetic design)...Aging workforce challenges, right time hiring vs. just in time, after hours coverage...Material acquisition and specifying – every utility has one, some have outsourced, some in house.

How can we increase this workshop's value?

Bring in subject experts rather than vendors...Somehow find a way to allow a bit more free time, sitting all day and dinner is deadly...Vendors cannot present without doing some kind of 'selling' – stick with industry experts that teach us...Keep the same...Continue promoting the value of this meeting among members.

Comments and/or feedback for staff, NCEA's programs, service, etc.:

Automation projects...Update list of NCEA members and create an email group to bounce questions off each other...Staff was great, well organized, very friendly...Dale Yohnke does a great job...Great job.