

Contact: David Tuohey
Corporate Communications Manager
(413)589-0141 ext. 392
dtuohey@mmwec.org

MMWEC employee receives regional customer service award

LUDLOW, Mass. – Apr. 6, 2006 – Mary Illingsworth, conservation services technician for the Massachusetts Municipal Wholesale Electric Company (MMWEC), was presented with a 2006 Carol M. Tracey Award for Excellence in Customer Service by the Northeast Public Power Association (NEPPA) during the organization’s annual customer service conference at the Springfield Basketball Hall of Fame on March 24. This award is given annually to public power electric utility employees who have demonstrated a commitment to delivering outstanding service to their customers.

Illingsworth was recognized for her work with the MMWEC Home Energy Loss Prevention Services (HELPS) program, which provides participating municipal utilities and their customers with a variety of energy conservation services. Illingsworth is responsible for providing assistance to 18 municipal light departments and their customers seeking information on residential energy audits, appliance rebates and other conservation incentives. She organizes a multi-faceted conservation program for municipal light departments by answering calls to the HELPS toll-free hotline and by working closely with energy auditors to schedule individual audits. With the rise of electric prices in the past year, Illingsworth responded to nearly 700 customer requests for conservation services during the last five months of 2005.

According to MMWEC Board of Directors member and General Manager of the Holyoke Gas & Electric Department James M. Lavelle, “Mary serves her municipal customers as well as their retail customers with efficiency, expertise and understanding.”

Illingsworth, a resident of Chicopee, has been employed at MMWEC for 15 years.

MMWEC is a non-profit, public corporation and political subdivision of the Commonwealth of Massachusetts that provides a wide range of power supply, financial and other services to the state’s consumer-owned, municipal electric utilities.

Additional information about the MMWEC HELPS program can be found online at www.munihelps.org.