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Kyivenergo / PP&L Corporation Partnership

Commemorative Report
December, 1993 - May, 2000

Sponsored by:
United States Agency for International Development
United States Energy Association



Frank Long, PPL Executive Vice President and Chief Operating Officer, and Vladimir Trafimov, Ukraine Ministry of Energy & Electrification, sign the partnership memoranda of understanding on December 10, 1993.

This book is to serve as an official record of the Kyivenergo / PPL Corp. partnership activities that have occurred over the past six and a half years. The partnership was sponsored by the United States Agency for International Development and managed by the United States Energy Association. Included are detailed lists of each of the activities and all of the participants. Also included are the original detailed agendas for each of the activities.

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Iouli Potapenko, former Director of Kyivenergo's Foreign Relations Department, played a significant role in the early years of the partnership.

Overview

The partnership between PPL Corp. and Kyivenergo officially commenced on December 10, 1993 during a signing ceremony at PPL Corp.'s Service Center in Wilkes Barre, Pennsylvania. The Memoranda of Understanding were signed by Frank Long, then PPL Corp.'s Executive Vice-President and Chief Operating Officer, and Vladimir Trafimov, then a member of the Ukraine Ministry of Energy & Electrification.

This was the first electric utility partnership to be initiated under the Energy Industry Partnership Program (EIPP) in Ukraine. The EIPP is sponsored by the United States Agency for International Development (USAID) and managed by the United States Energy Association (USEA). The objective of the EIPP is to establish long-term cooperative relationships between U.S. and NIS energy enterprises that provide a mechanism for the U.S. energy industry to transfer its experience in market-based energy production, transmission, distribution and utility regulation.

The partnership between PPL Corp. and Kyivenergo has been the longest and also one of the most effective. Significant positive changes have occurred within Kyivenergo that can be attributed to partnership activities. These changes can be seen throughout the company especially in the areas of employee safety, metering, billing & collections, investor relations, accounting and finance, project management, public relations, and risk management.

Partnership Statistics

PPL Corp. and Kyivenergo have each dedicated a tremendous amount of time, resources and effort to the program since 1993. To date, there have been 24 activities including 13 exchange visits, 8 seminars and 3 internships. A total of 59 Kyivenergo employees have traveled to Allentown, PA and a total of 26 PPL Corp. employees have traveled to Ukraine.

Major Topic Areas:

Each fiscal year a workplan of activities was developed that focused on one or two major management topics. Normally, the schedule was structured so that each topic was covered in one or two executive exchange visits in the U.S., a seminar in Ukraine and, if it was appropriate, an internship at PPL Corp.

- General Utility Management
- Finance
- Safety
- Customer Service
- Metering, Billing & Collections
- Accounting

- Investor Relations
- District Heating
- Regulations
- Project Management
- Public Relations
- Insurance-Based Risk Management

Major Accomplishments:

The following is a list of the major accomplishments that can be attributed to partnership activities:

- Creation of a safety manual based on PP&L, Inc. that led to a significant reduction in the number of accidents and fatal injuries on the job.



Vladimir Gomonay, then in charge of Safety at Kyivenego, introduced safety plans modeled after those in use at PPL Corp. These changes resulted in significant reductions in accidents and deaths.

- Improved meter reading schedules and procedures based on PP&L, Inc. has led to a significant reduction in the percentage of uncollected debts.
- Conversion to western accounting standards and procedures has led to more accurate financial reporting and consequently more interest from outside investors.



Kyivenego participants in New York City during Accounting, Finance & Investor Relations EEV - July 23 - August 2, 1998.

- Creation of an implementation plan, including the development of policies and procedures, for a new Public Relations department at Kyivenergo. This new department has recently produced several television advertisement campaigns aimed at demand side management.



**Kyivenergo Public Relations delegates in front of
PPL Corp. headquarters - Public Relations EEV -
January 22-30, 1999**

- Improved project management and procurement procedures have assisted Kyivenergo in the management of a \$200 million World Bank Loan to upgrade their district heating facilities.



**James Burns, PPL Corp. Community Development Director and William Spinney,
PPL Corp. Manager of Business Development, tour Kyivenergo's thermal power
plant #5 during Project Management Seminar - November 1-6, 2000.**

- Many of the Kyivenergo employees who have participated in the program have received promotions or a series of promotions to high positions of responsibility and authority including Ivan Platchkov, Vladimir Gomonay, Nickolai Ratchin, and others.



Iouli Potapenko, Sergei Serdiuk, Ivan Platchkov, Nikolai Ratchin, Victor Kirichenko, and Raymond Suhocki during Advisory Exchange Visit - March 14-18, 1994.

PP&L enters partnership with Ukrainian energy supplier

Ukraine, one of the world's newest democracies, is looking to PP&L for help in meeting serious energy challenges.

PP&L and the Ministry of Energy and Electrification of Ukraine have signed a cooperative agreement calling for study visits, business semi-



Frank Long, executive vice president and chief operating officer, (left) and Vladimir Trafimov of Ukraine Ministry of Energy and Electrification.

nars and employee exchanges.

PP&L is paired with Kievenoergo, one of eight regional electric power providers in Ukraine. Kievenoergo serves four provinces around Kiev, Ukraine's capital and largest city.

"The Ukrainian economy is experiencing many difficulties, and it is not clear to us the most effective ways to

make the transition to a free-market system," explained Victor Kiritchenko, chief engineer for Kievenoergo.

Because the economy was state-controlled for so long, Ukraine has little understanding of relationships between different sectors of the economy and has no pricing structure for goods and services, he said.

Until the breakup of the Soviet Union, Ukraine's power plant fuel, spare parts, financing, technical expertise and energy-planning policy came from the central government in Moscow. Now, the newly independent Ukraine must fend for itself.

"We have sufficient funds to operate, but no money for development and growth," noted Vladimir Trafimov, head of the economic department of the Ukrainian energy ministry. "Inflation is outpacing our ability to keep up."

The New York Times recently reported that inflation in Ukraine is running at about 80 percent a month. Energy supplies are dwindling, brownouts are common and many of the nation's factories are without heat. To make matters worse, Ukraine has experienced the coldest fall weather in decades.

"Thirty to 40 percent of our power plant capacity is underused because plants don't have an adequate supply of fuel," Trafimov said. To help Ukraine

and other former Soviet republics with these problems, the U.S. Energy Association has developed a partnership program that pairs energy companies from this country with counterparts in the newly independent nations.

"We selected PP&L as a partnership company because of its strong management and its excellent record of nuclear safety and environmental responsibility," said Barry Worthington, executive director.

"Through partnerships, we hope to export democracy and sustainable economic development to the former Soviet republics," Worthington added.

A group of PP&L employees will travel to Kiev in the spring of 1994 to present a business and management seminar to Kievenoergo, which serves an area with a population of about 9 million and generates electricity with a fuel mix similar to PP&L's. Kievenoergo's annual electricity production is about 22 billion kwh. (PP&L's is about 43 billion a year.)

Five representatives of the Ukraine energy ministry and Kievenoergo visited PP&L the week of Dec. 6 to begin the partnership. A group of PP&L employees from several departments helped explain to them concepts of the electric utility business.

The Ukraine partnership expands PP&L's international experience. The company also has exchanges with

Chugoku Electric Power Co. of Japan, the Kursk nuclear power plant in Russia and the Oskarshamn nuclear power plant in Sweden.

Preparing for the visit by Ukrainian energy officials involved a partnership of another variety. A team of PP&L people representing many departments pulled together to present information on many facets of the utility business in the United States. Those people are:

Joe Clifford, assistant to executive vice president and chief operating officer; Mike Berish, manager-Financial Planning; Dan Chaply, project engineer-Bulk Power Engineering; Joe Kleha, manager-Regulatory Projects; Doug Krall, manager-Generation Development Planning; Steve Kutoloski, senior project engineer-System Planning; George Lewis, senior information specialist-Corporate Communications; Sarah Moya, confidential secretary & clerk; Carl Readinger, senior project engineer-System Planning; Paul Russell, associate general counsel; John Saeger, vice president-Lancaster Division; Dick Schwan, senior project engineer-Nuclear; Sid Snyder, manager-Technical Support-Power Production and Engineering; Jim Strobel, operations planning engineer-System Operating; Ray Suhocki, vice president-System Power; Barry Trayers, manager-Bulk Power System Operating; and Herb Woodeshick, special assistant to the president for Susquehanna. ■

**MEMORANDUM OF UNDERSTANDING
BETWEEN
UNITED STATES ENERGY ASSOCIATION
AND
KIEVENERGO**

The United States Energy Association (USEA) has entered into a cooperative agreement with the U.S. Agency for International Development, European Bureau, whereby USEA has agreed to organize and implement an Energy Industry Partnership Program (EIPP). The EIPP recognizes the mutual interest between U.S. energy industry and the energy industries of the New Independent States of the former Soviet Union (NIS) in the exchange of information and experience. The EIPP is designed to transfer experience and information from the U.S. energy industry to NIS energy industries in an effective and efficient manner, and to foster long-term sustainable relationships between industries in both sectors. The U.S. and NIS will cooperate directly with each other through a "Sister Utility" program that provides for the exchange of information via sister utility personnel exchanges, focused regional seminars, regulatory seminars, and the like.

The purpose of this Memorandum of Understanding is to illustrate and outline the respective roles in the EIPP. The exact method of participation in the Program will be determined by the parties as the Program progresses. However, the EIPP will allow U.S. and NIS industries to cooperate with each other through participation in seminars, visits and exchanges. The Kievenergo's agreement to cooperate in the EIPP is outlined in the Memorandum of Understanding and a Cooperation Agreement between sister utilities.

As NIS countries move away from centrally planned economies and toward market-oriented economies, opportunities and obstacles will be created that can be addressed by the EIPP. This will involve all aspects of energy industry management, finance and accounting, marketing, customer service, planning generating additions, plant operation, electrical transmission and distribution, and similar areas of expertise.

USEA, with funding provided under the USAID Cooperative Agreement, will reimburse the Kievenergo for all expenses directly related to the partnership Program including travel, lodging, meals, transportation, incidentals (such as postage and administrative costs like FAX and FEDEX) and other approved costs and expenses. The Kievenergo, on the other hand, will be expected to provide personnel resources, expertise, pertinent written material and facilities as necessary to be an effective sister utility.

If the Cooperative Agreement between USEA and U.S. Agency for International Development is cancelled or terminated for any reason, the cancellation or termination shall be deemed to be immediately effective upon notification to the Kievenergo via telefax, cable, wire, letter or personal and direct telephone communication between the authorized representatives of both USEA and the Kievenergo.

In any instance, the Kievenergo shall be reimbursed for all allowable direct and indirect expenses incurred prior to and including the effective date of such notification, provided such expenses are allowed under the terms of this agreement and are properly documented and verifiable. Such documentation must be made available for inspection, audit and approval by USEA, and/or their representative.

Attached hereto is a listing of general duties and responsibilities and roles to be played by the major organizations involved:

U.S. Energy Association

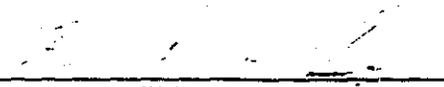
U.S. Agency for International Development,
European and Near East Bureau

Pennsylvania Power and Light Company

USEA and the Kievenergo mutually release each other from liability for damage and/or injury caused by negligence on the part of their employees, officers, assigns, subsidiaries, agents and/or any other individuals who may, or may purport to represent USEA or the Kievenergo or any of its subsidiaries which may result from participation in the EIPP. USEA and the Kievenergo also agree that, in their respective roles in the EIPP, neither party will represent, either directly or through conduct, that it has the authority and/or capacity to represent the other, nor will either party seek contribution, in full or in part, from the other for any liability to third parties which may be incurred as a result of its participation in the EIPP.

U.S. Energy Association

Kievenergo



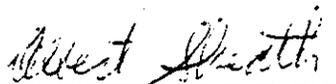
William L. Polen
Program Manager

12-16-93
(Date)



12-16-93
(Date)

Witnessed By:



12-16-93
(Date)

**MEMORANDUM OF UNDERSTANDING
BETWEEN
UNITED STATES ENERGY ASSOCIATION
AND
PENNSYLVANIA POWER AND LIGHT COMPANY**

The United States Energy Association (USEA) has entered into a cooperative agreement with the U.S. Agency for International Development, European Bureau, whereby USEA has agreed to organize and implement an Energy Industry Partnership Program (EIPP). The EIPP recognizes the mutual interest between U.S. energy industry and the energy industries of the New Independent States of the former Soviet Union (NIS) in the exchange of information and experience. The EIPP is designed to transfer experience and information from the U.S. energy industry to NIS energy industries in an effective and efficient manner, and to foster long-term sustainable relationships between industries in both sectors. The U.S. and NIS will cooperate directly with each other through a "Sister Utility" program that provides for the exchange of information via sister utility personnel exchanges, focused regional seminars, regulatory seminars, and the like.

The purpose of this Memorandum of Understanding is to illustrate and outline the respective roles in the EIPP. The exact method of participation in the Program will be determined by the parties as the Program progresses. However, the EIPP will allow U.S. and NIS industries to cooperate with each other through participation in seminars, visits and exchanges. The Pennsylvania Power and Light Company's agreement to cooperate in the EIPP is outlined in the Memorandum of Understanding and a Cooperation Agreement between sister utilities.

As NIS countries move away from centrally planned economies and toward market-oriented economies, opportunities and obstacles will be created that can be addressed by the EIPP. This will involve all aspects of energy industry management, finance and accounting, marketing, customer service, planning generating additions, plant operation, electrical transmission and distribution, and similar areas of expertise.

USEA, with funding provided under the USAID Cooperative Agreement, will reimburse the Pennsylvania Power and Light Company for all expenses directly related to the partnership Program including travel, lodging, meals, transportation, incidentals (such as postage and administrative costs like FAX and FEDEX) and other approved costs and expenses. The Pennsylvania Power and Light Company, on the other hand, will be expected to provide personnel resources, expertise, pertinent written material and facilities as necessary to be an effective sister utility.

If the Cooperative Agreement between USEA and U.S. Agency for International Development is cancelled or terminated for any reason, the cancellation or termination shall be deemed to be immediately effective upon notification to the Pennsylvania Power and Light Company via telefax, cable, wire, letter or personal and direct telephone communication between the authorized representatives of both USEA and the Pennsylvania Power and Light Company.

In any instance, the Pennsylvania Power and Light Company shall be reimbursed for all allowable direct and indirect expenses incurred prior to and including the effective date of such notification, provided such expenses are allowed under the terms of this agreement and are properly documented and verifiable. Such documentation must be made available for inspection, audit and approval by USEA, and/or their representative.

Attached hereto is a listing of general duties and responsibilities and roles to be played by the major organizations involved:

U.S. Energy Association

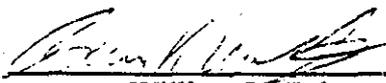
**U.S. Agency for International Development,
European and Near East Bureau**

Ministry of Energy and Electrification of Ukraine

USEA and the Pennsylvania Power and Light Company mutually release each other from liability for damage and/or injury caused by negligence on the part of their employees, officers, assigns, subsidiaries, agents and/or any other individuals who may, or may purport to represent USEA or the Pennsylvania Power and Light Company or any of its subsidiaries which may result from participation in the EIPP. USEA and the Pennsylvania Power and Light Company also agree that, in their respective roles in the EIPP, neither party will represent, either directly or through conduct, that it has the authority and/or capacity to represent the other, nor will either party seek contribution, in full or in part, from the other for any liability to third parties which may be incurred as a result of its participation in the EIPP.

U.S. Energy Association

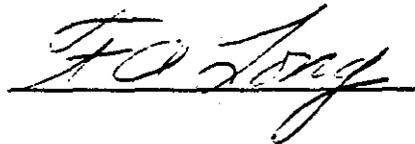
**Pennsylvania Power and
Light Company**



**William L. Polen
Program Manager**

12-10-93

(Date)



12-10-93

(Date)

Witnessed By: Albert Heath

12-10-93

(Date)

ATTACHMENT

General Duties, Responsibilities and Roles

The Role of the USEA in the EIPP is to:

- 1) Identify U.S. electric utilities interested in participating in the EIPP. Match them with NIS utilities.
- 2) Develop, administer, implement, monitor and control the EIPP.
- 3) Consult with NIS utilities and help determine the interests, needs and objectives motivating the NIS utilities participation in the EIPP.
- 4) Develop, implement, evaluate and co-sponsor personnel exchanges, focused regional seminars and regulatory seminars on energy issues of concern or interest to NIS utilities.
- 5) Arrange, monitor and evaluate the effectiveness of exchange of personnel between the utilities so as to share expertise, experience and technology in order to resolve the most pressing electric utility issues in NIS.

The Role of USAID in the EIPP is to:

- 1) Provide funding to operate the program.
- 2) ~~Serve in an advisory capacity through participation on the Steering Committee.~~
- 3) Provide names of key contacts, information and/or material to be utilized in developing the program.
- 4) Approve personnel (staff, independent consultants and evaluators) involved in the program.

**COOPERATION AGREEMENT
BETWEEN
PENNSYLVANIA POWER AND LIGHT COMPANY
AND
KIEVENERGO**

Pennsylvania Power and Light Company and the Kievenergo have agreed to participate as "sister utilities" through the Energy Industry Partnership Program (EIPP). The EIPP will be implemented by the United States Energy Association (USEA) in cooperation with the U.S. Agency for International Development (USAID), Task Force for Assistance to the New Independent States of the Former Soviet Union. The EIPP recognizes the mutual interest between U.S. energy utility companies (U.S. utilities) and utility companies of the New Independent States of the former Soviet Union (NIS) in the exchange of information and experience and in cooperation pertaining to the regulatory matters and standards concerning the regulation of safety and environmental impact of all conventional types of power generation facilities, including nuclear. The EIPP is designed to transfer experience and information between U.S. utilities and NIS utilities in an effective and efficient manner and to foster long-term sustainable relationships between operating utilities in both sectors. It will involve all aspects of electric utility operations and administration such as management, finance and accounting, marketing, customer service, planning, generating additions, plant operation, electrical transmission and distribution and similar areas of expertise.

The purpose of this Cooperation Agreement ("Agreement") is to illustrate and outline the respective roles in the EIPP. The exact method of participation in the EIPP will be determined by the parties as the EIPP progresses. However, the EIPP will allow U.S. utilities and NIS utilities to cooperate with each other through participation in seminars, visits and exchanges. The Pennsylvania Power and Light Company and the Kievenergo agreement to cooperate in the EIPP is outlined in this Cooperation Agreement, and attached for completeness are the roles of USEA and USAID.

The role of Pennsylvania Power and Light Company and the Kievenergo as the sister utilities in the EIPP is to provide the following in concert with the Memorandum of Understanding also executed between each utility and the USEA:

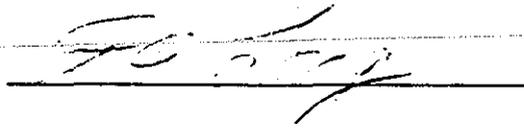
1. Consult with and provide information to USEA and to each other in order to evaluate and develop an understanding of their mutual interests and objectives. The goal is to assist the NIS utilities to resolve their most pressing issues as identified by them.
2. Work with USEA and each other to develop a long-term plan (the "plan") focusing on the exchange of management and technical information, experience, and personnel.

3. Under the terms of the plan, organize missions of management and expert personnel to visit and/or participate in internships at each utility.
4. Make facilities, management, and expert personnel available during visits or internships by delegates from their sister utility.
5. Participate in planning sessions with USEA, USAID, U.S., and NIS utility representatives to identify energy issues and program needs and develop topics and possible agendas for seminars to be held for the Kievenergo.
6. Serve as co-sponsors for programs of mutual interest and assist in publicizing these programs locally to enhance support and participation.
7. When practical, and of mutual interest, provide speakers on energy issues and other personnel (management or technical) as needed to effectively implement the programs.

Pennsylvania Power and Light Company and the Kievenergo mutually release each other from liability for damage and/or injury caused by any negligence on the part of their employees, officers, assigns, subsidiaries, agents and/or any other individuals who may, or may purport to, represent Pennsylvania Power and Light Company and the Kievenergo or any of its subsidiaries which may result from participation in the EIPP. Pennsylvania Power and Light Company and the Kievenergo also agree that, in their respective roles in the EIPP, neither party will represent, either directly or through conduct, that it has the authority and/or capacity to represent the other, nor will either party seek contribution, in full or in part, from the other for any liability to third parties which may be incurred as a result of its participation in the EIPP.

Pennsylvania Power and Light Company

Kievenergo





12-16-93
(Date)

12-16-93
(Date)

Witnessed By: 

12-16-93
(Date)

ATTACHMENT

General Duties, Responsibilities and Roles

The Role of the USEA in the EIPP is to:

- 1) Identify U.S. electric utilities interested in participating in the EIPP. Match them with NIS utilities.
- 2) Develop, administer, implement, monitor and control the EIPP.
- 3) Consult with NIS utilities and help determine the interests, needs and objectives motivating the NIS utilities participation in the EIPP.
- 4) Develop, implement, evaluate and co-sponsor personnel exchanges, focused regional seminars and regulatory seminars on energy issues of concern or interest to NIS utilities.
- 5) Arrange, monitor and evaluate the effectiveness of exchange of personnel between the utilities so as to share expertise, experience and technology in order to resolve the most pressing electric utility issues in NIS.

The Role of USAID in the EIPP is to:

- 1) Provide funding to operate the program.
- 2) Serve in an advisory capacity through participation on the Steering Committee.
- 3) Provide names of key contacts, information and/or material to be utilized in developing the program.
- 4) Approve personnel (staff, independent consultants and evaluators) involved in the program.

PPL/Kyivenergo Partnership Activity History

Start Date	End Date	Activity	
12/2/93	12/10/93	Initial Exchange Visit to PP&L	
Last Name	First Name	Title	Company
Kirichenko	Victor S.	Chief Engineer	Kyivenergo Regional Energy Company
Mostovoi	Victor N.	Head of the Accounts Dept.	Kyivenergo
Nakonechny	Evgeny S.	Head of the Producing & Technical	"Chernigovskaya" Thermal Power Station
Plachkov	Ivan V.	Chief Engineer	Kyivskaya 5 Thermal Power Station
Trafimov	Vladimir	Head of Economic Dept.	Ministry of Energy & Electrification of Ukraine

Start Date	End Date	Activity	
3/14/94	3/18/94	Advisory Mission to PP&L	
Last Name	First Name	Title	Company
Melnick	Mickhail A.	Assistant Director General	Kyivenergo
Plachkov	Ivan V.	Chief Engineer	Kyivskaya 5 Thermal Power Station
Potapenko	Iouly F.	Chief of Foreign Dept.	Kyivenergo
Yashchenko	Boris	First Deputy Chairman of the Boar	Kyivenergo

Start Date	End Date	Activity	
5/16/94	5/20/94	Utility Management Seminar	
Last Name	First Name	Title	Company
Clifford	Joseph	Asst. to Exec. Vice President	Pennsylvania Power & Light
Laczo	Gabriel	Manager-Resource Planning	Pennsylvania Power & Light
Michael	Berish	Manger-Financial Planning	Pennsylvania Power & Light
Russell	Paul	Associate-General Counsel	Pennsylvania Power & Light

Start Date	End Date	Activity	
9/11/94	9/17/94	Performance Improv. Team Program	
Last Name	First Name	Title	Company
Gomonay	Vladimir	Deputy General Director	Kyivenergo
Kosarev	Stanislav B.	Head of Reliability Department	Kyivenergo
Novosad	Valentina A.	Head of Planning Department	Kyivenergo

Potapenko	Iouly F.	Chief of Foreign Dept.	Kyivenergo
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Start Date	9-12-94	End Date	9-18-94	Activity	Kievenergo Management Mission
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Last Name	First Name	Title	Company
Gomonay	Vladimir	Deputy General Director	Kyivenergo
Kosarev	Stanislav B.	Head of Reliability Department	Kyivenergo
Novosad	Valentina A.	Head of Planning Department	Kyivenergo
Potapenko	Iouly F.	Chief of Foreign Dept.	Kyivenergo
Ratchin	Nikolai E.	Head of Planning Dept. Heat&Pow	Kyivenergo

Start Date	4-22-95	End Date	5-13-95	Activity	Privatization, Safety, Dispatch Mgt.
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Last Name	First Name	Title	Company
Melnick	Mickhail A.	Assistant Director General	Kyivenergo
Potapenko	Iouly F.	Chief of Foreign Dept.	Kyivenergo
Ratchin	Nikolai E.	Head of Planning Dept. Heat&Pow	Kyivenergo
Shevchenko	Mikhail	Deputy General Director	Kyivenergo

Start Date	8-12-95	End Date	8-19-95	Activity	PP&L Advisory Mission Seminar
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Last Name	First Name	Title	Company
Mezlo	Joe	Director, Int'l Business Division	Pennsylvania Power & Light
Suhocki	Raymond F.	Vice President	Pennsylvania Power & Light
Trayers	Barry S.	Manager - Bulk Power Systems Op	Pennsylvania Power & Light

Start Date	12-11-95	End Date	12-15-95	Activity	Cust. Service, Public Affairs, Economic
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Last Name	First Name	Title	Company
Dederkalo	Igor	Head of the Energy Supervision an	Kyivenergo
Goncharov	Yevgenyi	Head of Heat Energy Sales Depart	Kyivenergo
Prodan	Yuryi	Substitute of the Head of Energy S	
Strugovschyko	Yuryi	Substitute of Chief Engineer	Kyivenergo

Start Date	End Date	Activity	
3/23/96	3/30/96	District Heating Management EEV	
Last Name	First Name	Title	Company
Gvozdarova	Lyubov	Chief Accountant	Crimenergo
Koval	Grygoriy	Deputy Director	Kyivenergo
Mezlo	Joe	Director, Int'l Business Division	Pennsylvania Power & Light
Radchenko	Aleksander	Deputy Chairman	Kyivenergo
Yakubenko	Dmytro	Deputy Director on Capital Constru	Kyiv Thermal Network
Start Date	End Date	Activity	
4/20/96	4/27/96	Investor Relations EEV	
Last Name	First Name	Title	Company
Bondarenko	Alexandr	Director of Energy & Communicati	Kyivenergo
Yashchenko	Boris	First Deputy Chairman of the Boar	Kyivenergo
Start Date	End Date	Activity	
6/16/96	6/22/96	Advisory Mission - Customer Service	
Last Name	First Name	Title	Company
Ballard	Robert H.	Manager - Revenue Collection	Pennsylvania Power & Light
Dahl	Timothy R.	Customer Relations Specialist	Pennsylvania Power & Light
Mezlo	Joe	Director, Int'l Business Division	Pennsylvania Power & Light
Start Date	End Date	Activity	
7/6/96	7/20/96	Safety Internship - Vladimir Gomonay	
Last Name	First Name	Title	Company
Gomonay	Vladimir	Deputy General Director	Kyivenergo
Start Date	End Date	Activity	
11/9/96	11/14/96	Workplan Review Adv. Mission	
Last Name	First Name	Title	Company
Mezlo	Joe	Director, Int'l Business Division	Pennsylvania Power & Light
Start Date	End Date	Activity	
3/27/97	4/5/97	Skills Enhancement Program	
Last Name	First Name	Title	Company
Prilipko	Vladimir	Deputy Director	Kyivenergo

Tischenko Nikolay Director Educational Center Kyivenergo

Start Date 6/7/97 **End Date** 6/14/97 **Activity** Billing, Collections & Customer Informa

Last Name **First Name** **Title** **Company**

Ballard Robert H. Manager - Revenue Collection Pennsylvania Power & Light

Dahl Timothy R. Customer Relations Specialist Pennsylvania Power & Light

Davidson Kenneth W. Key Account Manager Pennsylvania Power & Light

Mezlo Joe Director, Int'l Business Division Pennsylvania Power & Light

White James E. Supervisor Training Technical Instr Pennsylvania Power & Light

Start Date 10/9/97 **End Date** 10/18/97 **Activity** Metering, Billing & Collections EEV

Last Name **First Name** **Title** **Company**

Khontchenko Vladimir I. Deputy Director of Electricity Sales Kyivenergo

Noskov Volodymyr Chief of Electricity Sales Division Kyivenergo

Pashkevych Tetyana Chief of Human Resources Kyivenergo

Rabchynskyy Olesandr Chief of Regional Dept. of Electrici Kyivenergo

Start Date 2/26/98 **End Date** 3/7/98 **Activity** Accounting, Forecasting & Financial Pla

Last Name **First Name** **Title** **Company**

Kurilo Olena Senior Accountant Kyiv Thermal Plant

Kushlyk Galyna Senior Engineer, Dept. of Econ. Pla Kyiv Thermal Plant

Kuzmicherva Tatiana Level I Accountant O of D Kyivenergo

Poptsova Marina Senior Economist, Dept. of Finance Kyivenergo

Yefremova Valentyna Deputy Head of the Econ. Planning Kyivenergo

Zagorodnaya Olena Staff Economist, Economic Plang. Kyiv Thermal Plant

Start Date 5/6/98 **End Date** 5/22/98 **Activity** Accounting & Information Systems - Ad

Last Name **First Name** **Title** **Company**

Ballard Robert H. Manager - Revenue Collection Pennsylvania Power & Light

Mezlo Joe Director, Int'l Business Division Pennsylvania Power & Light

Pennington James Supervisor - Remittance processing Pennsylvania Power & Light

Start Date 7/23/98 **End Date** 8/2/98 **Activity** Accounting & Information Sys.

Last Name	First Name	Title	Company
Chajkobskyi	Valentin	Chief Engineer	Kyivenergonaladka
Gvozdarova	Lyubov	Chief Accountant	Crimenergo
Ivantsiv	Anatoliy	Secretary of the Board	Kyivenergo
Sharaburyak	Gana	Chief Accountant	Kyiv Cable Network
Yastrubinsky	Vasily	Director, Pricing Policy	KJJA

Start Date 11/2/98 **End Date** 11/6/98 **Activity** Project Mgt. / P.R. Seminar

Last Name	First Name	Title	Company
Burns	James	Community Development Director	Pennsylvania Powrr & Light
Kistler	Robert	Strategic Sourcing Coordinator	PP&L
Mezlo	Joe	Director, Int'l Business Division	Pennsylvania Power & Light
Spinney	William	Manager, Business Development	Pennsylvania Power & Light
Wirth	Paul	Manager, Marketing Communicatio	Pennsylvania Powrr & Light

Start Date 1/23/99 **End Date** 1/30/99 **Activity** Project Management & Public Relations

Last Name	First Name	Title	Company
Chepurniy	Oleksandr	Deputy Director on Economic Issue	Kyiv Thermal Network
Ivanova	Nataliya	Chief of Public Relations Dept.	Kyivenergo
Kovalenko	Iryna	Chief of Administrative Dept.	Kyivenergo
Kravchenko	Mykola	Chief of the Dept. of Cap. Construc	Kyivenergo
Yakubenko	Dmytro	Deputy Director on Capital Constru	Kyiv Thermal Network

Start Date 4/10/99 **End Date** 5/1/99 **Activity** Project Management Internship

Last Name	First Name	Title	Company
Skokliyk	Yuriy	Project Management, Engineer	Kyivenergo

Start Date 11/7/99 **End Date** 11/12/99 **Activity** Insurance-Based Risk Management Sem

Last Name	First Name	Title	Company
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Diacogiannis	John N.	Senior Analyst	Pennsylvania Power & Light
Mezlo	Joe	Director, Int'l Business Division	Pennsylvania Power & Light

Start Date 2/3/00 **End Date** 2/12/00 **Activity** Risk Management

Last Name	First Name	Title	Company
Bondaryev	Sergiy	Chairman of the Trade Unions Cou	Kyivenergo
Drozdov	Igor	Director, Legal Department	Kyivenergo
Ivantsiv	Anatoliy	Secretary of the Board	Kyivenergo

PPL/Kyivenergo Partnership Participants

Last Name Ballard **First Name** Robert H.
Title Manager - Revenue Collection **Company** Pennsylvania Power & Light

Activity	Start Date	End Date
Advisory Mission - Customer Service	6/16/96	6/22/96
Billing, Collections & Customer Information System	6/7/97	6/14/97
Accounting & Information Systems - Advisory Mission	5/6/98	5/22/98

Last Name Bondarenko **First Name** Alexandr
Title Director of Energy & Communication Dept. **Company** Kyivenergo

Activity	Start Date	End Date
Investor Relations EEV	4/20/96	4/27/96

Last Name Bondaryev **First Name** Sergiy
Title Chairman of the Trade Unions Council **Company** Kyivenergo

Activity	Start Date	End Date
Risk Management	2/3/00	2/12/00

Last Name Burns **First Name** James
Title Community Development Director **Company** Pennsylvania Power & Light

Activity	Start Date	End Date
Project Mgt. / P.R. Seminar	11/2/98	11/6/98

Last Name Chajkowskyi **First Name** Valentin
Title Chief Engineer **Company** Kyivenergonaladka

Activity	Start Date	End Date
Accounting & Information Sys.	7/23/98	8/2/98

Last Name Chepurniy **First Name** Oleksandr
Title Deputy Director on Economic Issues **Company** Kyiv Thermal Network

Activity	Start Date	End Date
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Last Name Clifford	First Name Joseph
Title Asst. to Exec. Vice President	Company Pennsylvania Power & Light
Activity	Start Date End Date
Utility Management Seminar	5 16 94 5 20 94
Last Name Dahl	First Name Timothy R.
Title Customer Relations Specialist	Company Pennsylvania Power & Light
Activity	Start Date End Date
Advisory Mission - Customer Service	6/16/96 6/22/96
Billing, Collections & Customer Information System	6/7/97 6/14/97
Last Name Davidson	First Name Kenneth W.
Title Key Account Manager	Company Pennsylvania Power & Light
Activity	Start Date End Date
Billing, Collections & Customer Information System	6/7/97 6/14/97
Last Name Dederkalo	First Name Igor
Title Head of the Energy Supervision and Sales Department	Company Kyivenergo
Activity	Start Date End Date
Cust. Service, Public Affairs, Economic Development	12/11/95 12/15/95
Last Name Diacogiannis	First Name John N.
Title Senior Analyst	Company Pennsylvania Power & Light
Activity	Start Date End Date
Insurance-Based Risk Management Seminar	11/7/99 11/12/99
Last Name Drozdov	First Name Igor
Title Director, Legal Department	Company Kyivenergo
Activity	Start Date End Date
Risk Management	2/3/00 2/12/00
Last Name Gomonay	First Name Vladimir

Title Deputy General Director **Company** Kyivenergo

Activity **Start Date** **End Date**

Performance Improv. Team Program 9 11 94 9 17 94

Kievenergo Management Mission 9 12 94 9 18 94

Safety Internship - Vladimir Gomonay 7 6 96 7 20 96

Last Name Goncharov **First Name** Yevgenyi

Title Head of Heat Energy Sales Department **Company** Kyivenergo

Activity **Start Date** **End Date**

Cust. Service, Public Affairs, Economic Development 12/11/95 12/15/95

Last Name Gvozdarova **First Name** Lyubov

Title Chief Accountant **Company** Crimenergo

Activity **Start Date** **End Date**

District Heating Management EEV 3/23/96 3/30/96

Accounting & Information Sys. 7/23/98 8/ 2/98

Last Name Ivanova **First Name** Nataliya

Title Chief of Public Relations Dept. **Company** Kyivenergo

Activity **Start Date** **End Date**

Project Management & Public Relations EEV 1/23/99 1/30/99

Last Name Ivantsiv **First Name** Anatoliy

Title Secretary of the Board **Company** Kyivenergo

Activity **Start Date** **End Date**

Accounting & Information Sys. 7/23/98 8/ 2/98

Risk Management 2/ 3/00 2/12/00

Last Name Khontchenko **First Name** Vladimir I.

Title Deputy Director of Electricity Sales **Company** Kyivenergo

Activity **Start Date** **End Date**

Metering, Billing & Collections EEV 10/ 9/97 10/18/97

24

Last Name Kirichenko **First Name** Victor S.
Title Chief Engineer **Company** Kyivenergo Regional Energy Com

Activity **Start Date** **End Date**
Initial Exchange Visit to PP&L 12/2/93 12/10/93

Last Name Kistler **First Name** Robert
Title Strategic Sourcing Coordinator **Company** PP&L

Activity **Start Date** **End Date**
Project Mgt. P.R. Seminar 11/2/98 11/6/98

Last Name Kosarev **First Name** Stanislav B.
Title Head of Reliability Department **Company** Kyivenergo

Activity **Start Date** **End Date**
Performance Improv. Team Program 9/11/94 9/17/94
Kievenergo Management Mission 9/12/94 9/18/94

Last Name Koval **First Name** Grygoriy
Title Deputy Director **Company** Kyivenergo

Activity **Start Date** **End Date**
District Heating Management EEV 3/23/96 3/30/96

Last Name Kovalenko **First Name** Iryna
Title Chief of Administrative Dept. **Company** Kyivenergo

Activity **Start Date** **End Date**
Project Management & Public Relations EEV 1/23/99 1/30/99

Last Name Kravchenko **First Name** Mykola
Title Chief of the Dept. of Cap. Construction **Company** Kyivenergo

Activity **Start Date** **End Date**
Project Management & Public Relations EEV 1/23/99 1/30/99

Last Name Kurilo **First Name** Olena

Title	<u>Senior Accountant</u>	Company	<u>Kyiv Thermal Plant</u>
Activity		Start Date	End Date
	Accounting, Forecasting & Financial Planning EEV	2/26/98	3/7/98
Last Name	<u>Kushlyk</u>	First Name	<u>Galyna</u>
Title	<u>Senior Engineer, Dept. of Econ. Planning</u>	Company	<u>Kyiv Thermal Plant</u>
Activity		Start Date	End Date
	Accounting, Forecasting & Financial Planning EEV	2/26/98	3/7/98
Last Name	<u>Kuzmicherva</u>	First Name	<u>Tatiana</u>
Title	<u>Level I Accountant O of D</u>	Company	<u>Kyivenergo</u>
Activity		Start Date	End Date
	Accounting, Forecasting & Financial Planning EEV	2/26/98	3/7/98
Last Name	<u>Laczo</u>	First Name	<u>Gabriel</u>
Title	<u>Manager-Resource Planning</u>	Company	<u>Pennsylvania Power & Light</u>
Activity		Start Date	End Date
	Utility Management Seminar	5/16/94	5/20/94
Last Name	<u>Melnick</u>	First Name	<u>Mikhail A.</u>
Title	<u>Assistant Director General</u>	Company	<u>Kyivenergo</u>
Activity		Start Date	End Date
	Advisory Mission to PP&L	3/14/94	3/18/94
	Privatization, Safety, Dispatch Mgt.	4/22/95	5/13/95
Last Name	<u>Mezlo</u>	First Name	<u>Joe</u>
Title	<u>Director, Int'l Business Division</u>	Company	<u>Pennsylvania Power & Light</u>
Activity		Start Date	End Date
	PP&L Advisory Mission Seminar	8/12/95	8/19/95
	District Heating Management EEV	3/23/96	3/30/96
	Advisory Mission - Customer Service	6/16/96	6/22/96
	Workplan Review Adv. Mission	11/9/96	11/14/96

Billing, Collections & Customer Information System	6 7 97	6 14 97
Accounting & Information Systems - Advisory Mission	5 6 98	5 22 98
Project Mgt. / P.R. Seminar	11 2 98	11 6 98
Insurance-Based Risk Management Seminar	11 7 99	11 12 99

Last Name Michael **First Name** Berish
Title Manger-Financial Planning **Company** Pennsylvania Power & Light

Activity **Start Date** **End Date**
 Utility Management Seminar 5/16/94 5/20/94

Last Name Mostovoi **First Name** Victor N.
Title Head of the Accounts Dept. **Company** Kyivenergo

Activity **Start Date** **End Date**
 Initial Exchange Visit to PP&L 12/ 2/93 12/10/93

Last Name Nakonechny **First Name** Evgeny S.
Title Head of the Producing & Technical Bureau **Company** "Chernigovskaya" Thermal Power

Activity **Start Date** **End Date**
 Initial Exchange Visit to PP&L 12/ 2/93 12/10/93

Last Name Noskov **First Name** Volodymyr
Title Chief of Electricity Sales Division **Company** Kyivenergo

Activity **Start Date** **End Date**
 Metering, Billing & Collections EEV 10/ 9/97 10/18/97

Last Name Novosad **First Name** Valentina A.
Title Head of Planning Department **Company** Kyivenergo

Activity **Start Date** **End Date**
 Performance Improv. Team Program 9/11/94 9/17/94
 Kievenergo Management Mission 9/12/94 9/18/94

Last Name Pashkevych **First Name** Tetyana

Title	<u>Chief of Human Resources</u>	Company	<u>Kyivenergo</u>
Activity		Start Date	End Date
	Metering, Billing & Collections EEV	10/9/97	10/18/97
Last Name	<u>Pennington</u>	First Name	<u>James</u>
Title	<u>Supervisor - Remittance processing</u>	Company	<u>Pennsylvania Power & Light</u>
Activity		Start Date	End Date
	Accounting & Information Systems - Advisory Mission	5/6/98	5/22/98
Last Name	<u>Plachkov</u>	First Name	<u>Ivan V.</u>
Title	<u>Chief Engineer</u>	Company	<u>Kyivskaya 5 Thermal Power Statio</u>
Activity		Start Date	End Date
	Initial Exchange Visit to PP&L	12/2/93	12/10/93
	Advisory Mission to PP&L	3/14/94	3/18/94
Last Name	<u>Poptsova</u>	First Name	<u>Marina</u>
Title	<u>Senior Economist, Dept. of Finance</u>	Company	<u>Kyivenergo</u>
Activity		Start Date	End Date
	Accounting, Forecasting & Financial Planning EEV	2/26/98	3/7/98
Last Name	<u>Potapenko</u>	First Name	<u>Iouly F.</u>
Title	<u>Chief of Foreign Dept.</u>	Company	<u>Kyivenergo</u>
Activity		Start Date	End Date
	Advisory Mission to PP&L	3/14/94	3/18/94
	Performance Improv. Team Program	9/11/94	9/17/94
	Kieivenergo Management Mission	9/12/94	9/18/94
	Privatization, Safety, Dispatch Mgt.	4/22/95	5/13/95
Last Name	<u>Prilipko</u>	First Name	<u>Vladimir</u>
Title	<u>Deputy Director</u>	Company	<u>Kyivenergo</u>
Activity		Start Date	End Date
	Skills Enhancement Program	3/27/97	4/5/97

Last Name	Prodan	First Name	Yurvi
Title	Substitute of the Head of Energy Supervision	Company	
Activity		Start Date	End Date
	Cust. Service, Public Affairs, Economic Development	12/11/95	12/15/95
Last Name	Rabchynskyy	First Name	Olesandr
Title	Chief of Regional Dept. of Electricity Sales	Company	Kyivenergo
Activity		Start Date	End Date
	Metering, Billing & Collections EEV	10/9/97	10/18/97
Last Name	Radchenko	First Name	Aleksander
Title	Deputy Chairman	Company	Kyivenergo
Activity		Start Date	End Date
	District Heating Management EEV	3/23/96	3/30/96
Last Name	Ratchin	First Name	Nikolai E.
Title	Head of Planning Dept. Heat&Power Plant #5	Company	Kyivenergo
Activity		Start Date	End Date
	Kievenergo Management Mission	9/12/94	9/18/94
	Privatization, Safety, Dispatch Mgt.	4/22/95	5/13/95
Last Name	Russell	First Name	Paul
Title	Associate-General Counsel	Company	Pennsylvania Power & Light
Activity		Start Date	End Date
	Utility Management Seminar	5/16/94	5/20/94
Last Name	Sharaburyak	First Name	Gana
Title	Chief Accountant	Company	Kyiv Cable Network
Activity		Start Date	End Date
	Accounting & Information Sys.	7/23/98	8/2/98
Last Name	Shevchenko	First Name	Mikhail

Title	<u>Deputy General Director</u>	Company	<u>Kyivenergo</u>
Activity		Start Date	End Date
	Privatization, Safety, Dispatch Mgt.	4 22 95	5 13 95
Last Name	<u>Skoklyk</u>	First Name	<u>Yuriy</u>
Title	<u>Project Management, Engineer</u>	Company	<u>Kyivenergo</u>
Activity		Start Date	End Date
	Project Management Internship	4 10 99	5 1 99
Last Name	<u>Spinney</u>	First Name	<u>William</u>
Title	<u>Manager, Business Development</u>	Company	<u>Pennsylvania Power & Light</u>
Activity		Start Date	End Date
	Project Mgt. / P.R. Seminar	11/ 2 '98	11/ 6 '98
Last Name	<u>Strugovschykov</u>	First Name	<u>Yuriy</u>
Title	<u>Substitute of Chief Engineer</u>	Company	<u>Kyivenergo</u>
Activity		Start Date	End Date
	Cust. Service, Public Affairs, Economic Development	12/11/95	12/15/95
Last Name	<u>Suhocki</u>	First Name	<u>Raymond F.</u>
Title	<u>Vice President</u>	Company	<u>Pennsylvania Power & Light</u>
Activity		Start Date	End Date
	PP&L Advisory Mission Seminar	8/12/95	8/19/95
Last Name	<u>Tischenko</u>	First Name	<u>Nikolay</u>
Title	<u>Director Educational Center</u>	Company	<u>Kyivenergo</u>
Activity		Start Date	End Date
	Skills Enhancement Program	3/27/97	4/ 5/97
Last Name	<u>Trafimov</u>	First Name	<u>Vladimir</u>
Title	<u>Head of Economic Dept.</u>	Company	<u>Ministry of Energy & Electrification</u>
Activity		Start Date	End Date
	Initial Exchange Visit to PP&L	12/ 2/93	12/10/93

Last Name Travers **First Name** Barry S.
Title Manager - Bulk Power Systems Operations **Company** Pennsylvania Power & Light

Activity **Start Date** **End Date**
 PP&L Advisory Mission Seminar. 8/12/95 8/19/95

Last Name White **First Name** James E.
Title Supervisor Training Technical Instruction **Company** Pennsylvania Power & Light

Activity **Start Date** **End Date**
 Billing, Collections & Customer Information System 6/7/97 6/14/97

Last Name Wirth **First Name** Paul
Title Manager, Marketing Communications **Company** Pennsylvania Power & Light

Activity **Start Date** **End Date**
 Project Mgt. / P.R. Seminar 11/2/98 11/6/98

Last Name Yakubenko **First Name** Dmytro
Title Deputy Director on Capital Construction **Company** Kyiv Thermal Network

Activity **Start Date** **End Date**
 District Heating Management EEV 3/23/96 3/30/96
 Project Management & Public Relations EEV 1/23/99 1/30/99

Last Name Yashchenko **First Name** Boris
Title First Deputy Chairman of the Board **Company** Kyivenergo

Activity **Start Date** **End Date**
 Advisory Mission to PP&L 3/14/94 3/18/94
 Investor Relations EEV 4/20/96 4/27/96

Last Name Yastrubinsky **First Name** Vasily
Title Director, Pricing Policy **Company** KJJA

Activity **Start Date** **End Date**
 Accounting & Information Sys. 7/23/98 8/2/98

Last Name Yefremova **First Name** Valentyna

Title	<u>Deputy Head of the Econ. Planning Dept.</u>	Company	<u>Kyivenergo</u>
Activity		Start Date	End Date
	Accounting, Forecasting & Financial Planning EEV	2 26 98	3 7 98
Last Name	<u>Zagrodnaya</u>	First Name	<u>Olena</u>
Title	<u>Staff Economist, Economic Plang. Dept.</u>	Company	<u>Kyiv Thermal Plant</u>
Activity		Start Date	End Date
	Accounting, Forecasting & Financial Planning EEV	2:26:98	3 7 98



United States Energy Association

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

INITIAL EXCHANGE VISIT FOR KYIVENERGO

PP&L/KYIVENERGO PARTNERSHIP

Sponsored by

U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT

and

UNITED STATES ENERGY ASSOCIATION

December 2-10, 1993

Allentown, PA

Participants

Victor Kirichenko, Chief Engineer, Kyivenergo Regional Energy Company

Vistor Mostovoi, head of the accounts Department, Kyivenergo

Evgeny Nakonechny, Head of the Producing & Technical, "Chernigovskaya" Thermal Power Station

Ivan Plachkov, Chief Engineer, Kievskaya 5 Thermal Power Station

Vladimir Trafimov, Head of the Economic Department, Ministry of Energy & Electrification of Ukraine

Al Skeath, Program Coordinator, Energy Industry Partnership Program, USEA

Kievenergo - P. P. & L..**Ukraine Exchange Visit**

The Pennsylvania Power & Light Company with headquarters in Allentown, Pennsylvania will host a delegation of five Ukrainians during the week of December 6, 1993.

The delegation will consist of:

Vladmir V. Trafimov
Head of Economic Department
Ministry of Energy & Electrification

Victor S. Kirichenko
Chief Engineer
Kievenergo Regional Energy Company

Ivan V. Plachkov
Chief Engineer
Kievskaya 5 Thermal Power Station

Evgeny S. Nakonechny
Head of Production and Technical Bureau
Chernigovkaya Thermal Power Station

Victor N. Mostovoi
Head of Accounting Department
Kievenergo Regional Energy Company

During this one week visit the participation will exchange information on the technical and managerial aspects of their respective electric utility operations.

P.P. & L.'s formal presentation will include topics on Utility Regulations, Pricing, System Operations, and visits to a coal fired station (Sunbury) and a nuclear power plant (Susquehanna Steam Electric Station).

In turn the Ukrainians will present an overview of their energy sector operations and major concerns.

On Thursday, December 9, 1993, the participants will develop a detailed plan for a specific utility management seminar to be conducted by P.P. & L. in Kiev during May 1994.

The week-long activity will culminate in a press conference on Friday, December 10, 1993 in Scranton, Pennsylvania with the signing of a cooperative agreement to establish a program of long-term cooperation between P. P. & L. and Kievenoergo.

USEA hopes to establish future partnerships between U.S. utilities and the other remaining seven regional energy sectors of the Ukraine.

Prepared by:

Albert Skeath
Program Coordinator

Date : November 23, 1993



United States Energy Association

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

ADVISORY EXCHANGE VISIT FOR KYIVENERGO

PP&L/KYIVENERGO PARTNERSHIP

Sponsored by

**U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT
and
UNITED STATES ENERGY ASSOCIATION**

**March 14-18, 1994
Allentown, PA**

Participants

Mickhael Melick, Assistant Director, Kyivenergo
Iouly Potapenko, Chief of Foreign Department, Kyivenergo
Boris Yaschenko, First Deputy Chairman of the Board, Kyivenergo
Ivan Plachkov, Chief Engineer, Kievskaya 5 Thermal Power Station
Al Skeath, Program Coordinator, Energy Industry Partnership Program, USEA

9000-87

PP&L EXECUTIVE VISIT
MARCH 14-18, 1994

Objective: *To gain a deeper understanding to the power industry of Ukraine with a particular emphasis on Kievenoergo.*

Outcomes

- Understand the relationship between the Ministry of Energy and Electrification of Ukraine and the Kievenoergo Association.
- Understand the organization structure and functional responsibilities of the Kievenoergo Association.
- Identify corporate law and regulation effecting the electric utility industry.
- Understand the status of privatization.
- Finalize the content of the business seminar to be conducted in May.

Personnel: *R. F. Suhocki, Vice President - System Power*
J. P. Clifford, Assistant to Executive Vice President & COO

**PP&L EXECUTIVE VISIT
AREAS OF FOCUS**

Organization Review Objectives

1. Understanding the relationship between the Ministry of Energy Electrification of Ukraine and the Kievenoergo Association.
 - Describe the functions and responsibilities of the Ministry.
 - Describe the functions and responsibilities of Kievenoergo.
 - What organization operates and manages Kievenoergo?
 - What organization does the planning?
 - Who prepares the budgets?
 2. To understand the organizational structure and functional responsibilities of Kievenoergo Association.
 - Describe the organizational structure.
 - Describe the major departments and their responsibilities.
 3. To identify corporate laws and regulations effecting the electric utility industry.
 - What is the status of privatization?
 - Have corporate laws been developed?
 - Have regulations been developed?
 - Will the Ministry become the regulator?
 4. To determine the energy supply relationship with other countries.
 - Provide an overview of the interconnection with other electric companies.
 - Describe the fuel supply process and organization.
-

5. To gain a general understanding of the management systems in place, describe the following systems.

- Human resource policies
 - What employee benefit policies exist?
 - Describe the compensation program.
 - Is seniority a factor in filling positions?
 - What health and accident policies exist?
 - Are there life insurance programs?
 - Describe vacation, holiday and sickness policies.
 - Employee savings plans.
- Training programs
 - Describe formal programs for managers.
 - Safety training programs.
 - Bargaining unit programs (Union).
 - Computer training.
 - Facilities for training.
 - Simulators.
 - Qualification process for welders.
 - Mechanic's/electrician's programs.
 - Waste materials (hazardous).
- The procurement process
 - Specification writing.
 - Qualified suppliers.
 - Bid process.
 - Evaluation criteria.
 - Contract negotiation and administration.
 - Quality control/quality assurance.
- Inventory control
 - Spare parts process.
 - Record keeping system.
 - Minimum/maximum levels.
 - Turnover ratio.
 - Open vs. closed storerooms.
 - Usage history.
 - Physical inventory frequency.
 - Bin maintenance program.
 - Monetary value.
 - Interchange ability list between plants.



United States Energy Association

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

UTILITY MANAGEMENT SEMINAR

PP&L/KYIVENERGO PARTNERSHIP

Sponsored by

**U.Stg. AGENCY FOR INTERNATIONAL DEVELOPMENT
and
UNITED STATES ENERGY ASSOCIATION**

**May 16-20, 1994
Kyiv, Ukraine**

Participants

Joseph P. Clifford, Assistant to the Executive Vice President and C.O.O., PP&L
Michael J. Berish, Manager - Financial Planning, PP&L
Paul E. Russell, Associate - General Counsel, PP&L
Gabe Laczko, Manager - Resource Planning, PP&L
Albert Skeath, Program Coordinator, Energy Industry Partnership Program, US

9000 - 82
14

Tuesday May 17

9:00 AM

Introduction

- Opening Remarks
- Leonid N. Sosyuking - Kievenergo
Director General

- Albert Skeath - USEA
Program Coordinator
- Joseph P. Clifford - PP&L
*Assistant to the Executive
Vice President and C.O.O.*

Comments

- ◆ Welcome

- ◆ USEA Overview & Program

- ◆ Introduction & warm-up exercise groups, index cards identify three issues

10:00 AM

- Overview of Pennsylvania Power & Light Comment
-J.P. Clifford

- ◆ Use to describe PP&L's management philosophy and values, use lots of numbers

11:00

- U.S. Electric Utility Market
-J.P. Clifford

- ◆ Focus on changes

11:30

- Morning Wrap-up
Issue Feedback

- ◆ Review key issues identified in warm-up

12:00 Lunch

1:00 PM

- Corporate Law
- P. Russell

- ◆ Establish foundation for legal and structures

2:30

- Corporate Structure & Organization
- J.P. Clifford

- ◆ Stimulate thoughts on change

- PP&L's Structure
- J.P. Clifford

- ◆ Demonstrate change

3:15

Group Break-out
Team Members

- ◆ Break into teams to organize business

3:30

Present Results of Break-outs
Team Members

- ◆ Present findings

4:00

Wrap-up
- J.P. Clifford

- ◆ Summarize the day and review next day

WEDNESDAY

May 18

9:00 AM

Introduction of Day
- J.P. Clifford

- ◆ Provide a bridge from yesterday to today

9:15

Business Management of The Electric Utility
Industry
- M.J. Berish

- ◆ Basics of finance - foundation

10:30

Break

12:00

Lunch

1:00 PM

Utility Economic Decision-making

- ◆ Build on concepts of finance - include work problems

2:30

Break

4:00

Wrap-up
- J.P. Clifford

- ◆ Summarize the day

Thursday May 19

9:00 AM

Introduction

- J.P. Clifford

◆ Preview day solicit questions

9:15

U.S. Regulation

- P.E. Russell

◆ Stress change & the role of regulation vs. management

10:30

Break

10:45

Regulatory Process

- P.E. Russell

◆ Stress the regulatory Compact

12:00 PM

Lunch

1:00

Fundamentals of rate-making

- P.E. Russell

◆ Critical issue

2:15

Break

2:30

Rate Applicaitons

- J.P. Clifford

◆ Stress cost of service and market based

3:15

Sample Rate Problems

- J.P. Clifford

◆ Demonstrate differences in pricing -
-Build skills

4:00

Wrap-up

- P.E. Russell

Friday May 20

9:00 AM

Introduction
- J.P. Clifford

- ◆ Introduce day and solicit questions and answers

9:15

Integrated Resource Planning
- G. Laczó

- ◆ Introduction to LCP. Ministry to issue LCP in future

10:30

Break

10:45

Interconnected and Power Pool Operations

- ◆ Debates over interconnected utilities and a national grid

12:00 PM

EXECUTIVE SESSION

1:00

Mapping the future
• Executive Session
- Break-out Sessions

- ◆ Decide future direction of key managers

2:30

Presentation of Ideas

- ◆ Try to get managers to present

3:30

Finalize the Next Step
- J.P. Clifford

- ◆ Try for consensus



United States Energy Association

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

KYIVENERGO MANAGEMENT MISSION

PP&L/KYIVENERGO PARTNERSHIP

Sponsored by

**U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT
and
UNITED STATES ENERGY ASSOCIATION**

September 11-17, 1994

Allentown, PA

Participants

Vladimir M. Gomonai, Deputy Director on Safety, Kyivenergo
Stanislav B. Kosarev, Head of Reliability Department, Kyivenergo
Valentina A. Novosad, Head of Planning Department, Repair Enterprise, Kyivenergo
Al Skeath, Program Coordinator, Energy Industry Partnership Program, U.S. Energy Association

**KIEVENERGO MANAGEMENT MISSION
SEPTEMBER 11 - 17, 1994**

Friday,
September 9

Arrive in Allentown

Saturday-
Sunday,
Sep. 10 -11

Weekend Tour with Al Skeath

Monday,
September 12

9:00 a.m.	Welcome to PP&L	J. P. Clifford
N-2B Em. Rm.	9:15 a.m. Overview of PP&L	J. P. Clifford
	9:30 a.m. Update on Partnership	A. H. Skeath
	9:45 a.m. Update on Kievenergo	Group
10:00 a.m.	Break	
10:15 a.m.	Overview of Program	J. P. Clifford
10:30 a.m.	Establishing team objectives	Group
11:45 p.m.	Lunch - CDR #4	

SAFETY

FINANCIAL

RELIABILITY & PLANNING

1:00 - 4:00 p.m.	•Organization & Structure	D. Rehrer V. Gomony	•Organization & Functions	M. Berish V. Novosad N. Ratchin	•Organization & Planning, Principles & Guidelines	J. Langan S. Kosarev
	•Mission & Values		•Financial Planning			
	•Corporate Programs					
	•Laws & Regulations					

6:00 p.m. Evening Reception - Allentown Hilton

		<u>SAFETY</u>		<u>FINANCIAL</u>		<u>RELIABILITY & PLANNING</u>	
<i>Tuesday, September 13 Tw-15 conf. rm</i>	9:00 a.m.	Safety •Evaluation •Orientation	D. Rehrer	•Budgeting •Financing •Cost Control •Plant Account	M. Berish	Generation	D. Fuge R. Watson
	1:00 p.m.	Transmission •Programs •Training	J. Slabinski				
<i>Wednesday, September 14 Tw-15 conf. rm</i>		Distribution Programs •Training •Site Visit	F. Pearn	Rates •Revenue Requirement •Cost of Service •Rate Design	O. Kasper	System Planning	J. Langan
		Power Production •Programs •Training •Site Visit	J. Trexler	HR&D •Compensation •Performance Reviews •Policies	C. Mosebach	Distribution Marketing	R. Filipovits G. Beam
<i>Thursday, September 15 Tw-15 conf. rm</i>		Developing a Corporate Safety Plan for Kievenergo	Team 'A'	Developing a plan to improve Financial planning	Team 'B'	Developing plan for reliability improvement	Team 'C'
	12:00 noon	Luncheon Farewell - Allentown Hilton					

KIEVENERGO MANAGEMENT MISSION

SAFETY

- Safety Laws and Regulations
- Company Safety Rules
- Federal and State Safety Agencies
- PP&L Safety Programs
- PP&L Safety Training and Testing Programs
- Training Media
- Safety Statistics and Accident Analysis
- Root Cause Analysis
- Work Area Visits

Strategy for Subject Review

- Review Corporate Program to establish foundation
- Meet with individual departments to focus on implementation
- Visit work location to review work practices

PP&L TEAM - 'A'

Mr. F. E. Pearn - Distribution
Mr. D. W. Rehrer - Corporate
Mr. R. W. Slabinski - Transmission
Mr. J. T. Trexler - Power Production

ECONOMICS

- Financial Planning
- Business Analysis

- Accounting Systems
- Compensation and Benefits System
- Pricing and Regulations

Strategies for Subject Area

- Establish a basic understanding of business finance
- Focus on compensation systems in a free-market economy
- Develop an understanding of pricing

PP&L TEAM 'B'

Mr. M. J. Berish - Financial
Mr. C. S. Mosebach - HR&D
Mr. R. A. Mazzini - Rates & Market Research

RELIABILITY

- Reliability Record Generation, Transmission, and Distribution

- Life Extension Program for Generation
- Reliability improvement programs-Generation, Transmission, and Distribution
- Selection of personnel in generation plants
- Training programs in generation plants, in particular control room operators
- Customer related programs on reliability
- Reliability guidelines for System Planning

Strategy for Subject Review

- Establish a philosophical understanding by reviewing Planning Procedures & Principles
- Meet with key person from Generation, Transmission and Distribution review programs on improving reliability
- Meet with Marketing personnel to review Power Quality Program
- Field visits

PP&L TEAM 'C'

Mr. G. E. Beam - Marketing
Mr. R. W. Filipovits - Distribution
Mr. D. A. Fuge - Generation
Mr. Joseph P. Langan - Transmission
Mr. R. R. Watson - Generation



United States Energy Association

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

FINANCE INTERNSHIP

PP&L/KYIVENERGO PARTNERSHIP

Sponsored by

**U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT
and
UNITED STATES ENERGY ASSOCIATION**

September 12 - October 7, 1994

Allentown, PA

Participants

Nickolai Ratchin, Chief-Economic Department of Kiev Plant 5, Kyivenergo
Al Skeath, Program Coordinator, Energy Industry Partnership Program, U.S. Energy Association

**KIEVENERGO MANAGEMENT MISSION
SEPTEMBER 11 - 17, 1994**

Friday,
September 9

Arrive in Allentown

Saturday-
Sunday,
Sep. 10 -11

Weekend Tour with Al Skeath

Monday,
September 12

9:00 a.m.	Welcome to PP&L	J. P. Clifford
N-2B Em. Rm.	9:15 a.m. Overview of PP&L	J. P. Clifford
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10:30 a.m.	Establishing team objectives	Group
11:45 p.m.	Lunch - CDR #4	

SAFETY

FINANCIAL

RELIABILITY & PLANNING

1:00 - 4:00 p.m.	<ul style="list-style-type: none"> •Organization & Structure •Mission & Values •Corporate Programs •Laws & Regulations 	<ul style="list-style-type: none"> D. Rehrer V. Gomonyay 	<ul style="list-style-type: none"> •Organization •Functions •Financial Planning 	<ul style="list-style-type: none"> M. Berish V. Novosad N. Ratchin 	<ul style="list-style-type: none"> •Organization •Planning, Principles & Guidelines 	<ul style="list-style-type: none"> J. Langan S. Kosarev
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6:00 p m Evening Reception-- Allentown Hilton

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		<u>SAFETY</u>		<u>FINANCIAL</u>		<u>RELIABILITY & PLANNING</u>	
<i>Tuesday, September 13 Tw-15 conf. rm</i>	9:00 a.m.	Safety •Evaluation •Orientation	D. Rehrer	•Budgeting •Financing •Cost Control •Plant Account	M. Berish	Generation	D. Fuge R. Watson
	1:00 p.m.	Transmission •Programs •Training	J. Slabinski				
<i>Wednesday, September 14 Tw-15 conf. rm</i>		Distribution Programs •Training •Site Visit	F. Pearn	Rates •Revenue Requirement •Cost of Service •Rate Design	O. Kasper	System Planning	J. Langan
<i>Thursday, September 15 Tw-15 conf. rm</i>		Power Production •Programs •Training •Site Visit	J. Trexler	HR&D •Compensation •Performance Reviews •Policies	C. Mosebach	Distribution Marketing	R. Filipovits G. Beam
<i>Friday, September 16 Tw-15 conf. rm</i>		Developing a Corporate Safety Plan for Kievenergo	Team 'A'	Developing a plan to improve Financial planning	Team 'B'	Developing plan for reliability improvement	Team 'C'
	12:00 noon	Luncheon Farewell - Allentown Hilton					

KIEVENERGO MANAGEMENT MISSION

SAFETY

- Safety Laws and Regulations
- Company Safety Rules
- Federal and State Safety Agencies
- PP&L Safety Programs
- PP&L Safety Training and Testing Programs
- Training Media
- Safety Statistics and Accident Analysis
- Root Cause Analysis
- Work Area Visits

Strategy for Subject Review

- Review Corporate Program to establish foundation
- Meet with individual departments to focus on implementation
- Visit work location to review work practices

PP&L TEAM - 'A'

Mr. F. E. Pearn - Distribution
Mr. D. W. Rehner - Corporate
Mr. R. W. Slabinski - Transmission
Mr. J. T. Trexler - Power Production

ECONOMICS

- Financial Planning
- Business Analysis
- Accounting Systems
- Compensation and Benefits System
- Pricing and Regulations

Strategies for Subject Area

- Establish a basic understanding of business finance
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- Develop an understanding of pricing

PP&L TEAM 'B'

Mr. M. J. Berish - Financial
Mr. C. S. Mosebach - HR&D
Mr. R. A. Mazzini - Rates & Market Research

RELIABILITY

- Reliability Record Generation, Transmission, and Distribution
 - Life Extension Program for Generation
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- Reliability improvement programs-Generation, Transmission, and Distribution
 - Selection of personnel in generation plants
 - Training programs in generation plants, in particular control room operators
 - Customer related programs on reliability
 - Reliability guidelines for System Planning

Strategy for Subject Review

- Establish a philosophical understanding by reviewing Planning Practices & Principles
- Meet with key person from Generation, Transmission and Distribution to review programs on improving reliability
- Meet with Marketing personnel to review Power Quality Program
- Field visits

PP&L TEAM 'C'

Mr. G. E. Beam - Marketing
Mr. R. W. Filipovits - Distribution
Mr. D. A. Fuge - Generation
Mr. Joseph P. Langan - Transmission
Mr. R. R. Watson - Generation

DATE : September 22, 1994
TO : Mr. M.J. Berish
Mr. C.S. Mosebach
Mr. R.F. Schwoyer
Mr. D.M. Kleppinger
FROM : T.C. Roth
SUBJECT : Ukraine Visitor Schedule 9/26-10/7

UKRAINE VISITOR - NIKOLAI RATCHIN
SCHEDULE FOR LAST 2 WEEKS
SEPTEMBER 26 - OCTOBER 7, 1994

MONDAY, SEPTEMBER 26, 1994 (Plant Accounting)
8:30 AM - Tom Roth - Discuss progress

AM - Ron Ford - Continuing Property Records

Lunch - Steve McDaniel and Ron Ford

PM - Steve McDaniel - Open for specific interests

TUESDAY SEPTEMBER 27, 1994 (Human Resources)
8:30 AM - Tom Roth

AM - Craig Mosebach - Human Resources

Lunch - Craig Mosebach

PM - Craig Mosebach - Human Resources

Evening- Tom Roth

WEDNESDAY SEPTEMBER 28, 1994 (Human Resources)
AM - Craig Mosebach- Human Resources

Lunch - Craig Mosebach

PM - Craig Mosebach - Human Resources

THURSDAY SEPTEMBER 29, 1994 (Procurement)
8:30 AM - Tom Roth

AM - Ray Schwoyer and John Kukitz - Materials Purchasing

Lunch - Ray Schwoyer

PM - Nick Grazio - Materials Purchasing

FRIDAY SEPTEMBER 30, 1994 (Procurement)
AM - Ray Schwoyer and Chuck Clemmer - Contracts

Lunch - Ray Schwoyer

PM - Vince Herman - Traffic

MONDAY OCTOBER 3, 1994 (Financial Planning)

8:30 AM - Tom Roth - Discuss progress

AM - Mike Berish, Rhyner Minnich and Mark Woods - Budget Process

Lunch - Mike Berish

PM - Mike Berish, Rhyner Minnich, and Mark Woods - Budget Process

TUESDAY OCTOBER 4, 1994 (Financial Planning)

AM - Mike Berish, Denise Cunningham, and Janet Curtin - Corporate Income Statement Budget

Lunch - Mike Berish

PM - Jim Pennington - Protege Cost Management System

Evening - Joe Clifford

WEDNESDAY OCTOBER 5, 1994 (Treasury Operations)

8:30 AM - Tom Roth - Discuss progress

AM - Dale Kleppinger - Daily Cash Planning

Lunch - Dale Kleppinger

PM - Sue McQuilken - Check Processing

Evening - Dale Kleppinger

THURSDAY OCTOBER 6, 1994 (Treasury Operations)

AM - Dale Kleppinger and Sue McQuilken - Wire and ACH processing

Lunch - Dale Kleppinger

PM - Dale Kleppinger and Bernie Molchanny - Cash Reporting and Treasurers Working Fund

Evening - Tom Roth

FRIDAY OCTOBER 7, 1994 (Program Evaluation)

8:30 AM - Tom Roth

AM - Tom Roth, Joe Clifford, and Al Skeath - Review and Evaluate the four week program

Lunch - Tom Roth, Joe Clifford, and Al Skeath

PM -Tom Roth, Joe Clifford, and Al Skeath

NOTE: As I have told all of you, this schedule is flexible and can be adjusted at any time. If there is an open evening or weekend and you would like to entertain Nikolai either call me or ask him while he is in your area to see if he is interested. However, ~~not every night has to be arranged as I'm sure he~~ would also like some free time to himself. Thanks for your help and cooperation. Also, a special thanks to Mike Berish, Craig Mosebach and Janet Curtin (week 1) and Steve McDaniel (week 2) for arranging for much of Nikolai's schedule the first two weeks of his visit. Additionally, based on my discussions with Nikolai, he is learning a great deal during his visit and appreciates all the patience and time that PP&L has given him.

T.C. Roth

CC : S.D. McDaniel
A.H. Skeath
J.J. McCabe
R.S. Gombos
J.L. Curtin
R.E. Ford

J.P. Clifford
R.E. Hill
J.P. Kierzkowski
T.J. Preston
T.C. Roth
L.C. McCabe

Date of Issue: April 13, 1995

ENERGY INDUSTRY PARTNERSHIP PROGRAM
KIEVENERGO - PENNSYLVANIA POWER & LIGHT
PERFORMANCE ENHANCEMENT TASK TEAMS

ON

PRIVATIZATION, SAFETY AND DISPATCH
MANAGEMENT

APRIL 22 - MAY 13, 1995

Allentown, Pennsylvania
New York, New York
Washington, D.C.

OBJECTIVES:

- 1) To acquaint Kievenergo management with corporate management policies in the area of organization structure, utility law and regulation, employee benefits, union relations, payroll systems, interconnection, tax policy and financing.
- 2) To introduce Kievenergo managers to financial institutions, legislative policies, regulation and government agencies.
- 3) Continuation of the Performance Enhancement Task Team (PEAT) which was begun last Fall with a focus on safety at substation and transmission sites.
- 4) Continuation of the PEAT which was begun last Fall and will focus in the area of finance and will include topics of rate making and rate application dispatch management, contract sales, customer service, billing and collection, and demand-side management.

LIST OF PARTICIPANTS

Nickolai Rachin
Assistant to General Director on Corporatization

Mr. Mikhail Melnik
Assistant to General Director

Mr. Mikhail Shevchenko
Deputy General Director

Mr. Iouli Potapenko
Chief of Foreign Department

Mr. Vital Yerep
Director of Chernigov Heat and Power Plant

Mr. Vladislav Kravchenko
Head of Safety Department of Minenergo of Ukraine

Mr. Victor Badei
Head of Production Department

Mrs. Elvira Koptelkina
Deputy Head of Dispatch Service

Mrs. Vera Filkova
Deputy Head of Planning and Economic Department

Michael Arrowood, Interpreter

Karin Elliot, Interpreter

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LIST OF PRESENTERS

Sarath Moya.....Confidential Secretary

Thomas Roth.....Assistant to the Senior Vice President - Financial

Joseph Mezlo.....Assistant to Executive Vice President & Chief Operating Officer

Paul E. Russell.....Associate General Counsel

Joseph M. Kleha.....Manager, Regulatory Projects

Gary L. Branzhoff.....Manager, Financial Administration

Joel Marks.....Regional Personnel Representative

R. William Murray.....Manager, Union Relations

Thomas W. Grim.....Payroll Administration

Barry S. Trayer.....Manager, Bulk Power System Operations

Linda C. Batholomew.....Vice President Public Affairs

Dennis J. Hocker.....Industrial & Commercial Marketing Manager

John M. Chappalear.....Vice President for Investments & Pensions

Michael F. Fitzpatrick.....Manager of Taxes

Charles R. Clemmer, Jr.....Senior Procurement Specialist

John R Biggar.....Vice President of Finance

George I. Kline.....Manger of Investment Services

Douglas W. Rehrer.....Manager of Safety Services

Thomas E. Grube.....Safety and Fire Supervisor

Douglas A. Krall.....Manager of Generation Development Planning

Oliver G. Kasper.....Manager of Rates

John B. Firmstone.....Foreman of Multiple Crews

LIST OF PRESENTERS

Susan H. Johnson.....Supervisor of Residential Accounts Receivable

John P. Hershey.....Power Production Safety and Health Specialist

Debra J. Kilpatrick.....Health, Safety and Training Assistant

Donald R. Silfies.....Safety and Health Consultant

Thomas C. Stathos.....Manager of Customer Service

David J. Bonnenberger.....Systems Analyst

Wallace H. Smith.....Customer Contact Representative

Gerald S. Farber.....Manager - Sales and Account Management

Michael J. Montgomery.....Manager of Economic Development & Community Service

R.W. Slabinski.....Construction Safety Coordinator

Saturday, April 22, 1995

8:30 a.m. Ukraine Intl Flight No. 401 from Kiev to Frankfurt

11:45 p.m. United Flight No. 917 from Frankfurt, Germany to Wash/Dulles

5:45 p.m. United Express Flight No. 6252 from Wash/Dulles to Allentown/BTHL

6:52 p.m. Arrive at Allentown/BTHL Airport
Lodging: Allentown Hilton

Sunday, April 23, 1995

RECOVERY DAY - ALLENTOWN, PA

Monday, April 24, 1995

8:00 a.m.	Refreshments	Sarath Moya
8:15 a.m.	Review of weekly objectives and schedule	Joseph Mezlo
9:00 a.m.	Overview of US Electric Industry	Joseph Mezlo
10:00 a.m.	BREAK	Sarath Moya
10:15 a.m.	Overview of PP&L	Tom Roth
11:15 a.m.	Organizational Structure and Management Process	Tom Roth
12:00 p.m.	LUNCH	Sarath Moya
1:00 p.m.	Utility Law and Regulation	Paul Russell
3:00 p.m.	BREAK	Sarath Moya
3:15 p.m.	Regulatory Process	Paul Russell
5:00 p.m.	ADJOURN	
6:00 p.m.	DINNER	Sarath Moya

Pennsylvania Power & Light - Kieve너지

Tuesday, April 25, 1995

8:00 a.m.	Refreshments	Sarath Moya
8:15 a.m.	Bargaining Unit and Measurement Job Description and Salary Levels	Gary Branzhoff
10:00 a.m.	BREAK	Sarath Moya
10:15 a.m.	Employee Benefits	Joel Marks
11:15 a.m.	Organizational Structure and Manage Process	Joe Mezlo
12:00 p.m.	LUNCH	Sarath Moya
1:00 p.m.	Union Relations	R. William Murray
3:00 p.m.	BREAK	Sarath Moya
3:15 p.m.	Payroll Systems	Thomas Grim
5:00 p.m.	ADJOURN	

Wednesday, April 26, 1995

8:00 a.m.	Refreshments	Sarath Moya
8:15 a.m.	Tour of PP&L's Power Control Center	Barry Trayer
9:00 a.m.	PA, NJ, Maryland Interconnections Responsibilities and Transactions	Barry Trayer
10:00 a.m.	BREAK	Sarath Moya
10:15 a.m.	Contract Sales and Spot Market Sales	Barry Trayer
11:30 a.m.	LUNCH	Sarath Moya
12:30 p.m.	Attend PP&L's Annual Shareholders Meeting	Joe Mezlo Thomas Roth

Thursday, April 27, 1995

8:00 a.m.	Public Affairs	Linda Bartholomew
10:00 a.m.	General Discussion	Joe Mezlo

Pennsylvania Power & Light - Kievenergo

Thursday, April 27, 1995 (continued)

12:00 p.m.	LUNCH	Sarath Moya
1:00 p.m.	CPIP	Jerome Blakeslee
3:00 p.m.	BREAK	Sarath Moya
3:15 p.m.	Marketing	Gerald Farber
5:00 p.m.	ADJOURN	

Friday, April 28, 1995

8:00 a.m.	Refreshments	Sarath Moya
8:15 a.m.	Investments and Pensions	John Chappalear
9:00 a.m.	Tax Policy	Michael Fitzpatrick
10:00 a.m.	BREAK	Sarath Moya
10:15 a.m.	Procurement	Charles Clemmer
12:00 p.m.	LUNCH	Sarath Moya
1:00 p.m.	Financing Option and Investor Services	John Biggar George Kline
3:00 p.m.	BREAK	Sarath Moya
3:15 p.m.	Review and Wrap-up	Joe Mezlo Thomas Roth
5:00 p.m.	ADJOURN	

Saturday, April 29, 1995

FREE DAY IN ALLENTOWN, PA

Sunday, April 30, 1995

FREE MORNING IN ALLENTOWN, PA

2:30 p.m. Travel by van from Allentown, PA to New York City, NY

May 1 - 5, 1995 See U.S. Energy Association Agenda

**KIEVENERGO VISIT TO PP&L
SAFETY & HEALTH
MAY 1 - 5, 1995**

Saturday, April 29, 1995

- 8:30 a.m. Ukraine Into Flight No. 401 from Kiev to Frankfurt, Germany
- 1:20 p.m. United Flight No. 3503 from Frankfurt, Germany to Wash/Dulles
- 5:45 p.m. United Express Flight No. 6252 from Wash/Dulles to Allentown
- 6:52 p.m. Ukraine delegation arrives at Allentown/BTHL airport
Lodging: Allentown Hilton

Sunday, April 30, 1995

RECOVERY DAY IN ALLENTOWN

Monday, May 1, 1995

- | | | |
|------------|--|----------------|
| 8:00 a.m. | Review of weekly objectives and schedule | Joe Mezlo |
| 9:00 a.m. | Overview of U.S. Electric Industry | Joe Mezlo |
| 10:00 a.m. | BREAK | Sarath Moya |
| 10:15 a.m. | Overview of PP&L | Joe Mezlo |
| 11:15 a.m. | Organizational Structure and Manage Process | Joe Mezlo |
| 12:00 p.m. | LUNCH | Sarath Moya |
| 1:00 p.m. | Meet with Safety & Health Services to
Review Organization | Douglas Rehrer |
| 4:30 p.m. | ADJOURN | |
| 6:00 p.m. | DINNER | Sarath Moya |

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Pennsylvania Power & Light - Kieveenergy

Tuesday, May 2, 1995

8:00 a.m. Visit Transmission Work Sites in Lehigh Operating Area R.W. Slabinski

12:00 p.m. LUNCH Sarath Moya

Tuesday, May 2, 1995

1:00 a.m. Visit Substation and Underground Work Sites in Lehigh Operating Area Thomas Grube

5:00 p.m. ADJOURN

Wednesday, May 3, 1995

8:00 p.m. Visit with Tool & Equipment Committee at System Facilities Center Tour Tool Facility Thomas Grube

12:00 p.m. LUNCH Sarath Moya

1:00 p.m. Tour Meter Services, Chemical Lab, and Rubber Goods Testing Lab Thomas Grube

5:00 p.m. ADJOURN

Thursday, May 4, 1995

8:00 am. Begin Tour at Martins Creek SES John Hershey
Debra Kilpatrick

12:00 p.m. LUNCH Sarath Moya

1:00 p.m. Complete Tour at Martins Creek SES

5:00 p.m. ADJOURN

Friday, May 5, 1995

8:00 a.m. Visit Distribution Work Sites in Lehigh Operating Area Donald Silfies

12:00 p.m. LUNCH Sarath Moya

Pennsylvania Power & Light - Kievenergo

Friday, May 5, 1995 (continued)

1:00 p.m. Visit Transportation Garage in Lehigh

5:00 p.m. ADJOURN

Saturday, May 6, 1995

3:00 p.m. United Express Flight No. 6153 from Allentown, PA to Wash/Dulles

7:15 p.m. Delta Flight No. 60 from Wash/Dulles to Frankfurt, Germany

Sunday, May 7, 1995

2:40 p.m. Ukrainian delegation arrive in Kiev

**KIEVENERGO VISIT TO PP&L
DISPATCH MANAGEMENT AND CUSTOMER RELATIONS
MAY 8 - 12, 1995**

Saturday, May 6, 1995

- 8:30 a.m. Ukraine Into Flight No. 401 from Kiev to Frankfurt, Germany
- 11:30 a.m. USAIR Flight No. 817 from Frankfurt, Germany to Pittsburgh, PA
- 4:15 p.m. USAIR Flight No. 2061 from Pittsburgh, PA to Allentown, PA
- 5:13 p.m. Ukraine delegation arrive at Allentown/BTHL airport
Lodging: Allentown Hilton

Sunday, May 7, 1995

RECOVERY DAY IN ALLENTOWN

Monday, May 8, 1995

- | | | |
|------------|---|-----------------|
| 8:00 a.m. | Refreshments | Sarath Moya |
| 8:15 a.m. | Review of Weekly Objectives and Schedules | Joe Mezlo |
| 9:00 a.m. | Overview of U.S. Electric Industry | Joe Mezlo |
| 10:00 a.m. | BREAK | Sarath Moya |
| 10:15 a.m. | Overview of PP&L | Joe Mezlo |
| 11:15 a.m. | Organizational Structure and Management of PP&L | Joe Mezlo |
| 12:00 p.m. | LUNCH | Sarath Moya |
| 1:00 p.m. | Utility Law and Regulation | Paul E. Russell |
| 3:00 p.m. | BREAK | Sarath Moya |
| 3:15 p.m. | Utility Rate Making Process | Paul E. Russell |

Pennsylvania Power & Light - Kieveenergy

Monday, May 8, 1995 (continued)

5:00 p.m.	ADJOURN	
6:00 p.m.	DINNER	Sarath Moya

Tuesday, May 9, 1995

8:00 a.m.	Refreshments	Sarath Moya
8:15 a.m.	Integrated Resource Planning	Douglas A. Krall
10:00 a.m.	BREAK	Sarath Moya
10:15 a.m.	System Operations	Barry S. Trayer
12:00 p.m.	LUNCH	Sarath Moya
1:00 p.m.	Tour Power Control Center	Barry S. Trayer
1:45 p.m.	Rate Making	Paul E. Russell
3:15 p.m.	BREAK	Sarath Moya
3:30 p.m.	Rate Application	Oliver G. Kasper

Wednesday, May 10, 1995

7:30 a.m.	Travel to PJC Control Center	Sarath Moya
9:30 a.m.	Tour of PJM Power Control Center	Barry S. Trayer
10:30 a.m.	Interconnection and Power Pool Operations	Barry S. Trayer
12:00 p.m.	LUNCH	Sarath Moya
1:00 p.m.	Travel to PP&L	
3:00 p.m.	Whole Sale and Contract Sales	Oliver G. Kasper
5:00 p.m.	ADJOURN	
6:00 p.m.	DINNER	

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Pennsylvania Power & Light - Kievenergo

Thursday, May 11, 1995

7:30 a.m.	Travel to Customer Contact Center	Sarath Moya
8:00 a.m.	Meter Reading and Billing Process	John B. Firmstone
10:00 a.m.	BREAK	Sarath Moya
10:15 a.m.	Collection Activities and Payment Arrangements	Susan H. Johnson
12:00 p.m.	LUNCH	Sarath Moya
1:00 p.m.	PP&L Programs for Payment Trouble Customers	Thomas G. Stathos
3:00 p.m.	BREAK	
3:15 p.m.	Tour Customer Contact Center and System Dispatch	David J. Bonnenberger

Friday, May 12, 1995

8:00 a.m.	Refreshments	Sarath Moya
8:15 a.m.	Demand-Side Management	Wallace H. Smith
9:15 a.m.	Residential Marketing	Gerald S. Farber
10:15 a.m.	BREAK	Sarath Moya
10:30 a.m.	Industrial & Commercial Marketing	Gerald S. Farber
12:00 p.m.	LUNCH	Sarath Moya
1:00 p.m.	Economic Development and Community Service	Michael J. Montgomery
3:00 p.m.	BREAK	Sarath Moya
3:15 p.m.	Wrap-up and Feedback	Joe Mezio
5:00 p.m.	ADJOURN	

Saturday, May 13, 1995

3:00 p.m.	United Express Flight No. 6153 from Allentown, PA to Wash/Dulles	
5:25 p.m.	United Flight No. 916 from Wash/Dulles to Frankfurt, Germany	

Pennsylvania Power & Light - Kievenergo

Sunday, May 14, 1995

1:05 p.m.

Ukrainian delegation arrive Kiev

DATE OF ISSUE: July 27, 1995

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

KIEVENERGO -PENNSYLVANIA POWER & LIGHT COMPANY

ADVISORY MISSION

WORKSHOP

AND

SEMINAR

**sponsored by
U. S. Agency for International Development
United States Energy Association**

KIEV, UKRAINE

AUGUST 14 - 18, 1995

Kievenergo-Pennsylvania Power & Light Company

BACKGROUND

As a continuation of the partnership program between Kievenergo and Pennsylvania Power & Light Company (PP&L) an Advisory Mission, including workshop sessions and a seminar will be held in Kiev, Ukraine on August 14 - 18, 1995.

OBJECTIVES

The objectives of this Advisory Mission are:

1. To continue discussion and activities in the area of finance, including attracting investment for power plant projects.
2. To continue discussion and activities in the areas of rate tariffs, billing, collections and follow-up action.
3. To continue discussion and activities in the area of dispatch management.

THE PROGRAM

The program will consist of an Advisory Mission to Kievenergo by PP&L and will include breakout workshop sessions on each of the objectives. This will be followed up by a three-day seminar and panel discussion on the topics of finance, rates, dispatch management, and customer service.

LIST OF PARTICIPANTS

JOSEPH J. MEZLO
ASSISTANT TO EXECUTIVE VICE PRESIDENT
AND CHIEF OPERATING OFFICER

BARRY S. TRAYERS 755
MANAGER - BULK POWER SYSTEM OPERATIONS

RAYMOND F. SUHOCKI 728
VICE PRESIDENT-MARKETING

ALBERT H. SKEATH
DEPUTY PROGRAM MANAGER - USEA

**USEA PROPOSED PROGRAM
FOR
ADVISORY MISSION IN KIEV**

Sunday, August 13, 1995

1:05 p.m. PP&L delegation and Al Skeath arrive Lufthansa Flight No. 3250

Monday, August 14, 1995

9:30 a.m. Meeting with USAID/Kiev and IDEA/Kiev

- Previous partnership activities
- Program objectives
- Overview of Mission and Seminar

11:00 a.m. Meeting with Ivan Plachkov, Director - Kievenergo

- Overview of Mission and Seminar

2:00 p.m. Advisory Workshop Session with Kievenergo staff

This workshop session supports Objective #1): To continue discussions and activities in the area of finance, including attracting investment for power plant projects.

Investments - Al Skeath, Deputy Program Manager - USEA

This workshop session supports Objective #2): To continue discussions and activities in the areas of rate tariffs, billing, collections and follow-up action.

Rates - Raymond Suhocki, Vice President-Marketing

This workshop session supports Objective #3): To continue discussions and activities in the area of dispatch management.

Dispatch Management - Barry Trayers, Manager-Bulk Power System Operations

Tuesday, August 15, 1995

10:00 a.m. Seminar on Security Markets
Al Skeath, Deputy Program Manager - USEA

This seminar supports Objective #1): To continue discussions and activities in the area of finance, including attracting investment for power plant projects.

Securities Market

- Buyers and Sellers
- Lenders and Borrowers

Stock Exchanges

Commercial Bankers

Investment Bankers

- Underwriters
- Brokers

Securities & Exchange Commission

Rating Agencies

Investment Opportunities

- Money Funds
- Bonds
- Stocks
- Government Notes
- Real Estate
- Insurance Policies
- Coins

Investment Characteristics

- Risk
- Yield
- Appreciation
- Liquidity

Kievenergo-Pennsylvania Power & Light Company

Risks

- Treasury Bill
- Government Bond
- Savings
- Corporate Bond
- Stock

Credit Rating Terms

- Yield
- Price/Earnings Ratio
- Price/Dividends Ratio
- Market/Book Value

2:00 p.m. Seminar on Rate Structure, Billing and Collection Process (including regulatory process)
Raymond Suhocki, Vice President-Marketing

This workshop session supports Objective #2): To continue discussions and activities in the areas of rate tariffs, billing, collections and follow-up action.

Ratemaking
Objective
Revenue Requirements
Rate Base
Operating Expenses
Return
Rate of Return
Net Plant
Test Period
Cost of Service
Costs

- Demand-Related
- Energy-Related
- Customer-Related

PUC Activities
FERC Activities
Types of Customers
Rates Schedules
Residential Rates

Kievenergo-Pennsylvania Power & Light Company

Industrial/Commercial Rates
Calculations
Rate Options
Comparison of Rates by Class
Billing and Billing Cycle

Wednesday, August 16, 1996

10:00 a.m. Seminar on Dispatch Management
Barry Trayers, Manager - Bulk Power System Operations

This workshop session supports Objective #3): To continue discussions and activities in the area of dispatch management.

Contractual Arrangements

2:00 p.m. Customer Service
Joseph Mezlo, Assistant to Executive Vice President & Chief Operating Officer

Demand-Side Management

- Utility Actions
- Energy Efficiency
- Residential Programs
- Industrial & Commercial Programs

Metering

- Meter Reading
- Theft Reduction
- Billing and Collections
- Accounts Receivable

Customer Delinquencies

- Establishing Procedures for Resolution of Delinquent
- Process for disconnecting

Kievenergo-Pennsylvania Power & Light Company

Customer Oriented Work Ethics

- Communications with Customers
- Public Relations Department

Rate Change Notices

Public Notices

Cut-off Notices

Thursday, August 17, 1995

10:00 a.m. Corporate Finance
Al Skeath, Deputy Program Manager - USEA

This seminar supports Objective #1): To continue discussions and activities in the area of finance, including attracting investment for power plant projects.

Source of Funds

- Internal - retained earnings
- External - borrows and securities

Capitalization

Advantage/Disadvantage of Debt, Stock

Bondholders vs. Stockholders

Financial Statements

- Income
- Balance Sheet
- Source of Funds

2:00 p.m. Dispatch Management
Barry Trayers, Manager - Bulk Power System Operations

This workshop session supports Objective #3): To continue discussions and activities in the area of dispatch management.

Interconnection Operations

Kievenergo-Pennsylvania Power & Light Company

Friday, August 18, 1995

10:00 a.m. Visit to Kiev #5 Power Plant

2:00 p.m. Briefing with Kievenergo staff and development of workplan

4:00 p.m. Briefing with USAID/Kiev and IDEA

Saturday, August 19, 1995

8:30 a.m. PP&L delegation and Al Skeath depart on Ukraine Intl Flight No. 401

DATE OF ISSUE: November 29, 1995

UNITED STATES ENERGY ASSOCIATION
ENERGY INDUSTRY PARTNERSHIP PROGRAM

EXECUTIVE EXCHANGE VISIT BETWEEN
KYIVOBLENERGO/PP&L PARTNERSHIP

* * * * *

CUSTOMER SERVICE
PUBLIC AFFAIRS
ECONOMIC DEVELOPMENT

* * * * *

Sponsored by

U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT

And

U.S. ENERGY ASSOCIATION

* * * * *

December 11 - 15, 1995
Allentown, Pennsylvania

BACKGROUND

In December, 1993, Kivoblenergo and Pennsylvania Power & Light Company (PP&L) entered into a Cooperative Agreement. There have been nine formal and three informal activities between the partners in the past two years. These consisted of executive exchange visits, internships, seminars and advisory missions.

OBJECTIVES

The objectives of this Executive Exchange Visit are to:

1. Provide the delegation with an overview of PP&L's customer service procedures, policies, operations, and facilities.
2. Introduce the delegation to the activities between PP&L and various public organizations, agencies and bodies.
3. Acquaint the delegation with PP&L's economic development program.

LIST OF PARTICIPANTS

IGOR B. DEDERKALO
HEAD OF THE ENERGY SUPERVISION AND SALES DEPARTMENT
KYIVOBLENERGO

YURYI V. PRODAN
SUBSTITUTE OF THE HEAD OF ENERGY SUPERVISION
AND SALES DEPARTMENT
KYIVOBLENERGO

YEVGENYI D. GONCHAROV
HEAD OF HEAT ENERGY SALES DEPARTMENT OF
HEATING SYSTEMS ENTERPRISE
KYIVOBLENERGO

YURYI Y. STRUGOVSKYKOV
SUBSTITUTE OF CHIEF ENGINEER OF KYIV CITY
CABLE SYSTEMS ENTERPRISE

PENNSYLVANIA POWER & LIGHT COMPANY
MANAGEMENT STAFF

ALBERT H. SKEATH
DEPUTY PROGRAM MANAGER
U.S. ENERGY ASSOCIATION

MICHAEL ARROWOOD, INTERPRETER
TORII LOGINOV, INTERPRETER

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USEA PROPOSED PROGRAM
FOR
KYIVOBLENERGO EXECUTIVE EXCHANGE VISIT TO PP&L

Saturday, December 9, 1995

- 7:50 a.m. Kyivoblenergo delegation depart Kiev on Ukraine Intl Flight No. 401; arrive Frankfurt 9:30 a.m.
- 11:05 a.m. Michael Arrowood, Interpreter departs Asheville, NC on USAIR Flight No. 752; arrive Charlotte, NC 11:42
- 11:45 a.m. Kyivoblenergo delegation depart Frankfurt on United Flight No. 917; arrive Wash/Dulles 3:05 p.m.
- 12:20 p.m. Michael Arrowood, Interpreter departs Charlotte, NC on USAIR Flight No. 1405; arrive Wash/Dulles 1:30 p.m.
- 6:15 p.m. Kyivoblenergo delegation and Michael Arrowood depart Wash/Dulles on United Express No. 6252; arrive Allentown, PA 7:15 p.m.
- 7:15 p.m. Ground transportation by AA Chauffeur Service from ABE airport to Microtel Hotel

Lodging: Microtel Hotel
1880 Steel Stone Road
Allentown, PA 18103
(610) 266-9070

Sunday, December 10, 1995

RECOVERY DAY - ALLENTOWN, PA - Ukrainian delegation and Michael Arrowood

- 10:30 a.m. USAIR Flight No. 3084 departs Wash/National; arrives Philadelphia 11:33 a.m. - Torii Loginov, Interpreter
- 1:55 p.m. USAIR Flight No. 3518 departs Philadelphia; arrives Allentown/ABE 2:35 p.m. - Torii Loginov, Interpreter

Kyivoblenergo/Pennsylvania Power & Light Company

2:35 p.m. Ground transportation provided by AA Chauffeur Service from ABE airport to Microtel Hotel

Lodging: Microtel Hotel

Monday, December 11, 1995

8:15 a.m. Ground transportation provided by AA Chauffeur Service from Microtel to PP&L - Two North Ninth Street

9:00 a.m.- Welcome and Introduction

9:15 a.m. Review of schedule for the week

9:30 a.m. Administrative Duties

10:00 a.m. Basics of an electric utility in the U.S.

10:30 a.m. Overview of PP&L

11:00 a.m. **BREAK**

11:15 a.m. Determination of Visitors' Interests

12:00 p.m. **LUNCH**

1:00 p.m.- **Customer Services Overview - Tom Stathos**

4:00 p.m. *(Group I - Michael Arrowood, Interpreter)*

- How We Are Organized, What We Do
- Read Meters and Service Work, Terminations
- Answer Calls
- Collect Revenues and Make Payment Arrangements
- Dispatch Crews for Trouble Calls
- Investigate Complaints in Field
- Consumer Functions, CARES, OpHELP, ON-TRACK, WRAP

Kyivoblenergo/Pennsylvania Power & Light Company

1:00 p.m.- **Community Service & Economic Development Overview**-*Jim Burns, Don Bernard, Lou Ramos*

4:00 p.m. (*Group II - Torri Loginov, Interpreter*)

- Overview of Economic Development Community Affairs & Relevant Customer Programs
- PP&L Organizational Structure on Topics
- Economic Development Staff Roles
- Community Director Roles
- Economic Development Programs, Explanation of Partnership Emphasis
- Public & Charitable Contribution Budget
- Volunteer Programs

3:30 p.m. Ground transportation provided by AA Chauffeur Service from PP&L to Microtel

4:45 p.m. Ground transportation provided by AA Chauffeur Service from Microtel to the Allentown Hilton

5:00 p.m. Dinner Reception - Allentown Hilton

8:00 p.m. Ground transportation provided by AA Chauffeur Service from the Allentown Hilton to Microtel

Lodging: Microtel Hotel

Tuesday, December 12, 1995

8:00 a.m. Ground transportation provided by AA Chauffeur Service from Microtel to Lehigh Service Center

8:30 a.m.- **Customer Service - Tom Stathos**

4:30 p.m. (*Group I - Michael Arrowood, Interpreter*)

- Overview of CARES, ON-TRACK, OPERATION HELP, WRAP
- Visit Customer Contact Center
- Visit Consumer Assistance Center Lehigh Valley to Watch Intake
- Visit Winter Relief Assistance Program Job-Site

Kyivoblenergo/Pennsylvania Power & Light Company

Community Service & Economic Development - Jim Burns, Don Bernhard, Lou Ramos
(Group II - Torri Loginov, Interpreter)

- Academic-Economic Development Relationships
Lehigh, Ben Franklin, MRC
- American Economic Development Small Business
Incubator, Mack Truck Property Reuse

4:30 p.m. Ground transportation provided by AA Chauffeur Service from Lehigh Service Center to Microtel

Lodging: Microtel Hotel

Wednesday, December 13, 1995

7:30 a.m. Ground transportation provided by AA Chauffeur Service from Microtel to Northeast Service Center in Scranton, Pennsylvania

9:00 a.m. **Presentations & Meetings in Scranton - Florie McNelis**

- Ukrainian Language Newspaper
- Hill Neighborhood Association Project
- Economic Development Council of Northeast PA (EDCNP)

12:00 p.m. **LUNCH**

Presentations & Meetings in Scranton - Florie McNelis

- Scranton Chamber of Commerce
- Mulberry Street Project

4:00 p.m. Ground transportation provided by AA Chauffeur Service from the Northeast Service Center in Scranton to Microtel in Allentown

Lodging: Microtel Hotel

Thursday, December 14, 1995

7:30 a.m. Ground transportation provided by AA Chauffeur Service from Microtel to Land Management Sites - (Montour Preserve and Susquehanna Riverlands)

9:30 a.m. Tour of Montour Preserve

Kyivoblenergo/Pennsylvania Power & Light Company

12:00 p.m. LUNCH

1:00 p.m. Tour of Susquehanna Riverlands
--Environmental Education

3:30 p.m. Ground transportation provided by AA Chauffeur Service from Sesquehanna Riverlands to
Microtel

Lodging: Microtel Hotel

Friday, December 15, 1995

8:00 a.m. Ground transportation provided by AA Chauffeur Service from Microtel to PP&L

8:30 a.m. - **Customer Services - Tom Stathos**
12:00 p.m. (*Group I - Michael Arrowood, Interpreter*)
• Additional Visitations as Requested by Visitors
• Summary and Wrap-up

Community Services - Don Bernhard, Jim Burns, Lou Ramos
(*Group II - Torri Loginov, Interpreter*)
• Additional Visitations As Requested by Visitors
• Summary and Wrap-up

12:00 p.m. LUNCH

1:00 p.m. **Program Conclusion**
• Areas for Improvement
• Future Action Plans
• Additional Information Requested

4:30 p.m. ADJOURN

4:30 p.m. Ground transportation provided by AA Chauffeur Service from PP&L to Microtel

Lodging: Microtel Hotel

Kyivoblenergo/Pennsylvania Power & Light Company

Saturday, December 16, 1995

- 1:30 p.m. Ground transportation provided by AA Chauffeur Service from Microtel to ABE Airport - Ukrainian delegation, Michael Arrowood and Torii Loginov
- 3:00 p.m. United Express Flight No. 6153 departs Allentown, PA; arrives 4:01 Wash/Dulles -Ukrainian delegation, Michael Arrowood and Torii Loginov
- 5:30 p.m. United Flight No. 916 departs Wash/Dulles; arrive Frankfurt 7:10 a.m. on Sunday, December 17, 1995 - Ukrainian delegation
- 5:50 p.m. USAIR Flight No. 2357 departs Wash/Dulles; arrive Charlotte, NC 7:02 p.m. - Michael Arrowood
- 8:00 p.m. USAIR Flight No. 3306 departs Charlotte, NC; arrive Asheville 8:40 p.m. - Michael Arrowood

Sunday, December 17, 1995

- 10:30 a.m. Ukraine Intl Flight No. 402 departs Frankfurt; arrives Kiev 2:00 p.m. - Ukrainian delegation

**KYIVOBLENERGO EXECUTIVE EXCHANGE VISIT TO
PP&L**

December 9 - 16, 1995

<u>Date</u>	<u>Time</u>	<u>Pick-Up</u>	<u>Drop-Off</u>	<u>Confirmation No.</u>
12/09/95	7:15 p.m.	ABE Airport United Express 6252 arrives 7:15 p.m. from Wash/Dulles (5 passengers w/luggage)	Microtel Hotel 1880 Steel Stone Road Allentown, PA (610) 266-9070	
* 12/10/95	2:35 p.m.	ABE Airport USAIR Flight 3518 arrives 2:35 from Philadelphia-Torri Loginov	Microtel Hotel 1880 Steel Stone Road Allentown, PA 18103 (610) 266-9070	
12/11/95	8:15 a.m.	Microtel Hotel 1880 Steel Stone Road Allentown, PA (6 passengers)	PP&L Offices Two North Ninth Street Allentown, PA	
12/11/95	3:30 p.m.	PP&L Offices Two North Ninth St. Allentown, PA (6 passengers)	Microtel Hotel 1880 Steel Stone Road Allentown, PA	
12/11/95	4:45 a.m.	Microtel Hotel 1880 Steel Stone Road Allentown, PA (6 passengers)	Allentown Hilton 904 Hamilton Mall Allentown, PA (610) 433-2221	

* Delegation of Interpreter to go to New York (notified Robert of change 12/17/95)

**KYIVOBLENERGO EXECUTIVE EXCHANGE VISIT TO
PP&L**

December 9 - 16, 1995

<u>Date</u>	<u>Time</u>	<u>Pick-Up</u>	<u>Drop-Off</u>	<u>Confirmation No.</u>
12/11/95	8:00 p.m.	Allentown Hotel 904 Hamilton Mall Allentown, PA (6 passengers)	Microtel Hotel 1880 Steel Stone Road Allentown, PA	
12/12/95	8:00 a.m.	Microtel Hotel 1880 Steel Stone Road Allentown, PA (6 passengers)	Lehigh Service Center 827 Hausman St. Scranton, PA (610) 774-5151	
12/12/95	4:30 p.m.	Lehigh Service Center 827 Hausman St. Scranton, PA (6 passengers)	Microtel Hotel 1880 Steel Stone Road Allentown, PA	
*12/12/95	VAN TO BE ON STAND-BY FOR ANY EVENING ACTIVITIES			
12/13/95	7:30 a.m.	Microtel Hotel 1880 Steel Stone Road Allentown, PA (6 passengers)	Northeast Service Center 600 Larch St. Scranton, PA (717) 348-1500	

**KYIVOBLENERGO EXECUTIVE EXCHANGE VISIT TO
PP&L**

December 9 - 16, 1995

<u>Date</u>	<u>Time</u>	<u>Pick-Up</u>	<u>Drop-Off</u>	<u>Confirmation No.</u>
12/13/95	4:00 p.m.	Northeast Service Center 600 Larch St. Scranton, PA (6 passengers)	Microtel Hotel 1880 Steel Stone Road Allentown, PA	
*12/13/95	VAN BE ON STAND-BY FOR ANY EVENING ACTIVITIES			
12/14/95	7:30 a.m.	Microtel Hotel	Montour Preserve Turbotville, PA (717) 437-3131	
12/14/95	3:30 p.m.	Susquehanna Riverlands Berwick, PA (717) 542-2306	Microtel Hotel	
12/15/95	8:00 a.m.	Microtel Hotel	PP&L Offices	
12/15/95	4:30 p.m.	PP&L Offices	Microtel Hotel	
12/16/95	1:30 p.m.	Microtel Hotel (6 passengers w/luggage)	ABE Airport United Express 6153 departs 3:00 p.m.	

DATE OF ISSUE: March 22, 1996

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

* * * * *

**EXECUTIVE EXCHANGE VISIT
DISTRICT HEATING MANAGEMENT**

* * * * *

KIEVENERGO/PP&L

Sponsored by

U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT

and

UNITED STATES ENERGY ASSOCIATION

March 23 - 30, 1996

Allentown, Pennsylvania
Harrisburg, Pennsylvania
Scranton, Pennsylvania

LIST OF PARTICIPANTS

***ALEKSANDER RADCHENKO
DEPUTY CHAIRMAN
JOINT-STOCK COMPANY
KIEVENERGO***

***DMITRIY YAKUBENKO
DEPUTY DIRECTOR
KIEV HEATING SYSTEMS ENTERPRISE***

***GRIGORIY KOVAL
DEPUTY DIRECTOR KIEV PES-6
KIEVENERGO***

***LUBOV GVOZDAREVA
CHIEF ACCOUNTANT
JOINT-STOCK COMPANY
KIEVENERGO***

JOE MEZLO & PP&L MANAGEMENT STAFF

***ALBERT H. SKEATH
DEPUTY PROGRAM MANAGER***

***MICHAEL ARROWOOD, INTERPRETER
TORII LOGINOV, INTERPRETER***

BACKGROUND:

On December 10, 1993 Kievenergo and Pennsylvania Power & Light Company (PP&L) signed a Cooperative Agreement under the U.S. Energy Association Energy Industry Partnership Program (EIPP). Since then there have been 12 activities between the partners, including executive exchange visits, advisory missions, internships, conference attendance, and seminars. The focus of these activities have been on the development of management expertise at Kievenergo in areas such as finance, tariffs, regulation, customer service, and safety.

This exchange visit will concentrate on district heating system facilities and the rate structure for this service. In addition, it will include meetings with regulatory agencies. The topic was selected by Kievenergo because of its importance to the survival of the population. The district heating systems in Ukraine are inefficient, fuel price is high, and non-payment for service is a serious problem. By participating on this exchange visit, the delegates will learn about the operation, maintenance and management practices of a district heating system. The delegates will gain technical and administrative knowledge which they can use to manage the district heating system in Ukraine.

OBJECTIVES:

The objectives of this exchange visit will be:

1. To acquaint the visiting delegation with operations, maintenance and regulations of district heating systems.
2. Review the tariff structure for district heating systems.
3. Meet with government and legislative officials

PROGRAM:

The exchange visit will include presentations by PP&L officials, meetings with the state regulatory agency, a site visit to a district heating facility, and meetings with municipal officials. This broad exposure to various aspects of the district heating industry will provide an overview for the delegation.

The purpose of the meetings is to provide the delegation with knowledge of U.S. district heating systems including specific round-table discussions on rates, regulations, operations, maintenance, termination, etc.

Kievenergo Executive Exchange Visit to PP&L-District Heating Management

Saturday, March 23, 1996

- 7:50 a.m. Ukraine Intl Flight No. 401 departs Kiev; arrives Frankfurt 9:30 a.m. - Kievenergo delegation
- 1:00 p.m. United Flight No. 3503 departs Frankfurt; arrives Wash/Dulles 3:50 p.m. - Greet at airport by Torii Loginov, Interpreter
- 5:55 p.m. United Express Flight No. 6252 departs Wash/Dulles; arrives Allentown 6:55 p.m. - Kievenergo delegation and Torii Loginov
- 6:55 p.m. Ground transportation provided by AA Chauffeur Service from airport to Howard Johnson

Lodging:

Howard Johnson
3220 Hamilton Blvd.
Allentown, Pennsylvania
(610) 439-4000

Sunday, March 24, 1996

- 9:30 a.m. Ground transportation provided by AA Chauffeur Service from the Howard Johnson to St. John Baptist Church, Newport Avenue & Northampton
- 10:00 a.m. Attend 10:00 Mass
- 11:00 a.m. Ground transportation provided by AA Chauffeur Service from St. John Baptist to Howard Johnson
- 12:00 p.m. **LUNCH**
- 1:00 p.m. Ground transportation provided by AA Chauffeur Service from Howard Johnson to cultural visits or Lehigh Valley Mall (1-2 hours)
- 3:00 p.m. Ground transportation provided by AA Chauffeur Service from cultural visits or Lehigh Valley Mall to Howard Johnson

Kievenergo Executive Exchange Visit to PP&L-District Heating Management

Sunday, March 24, 1995 (continued)

- 4:00 p.m. Kievenergo delegation and Torii Loginov to meet with Al Skeath to review itinerary and USEA policies in the Howard Johnson lobby
- 4:30 p.m. USAIR Flight No. 1236 departs Asheville; arrives Charlotte, NC 5:07 p.m. - Michael Arrowood, Interpreter; USAIR Flight No. 1051 departs Charlotte, NC; arrives Allentown 8:39 p.m. (Al Skeath will greet Michael at airport)
- 5:30 p.m. Ground transportation provided by AA Chauffeur Service from Howard Johnson to local restaurant
- 6:00 p.m. **DINNER**

Lodging:

Howard Johnson

Monday, March 25, 1996

- 8:30 a.m. Ground transportation provided by AA Chauffeur from Howard Johnson to PP&L
- 9:00 a.m. PP&L Presentations
- History of regulations in U.S.
 - Tour of PP&L Facilities
 - Harrisburg Steam Plant
 - Organization Structure
- 12:00 p.m. **LUNCH**
- 1:30 p.m. Continuation of PP&L Presentations
- Cost of Service Principles
 - Ratemaking
 - Billing and Collection Process
 - Financial Systems
- 3:00 p.m. **BREAK**

Kievenego Executive Exchange Visit to PP&L-District Heating Management

Monday, March 25, 1996 (continued)

- 3:15 p.m. Regulatory Process
- State Regulatory Functions
 - FERC Policies, Rules and Issues
 - Judicial Review
 - Public Interest Customer Concerns
- 4:00 p.m. Ground transportation provided by AA Chauffeur from PP&L to Howard Johnson
- 5:45 p.m. Ground transportation provided by AA Chauffeur from Howard Johnson to the Allentown Hilton
- 6:00 p.m. **DINNER**
- 8:00 p.m. Ground transportation provided by AA Chauffeur Service from the Allentown Hilton to the Howard Johnson

Lodging:

Howard Johnson

Tuesday, March 26, 1996

- 8:00 a.m. Ground transportation provided by AA Chauffeur from Howard Johnson to the Public Utility Commission, Harrisburg, PA
- 10:00 a.m. Presentations by Public Utility Commission (PUC)
- Organization & Operations of PUC
 - Goals & Responsibilities of PUC
 - Regulatory & Competitive Issues
 - Bureau of Public Liaison
 - Law Bureau
 - Trial Staff
- 12:00 p.m. **LUNCH**

Kievenergo Executive Exchange Visit to PP&L-District Heating Management

Tuesday, March 26, 1996 (continued)

- 1:30 p.m. Continuation of PUC Presentations
- Advisory Staff
 - Prosecutor Staff
 - Setting Rates
 - The Hearing Process
- 3:00 p.m. **BREAK**
- 3:15 p.m. Perspective of the Administrative Law Judge's Office
- Pre-Hearing Conference
 - Involvement of the Consumer Advocate Office
 - The Small Business Advocate
 - Decision Making Process
 - The Assessment Process
- 3:30 p.m. Ground transportation provided by AA Chauffeur from PUC Harrisburg, PA to Howard Johnson, Allentown, PA
- 6:00 p.m. Ground transportation from Howard Johnson to local restaurant
- DINNER**
- 7:30 p.m. Tour of Biatronics (metering manufacturer)
- Management Presentations
 - Tour of Facilities
- 9:00 p.m. Ground transportation provided by AA Chauffeur Service from Biatronics to the Howard Johnson
- Lodging:**
- Howard Johnson

Wednesday, March 27, 1996

- 8:00 a.m. Ground transportation provided by AA Chauffeur from hotel to PP&L

Kievenergo Executive Exchange Visit to PP&L-District Heating Management

Wednesday, March 27, 1996 (continued)

- 10:00 a.m. Visits with municipal officials in Allentown and Lehigh County
- Discussions Regarding Energy Concerns & Issues
- 11:00 p.m. Ground transportation provided by AA Chauffeur from PP&L to the Capitol Building, Harrisburg, PA
- 1:00 p.m. Meetings with state legislators
- Interaction Between Regulatory & State Officials
 - Corporate & Public Relations
- 4:00 p.m. Ground transportation provided by AA Chauffeur from Capitol Building to Howard Johnson

Lodging:

Howard Johnson

Thursday, March 28, 1996

- 8:00 a.m. Ground transportation provided by AA Chauffeur from Howard Johnson to Community Central Heating Plant, Scranton, PA
- 10:00 a.m. Meet with the Community Central Heating Plant and tour
- Construction and Operation of District Heating Systems
 - Thermal Energy Supply
 - Financing
 - Right to Disconnect Power
 - Cost of Repair
 - Notification of Defect/Trouble
 - Delinquent Bills
 - Collection Fee
 - Reconnection Fee
 - Extension of Time to Pay
 - Land Rights
 - Price Structure
 - Levelized Monthly Bills
 - Metering

Kievenergo Executive Exchange Visit to PP&L-District Heating Management

Thursday, March 28, 1996 (continued)

- 12:00 p.m. **LUNCH**
- 2:00 p.m. Ground transportation provided by AA Chaufferu from Community Central to PP&L System Facility Center, Wilkes-Barre, PA
- 2:30 p.m. Meeting with PP&L System Facility Center officials and tour
- 4:00 p.m. Ground transportation provided by AA Chauffeur from Wilkes-Barre, PA to Joe Mezlo's home, Allentown, PA
- 5:00 p.m. **DINNER**
- 8:00 p.m. Ground transportation provided by AA Chauffeur from Joe Mezlo's home to the hotel

Lodging:

Howard Johnson

Friday, March 29, 1996

- 8:00 a.m. Ground transportation provided by AA Chauffeur from hotel to PP&L
- 9:00 a.m. Question & Answer Session with PP&L Officials
- 10:15 a.m. **BREAK**
- 10:30 a.m. Program Summary and Evaluation
- 12:00 p.m. **LUNCH - PP&L Executive Dining Room**
- 1:30 p.m. Ground transportation provided by AA Chauffeur from PP&L to Northampton Community College
- 2:00 p.m. Presentations at Northampton Community College
- Welcome & Introductions
 - USEA Program Overview

Kievenergo Executive Exchange Visit to PP&L-District Heating Management

Friday, March 29, 1996 (continued)

- 2:15 p.m. Tour of Northampton County Area Community College Facilities
• Tour of Electrotechnology
- 3:00 p.m. Presentation by NCC
- 3:15 p.m. Presentation by Lehigh University
- 3:30 p.m. Presentation by Parsons Power
- 4:00 p.m. Presentation by Ukraine Delegation
- 4:30 p.m. Ground transportation provided by AA Chauffeur from Northampton Community College to Howard Johnson

Lodging:

Howard Johnson

Saturday, March 30, 1996

FREE MORNING IN ALLENTOWN - Kievenergo delegation, Torii Loginov

- 7:00 a.m. Ground transportation provided by AA Chauffeur from hotel to Allentown/BTHL airport - Michael Arrowood
- 8:30 a.m. USAIR Flight No. 1051 departs Allentown; arrives Charlotte, NC 10:03 a.m.; departs Charlotte on USAIR Flight No. 267 at 11:05 a.m.; arrives Asheville 11:42 a.m. - Michael Arrowood
- 2:00 p.m. Ground transportation provided by AA Chauffeur from hotel to Allentown/BTHL
- 3:00 p.m. United Express Flight No. 6153 departs Allentown; arrives Wash/Dulles 4:01 p.m. - Kievenergo delegation and Torii Loginov, Interpreter
- 5:35 p.m. United Flight No. 916 departs Wash/Dulles; arrives Frankfurt 8:10 a.m. - Kievenergo delegation

Kievenergo Executive Exchange Visit to PP&L-District Heating Management

KYIVOBLENERGO EXECUTIVE EXCHANGE VISIT TO PP&L

March 23 - 30, 1996

<u>Date</u>	<u>Time</u>	<u>Pick-Up</u>	<u>Drop-Off</u>
03/23/96	6:55 p.m.	ABE Airport United Express 6252 arrives 6:55 p.m. from Wash/Dulles (5 passengers w/luggage)	Howard Johnson 3220 Hamilton Blvd. Allentown, PA (610) 439-4000
* 03/24/96	9:30 a.m.	Howard Johnson	St. John Baptist Church Newport Avenue & Northampton
03/24/96	11:00 a.m.	St. John Baptist	Howard Johnson
03/24/96	1:00 p.m.	Howard Johnson	Cultural Visits or Lehigh Valley Mall
03/24/96	3:00 p.m.	Cultural Vists or Lehigh Valley	Howard Johnson
03/24/96	5:30 p.m.	Howard Johnson	Local restaurant (to be determined)
03/24/96	8:00 p.m.	Local restaurant	Howard Johnson

* Trip to New York - departure time 11:00 from hotel

Kievenergo Executive Exchange Visit to PP&L-District Heating Management

KYIVOBLENERGO EXECUTIVE EXCHANGE VISIT TO PP&L

March 23 - 30, 1996

<u>Date</u>	<u>Time</u>	<u>Pick-Up</u>	<u>Drop-Off</u>
03/25/96	8:30 a.m.	Howard Johnson (6 passengers)	PP&L Offices Two North Ninth St.
03/25/96	4:00 p.m.	PP&L Offices	Howard Johnson
03/25/96	5:45 p.m.	Howard Johnson	Allentown Hilton
03/25/96	8:00 p.m.	Allentown Hilton	Howard Johnson
03/26/96	8:00 a.m.	Howard Johnson	Public Utility Commission Harrisburg, PA
03/26/96	3:30 p.m.	Public Utility Commission Harrisburg, PA	Howard Johnson Allentown, PA
03/26/96	6:00 p.m.	Howard Johnson	Local restaurant (to be determined)
03/26/96	9:00 p.m.	Biatronics Manufacturer	Howard Johnson

Kievenego Executive Exchange Visit to PP&L-District Heating Management

<u>Date</u>	<u>Time</u>	<u>Pick-Up</u>	<u>Drop-Off</u>
03/27/96	8:00 a.m.	Howard Johnson	PP&L Offices
03/27/96	11:00 a.m.	PP&L Offices	Capitol Building Harrisburg, PA
03/27/96	4:00 p.m.	Capitol Building	Howard Johnson
03/28/96	8:00 a.m.	Howard Johnson	Community Central Heating Plant Scranton, PA
03/28/96	2:00 p.m.	Community Central Heating Scranton, PA	PP&L System Facility Wilkes-Barne, PA
03/28/96	4:00 p.m.	PP&L System Facility Wilkes-Barne, PA	Joe Mezlo's home Allentown, PA
03/38/96	8:00 p.m.	Joe Mezlo's Home	Howard Johnson
03/29/96	8:00 a.m.	Howard Johnson	PP&L Offices

Kievenergo Executive Exchange Visit to PP&L-District Heating Management

KYIVOBLENERGO EXECUTIVE EXCHANGE VISIT TO PP&L

March 23 - 30, 1996

<u>Date</u>	<u>Time</u>	<u>Pick-Up</u>	<u>Drop-Off</u>
03/29/96	1:30 p.m.	PP&L Offices	Northampton Community College
03/29/96	4:30 p.m.	Northampton Community	Howard Johnson
03/30/96	7:00 p.m.	Howard Johnson	Allentown/BTHL USAIR Flight No. 1051 departs 8:30 a.m. (1 passenger w/luggage)
03/30/96	2:00 p.m.	Howard Johnson	Allentown/BTHL United Express Flight No. 6153 departs 3:00 p.m. (5 passengers w/luggage)

DATE OF ISSUE: April 15, 1996

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

* * * * *

**EXECUTIVE EXCHANGE VISIT
INVESTOR RELATIONS**

* * * * *

KIEVENERGO/PP&L PARTNERSHIP

Sponsored by

U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT

and

UNITED STATES ENERGY ASSOCIATION

April 20 - 27, 1996

New York, New York
Allentown, Pennsylvania
Washington, D.C.

LIST OF PARTICIPANTS

***BORIS YACHTCHENKO
FIRST DEPUTY CHAIRMAN OF THE BOARD
KIEVENERGO JOINT STOCK COMPANY***

***ALEXANDR BONDARENKO
DIRECTOR OF ENERGY AND COMMUNICATION DEPARTMENT***

***ALBERT H. SKEATH
DEPUTY PROGRAM MANAGER
U.S. ENERGY ASSOCIATION***

***TORII LOGINOV, Interpreter
LANA PESELEV, Interpreter***

BACKGROUND:

On December 10, 1993 Kievenergo and Pennsylvania Power & Light Company (PP&L) signed a Cooperative Agreement under the U.S. Energy Association Energy Industry Partnership Program (EIPP). Since then there have been 13 activities between the partners, including executive exchange visits, advisory missions, internships, conference attendance, and seminars. The focus of these activities have been on the development of management expertise at Kievenergo in areas such as finance, tariffs, regulation, customer service, and safety.

The fourteenth activity under the cooperative partnership will focus on investor relations. The delegates are the Chairman of the Board of Directors of Kievenergo and his deputy.

The Ukraine energy sector has been restructured and Kievenergo which was once a vertically-integrated electric energy company is now one of 27 distribution companies. The delegates for this exchange visit are the top two officials of the new organization and as they proceed through privatization stage they are interested in learning about market economy operations. They are specifically interested to gain knowledge about financing of operations and the shareholder process. This program will acquaint the delegates with these areas of the market economy.

OBJECTIVES:

The objectives of this executive exchange visit are:

1. To acquaint the delegation with the organization, roles and functions of investment banks in raising capital for investor owned companies. This will include discussions about stocks, bonds, risk analysis, and the trading process of financial instruments.
2. To attend a PP&L shareholders meeting to learn about the interaction between shareholders, corporate officers, Boards of Directors, and employees. This will include an understanding of terminology of stocks, bonds, interest, dividends, retained earnings, and capital investment.
3. To introduce the delegates to sources for financial funding of capital projects and feasibility studies. This will include meetings with the World Bank and U.S. Trade & Development Agency.

Kievenergo Visit to PP&I-Investor Relations Executive Exchange

PROGRAM:

The executive exchange visit will include:

A. Meetings with Investment Banks

This will introduce the delegates to the world of the stock market, including stocks, bonds, ratings, market vs. book price, yield, interest, dividend, retained earnings and the trading process.

B. Attendance at PP&L Shareholders Meeting

At this activity, the delegation will learn about the role of shareholders, Board of Directors, company officials, and employees in the management of a U.S. corporation. Too, they will learn about decision-making processes for capital investment and dividend policies.

Finally, the delegation will meet and have presentations by the World Bank, U.S. Trade & Development Agency, and U.S. Aid for International Development which will explain financial sources for capital improvement programs.

Kievenergo Visit to PP&L-Investor Relations Executive Exchange

Saturday, April 20, 1996

3:30 p.m. Carey Limousine from New York/Kennedy airport to The Barbizon Hotel

Lodging:

The Barbizon Hotel
140 E. 63rd Street at Lexington
New York, New York
(212) 373-4578

Sunday, April 21, 1996

CULTURAL ACTIVITIES - NEW YORK CITY

5:55 p.m. Al Skeath arrives New York City

7:30 p.m. Meeting in lobby of The Barbizon Hotel with Kievenergo delegages, Torii Loginov and Al Skeath to review the activities for the week.

Lodging:

The Barbizon Hotel

Monday, April 22, 1996

10:30 a.m. Meeting with CS First Boston - *Jeff Bunzel, Managing Director*

- Equity
- Bonds
- Risk Analysis
- Bond Rating Agencies

12:45 p.m. **LUNCH**

3:00 p.m. Meeting with Merrill Lynch, *Edward E. Graham, Associate-Investment Banking*

- International Investor Criteria
- Visit to Trading Floor
- Market vs. Book Price
- Dividend Policies
- Yield Calculations

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Kievenergo Visit to PP&L-Investor Relations Executive Exchange

Monday, April 22, 1996 (continued)

Lodging:

Howard Johnson
3220 Hamilton Blvd.
Allentown, PA
(610) 439-4000

Tuesday, April 23, 1996

9:00 a.m. Meeting with PP&L officials

- Regulations
- Finance
- Customer Service
- Rates
- Marketing
- Billing and Collections

12:00 p.m. **LUNCH - PP&L Executive Dining Room**

1:30 p.m. Development of Plans for PP&L in June, 1996 visit to Kievenergo

- Focus Areas
- Topics
- Format
- Content
- Progress Review of Partnership
- Development of 1997 Workplans

Lodging:

Howard Johnson

Kievenergo Visit to PP&L- Investor Relations Executive Exchange

Wednesday, April 24, 1996

- 9:00 a.m. - Attend PP&L Annual Shareholder Meeting at Stabler Arena
4:00 p.m. • Introductions
 • Witness Voting Procedures
 • Shareholder Role
 • Presentations by Corporate Officers
 • Shareholder Question Session
- 5:00 p.m. **DINNER**
- 7:30 p.m. Kievenergo delegation and Torii Loginov, Interpreter depart Allentown, PA to Washington, D.C.

Lodging:

Quality Inn
1315 16th St., N.W.
Washington, D.C. 20036
(202) 232-8000

Thursday, April 25, 1996

- 9:30 a.m. Meeting with the World Bank, *Carolyn Gochenour, Principal Financial Analyst*
 • History of World Bank
 • Source of Funding
 • Examples of Projects
 • Ukraine Programs
- 12:00 p.m. **LUNCH**
- 2:00 p.m. Meeting with U.S. Trade & Development Agency
 • History of USTDA
 • Types of Projects Covered
 • Examples in Ukraine

Lodging:

Quality Inn

Kievenergo Visit to PP&L-Investor Relations Executive Exchange

Friday, April 26, 1996

10:00 a.m. Meeting with USAID Contractors

- Institute for International Education
- Burns & Roe
- Hagler & Bailly
- U.S. Energy Association

12:00 p.m. LUNCH

2:00 p.m. Meeting with USAID

- Review of Partnership Activities
- 1996 Workplan Activities
- Funding
- Proposed 1997 Activities

Lodging:

Quality Inn

Saturday, April 27, 1996

9:00 a.m.- 3:00 p.m. CULTURAL ACTIVITIES IN WASHINGTON, D.C. - A.M.

3:00 p.m. Carey Limousine from Quality Inn to Washington/Dulles Airport

5:50 p.m. Kievenergo delegation departs Washington, D.C.

Sunday, April 28, 1996

9:40 a.m. Kievenergo delegation depart Frankfurt for Kiev

Contact Information

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Managing Director
CS First Boston
55 E. 52nd - 7th Floor
New York, New York 10066
(212) 909-3323 - Tel
(212) 318-0649 - Fax

Edward E. Graham
Associate - Investment Banking
Merrill Lynch
World Financial Center
North Tower
New York, New York 10281-1327
(212) 449-0236 - Tel
(212) 449-8636 - Fax

Joe Mezlo
Assistant to the Vice President & Chief Operating Officer
Pennsylvania Power & Light Company
Two North Ninth Street
Allentown, Pennsylvania 18101-1179
(610) 774-6866 - Tel
(610) 774-4198 - Fax

Carolyn Gochenour
Principal Financial Analyst
The World Bank
1818 H St. N.W.
Washington, D.C. 20433
(202) 458-2849 - Tel
(202) 522-0078 - Fax

Tanya Shamson
Country Manager - NIS
U.S. Trade & Development Agency
1621 N. Kent - Third Floor
Rosslyn, Virginia

LODGING ACCOMMODATIONS

<u>HOTEL</u>	<u>NAMES</u>	<u>CONF. #</u>
Dates: April 20-21, 1996 The Barbizon Hotel 140 E. 63rd St. at Lexington New York, New York (212) 373-4578 Method of Payment: Prepayment Contact Person: Norma Manrique	Boris Yachtchenko Alexandr Bondarenko Torii Loginov Al Skeath	
Dates: April 22-23, 1996 Howard Johnson 3220 Hamilton Blvd. Allentown, Pennsylvania (610) 439-4000 Method of Payment: Direct Bill Contact Person: Edward Malones, Sales Manager	Boris Yachtchenko Alexandr Bondarenko Torii Loginov	
Dates: April 24-26, 1996 Quality Inn 1315 16th Street, N.W. Washington, D.C. (202) 232-8000 Method of Payment: Direct Bill Contact Person: Neena Ahmed	Boris Yachtchenko Alexandr Bondarenko	4412 4413

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Kievenergo Visit to PP&L-Investor Relations Executive Exchange

GROUND TRANSPORTATION - CAREY LIMOUSINE

<u>Date</u>	<u>Time</u>	<u>Pick-Up</u>	<u>Drop-Off</u>	<u>Confirmation #</u>	<u>Local Carey No.</u>
4/20/96	3:30 p.m.	Kennedy Airport Delta Flight No. 73 from Frankfurt	The Barbizon Hotel 140 E. 63rd St. New York, NY (212) 373-4578	96092111	(212) 599-1122
4/24/96	8:25 p.m.	Wash/Dulles United Flight No. 61 ⁵ 84 arrive from Allentown	Quality Inn 1315 16th St. N.W. Washington, D.C.	96092116	(703) 892-2000
4/27/96	3:00 p.m.	Quality Inn 1315 16th St., N.W. Washington, D.C.	Wash/Dulles United Flight No. 3502 departs 5:50 p.m.	96092122	(703) 892-2000

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Kievenergo Visit to PP&L-Investor Relations Executive Exchange

GROUND TRANSPORTATION - AA CHAUFFEUR SERVICES

<u>Date</u>	<u>Time</u>	<u>Pick-Up</u>	<u>Drop-Off</u>	<u>Confirmation #</u>	<u>Local Carey No.</u>
4/22/96	6:00 p.m.	The Barbizon Hotel 140 E. 63rd St. New York, NY (4 passengers)	Howard Johnson 3220 Hamilton Blvd. Allentown, PA (610) 439-4000		
4/23/96	8:30 a.m.	Howard Johnson (3 passengers)	PP&L Offices		
4/23/96	4:30 p.m.	PP&L Offices (3 passengers)	Howard Johnson		
4/24/96	8:30 a.m.	Howard Johnson (3 passengers)	Stabler Arena Bethelhem, PA		
4/24/96	4:00 p.m.	Stabler Arena Bethlehem, PA	Howard Johnson		
4/24/96	6:00 p.m.	Howard Johnson (3 passengers)	LVI Airport United Flight No. 6154 depart 7:30 p.m.		

Kievenergo Visit to PP&I-Investor Relations Executive Exchange

FLIGHT INFORMATION

Kievenergo

Airline	Flight	Date	From	To	Depart	Arrive
Ukraine Intl	401	4/20/96	Kiev	Frankfurt	8:20 a.m.	10:05 a.m.
Delta	73	4/20/96	Frankfurt	NY/Kennedy	1:15 p.m.	3:30 p.m.
United	6154	4/24/96	Allentown	Wash/Dulles	7:30 p.m.	8:25 p.m.
United	3502	4/27/96	Wash/Dulles	Frankfurt	5:50 p.m.	7:30 a.m.
United	3824	4/28/96	Frankfurt	Kiev	9:40 a.m.	1:10 p.m.

Interpreter/Escort: Torii Loginov

Airline	Flight	Date	From	To	Depart	Arrive
American	4943	4/20/96	Wash/Dulles	NY/Kennedy	12:40 p.m.	1:50 p.m.
United	6154	4/24/96	Allentown	Wash/Dulles	7:30 p.m.	8:25 p.m.

Al Skeath

Airline	Flight	Date	From	To	Depart	Arrive
Trans-Bridge	6	4/21/96	Allentown	NY/Laguardia	3:15 p.m.	5:55 p.m.

DATE OF ISSUE: June 7, 1996

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

Advisory Mission

KIEVENERGO

and

PENNSYLVANIA POWER & LIGHT COMPANY

Sponsored by:

U.S. Agency for International Development

June 16 thru 22, 1996

Participants

Joseph J. Mezlo, Assistant to the Executive Chief Vice President & COO

Robert Ballard, Manager, Credit & Collections

Timothy Dahl, Coordinator Consumer Affairs

Albert H. Skeath, Deputy Program Manager

BACKGROUND:

On December 10, 1993 Kievenergo and Pennsylvania Power & Light Company (PP&L) signed a Cooperative Agreement under the U.S. Energy Association Energy Industry Partnership Program (EIPP). Since then there have been 14 activities between the partners, including executive exchange visits, advisory missions, internships, conference attendance, and seminars. The focus of these activities have been on the development of management expertise at Kievenergo in areas such as finance, tariffs, regulation, customer service, and safety.

The Ukraine energy sector has been restructured and Kievenergo which was once a vertically-integrated electric energy company is now one of 27 distribution companies. This advisory mission will be the first phase in the development of a customer service program for Kievenergo and will include formal policies on billing, collection, non-payment, termination and customer assistance. These are critical management areas that will determine the future success of Kievenergo as a stock company.

This fifteenth activity under the cooperative partnership will focus on developing of policies and procedures for customer service. The participants will include four PP&L managers. The purpose is to assist Kievenergo managers in establishing customer service programs and systems.

OBJECTIVES:

The objectives of this advisory mission are:

1. To reach agreement with USAID, Hagler Bailly, Price Waterhouse, and Central Maine Power on how the PP&L partnership can complement and support activities in the area of customer service.
2. To conduct detail review meetings with Kievenergo managers to determine the customer service policy that should be developed.
3. To develop draft procedures for customer service.

PROGRAM:

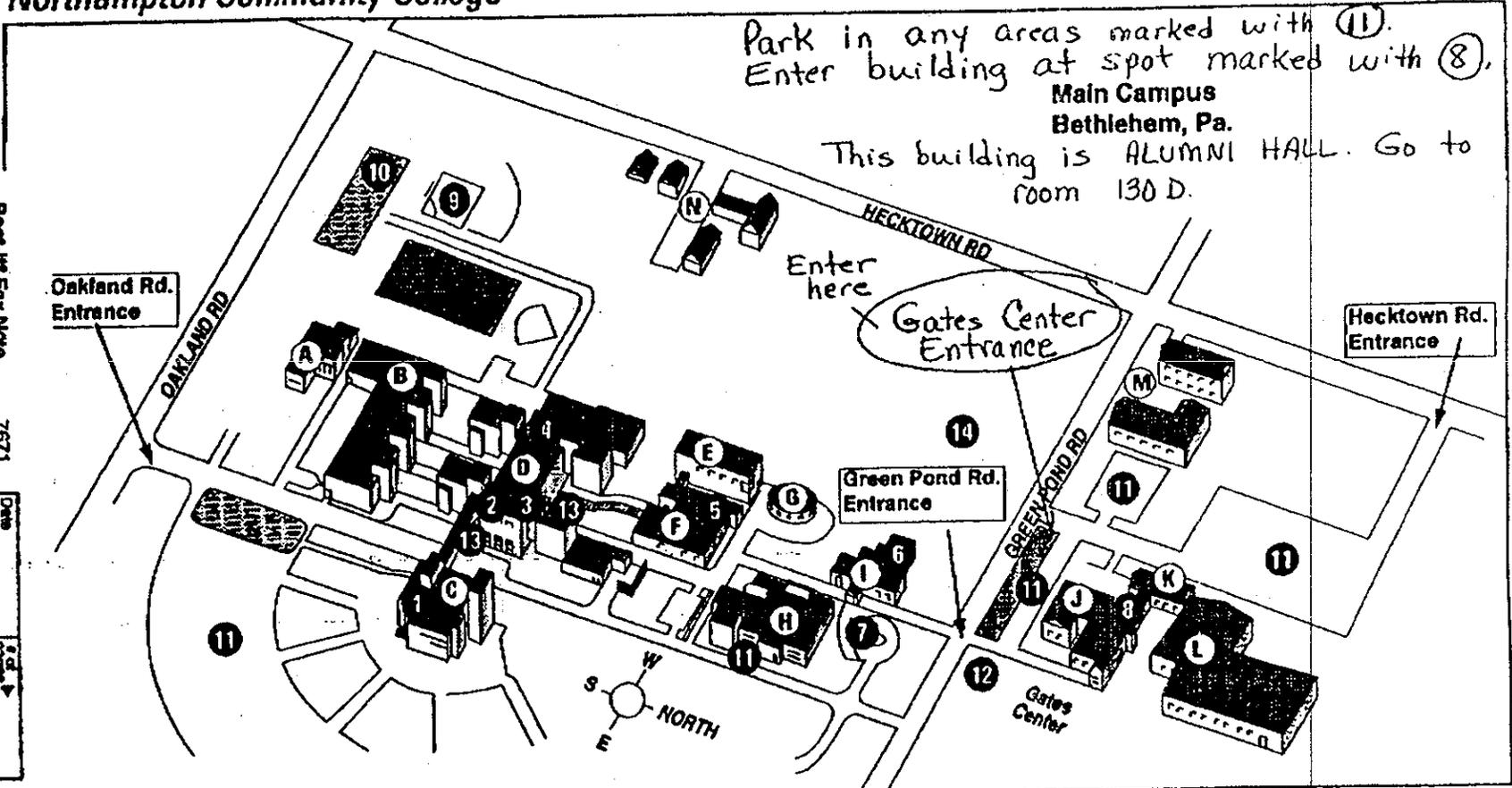
This advisory mission will include:

- A. Meetings with USAID, Hagler Bailly, Price Waterhouse, and Central Maine Power to ensure that the activities under this effort will complement and support previous work in the area of customer service.
- B. Meetings with the staff at Kievenergo to review existing policies in the area of customer service and to begin developing modern, Western-style procedures for Kievenergo.

Northampton Community College

Park in any areas marked with (11).
 Enter building at spot marked with (8).
 Main Campus
 Bethlehem, Pa.
 This building is ALUMNI HALL. Go to
 room 130 D.

Post-It Fax Note	7671	Date	Page #
To	Albert Shacht	From	Tom Skudny
Call Center		On	



Campus Buildings	Campus Features
1 Commons and Ann Hall	1 Admissions/Financial Aid
2 Tech Hall	2 Back Office/Office
3 Northampton Hall	3 Bookstore
4 College Center	4 Health Center
5 Foundry Hall	5 Career/Information Center
6 Kyles Hall	6 Business/Process Center
7 Community Room Hall	7 Computer Lab
8 Elizabeth F. Heilman Hall	8 Child Care
9 Alumni Hall - Gates Center	9 Drop Off for Child Care
10 County Hall - Gates Center	10 Hampton Woods Restaurant
11 Technology Hall - Gates Center	11 Baseball/Softball Diamond
12 Student Apartments & Residence Hall	12 Tennis Courts
13 Physical Plant	13 Visitor Parking
	14 LATA Bus Stop
	15 Wheelchair Access
	16 Table Tennis

Directions To Northampton Community College

From North, East or West: Find your best route to Rt. 22. Take the Rt. 191 exit. At end of ramp, turn right onto Rt. 191 north. One tenth of a mile from the exit ramp, turn right onto Brodhead Road. Follow Brodhead until you come to a stop sign, turn right onto Hecktown Road. The College's Hecktown Road entrance to the Gates Center (Alumni Hall, County Hall, Technology Hall) and residence halls will be on your left.

To enter the campus, proceed past the Hecktown Road Entrance and turn left onto Green Pond Road - the Green Pond Road Entrance to the campus will be on your right. The Green Pond Road Entrance to the Gates Center will be on your left.

BEST AVAILABLE COPY

Advisory Mission Customer Service - Kievenergo/PP&L

Sunday, June 16, 1996

3:00 p.m. PP&L delegation and Al Skeath depart U.S.

Monday, June 17, 1996

1:10 p.m. PP&L delegation and Al Skeath arrive Kiev, Ukraine; check into RUS Hotel

3:00 p.m. Meeting with USAID/Kiev Mission
• Review scope of the activity

Lodging:

RUS Hotel

Tuesday, June 18, 1996

9:00 a.m. Review proposed activity to develop a customer service program
• Hagler Bailly
• Price Waterhouse
• Central Maine Power
• USAID/Kiev

12:00 p.m. LUNCH

1:30 p.m. Meeting with Kievenergo Managers
• Review scope of the activities

Lodging:

RUS Hotel

Wednesday, June 19, 1996

9:00 a.m.- Meeting with Kievenergo managers
12:00 p.m. • Review current practices in areas of customer service

12:00 p.m. LUNCH

1:00 p.m.- Continuation of meeting with Kievenergo managers

Advisory Mission Customer Service - Kievenergo/PP&L

- 1:00 p.m.- Continuation of meeting with Kievenergo managers
5:00 p.m. • Develop content and list of topics for a procedures manual
-

Lodging:

RUS Hotel

Thursday, June 20, 1996

- 9:00 a.m.- Meetings with Kievenergo managers
12:00 p.m. • Customer information systems
• Customer assistance programs
• Energy conservation plans

12:00 p.m. **LUNCH**

- 1:00 p.m.- Continuation of morning meetings
5:00 p.m. • Billing and collection processes
• Termination policies

Lodging:

Hotel RUS

Friday, June 21, 1996

- 9:00 a.m.- Meeting with Kievenergo managers
12:00 p.m. • Determine activities to be done by Kievenergo in
establishing customer service policies
• Establish next work session to be held at PP&L

12:00 p.m. **LUNCH**

- 1:00 p.m. Meetings USAID Contractors
• Hagler Bailly
• Price Waterhouse
• Central Maine Power

- 3:00 p.m. Meeting with USAID/Kiev
• Review proposed Customer Service Program

Advisory Mission Customer Service - Kievenergo/PP&L

Saturday, June 22, 1996

8:20 a.m. PP&L delegation depart Kiev for U.S.

FLIGHT INFORMATION

Al Skeath, Robert Ballard & Timothy Dahl

Airline	Flight	Date	From	To	Depart	Arrive
United Exp	6153	6/16/96	Allentown	Wash/Dulles	2:30 p.m.	3:32 p.m.
United	916	6/16/96	Wash/Dulles	Frankfurt	5:25 p.m.	7:15 a.m.
United	3824	6/17/96	Frankfurt	Kiev	9:40 a.m.	1:10 p.m.
*United	3825	6/20/96	Kiev	Frankfurt	2:10 p.m.	3:55 p.m.
*United	3519	6/20/96	Frankfurt	Kennedy/NY	5:10 p.m.	7:35 p.m.
Ukraine Intl	401	6/22/96	Kiev	Frankfurt	8:20 a.m.	10:05 a.m.
United	3503	6/22/96	Frankfurt	Wash/Dulles	1:20 p.m.	3:50 p.m.
United	6252	6/22/96	Wash/Dulles	Allentown	5:55 p.m.	6:55 p.m.

Joe Mezlo

Airline	Flight	Date	From	To	Depart	Arrive
United	6357	6/16/96	Scranton	Wash/Dulles	2:30 p.m.	3:40 p.m.
United	916	6/16/96	Wash/Dulles	Frankfurt	5:25 p.m.	7:15 a.m.
United	3824	6/17/96	Frankfurt	Kiev	9:40 a.m.	1:10 p.m.
Ukraine Intl	401	6/22/96	Kiev	Frankfurt	8:20 a.m.	10:05 a.m.
United	3503	6/22/96	Frankfurt	Wash/Dulles	1:20 p.m.	3:50 p.m.
United	6321	6/22/96	Wash/Dulles	Scranton	7:35 p.m.	8:36 p.m.

DATE OF ISSUE: July 17, 1996

UNITED STATES ENERGY ASSOCIATION (USEA)

ENERGY INDUSTRY PARTNERSHIP PROGRAM

* * * * *

SAFETY INTERNSHIP - VLADIMIR GOMONAY

* * * * *

KIEVENERGO/PENNSYLVANIA POWER & LIGHT

Sponsored By

U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT

and

UNITED STATES ENERGY ASSOCIATION

July 6 - 20, 1996

Allentown, Pennsylvania

BACKGROUND

On December 10, 1993 Kieveno and Pennsylvania Power & Light Company (PP&L) signed a Cooperative Agreement under the U.S. Energy Association Energy Industry Partnership Program (EIPP). Since then there have been 14 activities between the partners, including executive exchange visits, advisory missions, internships, conference attendance, and seminars. The focus of these activities have been on the development of management expertise at Kieveno in areas such as finance, tariffs, regulation, customer service, and safety.

The fifteenth activity under the cooperative partnership will focus on two-week internship focusing on the topic of safety. The intern is Vladimir Gomonay, Deputy General Director of Kieveno.

The Ukraine energy sector has been restructured and Kieveno which was once a vertically-integrated electric energy company is now one of 27 distribution companies.

OBJECTIVES

The objectives of this internship program are:

1. To acquaint the participant with safety procedures and practices of PP&L.
2. To provide the participant with hard-copy information in the area of industrial safety.
3. To introduce the participant to employee safety programs and safety awareness activities at PP&L.
4. To explain PP&L safety programs to the participant. This will include monitoring activities, safety rule book, incentives, penalties for safety violations, and awards.

THE PROGRAM

The internship program will include:

1. Meetings with safety department managers to discuss safety philosophy, rules, procedures, and practices.

THE PROGRAM *(continued)*

2. Visits to service centers, power stations, and construction sites to witness safety precautions and instructions.
3. Witness of pre-work safety conferences (tailgate meetings).
4. Review of the PP&L incentive award programs.
5. Attendance at a training course on the topic of safety.
6. Viewing of safety videos which are the focus of the quarterly safety programs.

Safety Internship-Vladimir Gomonay

Saturday, July 6, 1996

8:20 a.m. Depart Kiev Ukraine Intl Flight No. 401; arrive Frankfurt 10:05 a.m.
11:25 a.m. Depart Frankfurt USAIR Flight No. 7781; arrive Pittsburgh 2:35 p.m.
4:20 p.m. Depart Pittsburgh USAIR Flight No. 718; arrive Allentown 5:19 p.m.

Lodging:

Howard Johnson
3220 Hamilton Blvd.
Allentown, Pennsylvania
(610) 439-4000

Sunday, July 7, 1996

RECOVERY DAY - Allentown, Pennsylvania

Lodging:

Residence of Mr. & Mrs. Colin Snyder

Monday, July 8, 1996

Orientation
Organizational Structure of Safety Operations
Review of Occupational Safety & Health Administration
Visit and Tour to Lehigh Service Center

Tuesday, July 9, 1996

Review of PP&L Safety Rule Book
Review of General Safety Procedures
Visit to Human Resources Training Center

Wednesday, July 10, 1996

Visit and tour of Susquehanna.SES
Visit and tour of Susquehanna Riverlands

Safety Internship-Vladimir Gomonay

Thursday, July 11, 1996

Visit to Lehigh Valley Safety Council
Visit to Martins Creek Steam Electric Station
• Fossil Operations

Friday, July 12, 1996

Review of PP&L Safety Processes
Visit to Power Control Center

Saturday, July 13, 1996

FREE DAY - Allentown, Pennsylvania

Sunday, July 14, 1996

FREE DAY - Allentown, Pennsylvania

Monday, July 15, 1996

Visit and tour to Lancaster Service Center
Visit to Hershey Chocolate World

Tuesday, July 16, 1996

Visit to Customer Contact Center
Visit to Lehigh Service Center- Transportation Garage

Wednesday, July 17, 1996

Visit to Holtwood Hydro

Thursday, July 18, 1996

Visit to Susquehanna Region
•Transmission & Distribution Areas
Visit to Montour Preserve

Safety Internship-Vladimir Gomonay

Friday, July 19, 1996

Overview of internship
Questions & Answer Sessions

Saturday, July 20, 1996

10:00 a.m. Depart Allentown USAIR Flight No. 1185; arrive Pittsburgh 11:00 a.m.

5:00 p.m. Depart Pittsburgh USAIR Flight No. 782; arrive Frankfurt 7:00 a.m.

Sunday, July 21, 1996

9:49 a.m. Depart Frankfurt Lufthansa Flight No. 3250; arrive Kiev 1:10 p.m.

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United States Energy Association

DATE OF ISSUE: November 1, 1996

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

FY '97 WORKPLAN REVIEW EXCHANGE VISIT

between

KIEVENERGO

and

PENNSYLVANIA POWER & LIGHT COMPANY

Sponsored by

U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT

November 9 - 14, 1996

Participants

Albert H. Skeath, Deputy Program Manager-USEA

Joseph Mezlo, Vice President & Assistant to Chief Operating Officer, PP&L

Location

Kiev, Ukraine

FY '97 Workplan Review Executive Exchange Visit

BACKGROUND

In December, 1993 a partnership program was established between Kievenergo and Pennsylvania Power & Light Company. In the past three years a series of executive exchange visits, seminars, internships, and advisory missions have been conducted.

This brief activity will consist of planning meetings with Hagler, Bailly, Price Waterhouse, Kievenergo, and USAID/Kyiv to finalize the FY '97 workplans.

OBJECTIVES

The objectives of this activity are to finalize the FY '97 workplans for Kievenergo and to review strategic plans for all of the Ukraine and Moldova partnerships.

PROGRAM

The program will consist of planning meetings and exit briefing with Hagler Bailly, Price Waterhouse, Kievenergo and USAID/Kyiv.

FY '97 Workplan Review Executive Exchange Visit

Sunday, November 10, 1996

1:10 p.m. Al Skeath and Joe Mezlo arrive Kiev

Lodging:

Hotel RUS

Tel: 011-380-44-220-4255

Fax: 011-380-44-220-4396

Monday, November 11, 1996

- 10:30 a.m. Meeting with Hagler Bailly
•Discussion of focus and strategies for USEA FY '97 Workplans
between Kievenergo & PP&L
- 12:00 p.m. LUNCH
- 1:30 p.m. Meeting with Lesia Starikova, Consultant, EIPP
•Upcoming USEA Activities
--Kievenergo/PP&L
--Dneproenergo/Kentucky Utilities
- 3:00 p.m. Meeting with Institute of International Education and Minenergo
•Future Training Program

Tuesday, November 12, 1996

- 9:30 a.m. Meeting at USAID/Kyiv, *Andrew Parinov*
•Review FY '97 Workplans
--Kievenergo/PP&L
--Dneproenergo/Kentucky Utilities
--Moldovagas/Yankee Gas
- 11:00 a.m. Meeting with Kievenergo, *Ivan Plachkov & Iouly Potapenko*
•Finalization of FY '97 Workplans
--Kievenergo/PP&L
- 12:00 p.m. LUNCH
- 1:30 p.m. Meeting with Kievenergo (*continued*)

FY '97 Workplan Review Executive Exchange Visit

Wednesday, November 13, 1996

9:30 a.m. Meeting with Hagler, Bailly and Price Waterhouse
•Finalization FY '97 Workplans

12:00 LUNCH

2:00 p.m. Exit Briefing
•USAID/Kyiv

Thursday, November 14, 1996

7:45 a.m. Al Skeath and Joe Mezlo depart Kiev for U.S.



United States Energy Association

DATE OF ISSUE: March 25, 1997

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

EXECUTIVE EXCHANGE VISIT BETWEEN KYIVENERGO/PP&L

Focusing On

(Group B)

SKILLS ENCHANCEMENT PROGRAM

Sponsored by

U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT

And

UNITED STATES ENERGY ASSOCIATION

**Location/Dates: Washington, D.C. Allentown, Pennsylvania
March 27 - April 5, 1997**

Participants

**Vladimir Prilipko, Deputy Director Kiev CHP-5 JSC "Kyivenergo"
Nikolay Tischenko, Director Educational Center JSC "Kyivenergo"**

Interpreters

**Michael Arrowood
Dennis Kovalev
Karin Elliot**

BACKGROUND:

The Ukrainian power industry was developed and operated as a part of the integrated power system of the former Soviet Union. The installed electricity generation capacity of the power system is about 53,000 mw, including nuclear, hydro and thermal power plants. There are more than 40 thermal (fossil fuel) plants with over 100 generating units and a total capacity of 32,000 mw. During the past 20 years, investment policy favored the use of natural gas and nuclear power at the expense of coal-fired plants.

In September, 1992 USAID and USEA jointly formed the Energy Industry Partnership Program (EIPP) to assist the Ukraine and other NIS republics by transferring U.S. business knowledge and management practices to the foreign utility managers.

On December 10, 1993 an initial executive exchange visit by a delegation of Kyivenergo personnel culminated with the signing of a Cooperative Agreement with Pennsylvania Power & Light Company. A total of 18 partner activities were held over the next three years. These included executive exchange visits, internships, advisory missions, and seminars.

Due to the lack of rehabilitation and the postponement of maintenance the availability of the power plants decreased. In addition, there was a lack of spare parts and a decrease in fuel inventory to abnormally low levels. Combined with this there is insufficient payment collection, a lack of credit, and a severe shortage of working capital.

In 1996, the Ukraine government established a strategy to strengthen its regulatory body, improve payment collections, reduce subsidies and privatize the thermal power generation and distribution companies.

This nineteenth activity between the partners will focus on the topics of billing, collections, payments and customer assistance programs. A parallel activity will be conducted on skills enhancement. The former activity will be a continuation of a seminar topic that was conducted in Kyiv in June, 1996.

OBJECTIVES:

The objectives of this executive exchange visit are:

GROUP A

1. To review metering processes at PP&L.

OBJECTIVES (continued)

2. To discuss performance expectations.
3. Presentations on billing and revenue collection procedures.
4. Presentations on customer information systems.
5. Customer Assistance Programs
6. Working sessions to assist the Kyivenergo managers to adopt improvements to their billing and collection systems.

GROUP B

1. Review of training assessment process.
2. Curriculum design and development.
3. Training delivery modes.
4. Training evaluation.
5. Simulation.
6. Special training.
7. Working session to assist Kyivenergo managers to adopt PP&L principles of skills enhancement.

PROGRAM:

The program will consist of two simultaneous activities conducted by PP&L managers and instructors. The sessions will include presentations, demonstrations, tours, and hands-on examples. Group A topics will include billing, collections, information systems, and customer assistance programs. Group B will focus on skills enhancement policies and procedures including program design, presentation, and evaluation.

Skill Enhancement Program Executive Exchange -Kyivenergo/PP&L

Thursday, March 27, 1997

- 7:45 a.m. Ukrainian delegates departs Kiev; arrives Frankfurt 9:30 a.m.
- 11:25 a.m. Ukrainian delegates depart Frankfurt; arrive Wash/Dulles 2:25 p.m. -- greeted at airport by Michael Arrowood, Interpreter
- 3:00 p.m. Ground transportation provided by Carey for Ukrainian delegation and Michael Arrowood from Wash/Dulles to Club Quarters Hotel

Lodging:

Club Quarters Hotel
839 17th Street N.W.
Washington, D.C. 20006
(202) 463-6400

Friday, March 28, 1997

- 9:15 a.m. Michael Arrowood and Ukrainian delegation walk from hotel to USEA offices
- 9:30 a.m. Orientation of USEA, *Al Skeath, Deputy Program Manager*
- Introduction to USEA
 - Review/Discussion of Agenda
 - Evaluation Forms
 - Completion of Tax Forms
 - Xeroxing of Passports & Visas
 - Review Visitors' Guide
 - Per Diem Allowances
- 11:00 a.m. Delegation escorted to Crestar Bank to cash per diem checks
- 12:00 p.m. **LUNCH (Provided by USEA)**
- 1:30 p.m. Presentation of Partnership Program, *William L. Polen, Program Manager*
- USAID Structure
 - World Energy Council
 - Energy Partnership Program
 - Existing Partnerships
 - Program Focus

Skill Enhancement Program Executive Exchange -Kyivenergo/PP&L

Friday, March 28, 1997 (continued)

2:15 p.m. **BREAK**

2:30 p.m. Review of Program Agenda, *William L. Polen*

- Topics
- Agenda
- Objectives
- Program Evaluation

4:30 p.m. **ADJOURN**

Lodging:

Club Quarters

Saturday, March 29, 1997

FREE DAY - WASHINGTON, D.C.

Lodging:

Club Quarters

Sunday, March 30, 1997

10:30 a.m. Ground transportation provided by Carey from Club Quarters to Wash/Dulles - Michael Arrowood, Dennis Kovalev, Karin Elliot, and Ukrainian delegation

12:20 p.m. Ukrainian delegation, Michael Arrowood, Dennis Kovalev and Karin Elliot depart Wash/Dulles; arrive Allentown 1:23 p.m.

1:30 p.m. Ground transportation provided by AA Chauffeur from airport to Allentown Hilton

FREE AFTERNOON - ALLENTOWN, PA

Skill Enhancement Program Executive Exchange -Kyivenergo/PP&L

Sunday, March 30, 1997 (continued)

Lodging:

Allentown Hilton
904 Hamilton Mall
Allentown, Pennsylvania 18101
(610) 433-2221

Monday, March 31, 1997

- 8:30 a.m. PP&L Overview, *Joe Mezlo, Assistant to the Executive Vice President & Chief Operating Officer*
• Organizational Overview
- 10:00 a.m. **BREAK**
- 10:15 a.m. Kyivenergo delegates are separated in to Group A & Group B
Group A: Billing & Collection Systems: Iouri Prodan, Vassili Babouckhine and Nikolai Protiven
Group B: Skill Enhancement Program: VladimirPrilipko and Nikolay Tischenko
- 10:15 a.m. Group B - Skill Enhancement
12:00 p.m. • The Training Assessment Process, *Jan Thomas, Human Resource Consultant/Project Leader*
-- Individual Development Process - Synchrony
-- Needs Assessment - Performance Enhancement Training Teams
- 12:00 p.m. **LUNCH**
- 1:00 p.m. Ground transportation provided by AA Chauffeur from PP&L to Training Center-Walbert Avenue

Mandate Training, *Jim White, Supervisor, Training Technical Instructor*
- 4:30 p.m. **ADJOURN** - Ground transportation provided by AA Chauffeur from Training Center - Walbert Avenue to the Allentown Hilton

Skill Enhancement Program Executive Exchange -Kyivenergo/PP&L

Monday, March 31, 1997 (continued)

Lodging:

Allentown Hilton

Tuesday, April 1, 1997

8:30 a.m. Ground transportation provided by AA Chauffeur from the Allentown Hilton to the Training Center - Walbert Avenue

The Training Assessment Process, *Bob Grant, Supervisor, Training Technical Instructor*

- Job/Task Analysis - The DACUM Process

12:00 p.m. **LUNCH**

1:00 p.m. - Curriculum Design, *Bob Grant, Supervisor, Training Technical Instructor*

- 4:30 p.m.
- Scope and Sequence of Training
 - Curriculum Development, *Bob Grant, Supervisor, Training Technical Instructor*
 - Unit of Instruction Design

5:00 p.m. Ground transportation provided by AA Chauffeur from the Training Center - Walbert Avenue to the Allentown Hilton

Lodging:

Allentown Hilton

Wednesday, April 2, 1997

8:30 a.m. Ground transportation provided by AA Chauffeur from the Allentown Hilton to the Training Center - Walbert Avenue

Training Delivery, *Peter Keck, Instructor*

- Classroom Instruction - Different Modes
- Instruction Video Modules Delivery

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Skill Enhancement Program Executive Exchange -Kyivenergo/PP&L

Wednesday, April 2, 1997 (continued)

12:00 p.m. LUNCH

1:00 p.m. - Training Evaluation, *Jim White, Supervisor Training Technical Instructor*
4:00 p.m.

4:00 p.m. ADJOURN

4:30 a.m. Ground transportation provided by AA Chauffeur from the Training Center-
Walbert Avenue to the Allentown Hilton

Lodging:

Allentown Hilton

Thursday, April 3, 1997

8:00 a.m. Ground transportation provided by AA Chauffeur from the Allentown Hilton to
Brunner Island S.E.S.

Training Delivery - Brunner Island S.E.S.
• Simulators - Plant Operation Training

12:00 p.m. LUNCH

1:00 p.m. - Training Delivery - Mobile Work Force
3:00 p.m. • On-the-job Training - Lineman Training

3:15 p.m. ADJOURN

3:15 p.m. Ground transportation provided by AA Chauffeur from Brunner Island to the
Allentown Hilton

Lodging:

Allentown Hilton

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Skill Enhancement Program Executive Exchange -Kyivenergo/PP&L

Friday, April 4, 1997

- 8:30 a.m. - Specialized Training Projects, *Kathleen Heffelfinger, Manager, Division*
12:00 p.m. *Operation Information Services*
- SIGHT - T&D Re-engineering Training
- RAP - Procurement Training, *Michael Johnson, RAP, Technical Project Manager*
HRPR, *John Hoffner, Manager-HR/PR Project*
- 12:00 p.m. **LUNCH**
- 1:00 p.m. - Working Session between Kyivenergo and PP&L
4:00 p.m.
 - Skills Development
 - Training Assessment
 - Instruction Modes
 - Training Evaluation
- 4:00 p.m. **ADJOURN**

Lodging:

Allentown Hilton

Saturday, April 5, 1997

- 11:30 a.m. Ground transportation provided by AA Chauffeur from hotel to the airport
- 12:50 p.m. Michael Arrowood departs Allentown; arrives Atlanta 3:54 p.m.; departs Atlanta 5:21 p.m.; arrives Asheville 6:21 p.m.
- 2:30 p.m. Ukrainian delegation, Dennis Kovalev and Karin Elliot departs Allentown; arrives Wash/Dulles 3:32 p.m.

Saturday, April 5, 1997 (continued)

- 5:30 p.m. Ukrainian delegation departs Wash/Dulles; arrives Frankfurt 8:10 a.m.; departs Frankfurt 9:35 a.m.; arrives Kiev 1:05 p.m.

FLIGHT INFORMATION

Kyivenergo Delegates

Airline	Flight	Date	From	To	Depart	Arrive
Ukraine Intl	401	03/27/97	Kiev	Frankfurt	7:45 a.m.	9:30 a.m.
Delta	61	03/27/97	Frankfurt	Wash/Dulles	11:25 a.m.	2:25 p.m.
United	6251	03/30/97	Wash/Dulles	Allentown	12:20 p.m.	1:23 p.m.
United	6153	04/05/97	Allentown	Wash/Dulles	2:30 p.m.	3:32 p.m.
United	916	04/05/97	Wash/Dulles	Frankfurt	5:30 p.m.	8:10 a.m.
United	3824	04/06/97	Frankfurt	Kiev	9:35 a.m.	1:05 p.m.

Interpreter/Escort: Michael Arrowood

Airline	Flight	Date	From	To	Depart	Arrive
Delta	7024	03/27/97	Asheville	Atlanta	8:12 a.m.	9:07 a.m.
Delta	1880	03/27/97	Atlanta	Wash/Dulles	10:20 a.m.	12:06 p.m.
United	6251	03/30/97	Wash/Dulles	Allentown	12:20 p.m.	1:23 p.m.
Delta	1515	04/05/97	Allentown	Atlanta	12:50 p.m.	3:54 p.m.
Delta	7033	04/05/97	Atlanta	Asheville	5:21 p.m.	6:21 p.m.

Interpreter/Escort: Dennis Kovalev and Karin Elliot

Airline	Flight	Date	From	To	Depart	Arrive
United	6251	03/30/97	Wash/Dulles	Allentown	12:20 p.m.	1:23 p.m.
United	6153	04/05/97	Allentown	Wash/Dulles	2:30 p.m.	3:32 p.m.

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LODGING ACCOMMODATIONS

Dates: March 27-29, 1997

HOTEL

Club Quarters
839 17th Street N.W.
Washington, D.C. 20006
(202) 463-6400
Contact Person: Lindsey Burke
Method of Payment: Direct Bill
Checkout Date: March 30, 1997

NAMES

Iouri Prodan
Vassili Babouckhine
Nikolai Protiven
Vladimir Prilipko
Nikolay Tischenko
Michael Arrowood

Dates: March 30-April 4, 1997

HOTEL

Allentown Hilton
904 Hamilton Mall
Allentown, PA 18101
(610) 433-2221
Contact Person Diane Secara at PP&L
Method of Payment: Direct Bill
Checkout Date: April 5, 1997

NAMES

Iouri Prodan
Vassili Babouckhine
Nikolai Protiven
Vladimir Prilipko
Nikolay Tischenko
Michael Arrowood
Dennis Kovalev
Karin Elliot

Skill Enhancement Program Executive Exchange -Kyivenergo/PP&L

GROUND TRANSPORTATION - CAREY LIMOUSINE

<u>Date</u>	<u>Time</u>	<u>Pick-Up</u>	<u>Drop-Off</u>	<u>Conf. #</u>	<u>Telephone</u>
03/27/97	2:30 p.m.	Wash/Dulles Delta Flight #61 arrive 2:25 from Frankfurt (6 passengers w/ luggage)	Club Quarters Hotel 839 17th Street, N.W. Washington, D.C. (202) 463-6400	97066238	703 892-2000
03/30/97	11:30 a.m.	Club Quarters Hotel	Wash/Dulles United Flight No. 6251 departs 12:20 p.m. (8 passengers w/luggage)	97066242	703 892-2000

**GROUND TRANSPORTATION - AA CHAUFFEUR SERVICES
GROUP B SKILLS ENHANCEMENT**

<u>Date</u>	<u>Time</u>	<u>Pick-Up</u>	<u>Drop-Off</u>
3/30/97	1:30 p.m.	Allentown Airport UnitedFlight No. 6251 (8 passengers w/luggage)	Allentown Hilton
04/01/97	8:30 a.m.	Allentown Hilton	Training Center-Walbert Ave.
04/01/97	5:00 p.m.	Training Ctr.-Walbert	Allentown Hilton
04/02/97	8:30 a.m.	Allentown Hilton	Training Center-Walbert Ave.
04/02/97	4:30 p.m.	Training Ctr.-Walbert	Allentown Hilton
04/03/97	8:00 a.m.	Allentown Hilton	Brunner Island S.E.S. (Harrisburg)
04/03/97	3:15 p.m.	Brunner Island S.E.S. Lehigh Service Ctr.	Allentown Hilton
04/05/97	10:30 a.m.	Allentown Hilton (8 passengers w/ luggage)	Allentown Airport Delta Flight No. 1515 departs 12:50 p.m. - Michael Arrowood United Flight No. 6163 departs 2:30 p.m. - Ukrainian delegation, Dennis & Karin



DRAFT DATE OF ISSUE: May 28, 1997

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

KYIVENERGO/PENNSYLVANIA POWER & LIGHT WORKSHOP

Focusing On

**BILLING & COLLECTION AND
CUSTOMER INFORMATION SYSTEMS**

Sponsored by

U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT

And

UNITED STATES ENERGY ASSOCIATION

Location: Kyiv, Ukraine

Dates: June 7 - 14, 1997

Participants

Joseph J. Mezlo, Principal, Spectrum Energy Services Corporation

Timothy R. Dahl, Customer Relations Specialist, PP&L

Robert H. Ballard, Manager Revenue Collections, PP&L

James E. White, Supervisor Training Technical Instruction, PP&L

Kenneth W. Davidson, Key Account Manager, PP&L

Lesia Starikova, Consultant Energy Industry Partnership Program

BACKGROUND:

The Ukrainian power industry was developed and operated as a part of the integrated power system of the former Soviet Union. The installed electricity generation capacity of the power system is about 53,000 mw, including nuclear, hydro and thermal power plants. There are more than 40 thermal (fossil fuel) plants with over 100 generating units and a total capacity of 32,000 mw. During the past 20 years, investment policy favored the use of natural gas and nuclear power at the expense of coal-fired plants.

In September, 1992 USAID and USEA jointly formed the Energy Industry Partnership Program (EIPP) to assist the Ukraine and other NIS republics by transferring U.S. business knowledge and management practices to the foreign utility managers.

On December 10, 1993 an initial executive exchange visit by a delegation of Kyivenergo personnel culminated with the signing of a Cooperative Agreement with Pennsylvania Power & Light Company. A total of 18 partner activities were held over the next three years. These included executive exchange visits, internships, advisory missions, and seminars.

Due to the lack of rehabilitation and the postponement of maintenance the availability of the power plants decreased. In addition, there was a lack of spare parts and a decrease in fuel inventory to abnormally low levels. Combined with this there is insufficient payment collection, a lack of credit, and a severe shortage of working capital.

In 1996, the Ukraine government established a strategy to strengthen its regulatory body, improve payment collections, reduce subsidies and privatize the thermal power generation and distribution companies.

This activity will be a continuation of the task team effort between the partners on the topic of billing, collections, and customer information systems. The Ukraine energy sector has been restructured and Kyivenergo which was once a vertically integrated electric energy company is one of 27 electric companies.

OBJECTIVES:

The objectives of this workshop are:

1. To adopt billing and collection concepts at Kyivenergo based on knowledge gained from PP&L.
2. To implement customer assistance programs for Kyivenergo customers.

OBJECTIVES (continued)

3. To develop a customer information system on a PC-based process at Kyivenergo.

PROGRAM:

This workshop will consist of interactive, participatory activities between the task team members of Kyivenergo and PP&L to assist the Ukrainian company to develop and implement new policies and procedures for billing, collection, customer assistance, and customer record keeping.

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Workshop-Kyivenergo/PP&L -Billing, Collections & Customer Information Systems

Saturday, June 7, 1997

6:00 p.m. PP&L delegation departs Newark, arrives Frankfurt 7:30 a.m., June 8, 1997

Sunday, June 8, 1997

9:35 a.m. PP&L delegation departs Frankfurt; arrives 1:05 Kyiv; greeted and escorted to the Hotel Dnepr by Lesia Starikova

Lodging:

Hotel Dnepr
Kreschatik St. 1/2
Kyiv, Ukraine
Tel: 011-380-44-229-8287
Fax: 011-380-44-229-8313

Monday, June 9, 1997

9:00 a.m. **Meeting with USAID/Kyiv**
Andrew Parinov, Energy Advisor
> Review Program Agenda

12:00 p.m. **LUNCH**

1:30 p.m. **Meeting with Hagler Bailly**
Joseph Moran, Central Maine Power
> Review Program Agenda

3:00 p.m. **Meeting with Kyivenergo**
Iouly Potapenko, Chief of Foreign Department
> Review Program Objectives
> Orientation and Planning between task team members

Lodging

Hotel Dnepr

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Workshop-Kyivenergo/PP&L -Billing, Collections & Customer Information Systems

Tuesday, June 10, 1997

9:00 a.m. **Presentation: "Update on Recent Changes in the U.S. Power Sector Due to New Legislation and Increased Competition"**

Joseph Mezlo, Principal, Spectrum Energy Services Corporation

- Recovering costs in a new way of doing business
- Financing the change to less regulation
- New rate designs
- Educating and informing customers
- Caring for customers in need
- Changes to corporate structure
- Customer and supplier access

10:30 a.m. **Presentation: Billing and Collection Activities at PP&L**

Robert Ballard, Manager-Credit and Collection

- Customer Service mission
- Business goals
- Customer Service interaction with other departments
- Metering electric service
- Billing customers
- Collecting from customers with poor payment histories
- Customer information system
- Role of regulation

12:00 p.m. **LUNCH**

1:00 p.m. **Continuation - Billing and Collection Activities at PP&L**

Robert Ballard, Manager-Credit and Collection

- Collecting from customers with poor payment histories
- Customer information system
- Role of regulation

2:00 p.m.- **Presentation: Programs for Payment Troubled Customers**

4:30 p.m. *Timothy R. Dahl, Manager-Consumer Programs*

- PP&L programs to help customers and communities in need
- Special billing options
- Government programs to assist customers
- Source of funds to finance programs
- How customers qualify for assistance

Workshop-Kyivenergo/PP&L -Billing, Collections & Customer Information Systems

Lodging

Hotel Dnepr

Wednesday, June 11, 1997

- 9:00 a.m. **Presentation: PP&L Processes and Programs for Sales and Service to Large Industrial and Commercial Customers**
Kenneth Davidson, Key Account Manager
- Approaches to marketing and sales
 - Tariffs for large power users
 - Marketing (sales) departments organizational structure
 - Building relations with large power customers
 - Economic development issues
- 10:30 a.m. **Presentation: Technical Training Processes and Programs at PP&L**
James White, Manager-Technical Training
- Mission and initiatives of technical training
 - Facilities and staff
- 12:00 p.m. **LUNCH**
- 1:00 p.m. **Continuation - Technical Training Processes and Programs at PP&L**
James White, Manager-Technical Training
- Costs for attending training
 - Systematic approach to training programs
- 2:00 p.m.-
4:30 p.m. **Presentation: Managing Organizational Change**
Joseph Mezlo, Principal, Spectrum Energy Services Corporation
- Types of change
 - Organizational barriers to change
 - Strategies for change leaders' role in change
 - Change strategies

Lodging:

Hotel Dnepr

Workshop-Kyivenergo/PP&L -Billing, Collections & Customer Information Systems

Thursday, June 12, 1997

9:00 a.m. **Site Visit: Kyivenergo's Customer Information Center**
Robert Ballard, Manager-Credit and Collection and Timothy R. Dahl, Manager-Consumer Programs

- >Kyivenergo's Customer Information System
- >Kyivenergo's billing process
- >Meter installation and the meter reading process
- >Service termination and collection processes
- >Government subsidies for various customer categories

12:00 p.m. **LUNCH**

1:00 p.m.-
4:30 p.m. **Site Visit - Large Power Customers**
Kenneth Davidson, Key Account Manager

- >Kyivenergo's process for tariff contracts with customers
- >Demand side management effort
- >Power quality
- >Reliability
- >Rate options

Lodging:

Hotel Dnepr

Friday, June 13, 1997

9:00 a.m. **Site Visit: Kyivenergo's Technical Training Facilities**
James White, Manager-Technical Training and Joseph Mezlo, Principal, Spectrum Energy Services Corporation

- >Training programs
- >Minenergo's training program
- >Training issues
- >Safety on-the-job

12:00 p.m. **LUNCH**

Workshop-Kyivenergo/PP&L -Billing, Collections & Customer Information Systems

1:00 p.m. **Meeting with Kyivenergo**
Iouly Potapenko, Chief of Foreign Department
➤ Program Evaluation

1:00 p.m. **Meeting with Hagler Bailly**
Joseph Moran, Project Manager and Eric W. Haskins, Advisor
➤ Review summary

3:00 p.m. **Meeting with USAID/Kyiv**
Andrew Parinov, Energy Advisor
➤ Review Summary

Lodging:

Hotel Dnepr

Saturday, June 14, 1997

2:05 p.m. PP&L delegation departs Kyiv; arrives Frankfurt 3:50 p.m.; departs Frankfurt 5:20 p.m.; arrives NY/Kennedy 7:45 p.m.



DRAFT DATE OF ISSUE: October 14, 1997

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

KYIVENERGO/PENNSYLVANIA POWER & LIGHT WORKSHOP

Focusing On

**METERING, BILLING & COLLECTION
EXECUTIVE EXCHANGE VISIT**

Sponsored by

U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT

And

UNITED STATES ENERGY ASSOCIATION

Locations: Washington, D.C. and Allentown, Pennsylvania

Dates: October 9 - 18, 1997

Participants

Vladimir I. Khonchenko, Deputy Director of Electricity Sales

Volodymyr M. Noskov, Chief of Electricity Sales Division

Oleksandr D. Rabchynskiy, Chief of Regional Department of Electricity Sales

Tetyana R. Pashkevych, Chief of Human Resources

Interpreters

Rita Kitt

Vladimir Kouznetsov

Kyivenergo/PP&L - Metering, Billing & Collections Executive Exchange Visit

At present there are very few arrangements in place for reducing the substantial debts owed to the energy utilities. There is no method of assessing the credit rating for prospective customer before an energy supply is made available. Development of the credit rating mechanism for new customers is one of the possible methods of reducing the debt. Other methods should include better debt management which can be achieved by improvement of the customer information systems, creation of the customer service centers and telephone lines to make it easier and more convenient for customers to pay, improvement of the metering and billing process, prevention of theft by creation of special investigative teams, etc. Changes in tariff system to stop subsidizing of residential customers by industrial and to create an incentive for implementing energy efficiency programs should also be considered.

The purpose of the upcoming visit is to allow Kyivenergo representatives to study methods and procedures used by PP&L in areas of metering, billing, and collection which Kyivenergo could implement in their operations to improve collection and to reduce customer debt.

OBJECTIVES

The objectives of this visit are as follows:

- 1) To study the customer information system and billing and collection procedures currently used by PP&L.
- 2) To determine specific methods, procedures, and technologies which can be implemented in Kyivenergo in order to improve the metering, billing, and collection process.
- 3) To outline a plan of implementation of those methods, procedures, and technologies in Kyivenergo including prioritizing them based on cost of implementation, potential effect on collections, and time required for implementation.
- 4) To determine deliverables resulting from that visit and target dates.

THE PROGRAM

The program of this activity will include: an orientation meeting at U.S. Energy Association covering an overview of the partnership program and a discussion on the objectives of this exchange visit, meeting with USAID, review of the PP&L metering, billing, and collections processes, tour of the PP&L facilities and departments, studying methods and procedures used by PP&L in the areas of metering, billing, and collection, determining their applicability for Kyivenergo, and developing of the list of deliverables resulting from the visit.

Kyivenergo/PP&L - Metering, Billing & Collections Executive Exchange Visit

Thursday, October 9, 1997

- 8:10 a.m. Ukrainian delegation departs Kyiv; arrives Frankfurt 10:05 a.m.
- 12:25 p.m. Ukrainian delegation departs Frankfurt; arrives Wash/Dulles 3:05 p.m. -- greeted by Vladimir Kouznetsov, Interpreter
- 3:05 p.m. Ground transportation provided by Carey Limousine from Wash/Dulles to Club Quarters Hotel

Lodging:

Club Quarters
839 17th Street, N.W.
Washington, D.C. 20006
(202) 463-6400

Friday, October 10, 1997

- 9:00 a.m. Orientation Program, *Yelena Golbin, Senior Program Coordinator*
- History of USEA and WEC
 - Energy Industry Partnership Program
 - USAID
 - Partnership Activities
 - Project Objectives
 - Overview of Market Economy Concepts
- 11:00 a.m. Meeting with U.S. Agency for International Development, *Robert Archer, Director, Bureau for Europe and NIS*
- 12:00 p.m. **LUNCH - (Provided by USEA)**
- 1:00 p.m. (Meeting to be determined)

Lodging:

Club Quarters

Kyivenergo/PP&L - Metering, Billing & Collections Executive Exchange Visit

Saturday, October 11, 1997

FREE DAY - Washington, D.C.

Sunday, October 12, 1997

- 10:00 p.m. Ground transportation provided by Carey from the Club Quarters to Wash/Dulles (Ukrainian delegation and interpreters)
- 12:20 p.m. Ukrainian delegation and interpreters depart Wash/Dulles; arrive Allentown 1:25 p.m.
- 1:25 p.m. Ground transportation provided by AA Chauffeur from airport to the Allentown Hilton

Lodging:

Allentown Hilton
904 Hamilton Mall
Allentown, Pennsylvania 18101
(610) 433-2221

Monday, October 13, 1997

- 9:00 a.m. Welcome and Introduction
➤ Discuss objectives
➤ Review advance questions
➤ Provide an Overview of the schedule and the manual
- 10:00 a.m. Overview of PP&L
➤ Recent name changes
➤ Organizational changes
➤ Basic operational data
- 10:30 a.m. **BREAK**
- 10:45 a.m. Overview of PP&L (*continued*)
➤ Deregulation
- 12:00 p.m. **LUNCH** - Corporate Dining Room

Kyivenergo/PP&L - Metering, Billing & Collections Executive Exchange Visit

- 1:15 p.m. Tour Cash Receipts
- 2:00 p.m. ~~Tour the Data Center~~
- 2:45 p.m. **BREAK** - Conference Dining Room #1
- 3:00 p.m. Develop/Refine the schedule for the balance of the week
>Items not already in the schedule
>Additional questions
>Preliminary discussion about deliverables and action plans
- 4:30 p.m. **ADJOURN**
- 5:30 p.m. **FREE EVENING**

Lodging:

Allentown Hilton

Tuesday, October 14, 1997

- 7:45 a.m. Ground transportation provided by AA Chauffeur from the Allentown Hilton to the Customer Contact Center - 827 Hausman Road (Rts. 22&309), Allentown, Pennsylvania 18104; Tel: (610) 774-5151
- 8:15 a.m. Meter Reading and Customer Service Work Area
(Delegation will break into two groups and spend the morning with servicemen in the field)
>Meter Installation
>Blocking Meters for Non-Payment
>Checking Meters for Accuracy
- 11:30 a.m. Delegation returns from Customer Contact Center
- 12:00 p.m. **LUNCH**
- 1:00 p.m. Ground transportation provided by AA Chauffeur from the Customer Contact Center to the System Facility Center -Humboldt Industrial Park, One Scotch Pine Drive, Hazelton, Pennsylvania; Tel: (717) 384-5100

Kyivenergo/PP&L - Metering, Billing & Collections Executive Exchange Visit

2:15 p.m. Tour System Facility Center
➤ System Meter Lab
➤ Transformer Repairs
➤ Stores

4:30 p.m. Ground transportation provided by AA Chauffeur from the System Facility Center to the home of Joe Mezlo - 17 Doral Drive, Sugarloaf, Pennsylvania; Tel: (717)788-5295

7:00 p.m. Ground transportation provided by AA Chauffeur from Joe Mezlo's home to the Allentown Hilton

Lodging:

Allentown Hilton

Wednesday, October 15, 1997

8:30 a.m. Course on Customer Relations (*Conference Room - N2-B*)
➤ Identifying customer needs
➤ Developing a customer service strategy
➤ Creating customer satisfaction

12:00 p.m. **LUNCH** - Corporate Dining Room

1:00 p.m. Course on Customer Relations (*continued*)
➤ Dealing with payment troubled customers
➤ Revenue collection within the context of customer relations
➤ Societal issues within the context of customer relations

2:30 p.m. **BREAK** - Conference Room N2-B

4:30 p.m. **ADJOURN**

5:30 p.m. **FREE EVENING**

Lodging:

Allentown Hilton

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Kyivenergo/PP&L - Metering, Billing & Collections Executive Exchange Visit

Thursday, October 16, 1997

- 8:30 a.m. Integrated Resource Planning - *(Multi-Purpose Room)*
- >Forecasting
 - >Demand-side Management
 - >Power Pool Operations
 - >Contractual Sales
- 10:30 a.m. **BREAK**
- 10:45 a.m. Marketing and Sales
- >Organizational Structure
 - >Goals and Objectives
- 11:30 p.m. **LUNCH**
- 1:00 p.m. Ground transportation provided by AA Chauffeur from restaurant to Customer Service Center - *(Lehigh SC), 827 Hausman Road (Rts. 22&309) Allentown, Pennsylvania; Tel: (610) 774-5151*
- 2:00 p.m. Revenue Collection Process
- >Laws
 - >Regulations
 - >Organization
 - >Training
 - >Goals and objectives
- 4:30 p.m. Ground transportation provided by AA Chauffeur from the Customer Service Center to the Allentown Hilton - *904 Hamilton Mall, Allentown, Pennsylvania*
- 5:30 p.m. **RECEPTION/DINNER** - Allentown Hilton

Lodging:

Allentown Hilton

Friday, October 17, 1997

- 9:00 a.m. Rate Design and Application - *(Conference Dining Room #3)*
- >Rate Options

Kyivenergo/PP&L - Metering, Billing & Collections Executive Exchange Visit

- Components of Rates
- Review of Rates
- Billing Process
- Billing Cycle
- Cost of Service

- 10:30 a.m. **BREAK**
- 10:45 a.m. Discussion of Future Activities
- Additional Topics
 - Future Visits
- 12:00 p.m. **LUNCH** - Corporate Dining Room
- 1:00 p.m. Planning and Deliverables
- Lessons learned
 - Action plans
 - Administrative details
- 2:30 p.m. **BREAK** - Conference Dining Room #3
- 4:30 p.m. **ADJOURN**

Lodging:

Allentown Hilton

Saturday, October 18, 1997

- 12:30 p.m. Ground transportation provided by AA Chauffeur from the Allentown Hilton to airport
- 2:30 p.m. Ukrainian delegation and interpreters depart Allentown; arrive Wash/Dulles
- 6:00 p.m. Ukrainian delegation departs Wash/Dulles; arrives Amsterdam 7:15 a.m.

Sunday, October 19, 1997

- 10:25 a.m. Ukrainian delegation departs Amsterdam; arrives Kyiv 2:20 p.m.

LODGING ACCOMMODATIONS

Dates: October 9-11, 1997

<u>HOTEL</u>	<u>NAMES</u>	<u>CONFIRMATION #s</u>
Club Quarters Hotel	Vladimir Khonchenko	20427
839 17th Street, N.W.	Volodymyr Noskov	20428
Washington, D.C. 20006	Oleksandr Rabchynskiy	20429
Tel: (202) 463-6400	Tetyana Pashkevych	20430
Fax: (202) 463-6401		
Form of Payment: Direct Bill		

Dates: October 12-17, 1997

<u>HOTEL</u>	<u>NAMES</u>	<u>CONFIRMATION #s</u>
Allentown Hilton	Vladimir Khonchenko	113765242
904 Hamilton Mall	Volodymyr Noskov	113765274
Allentown, Pennsylvania 18101	Oleksandr Rabchynskiy	113765328
Tel: (610) 433-2221	Tetyana Pashkevych	113765356
Fax: (610) 433-1077	Vladimir Kouznetsov	113765356
Form of Payment: Direct Bill	Rita Kitt	113765384

GROUND TRANSPORTATION-CAREY

<u>Date</u>	<u>Time</u>	<u>Pick-Up</u>	<u>Drop-Off</u>	<u>Conf. #</u>	<u>Carey Phone</u>
10/09/97	3:05 p.m.	Wash/Dulles United #917 arriving 3:05 p.m. Driver outside of Customs w/sign: Vladimir Kouznetsov	Club Quarters 839 17th N.W. Washington, D.C. (202) 463-6400	97266199	(703) 892-2000
10/12/97	10:00 a.m.	Club Quarters 839 17th St., N.W Wash., D.C. (202) 463-6400	Wash/Dulles United #6251 departing 12:20 p.m.	97266204	(703) 892-2000

GROUND TRANSPORTATION - AA CHAUFFEUR SERVICE

<u>Date</u>	<u>Time</u>	<u>Pick-Up</u>	<u>Drop-Off</u>	<u>AA Phone</u>
10/12/97	1:25 p.m.	Allentown airport United #6251 arriving 1:25 p.m. 6 passengers w/ luggage)	Allentown Hilton 904 Hamilton Mall Allentown, PA (610) 433-2221	(610) 262-6179
10/14/97	7:45 a.m.	Allentown Hilton	Customer Contact Center - Tilghman & Route 309	"
10/14/97	1:00 p.m.	Customer Contact Center	System Facility Center - Humboldt Industrial Park, One Scotch Pine Dr. Hazelton, PA	"
10/14/97	4:30 p.m.	System Facility Center	Joe Mezlo's home 17 Doral Drive Sugarloaf, PA	"
10/14/97	7:00 p.m.	Joe Mezlo's home	Allentown Hilton	"
10/16/97	1:00 p.m.	Local restaurant	Customer Service Center - Hazelton, PA	"
10/16/97	4:30 p.m.	Customer Service Center	Allentown Hilton	"
10/18/97	12:30 p.m.	Allentown Hilton 904 Hamilton Mall Allentown, PA	Allentown airport United #6153 departing 2:30 p.m. (6 passengers w/ luggage)	"

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Date of Issue: March 11, 1998

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

**ACCOUNTING, FORECASTING AND FINANCIAL PLANNING
EXECUTIVE EXCHANGE VISIT**

**PENNSYLVANIA POWER AND LIGHT -
KIEVENERGO PARTNERSHIP**

Sponsored by

**U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT
and
UNITED STATES ENERGY ASSOCIATION**

February 26-March 7, 1998

Allentown, Pennsylvania

Participants

**Valentina Yefremova, Deputy Head of the Economic Planning Department
Marina Poptsova, Senior Economist
Tatiana Kuznucheva, Level I Accountant
Yelena Kurilo, Senior Accountant
Galina Kushlyk, Senior Engineer
Yelena Zagorodaya, Staff Economist**

Interpreters

**Igor Bekman
Alexander Schiller**

BACKGROUND

In 1992, the United States Agency for International Development entered into a cooperative agreement with the United States Energy Association in a series of definitional missions to determine the scope of U.S. Government assistance efforts in the energy sector of the Newly Independent States (NIS) of the former Soviet Union. To administer this task, USEA and USAID jointly developed the Energy Industry Partnership Program (EIPP) for the NIS. The objective of the EIPP is to establish long-term cooperative relationships between U.S. and NIS energy enterprises that provide a mechanism for the U.S. energy industry to transfer its experience in market-based energy production, transmission, and distribution to its counterparts in the NIS. Presently, the EIPP has established fifteen U.S./NIS industry partnerships in seven of the eleven NIS republics.

On December 10, 1993, Pennsylvania Power and Light and Kievenoergo concluded an initial Executive Exchange Visit culminating with the signing of a Cooperative Partnership Agreement. Since that time twenty-one activities have been organized under this partnership including executive exchange visits, advisory missions, internships and seminars. The major topics for those activities were utility management, utility financing, operations safety, accounting principles, organization structure and human resource development.

As a part of market reform, the Ukrainian government is conducting privatization of the Ukrainian energy sector. Most of the energy sector assets in Ukraine are 40 - 50 years old. Due to problems with payment collection in recent years, Ukrainian energy enterprises had neither sufficient resources to provide adequate maintenance of the existing facilities, nor the resources to build new facilities. Inefficient facilities has led to a decrease of the reliability of the power supply in Ukraine. In addition, Ukraine remains dependent upon imports of natural gas and oil from Russia and other former Soviet Republics, which it buys at world market prices.

The major intent of the energy sector privatization is to attract new investments and to put the energy sector into private hands with the associated advantages of improved management, competition, and incentives for use of energy efficient technologies. Part of the privatization process will be evaluation of facilities and investor due diligence, which necessitates the move to a western accounting system, understood by foreign investors and lenders. This clear and transparent accounting system is one of the major conditions for attracting private investors. It will also significantly facilitate the processing by western lending institutions of Ukrainian power companies' loan applications. In addition, a new accounting system with elements such as balance sheets and income statements will provide the company's managers with a clear understanding of the company's financial situation.

As mentioned above, raising funds for capital projects is one of the critical problems facing every power company in Ukraine including Kievenoergo. The company managers will need to learn methods of raising capital for new investments and capital improvements, methods of financial planning, issues of optimum financial structure, managing debt, and shareholder relations.

This activity will be a continuation of the task team effort between the partners on the topics of accounting, forecasting and financial planning. The incoming activity is planned to allow Kievenoergo management, accountants and financial planners to visit the Pennsylvania Power and Light Company, to learn first hand the accounting and financial practices used by investor owned company in market conditions. The visit will provide Kievenoergo employees an opportunity to learn how issues listed above are typically resolved in the United States, so they will be able to use the newly acquired knowledge during the very complicated process of privatization and later when operating as a private company.

OBJECTIVES

The objectives of this visit are as follows:

- 1) To study the accounting system and procedures used by Pennsylvania Power and Light Company.
- 2) To learn issues of financial planning and management as it applies to an investor owned company.
- 3) To develop an understanding of methods of forecasting.
- 4) To identify items which can be implemented by Kievenergo in their operations.
- 5) To discuss plans for future activities.

THE PROGRAM

The program of this activity will include: an introductory meeting at USEA discussing purposes of the program and of this activity, and a series of meetings, discussions, and presentations at Pennsylvania Power and Light on subjects of accounting, forecasting and financial planning. Included will be topics such as: types of accounts, balance sheets and income statements, financial planning and budgeting, financial structure, issuance and marketing of bonds, types of stocks, issuance and marketing of stock, investor relations, corporate structure, sources of project financing, capital structure optimization, and number of others.

Thursday, February 26, 1998

Depart from Kiev

Arrive in Washington, D.C.,

Check in at the Club Quarters Hotel

Contact: *Melissa*
Phone: 202-463-6400
Address: 839 17th Street, N.W.
Washington, D.C. 20006

Friday, February 27, 1998

- 10:00 a.m. **Orientation Program**
William Polen, Program Manager, USEA
- Introductions
 - Overview of USEA and WEC
 - Energy Industry Partnership Program
 - U.S. Agency for International Development
 - Partnership Activities and Objectives
- 12:00 p.m. **Lunch**
- 1:00 p.m. **Status of Kievenergo**
- Current Situation at Kievenergo
 - Changes in the Energy Sector of Ukraine
 - New Prospective Projects
 - Future Activities
 - Exchange Visit Expectations
- 3:00 p.m. **Review of Document**
Tressa Rae Finerty, Program Coordinator, USEA
- Visitors' Information
 - AED Insurance
 - Distribution of Per Diem Allowance
 - Signing of Tax Forms - Participants
 - Program Evaluation Form
 - Objectives
 - Identification of Milestones and Deliverables
- 4:30 p.m. **Adjourn**

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Saturday, February 28, 1998

FREE DAY

Sunday, March 1, 1998

FREE DAY/TRAVEL DAY

Check out from the hotel

Pick up to Dulles Airport

Transportation: CAREY

Phone: 703-892-2000 (Robin)

Conf. # : 07711086

Depart from Washington, D.C., Dulles Airport to Allentown, PA

Check-in at the Allentown Hilton Hotel

904 Hamilton Mall

Allentown, PA 18101

610-433-2221

Monday, March 2, 1998

- 9:00 a.m. **Introductions by Pennsylvania Power and Light**
- Current situation at Pennsylvania Power and Light
- 10:00 a.m. **Break**
- 10:15 p.m. **Status of Kievenergo**
- Current Situation at Kievenergo
 - Changes in the Energy Sector of Ukraine
 - New Prospective Projects
 - Future Activities
 - Exchange Visit Expectations
- 12:00 p.m. **Lunch**
- 1:30 p.m. **Accounting Overview**
- Structure of Accounting Function
 - Centralization of Accounting Function
 - Information Flow/Computerization
 - Interaction of Accounting Sections

Accounting, Forecasting, and Financial Planning Exchange Visit ~ PP&L/Kievenergo

3:00 p.m. **Break**

3:15 p.m. **Accounting Overview (continued)**
 Questions and Answers

4:30 p.m. **Adjourn**

Tuesday, March 3, 1998

9:00 a.m. **Financial Reporting Requirements**

- Income Statements
- Balance Sheets
- Cash Flow Statements

10:30 a.m. **Break**

10:45 a.m. **Financial Reporting (continued)**
 Questions and Answers

12:00 p.m. **Lunch**

1:30 p.m. **Budgeting**

- General Overview
- Annual Process
- Variance Analysis

3:00 p.m. **Break**

3:15 p.m. **Budgeting (continued)**
 Questions and Answers

4:30 p.m. **Adjourn**

Wednesday, March 4, 1998

9:00 a.m. **Load Forecasting**

- Overview of Functions
- Planning Requirements
- Reporting Requirements
- Use of Forecast

Accounting, Forecasting, and Financial Planning Exchange Visit ~ PP&L/Kievenergo

10:30 a.m. Break

10:45 a.m. **Load Forecasting (continued)**

- Economic/Demographic Data
- Energy Forecast (sector-by-sector)
- Demand Forecast

12:00 p.m. Lunch

1:00p.m. **Generation Planning/Purchased Power and System Sales**

- Overview of Function
- Development of Generation Planning Requirements
- Economic Dispatch
- Purchased Power/System Sales

4:30 p.m. Adjourn

Thursday, March 5, 1998

9:00 a.m. **Financial Forecasting**

- Overview of Function

10:30 a.m. Break

10:45 a.m. **Financial Forecasting**

- Planning Requirements
- Reporting Requirements

12:00 p.m. Lunch

1:30 p.m. **Financial Forecasting (continued)**

- Overview of Model
- Projected Capital Projects
- Cash Flow Impacts
- Tax Impacts
- Net Income Impacts

3:00 p.m. Break

3:15 p.m. **Financial Forecasting (continued)**

- Model Outputs for Reporting
- Income Statements

Accounting, Forecasting, and Financial Planning Exchange Visit ~ PP&L/Kievenego

- Balance Sheets
- Cash Flow Statements
- Construction Forecast
- Financial Statistics

4:30 p.m. **Adjourn**

Friday, March 6, 1998

9:00 a.m. **International Accounting Standards**
GAAP

- Universally Acceptable Guidelines
- Alignment of U.S. and International Accounting Standards

Uniform System of Accounts - Account Specifics

- Utility Accounts
- Business Unit Accounts
- Profit and Losses Account

Understanding, Identifying and Allocation of a Cost

12:00 p.m. **Lunch**

1:30p.m. **International Accounting Standards (continued)**
Question and Answer Session

3:00p.m. **Program Evaluation**
Pennsylvania Power & Light
Kievenego Delegation
Yelena Golbin, Deputy Program Manager, USEA

- What Procedures can be Adopted by Kievenego in the
- Areas of Accounting, Forecasting and Financial Planning
- Discussion of Future Activities
- Questions and Answers Session

5:00 p.m. **Adjourn**

Saturday, March 7, 1998

Check-out from the Hotel

Accounting, Forecasting, and Financial Planning Exchange Visit ~ PP&L/Kievenenergo

Pick-up from the Hotel to the Airport

Depart from Allentown, PA to Kiev, Borispol Airport

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Date of Issue: May 7, 1998

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

**ACCOUNTING & INFORMATION SYSTEMS
ADVISORY MISSION**

**PENNSYLVANIA POWER AND LIGHT -
KIEVENERGO PARTNERSHIP**

Sponsored by

**U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT
and
UNITED STATES ENERGY ASSOCIATION**

May 16-22, 1998

Kiev, Ukraine

Participants

Joseph Mezlo, PP & L
James Pennington, PP & L
Robert Ballard, PP & L

BACKGROUND

In 1992, the United States Agency for International Development entered into a cooperative agreement with the United States Energy Association in a series of definitional missions to determine the scope of U.S. Government assistance efforts in the energy sector of the Newly Independent States (NIS) of the former Soviet Union. To administer this task, USEA and USAID jointly developed the Energy Industry Partnership Program (EIPP) for the NIS. The objective of the EIPP is to establish long-term cooperative relationships between U.S. and NIS energy enterprises that provide a mechanism for the U.S. energy industry to transfer its experience in market-based energy production, transmission, and distribution to its counterparts in the NIS. Presently, the EIPP has established fifteen U.S./NIS industry partnerships in seven of the eleven NIS republics.

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As a part of market reform, the Ukrainian government is conducting privatization of the Ukrainian energy sector. Most of the energy sector assets in Ukraine are 40 - 50 years old. Due to problems with payment collection in recent years, Ukrainian energy enterprises had neither sufficient resources to provide adequate maintenance of the existing facilities, nor the resources to build new facilities. Inefficient facilities has led to a decrease of the reliability of the power supply in Ukraine. In addition, Ukraine remains dependent upon imports of natural gas and oil from Russia and other former Soviet Republics, which it buys at world market prices.

The major intent of the energy sector privatization is to attract new investments and to put the energy sector into private hands with the associated advantages of improved management, competition, and incentives for use of energy efficient technologies. Part of the privatization process will be evaluation of facilities and investor due diligence, which necessitates the move to a western accounting system, understood by foreign investors and lenders. This clear and transparent accounting system is one of the major conditions for attracting private investors. It will also significantly facilitate the processing by western lending institutions of Ukrainian power companies' loan applications. In addition, a new accounting system with elements such as balance sheets and income statements will provide the company's managers with a clear understanding of the company's financial situation.

As mentioned above, raising funds for capital projects is one of the critical problems facing every power company in Ukraine including Kievenoergo. The company managers will need to learn methods of raising capital for new investments and capital improvements, methods of financial planning, issues of optimum financial structure, managing debt, and shareholder relations.

Use of information technology and information systems is becoming increasingly important for the Ukrainian energy industry; playing a significant role in areas such as collection of payments, metering and billing processes, accounting and customer service. Utilization of modern hardware and software may significantly improve the operation of the company.

This activity will be a continuation of the task team effort between the partners on the topics of accounting and information systems. The incoming activity is planned to allow PP & L management, accountants and

information system operators to visit the Kievenergo Company; to attend a two day conference at Kievenergo; and discuss accounting and information systems practices currently in use by investor owned company in market conditions. The visit will provide Kievenergo employees an opportunity to learn how issues listed above are typically resolved in the United States, so they will be able to use the newly acquired knowledge during the very complicated process of privatization and later when operating as a private company.

OBJECTIVES

The objectives of this visit are as follows:

- 1) To attend the Ukraine National Conference on Collections with Kievenergo management;
- 2) To present advanced topics of accounting to the Kievenergo accounting department;
- 3) To discuss integration of accounting and information systems as managed at PP & L;
- 4) To identify items which can be implemented by Kievenergo in their operations;
- 5) To discuss plans for future activities.

THE PROGRAM

The program of this activity will include: meeting and seminar attendance at the Ukraine National Energy Conference on Collections (a main Ukrainian energy event); meet and discuss advanced topics of western accounting with Kievenergo chief and deputy accountants; meet and discuss the methods of accounting information automatization via improved information systems.

Saturday, May 16, 1998

Depart from Allentown, PA

Sunday, May 17, 1998

Arrive in Kiev, Ukraine

Check in at the Hotel Kreshchatik

Address: 14 Kreshchatik Street
Kiev, Ukraine
Phone: 380.44.229.71.93
Fax: 380.44.229.85.44

Monday, May 18, 1998

- 9:00 a.m. **Collections Seminar - Opening Session**
- Agenda Review
 - Opening Remarks
 - Financial Recovery Plan
 - Collections and its Relation to the Financial Recovery Plan
- 12:00 p.m. Lunch Break
- 1:00 p.m. **Collections Seminar - Breakout Session #1**
- Measuring & Metering Sales
 - Impact of Collections on Privatization
 - Executive Overview of the Collections Report
- 3:00 p.m. **Collections Seminar - Breakout Session #2**
- Preventing & Detecting Theft
 - Market Funds Algorithm
 - Employee Incentives
- 5:00 p.m. Daily Wrap-Up

Tuesday, May 19, 1998

- 9:00 a.m. **Collections Seminar - Opening Remarks**
- Planning for Improvement
 - Achieving Financial Recovery Plan Objectives

Accounting & Information Systems Advisory Mission ~ PP&L/Kievenergo

- 10:00 a.m. Collections Seminar - Breakout Session #3
- Developing Cash Collection Targets
 - Law & Litigation on Non-Payment Customers
 - Cash Collections & Strategic Business Planning
- 12:00 p.m. Lunch
- 1:00 p.m. Collections Seminar - Breakout Session #4
- Designing & Implementing Customer Service
 - Legal Avenues for Debt Collection
- 5:00 p.m. Conference Wrap-Up

Wednesday, May 20, 1998

- 9:00 a.m. **Status of Kievenergo**
- Current Situation at Kievenergo
 - Changes in the Energy Sector of Ukraine
 - New Prospective Projects
 - Future Activities
 - Exchange Visit Expectations
- 11:00 a.m. **Accounting Overview**
- Structure of Accounting Function
 - Centralization of Accounting Function
 - Information Flow/Computerization
 - Interaction of Accounting Sections
- International Accounting Standards**
- GAAP*
- Universally Acceptable Guidelines
 - Alignment of U.S. and International Accounting Standards
- Uniform System of Accounts - Account Specifics*
- Utility Accounts
 - Business Unit Accounts
 - Profit and Losses Account
- Understanding, Identifying and Allocation of a Cost*
- Questions and Answers
- 1:00 p.m. Lunch
- 2:00 p.m. **Financial Forecasting**

Accounting & Information Systems Advisory Mission ~ PP&L/Kievenergo

- Overview of Function

Financial Forecasting

- Planning Requirements
- Reporting Requirements

5:00 p.m. Adjourn

Thursday, May 21, 1998

9:00 a.m. **Financial Forecasting (continued)**

- Overview of Model
- Projected Capital Projects
- Cash Flow Impacts
- Tax Impacts
- Net Income Impacts

Financial Forecasting (continued)

- Model Outputs for Reporting
- Income Statements
- Balance Sheets
- Cash Flow Statements
- Construction Forecast
- Financial Statistics

12:00 Lunch

1:00 **Information Systems**

- Overview of System Operations
- Departmental Structure

Integration of Information Systems

- Information System Role in Accounting
- Information System Role in Financial Planning/Forecasting

5:00 p.m. Adjourn

Friday, March 6, 1998

Check-out from the Hotel

Pick-up from the Hotel to the Airport

185

Depart from Kiev, Borispol Airport



United States Energy Association

Date of Issue: July 15, 1998

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

**ACCOUNTING, FINANCE & INVESTOR RELATIONS
EXECUTIVE EXCHANGE VISIT**

**PENNSYLVANIA POWER AND LIGHT -
KIEVENERGO PARTNERSHIP**

Sponsored by

**U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT
and
UNITED STATES ENERGY ASSOCIATION**

July 23-August 2, 1998

Allentown, Pennsylvania

Participants

Valentin Chajkovskiy, Chief Engineer, Kievenergonadacka
Lyubov Gvozdarova, Chief Accountant, Kievenergo
Anatoly Ivantsiv, Secretary of the Board, Kievenergo
Ganna Sharaburyak, Chief Accountant, Kiev Cable Network
Vasily Yastrubinsky, Director, Pricing Policy, KJJA

Interpreters

Igor Bekman
Raymond Krishchynas

BACKGROUND

In 1992, the United States Agency for International Development entered into a cooperative agreement with the United States Energy Association in a series of definitional missions to determine the scope of U.S. Government assistance efforts in the energy sector of the Newly Independent States (NIS) of the former Soviet Union. To administer this task, USEA and USAID jointly developed the Energy Industry Partnership Program (EIPP) for the NIS. The objective of the EIPP is to establish long-term cooperative relationships between U.S. and NIS energy enterprises that provide a mechanism for the U.S. energy industry to transfer its experience in market-based energy production, transmission, and distribution to its counterparts in the NIS. Presently, the EIPP has established fifteen U.S./NIS industry partnerships in seven of the eleven NIS republics.

On December 10, 1993, Pennsylvania Power and Light and Kievenoergo concluded an initial Executive Exchange Visit culminating with the signing of a Cooperative Partnership Agreement. Since that time twenty-one activities have been organized under this partnership including executive exchange visits, advisory missions, internships and seminars. The major topics for those activities were utility management, utility financing, operations safety, accounting principles, organization structure and human resource development.

As a part of market reform, the Ukrainian government is conducting privatization of the Ukrainian energy sector. Most of the energy sector assets in Ukraine are 40 - 50 years old. Due to problems with payment collection in recent years, Ukrainian energy enterprises had neither sufficient resources to provide adequate maintenance of the existing facilities, nor the resources to build new facilities. Inefficient facilities has led to a decrease of the reliability of the power supply in Ukraine. In addition, Ukraine remains dependent upon imports of natural gas and oil from Russia and other former Soviet Republics, which it buys at world market prices.

The major intent of the energy sector privatization is to attract new investments and to put the energy sector into private hands with the associated advantages of improved management, competition, and incentives for use of energy efficient technologies. Part of the privatization process will be evaluation of facilities and investor due diligence, which necessitates the move to a western accounting system, understood by foreign investors and lenders. This clear and transparent accounting system is one of the major conditions for attracting private investors. It will also significantly facilitate the processing by western lending institutions of Ukrainian power companies' loan applications. In addition, a new accounting system with elements such as balance sheets and income statements will provide the company's managers with a clear understanding of the company's financial situation.

As mentioned above, raising funds for capital projects is one of the critical problems facing every power company in Ukraine including Kievenoergo. The company managers will need to learn methods of raising capital for new investments and capital improvements, methods of financial planning, issues of optimum financial structure, managing debt, and shareholder relations.

This activity will be a continuation of the task team effort between the partners on the topics of accounting, investor relations and financial planning. The incoming activity is planned to allow Kievenoergo management, accountants and financial planners to visit the Pennsylvania Power and Light Company, to learn first hand the accounting and financial practices used by an investor owned company in market conditions. The visit will provide Kievenoergo employees an opportunity to learn how issues listed above are typically resolved in the United States, so they will be able to use the newly acquired knowledge during the very complicated process of privatization and later when operating as a private company.

OBJECTIVES

The objectives of this visit are as follows:

- 1) To study the accounting system and procedures used by Pennsylvania Power and Light Company.
- 2) To learn issues of financial planning and management as it applies to an investor owned company.
- 3) To review methods of interaction with shareholders and board members.
- 4) To identify items which can be implemented by Kievenergo in their operations.
- 5) To discuss plans for future activities.

THE PROGRAM

The program of this activity will include: an introductory meeting at USEA discussing purposes of the program and of this activity, and a series of meetings, discussions, and presentations at Pennsylvania Power and Light on subjects of accounting, financial planning and investor relations. Included will be topics such as: types of accounts, balance sheets and income statements, financial planning and budgeting, financial structure, issuance and marketing of bonds, types of stocks, issuance and marketing of stock, investor relations, corporate structure, sources of project financing, capital structure optimization, and number of others.

Accounting, Forecasting, and Financial Planning Exchange Visit ~ PP&L/Kieveno

Thursday, July 23, 1998

- 2:10 p.m. Depart from Kiev - United Flight #3825 to Frankfurt
- 3:55 p.m. Arrive in Frankfurt
- 5:50 p.m. Depart from Frankfurt - United Flight #977 to Washington/Dulles
- 8:25 p.m. Arrive in Washington/Dulles
Meet Igor Bekman, interpreter
Transportation: CAREY
Confirmation No.: 98176111
Phone: 202-362-7400

Check in at the Club Quarters Hotel
Contact: *Melissa*
Phone: 202-463-6400
Address: 839 17th Street, N.W.
Washington, D.C. 20006

Friday, July 24, 1998

- 10:00 a.m. **Orientation Program**
William Polen, Program Manager, USEA
- Introductions
 - Overview of USEA and WEC
 - Energy Industry Partnership Program
 - U.S. Agency for International Development
 - Partnership Activities and Objectives
- 12:00 p.m. **Lunch**
- 1:00 p.m. **Status of Kieveno**
- Current Situation at Kieveno
 - Changes in the Energy Sector of Ukraine
 - New Prospective Projects
 - Future Activities
 - Exchange Visit Expectations
- 3:00 p.m. **Review of Document**
Tressa Rae Finerty, Program Coordinator, USEA
- Visitors' Information
 - AED Insurance

Accounting, Forecasting, and Financial Planning Exchange Visit ~ PP&L Kiewit

- Distribution of Per Diem Allowance
- Signing of Tax Forms - Participants
- Program Evaluation Form
- Objectives
- Identification of Milestones and Deliverables

4:30 p.m. **Adjourn**

Saturday, July 25, 1998

FREE DAY

Sunday, July 26, 1998

FREE DAY/TRAVEL DAY

10:30 a.m. **Check out from the hotel**
Meet Igor Bekman, interpreter

10:45 a.m. **Pick up to Dulles Airport**
Transportation: CAREY
Confirmation No.: 98176118
Phone: 202-362-7400

12:50 p.m. **Depart from Washington, D.C., Dulles Airport to Allentown, PA**
United Express Flight # 6251

1:55 p.m. **Arrive in Allentown, PA**
Transportation to hotel via Hotel Shuttle

Check-in at the Allentown Hilton Hotel
904 Hamilton Mall
Allentown, PA 18101
610-433-2221

Monday, July 27, 1998

8:30 a.m. **Receive Badges at PP&L Security Desk**

9:00 a.m. **Introductions by Pennsylvania Power and Light**

- Current situation at Pennsylvania Power and Light

10:00 a.m. **Break**

Accounting, Forecasting, and Financial Planning Exchange Visit ~ PP&L/Kievenergo

- 10:15 p.m. **Status of Kievenergo**
 Current Situation at Kievenergo
- Changes in the Energy Sector of Ukraine
 - New Prospective Projects
 - Future Activities
 - Exchange Visit Expectations
- 12:00 p.m. **Lunch - PP&L Dinning Room**
- 1:00 p.m. **Tour Cash Receipts**
- 2:00 p.m. **Board of Director Issues**
- Board Structure
 - Rules of Establishment and Government of Board
 - Position, Functions, Scope of Authority of Board Members
- 4:30 p.m. **Adjourn**

Tuesday, July 28, 1998

- 9:00 a.m. **Budgeting & Financial Reporting Requirements**
- Income Statements
 - Balance Sheets
 - Cash Flow Statements
- 10:30 a.m. **Break**
- 10:45 a.m. **Financial Reporting (continued)**
 Questions and Answers
- 12:00 p.m. **Lunch - PP & L Dinning Room**
- 1:30 p.m. **Accounting Overview**
- Structure of Accounting Function
 - Centralization of Accounting Function
 - Information Flow/Computerization
 - Interaction of Accounting Sections
- 3:00 p.m. **Break**
- 3:15 p.m. **Accounting Overview (continued)**
- Accounting for Capital Repairs & Reconstruction
 - Accounting for Production and Other Expenses

Accounting, Forecasting, and Financial Planning Exchange Visit - PP&L, Kieveno

- Fuel Storage & Consumption Accounting

4:30 p.m. Adjourn

Wednesday, July 29, 1998

8:30 a.m. Depart Hilton for NYC
12:00 p.m. Lunch
2:00 p.m. Tour New York Stock Exchange (NYSE)
4:30 p.m. Return to Allentown Hilton Hotel

Thursday, July 30, 1998

8:30 a.m. **Investor & Financial Relations**
10:30 a.m. **Break**
12:00 p.m. **Lunch - PP & L Dinning Room**
1:30 p.m. **Fuel Procurement & Management**

- Overview of Model
- Projected Capital Projects
- Cash Flow Impacts
- Tax Impacts
- Net Income Impacts

3:00p.m. **Program Evaluation**
Joseph Mezlo, Pennsylvania Power & Light
Kieveno Delegation
Tressa Rae Finerty, Program Coordinator, USEA

- What Procedures can be Adopted by Kieveno in the Areas of Accounting, Financial Planning & Investor Relations
- Discussion of Future Activities
- Questions and Answers Session

4:30 p.m. Adjourn

Accounting, Forecasting, and Financial Planning Exchange Visit ~ PP&L/Kievenergo

Friday, July 31, 1998

- 8:30 a.m. Depart for Berwick, PA
- 10:00 a.m. Tour Susquehanna Steam Electric Station
- 12:00 p.m. Lunch - Berwick, PA
- 2:00 p.m. Return to Allentown, PA

Saturday, August 1, 1998

- 12:00 p.m. Check-out from the Hotel
- 12:30 p.m. Travel from Hotel to the Airport via Hotel Shuttle
- 2:35 p.m. Depart from Allentown, PA - United Express Flight # 6153 to Washington/Dulles
- 3:40 p.m. Arrive in Washington/Dulles
- 5:30 p.m. Depart from Washington - United Flight #916 to Frankfurt

Sunday, August 2, 1998

- 7:10 a.m. Arrive in Frankfurt
- 9:40 a.m. Depart Frankfurt - United Flight #3824 to Kiev/ Borispol
- 1:10 p.m. Arrive in Kiev/ Borispol



United States Energy Association

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

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**PUBLIC RELATIONS
PROJECT MANAGEMENT
SEMINAR**

KYIVENERGO/PENNSYLVANIA POWER & LIGHT

Sponsored by

**U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT
*and***

UNITED STATES ENERGY ASSOCIATION

October 31 -November 6, 1998

Kyiv, Ukraine

Participants

- | | |
|---------------------|---|
| 1. Robert Kistler: | Strategic Alliance Coordinator, PP&L |
| 2. William Spinney: | Manager, Business Development, PP&L |
| 3. Paul Wirth: | Manager, Marketing Communications, PP&L |
| 4. James Burns: | Community Development Director, PP&L |
| 5. Joseph Mezlo: | Power Service Solution, PP&L |

Agenda - Public Relations and Project Management Seminar

Saturday, October 31, 1998

Depart from Newark to Frankfurt; United, Flight # 3825

Sunday, November 1, 1998

7:10 p.m. Arrive in Frankfurt

9:40 p.m. Depart from Frankfurt to Kyiv, United, Flight # 977

1:10 p.m. Arrive in Kyiv, Borispol Airport -- greeted by Yuri Knurov, USEA consultant

3:00 p.m. Check in at Rus hotel
Phone: (011-38-044) 220-4255
Address: 4 Gospitalnaya Street
Kyiv, Ukraine

Monday, November 2, 1998

10:00 a.m. Meeting with USAID Mission/Kyiv
• Financial Recovery Plan

11:30 a.m. Meeting with Kyivenergo's Management
• Current Situation at Kyivenergo
• Changes in the Energy Sector of Ukraine
• New Prospective Projects
• Future Activities

12:30 p.m. Lunch

2:00 p.m. Meeting with Mr. Gomonay
• Agenda, Topics, and Deliverables
• Review of Seminar Facilities and Equipment

3:00 p.m. Tour of local Kyivenergo Power Plant - To be determined

5:00 p.m. Return to Hotel

PP&L/Kyivenergo - Public Relations & Project Management Seminar

Tuesday, November 3, 1998

PROJECT MANAGEMENT SEMINAR (Day One)

Morning: Speaker: Robert Kistler, Manager, Strategic Alliance Coordinator, PP&L

Topics to be discussed include:

- Introduction to Procurement Organization
- Procurement Methods
- Ethical and Transparent Procurement Processes
- Basic Elements of Procurement Process
- Qualified Source List and Bidders List

Afternoon: Speaker: Robert Kistler, Manager, Strategic Alliance Coordinator, PP&L

Topics to be discussed include:

- Four Evaluation Factors
- Evaluation Criteria and Bid Opening
- Evaluation and Negotiation of Supplier Bids
- Award and Administration

PUBLIC RELATIONS SEMINAR (Day One)

Morning: Speaker: Paul Wirth, Manager-Marketing Communications, PP&L

Topics to be discussed include:

- Overview & Structure of PP&L's Corporate Communications Department
- Enhancing PP&L's Reputation
- Internal and External Publications

Afternoon: Speaker: Paul Wirth, Manager-Marketing Communications, PP&L

Topics to be discussed include:

- Advertising
- Strategic Communications
- Marketing Communications
- Crisis Communications

United States Energy Association—Energy Industry Partnership Program

Wednesday, November 4, 1998

PROJECT MANAGEMENT SEMINAR (Day Two)

Morning: Speaker: Bill Spinney, Manager, Business Development, PP&L

Topics to be discussed include:

- Introduction to Project Management at PP&L
- PP&L Project Management Teams
- Project Planning

Afternoon: Speaker: Bill Spinney, Manager, Business Development, PP&L

Topics to be discussed include:

- Implementation
- Closeout

PUBLIC RELATIONS SEMINAR (Day Two)

Morning: Speaker: Jim Burns, Community Development Director

Topics to be discussed include:

- Public Relations & Image Building
- Community Development Directors
- Volunteer Activities
- Contributions / Volunterrism

Afternoon: Speaker: Jim Burns, Community Development Director

Topics to be discussed include:

- The Value of Volunteering
- Community Relations Activities
- The Five Steps to Loyalty
- Economic Development and Community Services

PP&L/Kyivenergo - Public Relations & Project Management Seminar

Thursday, November 5, 1998

AM Concurrent planning and in-depth discussion meetings with Kievenergo managers responsible for each function (Public Relations and Project Management).

PM. Meeting with Kyivenergo - Program Evaluation

- Deliverables
- Future Activities

TBD Follow-up meeting with USAID and kievenergo

Friday, November 6, 1998

2:10 p.m. Depart from Kyiv to Frankfurt, United, Flight # 3825

3:55 p.m. Arrive in Frankfurt

 Depart from Frankfurt to Newark, United, Flight #

 Arrive in Newark



United States Energy Association

**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

**PUBLIC RELATIONS
PROJECT MANAGEMENT
EXECUTIVE EXCHANGE VISIT**

PP&L/KYIVENERGO PARTNERSHIP

Sponsored by

**U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT
and
UNITED STATES ENERGY ASSOCIATION**

January 22-30, 1999

Allentown, PA

Participants

Dmytro Yakubenko, Deputy Director of Capital, Kyiv Thermal Network
Mykola Kravchenko, Chief of Department, Kyivenergo Executive Board
Oleksandr Chepurniy, Director on Economic Issues, Kyiv Thermal Network
Nataliya Ivanova, Chief of Public Relations Department, Kyivenergo Executive Board
Iryna Kovalenko, Chief of the Administrative Department, Kyivenergo Executive Board

**PUBLIC RELATIONS SEMINAR FOR
KIEVENERGO JOINT STOCK COMPANY
AT PP&L, INC.**

DATES January 25 through January 30, 1999

KIEVENERGO PARTICIPANTS Natalia Ivanova - Chief of Public Relations Department
Iryna Kovalenko - Chief of Administrative Department
Yuriy Trofimenko - Deputy Chief of Production and Technical Department, Kievenergo Executive Board

PP&L, INC. PARTICIPANTS Paul Wirth - Manager, Marketing Communications
Jim Burns - Community Development Director

OBJECTIVES

1. Developing a positive corporate image.
2. Handling public relations in conflict and crisis situations.
3. Working with elected and appointed government officials.

LOCATION PP&L, Inc. offices, Allentown, Pa.

AGENDA

- MONDAY
JANUARY 25, 1999**
- Welcome
 - Administrative Items
 - Overview of PP&L
 - Electric Utility Issues
 - Determination of Topics of Interest
 - Managing Corporate Issues
 - Public Image
 - Dinner Meeting
- TUESDAY
JANUARY 26, 1999**
- Meeting with Municipal Officials
 - Meeting with government lobbyist
 - Meeting with economic development organizations
- WEDNESDAY
JANUARY 27, 1999**
- Media relations training course: The seminar also helps learn how to use the news media to their advantage when to create positive public relations for their company. This includes a simulated public relations crisis, and gives participants their chance to answer questions during a mock news conference with PP&L personnel posing as reporters.
- THURSDAY
JANUARY 28, 1999**
- Attendance at PP&L's Corporate Communications Staff
 - Visit with local new reporters
 - Farewell Dinner
- FRIDAY
JANUARY 29, 1999**
- Follow-up sessions based on requests from the Kievenergo managers
 - Planning for future activities

**PROJECT MANAGEMENT
FOR
KIEVENERGO JOINT STOCK COMPANY
AT PP&L, INC.**

DATES January 25 through January 30, 1999

KIEVENERGO PARTICIPANTS Dmytro Yakubenko - Deputy Director on Capital Construction
Mykola Kravchenko - Kievenergo Executive Board, Chief of the Department of Capital Construction
Olexander Chepurniy - Kiev Thermal Network, Deputy Director on Economic Issues

PP&L, INC. PARTICIPANTS Bill Spinney - Manager, Business Development
Bob Kistler - Strategic Purchasing Coordinator

OBJECTIVES Present PP&L's processes and procedures related to:

- Procurement of supplies and services
- Legal aspect of contracting
- Appropriating resources to complete a project
- Project financial management

LOCATION PP&L, Inc. offices, Allentown, PA

AGENDA

**MONDAY
JANUARY 25, 1999**

- Welcome
- Administrative Items
- Overview of PP&L
- Electric Utility Issues
- Determination of Topics of Interest
- Project Management
- Resource Appropriation
- Dinner Meeting

**TUESDAY
JANUARY 26, 1999**

- Procurement practices and procedures
- Contracting Procedures

**WEDNESDAY
JANUARY 27, 1999**

- Site visit and meeting with management of a major capital project at PP&L

**THURSDAY
JANUARY 28, 1999**

- Project Financial Management
- Auditing Procedures at PP&L
- Document Management
- Farewell Dinner

**FRIDAY
JANUARY 29, 1999**

- Follow-up sessions based on requests from the Kievenergo managers
- Planning for future activities



United States Energy Association

AGENDA

UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM

PROJECT MANAGEMENT INTERNSHIP

PP&L/KYIVENERGO PARTNERSHIP

Sponsored by

U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT
and

UNITED STATES ENERGY ASSOCIATION

April 10-May 1, 1999

Allentown, Pennsylvania

Participants

Yuriy Skokliyk, Kyivenergo, Project Management Engineer

BACKGROUND

In 1992, the United States Agency for International Development entered into a cooperative agreement with the United States Energy Association in a series of definitional missions to determine the scope of U.S. Government assistance efforts in the energy sector of the Newly Independent States (NIS) of the former Soviet Union. To administer this task, USEA and USAID jointly developed the Energy Industry Partnership Program (EIPP) for the NIS. The objective of the EIPP is to establish long-term cooperative relationships between U.S. and NIS energy enterprises that provide a mechanism for the U.S. energy industry to transfer its experience in market-based energy production, transmission, and distribution to its counterparts in the NIS. Presently, the EIPP has established fifteen U.S./NIS industry partnerships in seven of the eleven NIS republics.

On December 10, 1993, Pennsylvania Power and Light and Kievenergo concluded an initial Executive Exchange Visit culminating with the signing of a Cooperative Partnership Agreement. Since that time a number of activities have been organized under this partnership including executive exchange visits, advisory missions, internships and seminars. The major topics for those activities were utility management, utility financing, operations safety, accounting principles, organization structure and human resource development.

The World Bank has approved a \$200 million loan for the complete rehabilitation of the heat supply system of Kiev. In order to manage the projects under this loan, the issues of project management have become increasingly important for Kievenergo. Kievenergo will have to select contractors for the projects and ensure that the contracts they sign have adequate provisions to protect them from possible cost overruns, schedule delays, and other risks.

During the execution of the projects under this loan, Kievenergo will need to ensure that all projects are completed within the budget and on schedule while meeting all of the performance guarantees. PP&L representatives in their presentations will discuss such project management issues as cost management, schedule management, quality assurance programs and safety management, among others.

This Internship is the third activity under the PP&L, Inc / Kyivenergo partnership to focus on project management following an introductory Seminar last November and an Exchange visit in January.

OBJECTIVES

The objectives of this visit are as follows:

- 1) To study in detail the project management process of PP&L, Inc. by working on an actual project from start to completion during the internship.
- 2) To assist Kyivenergo in the creation of an effective project management department.
- 3) To assist Kyivenergo in the development of formal operating procedures for the new project management department.

Agenda - and Project Management Seminar

Saturday, April 10 1999

- 2:05 p.m. Depart from Kiev to Frankfurt; United, Flight # 3825
- 3:50 p.m. Arrive in Frankfurt
- 5:10 p.m. Depart from Frankfurt to Washington D.C., Dulles Airport, United, Flight # 977
- 7:45 p.m. Arrive in Washington, D.C., Dulles Airport (greeted at the departure gate by Albert Doub, USEA)
- 9:35 p.m. Depart Washington, Dulles for Allentown, PA, United Flight #7158
- 10:36 p.m. Arrive in Allentown, PA
- 11:00 p.m. Check in at: Hilton
Phone: (610) 434-6100
Address: 541 Hamilton Street
Allentown, PA 18101

Sunday, April 11, 1999

- Full Day Introduction to the Allentown area and the program.
Discussion of reporting requirements, expectations and possible deliverables.

Monday, April 12, 1999

- 9:00 a.m. Introductions to key personnel
- 10:00 a.m. General overview of current situation at Kyivenergo.
- 11:00 a.m. General overview of PP&L, Inc.
- 12:00 p.m. Lunch
- 1:00 p.m. Overview of project management department
- 5:00 p.m. Return to Hotel

Tuesday, April 13, 1999

9:00 a.m. Power Company Management

12:00 p.m. Lunch

1:00 p.m. Power Company Management (cont.)

5:00 p.m. Return to Hotel

Wednesday, April 14, 1999

9:00 a.m. Allocation of Authority

12:00 p.m. Lunch

1:00 p.m. Responsibilities and Right Among Subdivisions

5:00 p.m. Return to Hotel

Thursday, April 15, 1999

9:00 a.m. Project Management Overview

12:00 p.m. Lunch

1:00 p.m. Types of Projects

5:00 p.m. Return to Hotel

Friday, April 16, 1999

9:00 a.m. Matching Project Management Methods to Project Type

12:00 p.m. Lunch

1:00 p.m. Project Matching (cont.)

5:00 p.m. Return to Hotel

Saturday, April 17, 1999

Free Day

Sunday, April 18, 1999

Free Day

Monday, April 19, 1999

9:00 a.m. Project Stages: Proposal

12:00 p.m. Lunch

1:00 p.m. Project Stages: Feasibility Issues

5:00 p.m. Return to Hotel

Tuesday, April 20, 1999

9:00 a.m. Project Stages: Oversight

12:00 p.m. Lunch

1:00 p.m. Project Stages: Follow-up

5:00 p.m. Return to Hotel

Wednesday, April 21, 1999

9:00 a.m. Financing Resources

12:00 p.m. Lunch

1:00 p.m. Visit Accounting Department

5:00 p.m. Return to Hotel

Thursday, April 22, 1999

9:00 a.m. Financing: Requirements of the EBRD

12:00 p.m. Lunch

1:00 p.m. Financing: Procurement and Required Paperwork

5:00 p.m. Return to Hotel

Friday, April 23, 1999

9:00 a.m. Financing: Guarantees and Verification Procedures

12:00 p.m. Lunch

1:00 p.m. Financing: Guarantees and Verification Procedures (cont.)

5:00 p.m. Return to Hotel

Saturday, April 24, 1999

Free Day

Sunday, April 25, 1999

Free Day

Monday, April 26, 1999

9:00 a.m. Building a Project Management Team

12:00 p.m. Lunch

1:00 p.m. The Place of the Project Management Team in the Company

5:00 p.m. Return to Hotel

Tuesday, April 27, 1999

9:00 a.m. Requirements for Project Management in Developing Markets

12:00 p.m. Lunch

1:00 p.m. Requirements for Project Management in Developing Markets (cont.)

5:00 p.m. Return to Hotel

Wednesday, April 28, 1999

9:00 a.m. Procurement Department: Responsibilities to the Customer

12:00 p.m. Lunch

1:00 p.m. Procurement Department: Purchasing

5:00 p.m. Return to Hotel

Thursday, April 29, 1999

9:00 a.m. Work on reports and deliverables

12:00 p.m. Lunch

1:00 p.m. Continue work on reports and deliverables

5:00 p.m. Return to Hotel

Friday, April 30, 1999

10:00 a.m. Program Evaluation

11:00 p.m. Lunch

1:00 p.m. Continue Evaluation

5:00 p.m. Return to Hotel

Saturday, May 01, 1999

2:35 p.m. Depart Allentown, PA for Washington, Dulles, United Flight #7155

3:34 p.m. Arrive in Washington, D.C., Dulles Airport

5:20 p.m. Depart from Washington D.C., Dulles Airport to Frankfurt, United, Flight # 916

Sunday, May 02, 1999

7:10 a.m. Arrive in Frankfurt

9:45 a.m. Depart from Frankfurt to Kiev; United, Flight # 3824

1:05 p.m. Arrive in Kiev



United States Energy Association

DRAFT: October 1, 1999

UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM

**INSURANCE-BASED RISK MANAGEMENT
SEMINAR**

KYIVENERGO/PENNSYLVANIA POWER & LIGHT

Sponsored by

**U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT
*and***

UNITED STATES ENERGY ASSOCIATION

November 7 - 12, 1999

Kyiv, Ukraine

Participants

- Joseph J. Mezlo, Int'l Director-Business Development, Power Service Solutions (PP&L)**
- John N. Diacogiannis, Senior Analyst - Corporate Risk and Insurance, PP&L**
- Yuriy Knurov, Consultant, U. S. Energy Association**
- Janja Lupse, Program Coordinator, U. S. Energy Association**

BACKGROUND

In 1992, the United States Agency for International Development entered into a cooperative agreement with the United States Energy Association in a series of definitional missions to determine the scope of U.S. Government assistance efforts in the energy sector of the Newly Independent States (NIS) of the former Soviet Union. To administer this task, USEA and USAID jointly developed the Energy Industry Partnership Program (EIPP) for the NIS. The objective of the EIPP is to establish long-term cooperative relationships between U.S. and NIS energy enterprises that provide a mechanism for the U.S. energy industry to transfer its experience in market-based energy production, transmission, and distribution to its counterparts in the NIS. Presently, the EIPP has established sixteen U.S./NIS industry partnerships in seven of the eleven NIS republics.

On December 10, 1993, Pennsylvania Power and Light (PP&L) and Kyivenergo concluded an Initial Executive Exchange Visit culminating with the signing of a Cooperative Partnership Agreement. Since that time twenty-one activities have been organized under this partnership including executive exchange visits, advisory missions, internships, and seminars. The major topics for those activities were utility management, utility financing, operations safety, accounting principles, shareholder and investor relations, organization structure, and human resource development.

Kyivenergo joint-stock company requested the next activity to be based on Insurance-Based Risk Management due to the consistent transition to a market-based economy and an increased need for an insurance protection plan.

The consequences of technological and economic developments, and increased complexity of labor relations in Ukraine lead to increased production-related risks and the need to set up an insurance mechanism to be able to compensate for those losses. Kyivenergo has already participated in the establishment of the Kyivenergo Non-Governmental Pension Fund organized as a closed joint-stock company and also plans to establish an insurance company in the near future.

This seminar will enable Kyivenergo to learn more about the insurance-based risk management as utilized by the U.S. utilities as well as PP&L and use this experience for the establishment of their own insurance company.

OBJECTIVES

The objectives of this visit are as follows:

- 1) To study the U.S. insurance market, its current status, future prospective of the market, and discuss legislative regulations of the insurance market.
- 2) To learn about interactions between the U.S. power utilities and the insurance companies during the initial risk analysis stage, the contract execution stage and throughout the insurance contract.
- 3) To learn about the approaches to the provisions of the social services offered to the power utility employees as accident insurance, health insurance, and additional retirement benefits provided through the non-government pension funds.

PP&L/Kyivenergo-Insurance-Based Risk Management Seminar

- 4) To learn about the risk management mechanism utilized by U.S. power utilities and discuss its organizational structure, sources of funding with regards to these programs, and the development of the financial and economic feasibility study in support of implementation of insurance programs.
- 5) To identify insurance-based risk management that could be implemented in Kyivenergo.
- 5) Discuss plans for future activities related to this topic.

THE PROGRAM

The program for this activity will include: a meeting with USAID & USEA discussing the purpose of the seminar and expectations; and a series of meetings, discussions, and presentations at Kyivenergo on subjects of U.S. utility insurance-based risk management. Included will be topics such as: types of insurances, current status of the insurance market, legislative regulations of the insurance market, different stages through the insurance contract, employee accident insurance, employee health insurance, employee retirement benefits, risk management mechanism, insurance against foreign economic activities risks, insurance on major construction projects, utility-insurance broker relationships, and other issues.

Agenda - Insurance-Based Risk Management Seminar

Sunday, November 7, 1999

6:00 p.m. Depart Newark to Frankfurt, United, Flight # 3514
Delegates traveling: Mr. Joe Mezlo, Int'l Director-Business Development, Power Service Solutions (PP&L) and Mr. John Diacogiannis, Senior Analyst - Corporate Risk and Insurance, Power Service Solutions (PP&L)

Monday, November 8, 1999

7:20 a.m. Arrive to Frankfurt

9:45 a.m. Depart Frankfurt to Kyiv/Borispol, United, Flight # 3824 — Greeted by Ms. Janja Lupse from USEA

1:10 p.m. Arrive to Kyiv/Borispol — Greeted by Interpreters and escorted to the Rus Hotel

Rus Hotel
4 Gospitalnaya Street
Kyiv, Ukraine 252023
Tel.: 011 380 44 220 4255
Fax: 011 380 44 220 4396

Free Afternoon

Tuesday, November 9, 1999

9:30 a.m. **Welcome and Introduction**
Mr. Jaschenko, General Director of Kyivenergo

10:00 a.m. **Presentation: An Overview of the U.S. Insurance Market**
Mr. John Diacogiannis, Senior Analyst - Corporate Risk and Insurance, PP&L

- General Overview of the Insurance Market in the U.S.
- Current Status of the Insurance Market
- Future Market Development Prospects
- Legislative Regulations of the Insurance Market

11:00 a.m. Break

PP&L/Kyivenergo-Insurance-Based Risk Management Seminar

11:15 a.m. **Presentation: An Overview of the Insurance Programs at the U.S. Power Utilities**

Mr. John Diacogiannis, Senior Analyst - Corporate Risk and Insurance, PP&L

- Description of the Insurance Programs
 - Procedure of the Development and Approval of an Insurance Program in a Power Utility
 - Insurance Program Implementation Process — Stages of Development
 - Preliminary Risk Analysis
 - Feasibility Study
 - Procedure of Insurance Contracts Execution
 - Payment of Insurance Benefits Corresponding to the Insurance Policy
- Overview of the Responsible Personnel
- Description of the Required Personnel Training

12:00 p.m. Lunch

1:30 p.m. **Presentation: An Overview of the Insurance Programs at the U.S. Power Utilities (Cont.)**

2:45 p.m. Break

3:00 p.m. **Presentation: U.S. Power Utility Employee Benefit Package**

Mr. John Diacogiannis, Senior Analyst - Corporate Risk and Insurance, PP&L

- Overview of the Employee Benefit Packages
 - Health Insurance
 - Accidental Insurance
 - Retirement Benefits Provided through Non-Governmental Pension Funds
- What is the Role of Trade Unions in this Process?

5:00 p.m. Adjourn — Depart to the Rus Hotel

Wednesday, November 10, 1999

9:00 a.m. **Presentation: Risk Management Mechanism Utilized by U.S. Power Utilities**

Mr. John Diacogiannis, Senior Analyst - Corporate Risk and Insurance, PP&L

- Organizational Structure of Risk Management
- The Role of Planning
- Sources of Funding with regard to the Insurance Program
- Development of the Financial and Economic Feasibility Study to Support

the Insurance Program Implementation

- 10:30 a.m. Break
- 10:45 a.m. **Presentation: Risk Management Mechanism Utilized by U.S. Power Utilities (Cont.)**
Mr. John Diacogiannis, Senior Analyst - Corporate Risk and Insurance, PP&L
- Description of Risks that a Power Utility is exposed to during the Operation
 - Classification of Risks that a Power Utility is exposed to during the Operation
 - Insurance Selection based on the Risk Analysis (e.g., Premium and Deductible)
- 12:00 noon Lunch
- 1:30 p.m. **Presentation: Insurer/Insurance Broker Relationship as related to the U.S. Power Utilities/Insurance Brokers**
Mr. John Diacogiannis, Senior Analyst - Corporate Risk and Insurance, PP&L
- Insurance Company/Broker Selection Criteria
 - Principles of Interaction
 - Interaction during the Preliminary Risk Analysis
 - Interaction during the Contract Execution Stage
 - Interaction throughout the term of the Insurance Contract
- 2:45 p.m. Break
- 3:00 p.m. **Presentation: Insurance Coverage for Construction Projects in the U.S. Power Utilities**
Mr. John Diacogiannis, Senior Analyst - Corporate Risk and Insurance, PP&L
- Insurance Mechanism in support of the Implementation of a major Construction Project
 - Examples
- 4:00 p.m. **Presentation: Principles of Operation of the U.S. "Captive" Insurance Companies**
Mr. John Diacogiannis, Senior Analyst - Corporate Risk and Insurance, PP&L
- Overview of the "Captive" Insurance Companies
 - Purpose of its Establishment
- 5:00 p.m. Adjourn — Depart to the Rus Hotel

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PP&L/Kyivenergo-Insurance-Based Risk Management Seminar

Thursday, November 11, 1999

- 9:00 a.m. **Presentation: U.S. Power Utility Insurance Against Foreign Economic Activities Risks**
Mr. John Diacogiannis, Senior Analyst - Corporate Risk and Insurance, PP&L
- Overview of the Insurance Against Foreign Economic Activities Risks
- 10:45 a.m. Break
- 11:00 a.m. **Program Evaluation**
Kyivenergo, PP&L and USEA
- Seminar Evaluation Forms
- 12:00 p.m. Lunch
- 1:30 p.m. Leave to USAID
- 2:00 p.m. **Meeting with USAID/Kyiv**
Andrei Parinov, Energy Advisor
- Lessons Learned
 - Discussions of Future Activities
 - Deliverables

Friday, November 12, 1999

- 6:45 a.m. Depart Kyiv/Borispol to Frankfurt, Ukraine Int'l, Flight # 403
Applies only to Mr. Mezlo
- 9:30 a.m. Arrive to Frankfurt
Applies only to Mr. Mezlo
- 1:20 p.m. Depart Frankfurt to Newark, United, Flight # 3515
Applies only to Mr. Mezlo
- 2:10 p.m. Depart Kyiv/Borispol to Frankfurt, United, Flight # 3825
Applies to Mr. Diacogiannis and Ms. Lypse
- 4:00 p.m. Arrive to Frankfurt
Applies to Mr. Diacogiannis and Ms. Lypse
- 4:05 p.m. Arrive to Newark
Applies only to Mr. Mezlo

PP&L/Kyivenergo-Insurance-Based Risk Management Seminar

Saturday, November 13, 1999

1:20 p.m. Depart Frankfurt to Newark, United, Flight # 3515
Applies only to Mr. Diacigiannis

4:05 p.m. Arrive to Newark



**UNITED STATES ENERGY ASSOCIATION (USEA)
ENERGY INDUSTRY PARTNERSHIP PROGRAM**

**INSURANCE-BASED RISK MANAGEMENT
EXECUTIVE EXCHANGE VISIT**

KYIVENERGO/PENNSYLVANIA POWER & LIGHT

Sponsored by

**U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT
*and***

UNITED STATES ENERGY ASSOCIATION

February 3 - 12 , 2000

**Washington, DC
Allentown, PA**

Participants

- | | |
|-----------------------|--|
| 1. Anatoliy Ivantsiv: | Kyivenergo, Secretary of the Board |
| 2. Sergiy Bondaryev: | Kyivenergo, Chairman of the Trade Unions Council |
| 3. Igor Drozdov: | Kyivenergo, Director Legal Department |

BACKGROUND

In 1992, the United States Agency for International Development entered into a cooperative agreement with the United States Energy Association in a series of definitional missions to determine the scope of U.S. Government assistance efforts in the energy sector of the Newly Independent States (NIS) of the former Soviet Union. To administer this task, USEA and USAID jointly developed the Energy Industry Partnership Program (EIPP) for the NIS. The objective of the EIPP is to establish long-term cooperative relationships between U.S. and NIS energy enterprises that provide a mechanism for the U.S. energy industry to transfer its experience in market-based energy production, transmission, and distribution to its counterparts in the NIS. Presently, the EIPP has established sixteen U.S./NIS industry partnerships in seven of the eleven NIS republics.

On December 10, 1993, Pennsylvania Power and Light and Kyivenergo concluded an Initial Executive Exchange Visit culminating with the signing of a Cooperative Partnership Agreement. Since that time twenty-two activities have been organized under this partnership including executive exchange visits, advisory missions, internships, and seminars. The major topics for those activities were utility management, utility financing, operations safety, accounting principles, shareholder and investor relations, organization structure, and human resource development.

Kyivenergo has recently been awarded a \$ 200 million loan from the World Bank to refurbish their district heating facilities. As part of this project, the World Bank required Kyivenergo to set up an insurance plan to cover losses during and after the construction of the plants. Currently, Kyivenergo has hired Marsh, an international New York-based insurance company, to write a report on how they could go about getting insurance or establish their own captive insurance company under Ukrainian regulations and laws.

An introductory seminar on risk management was held last November in Kyiv and provided an overview on how U.S. electric utilities manage their risk. Particular attention was paid to how utilities insure against the risks associated with existing capital projects and those currently under construction. The concept of captive insurance programs was of significant interest.

This exchange visit will provide an opportunity for the Kyivenergo executives responsible for the implementation of insurance programs to learn in more detail about the insurance and risk management operations of a U.S. electric utility. Meetings will be held with those persons responsible for risk management at PP&L, as well as with representatives from captive insurance companies to which PP&L, inc. are members. In addition, the delegates will meet with representatives from insurance companies that will provide insight into what kind of options are available to international utilities such as Kyivenergo.

OBJECTIVES

The objectives of this visit are as follows:

- 1) To study the U.S. insurance market, its current status, future prospective of the market, and discuss legislative regulations of the insurance market.
- 2) To learn about interactions between the U.S. power utilities and the insurance companies during the initial risk analysis stage, the contract execution stage and throughout the insurance contract.
- 3) To learn about the risk management mechanism utilized by U.S. power utilities and discuss its organizational structure, sources of funding, and the development of financial and economic feasibility studies in support of implementing insurance programs.
- 4) To learn about employee benefits including accident insurance, health insurance, and additional retirement benefits provided through non-government pension funds.
- 5) To identify insurance-based risk management procedures that could be implemented by Kyivenergo.

THE PROGRAM

The program for this activity will include: introductory meetings with USAID & USEA to discuss the purpose of the exchange visit and the expectations; and a series of meetings, discussions, and presentations at PP&L, Inc. on the subjects of U.S. utility insurance-based risk management. Included will be topics such as: types of insurances, current status of the insurance market, legislative regulations of the insurance market, different stages through the insurance contract, employee accident insurance, employee health insurance, employee retirement benefits, insurance against foreign economic activities risks, insurance on major construction projects, utility-insurance broker relationships, and other issues.

Agenda - Insurance-Based Risk Management Executive
Exchange Visit

Thursday, February 3, 2000

- 2:10 pm Depart Kyiv/Borispol to Frankfurt on United, Flight # 3825
4:00 pm Arrive Frankfurt.
5:10 pm Depart Frankfurt to Washington/Dulles on United, Flight # 977
8:05 pm Arrive Washington/Dulles. Met at gate by Felix Kerner, interpreter. Travel to Club
Quarters hotel via RMA van.

RMA Transportation
Tel: 301-231-6555
Confirmation number: #148514

- 9:00 pm Check into Club Quarters Hotel

Club Quarters Hotel
839 17th St., NW
Washington, DC 20006
Tel: 202-463-6400
Fax: 202-463-6401

Friday, February 4, 2000

- 9:45 am Meet USEA representative in hotel lobby. Travel to USEA Office.
10:00 am **Overview of Kyivenergo.**
 - Current status of Kyivenergo
 - Privatization plans
 - Status of energy situation in Ukraine
 - Purpose of this visit

PP&L/Kyivenergo-Insurance-Based Risk Management Executive Exchange Visit

- > Expectations
- > Future plans

11:00 a.m. Meeting with representatives from USAID

12:00 noon Lunch

1:00 pm Meeting with representatives from United States Energy Association.

- > Overview of USEA and WEC
- > Energy Industry Partnership Program (EIPP)
- > Review of Document
- > Distribution of Per Diem Allowance
- > Signing of tax forms
- > Program evaluation forms
- > Objectives
- > Determination of deliverables and future activities

4:00 p.m. Adjourn

Saturday, February 5, 2000

Free Day

Sunday, February 6, 2000

11:45 a.m. Check out of hotel.

12:00 p.m. Meet Albert Doub in Hotel lobby. Depart by van for Allentown, PA

5:00 p.m. Arrive Allentown, PA.. Check into Hilton Hotel.

Hilton Hotel
904 Hamilton Mall Road
Allentown, PA 18101
Tel: 610-433-2221

PP&L/Kyivenergo-Insurance-Based Risk Management Executive Exchange Visit

Monday, February 7, 2000

- 8:45 a.m. Meet Ray Fernandez in hotel lobby. Proceed to PP&L headquarters
- 9:00 a.m. Review agenda for the week.
- Overview of PP&L
 - Discuss issues facing the electric utility business in the United States.
 - Follow-up Q&A on issues raised during November seminar.
 - Issue clarification to further determine exact schedule for rest of week
 - General Q&A
- 10:45 a.m. Break
- 11:00 a.m. Tour of the risk management office and introductions to the risk management group
- 12:00 p.m. Lunch
- 1:00 p.m. Overview of Risk Management at PP&L by Don Fiorito and Terry Novatnack
- General Q&A
 - Department mission objectives
 - Effective risk management and the four costs of risk management accidents
 - Decision making aspects
 - Effective safety training
 - Methods to identify risk exposures
 - Risk financing techniques — retention and transfer -- and when to choose which
 - Principle factors affecting the choice of a program — financial and operational factors
 - Monitor risk program effectiveness
- 3:00 p.m. Break.
- 3:15 p.m. Continuation of risk management / follow-up on specific items from the morning session
- 5:00 p.m. Adjourn

PP&L/Kyivenergo-Insurance-Based Risk Management Executive Exchange Visit

Tuesday, February 8, 2000

8:00 a.m. Van pick-up at the side entrance to the Hilton for trip to Wilmington, Delaware to meet with representatives from NEIL, the nuclear energy insurance captive to which PP&L, Inc. is a member.

10:00 a.m. Meetings at NEIL

- Overview of NEIL
- Discussion on Captive Insurance companies
- How are captives formed?
- What are the advantages and disadvantages of belonging in a captive insurance company?
- What are the responsibilities of PP&L, inc. within NEIL?

3:30 p.m. Depart NEIL for return trip to Allentown

5:30 p.m. Arrive back at the Allentown Hilton.

Wednesday, February 9, 2000

9:00 a.m. Van pick-up at the side entrance of the Hilton for trip to Philadelphia for meetings with Marsh USA insurance.

10:30 a.m. Arrive at Marsh USA for meetings and seminars on:

- Insurance broker support services
- role of international brokers
- What options are available to companies such as Kyivenergo?

4:00 p.m. Depart Marsh for return trip to Allentown

5:30 p.m. Arrive at the Allentown Hilton.

Thursday, February 10, 2000

8:45 a.m. Depart by van for Danville, PA regional office.

PP&L/Kyivenergo-Insurance-Based Risk Management Executive Exchange Visit

10:00 a.m. **Insurance Procurement Objectives**

- Protection of corporate assets from the financial impacts of loss exposure
- Coverages which are mandated by law (e.g., workers compensation, nuclear insurance, oil & pressure insurance, and elevator insurance)
- Engineering services (liability insurance)
- Claims investigation services
- Defense services (helps PP&L defend themselves against claims)

10:45 a.m. **Break**

11:00 a.m. **Marketing Strategies for Risk Management**

- Placement of coverages directly with insurers and underwriters
- Insurance brokers for placement of coverage with the U.S. and/or international insurers and reinsurers
- Participation in electric utility-owned association type captives

12:00 p.m. **Lunch**

2:30 p.m. **Meeting with Employee Benefits department**

- Overview of employee benefits department
- Roles and responsibilities
- Medical Plans
- Retirement Program
- Pension Plans

3:30 p.m. **Break**

3:45 p.m. **Q&A session**

Friday, February 11, 2000

9:00 a.m. **Employee Benefits Programs (Continued)**

- Stock Investment Plans
- Flex Time
- Disability Benefits
- Severance Programs
- Succession Planning
- Personal Counseling Services
- Maternity Leave

11:00 a.m. Open discussion on risk management and employee benefits issues brought up during the week.

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PP&L/Kyivenergo-Insurance-Based Risk Management Executive Exchange Visit

12:00 lunch

1:30 p.m. Program Evaluation - PP&L, Inc., Kyivenergo

- > Exchange visit evaluation
- > Deliverables
- > Improvements as a result of partnership activities
- > Future activities

3:00 p.m. Adjourn

Saturday, February 12, 2000

2:00 p.m. Check out of hotel. Depart by van for Newark Airport.

5:50 p.m. Depart Newark to Frankfurt on United, Flight # 3514

Sunday, February 13, 2000

7:20 a.m. Arrive Frankfurt

9:45 a.m. Depart Frankfurt to Kyiv/Borispol on United, Flight # 3824

1:10 p.m. Arrive Kyiv/Borispol