

**UTC and The Shpigler Group to Present
TeleForum on Shared Services Implementation in the Utility Sector and its
Potential Benefits**

WASHINGTON, DC, November 26, 2002 - The Shared Services sector is a dynamic and complex field, offering a wide variety of service options, organizational trends, cost implications, allocation methods, and service quality issues that requires detailed understanding on the part of utilities given the need to reduce costs and improve services.

To learn more about this important topic, join UTC for the next session in the TeleForums@UTC series. Shared Services Implementation in the Utility Sector and its Potential Benefits, presented by David Shpigler, President of The Shpigler Group, is scheduled for Wednesday, December 11, 2002 at 2:00pm EST.

The Shpigler Group has produced a comprehensive report for UTC analyzing key aspects of shared services implementation such as historical evolution, current trends, services selection criteria, key operational issues (e.g.: organizational issues, performance metrics, comparisons with outsourcing, impact of regulation) as well as quantified the benefits for parent utilities implementing a shared services model.

The cost of this information packed session is \$75 for UTC Members, \$150 for Non-members.

The United Telecom Council (UTC) is the telecommunications and information technology trade association for all critical infrastructure organizations, including electric, gas, and water utilities, oil and gas exploration and transportation businesses and their technology partners. Founded in 1948, UTC is a strong federation representing over 10,000 organizations worldwide, as well as virtually every community in North America. UTC's mission is to create a favorable business, regulatory, and technical environment in which its members and stakeholders will succeed. UTC pursues this goal through a variety of advocacy, regulatory, technology, information, and education programs.

The Shpigler Group is a strategy management consulting firm focused on the telecommunications and technology sector. The Shpigler Group works with utilities, municipalities, telecom service providers, and infrastructure and technology developers. For these clients, The Shpigler Group works to solve complex issues involving strategic assessment, market analysis, business case development, economic evaluation of network design, and competitive and partnership assessment. For more information about the firm, visit the company website at www.shpigler.com.

Media Contact:
Vivian Shpigler
Director of Marketing

The Shpigler Group
(845) 348-3181
vshpigler@shpigler.com