AMERICAN ASSOCIATION

Powering Strong Communities

Set the Bar Low. Be a WINNER every time.





Public Power Matters

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Matter



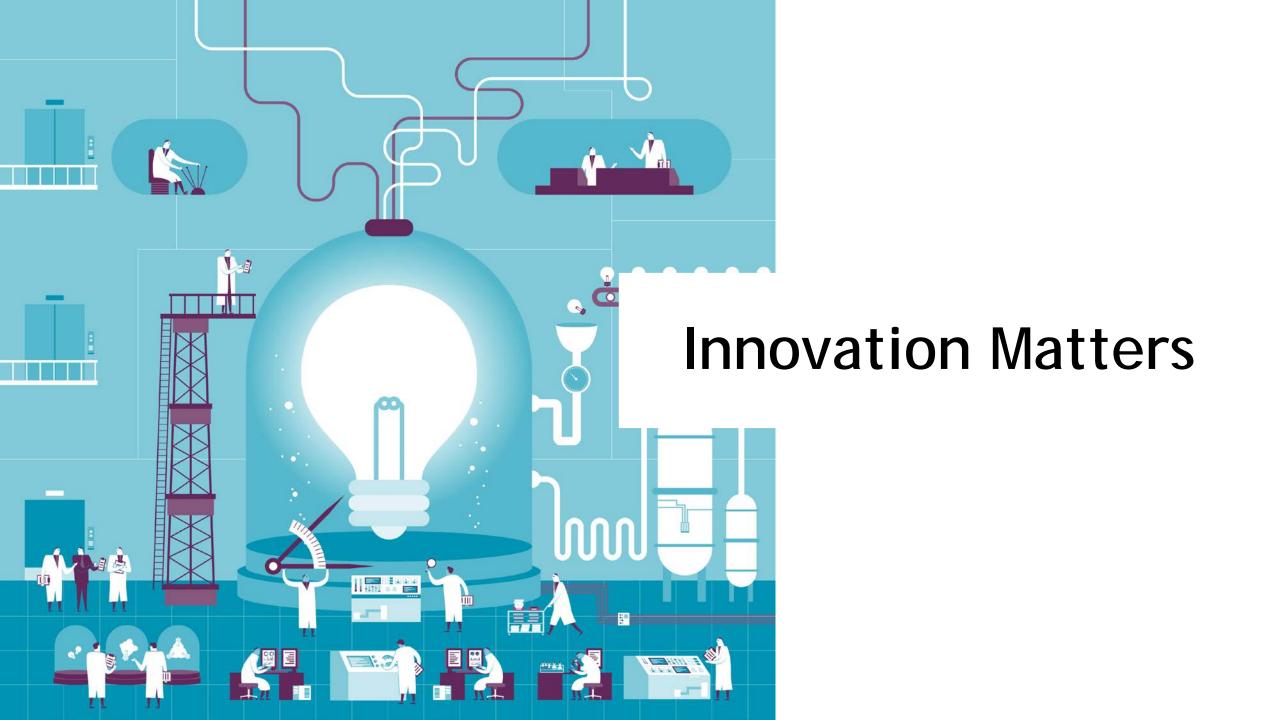






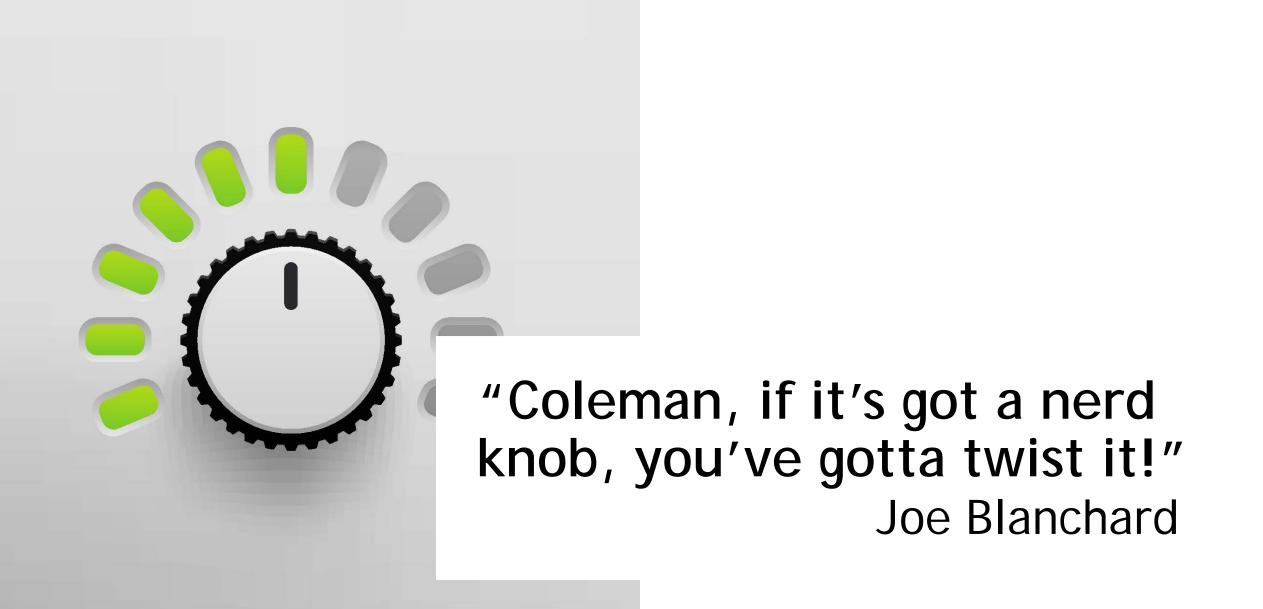
It's the Rates, Stupid!





"We must respond to changing customer desires."

Sue Kelly



"Hoping that progress will be made by a lazy man seeking an easier way to do nothing at all."

J.L. Sharrah

"If you think you are too small to be effective, you have never been in the dark with a mosquito."

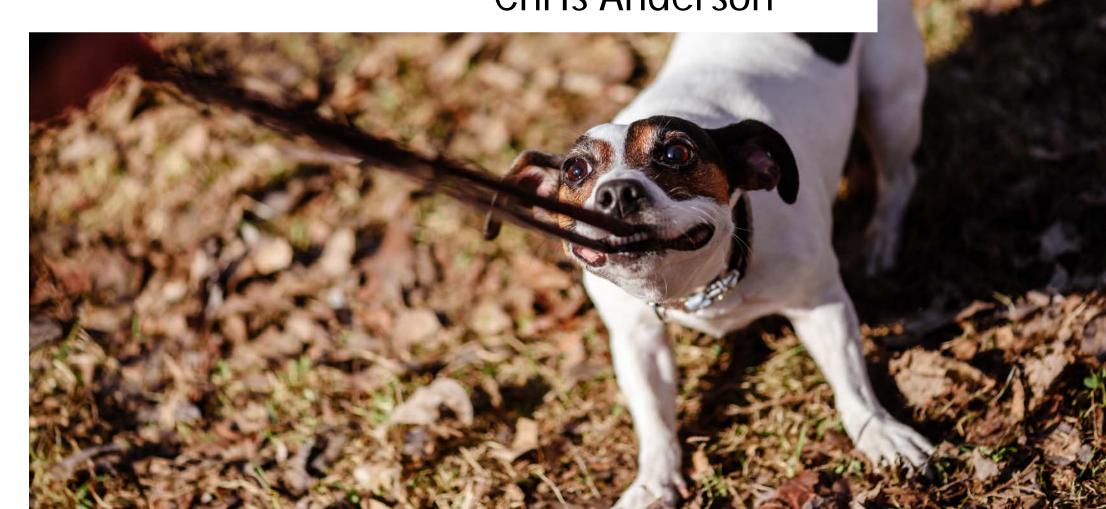
Betty Reese





"It is hard to disillusion a pessimist." Gordon Livingston

"It's often the case that people want to help you or work with you. But they can't if you insist on holding on to tight control." Chris Anderson



Listen—don't just wait to talk.

"Be so good that they can't ignore you." Richa Chadra



"Categorizing people is a timehonored way of refusing to take them seriously."

Borchert



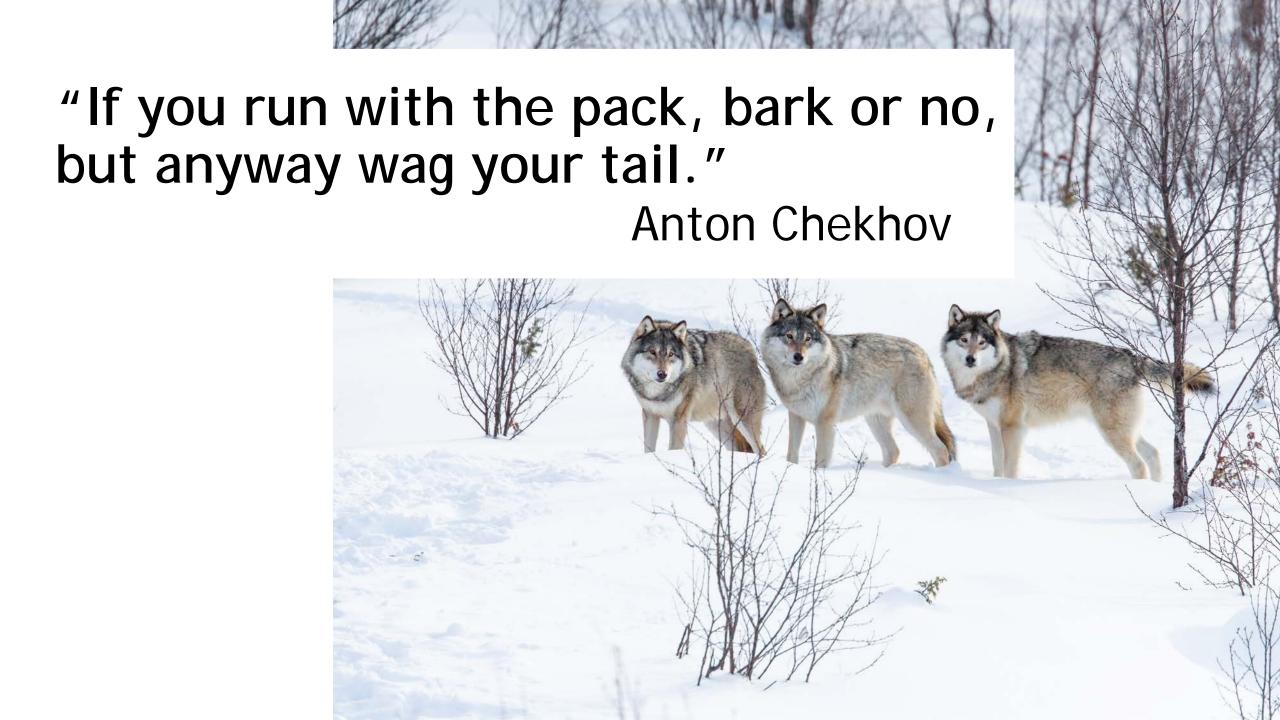
"Go to the ant, you sluggard; consider its ways and be wise!"

Proverbs 6:6 NIV



"If you work for a man, in heaven's name work for him. If he pays you wages which supply you bread and butter, work for him; speak well of him; stand by him, and stand by the institution he represents. If put to a pinch, an ounce of loyalty is worth a pound of cleverness. If you must vilify, condemn, and eternally disparage, resign your position, and when you are outside, damn to your heart's content, but as long as you are part of the institution do not condemn it. If you do that, you are loosening the tendrils that are holding you to the institution, and at the first high wind that comes along, you will be uprooted and blown away and will probably never know the reason why."

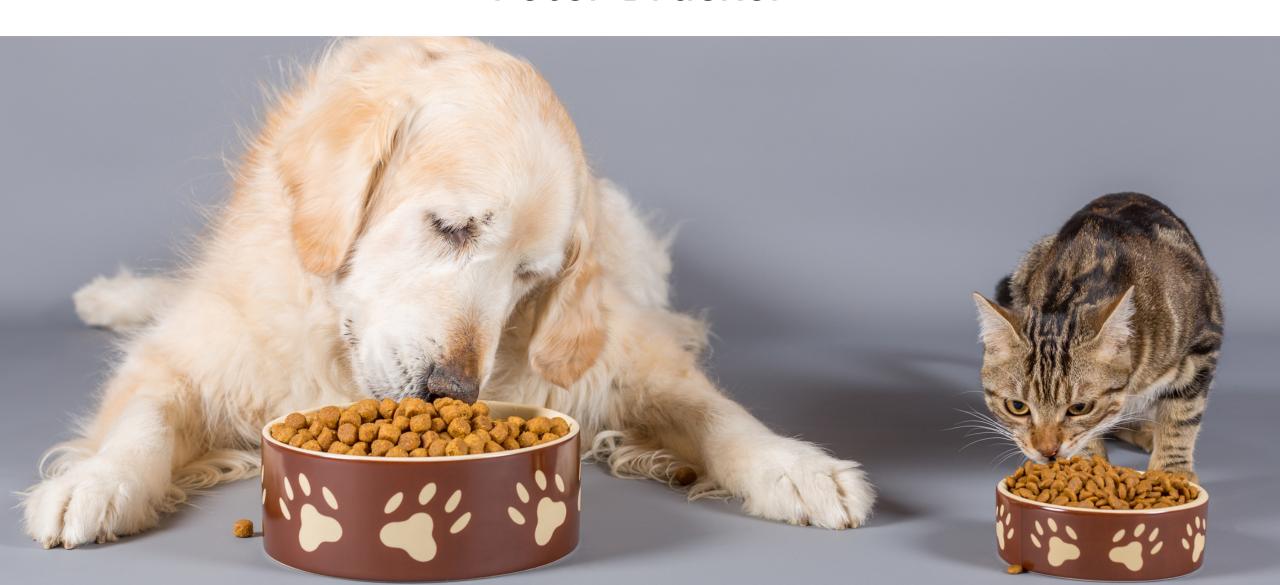
Elbert







"Culture eats strategy for lunch." Peter Drucker



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"The end is where we start from." T. S. Eliot