

Same Old Story: 'Car Hits Rail' Or, Is It?

The picture on the left shows one of American Electric Power System's company cars following an accident. It doesn't seem too heavily damaged. The driver wasn't hurt seriously.

The one on the right shows a partial interior view from the driver's side. The seat is missing, but that's about all that is apparent—except that the seat belts are still attached.

Turn to page 2.



God must have loved the plain people: he made so many of us.

—Lincoln

The Illuminator

The foolish and the dead alone never change their opinion.

—Lowell

KENTUCKY POWER COMPANY

APPALACHIAN POWER COMPANY
OF THE AMERICAN ELECTRIC POWER SYSTEM

KINGSPORT POWER COMPANY

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Appalachian, Kentucky Join VPI Power Research Group

Appalachian Power Company and Kentucky Power Company will be participating in Virginia Polytechnic Institute's Program of Electric Utilities Research. The program will be initiated this fall.

The graduate study, which will lead to masters and doctorate degrees in electrical and mechanical engineering, will be financed by Appalachian, Kentucky and three other electric utilities. Through the utilities group's financing, VPI will grant research assistantships ranging from \$305 to \$350 per month on a 9- to 12-month appointment basis. The program is designed to stimulate both student and faculty interest in the power field by bringing challenging research problems to the Blacksburg, Virginia, campus and, consequently, provide the power industry with the type of graduate it requires.

Research topics related to the power field will be varied and include different phases of plants, conversions, systems and transmission. Although the research will be performed mainly by graduate students under the special direction of their respective major professors, advanced undergraduates may participate in some of the projects, VPI's outline of the program said.

VPI will furnish a director for the program who will be responsible for the general operation. A committee, to consist of the director, electrical and mechanical engi-

neering department heads at VPI and two alternating power company representatives, will govern subjects to be researched.

Other electrical utilities participating in the program are: Potomac Edison Company, Virginia Electric Power Company and Potomac Electric Power Company.

Glen Lyn Hits Million Safe Manhours

The 151 employees at Appalachian's Glen Lyn plant last month completed one million manhours without a disabling injury. The record began on February 27, 1964, and the million-manhour mark was reached on August 13. A banquet honoring these employees will be held during September.

Joe P. Gills, executive vice president of Appalachian, received the Edison Electric Institute's Safety Achievement Award on behalf of the employees. The award will be presented to employees at the banquet.

AEP Announces Test Date For '68 Education Awards; II Offered Our Companies

Eleven of twenty-seven American Electric Power System Education Awards, each worth \$1,000, will be available to children of our three companies' employees who will be entering college next fall.

Seven of the awards have been assigned to Appalachian, two to Kentucky and one to Kingsport. In addition, a "floating award" is available to a high-ranking contestant from any of the six AEP System companies.

Ohio Power will receive seven; Indiana & Michigan, five; AEP Service Corporation, three, and Wheeling, one. The "floating award", available to all, brings the total to 27.

Competition for the awards is open to all employees' sons and daughters who plan to enroll for their freshman years in any degree-granting institution in September, 1968. Each student will be required to take the Standard College Entrance Board Scholastic Aptitude Test, a competitive examination. The test will be given December 2 at locations to be announced in the next issue of THE ILLUMINATOR.

Registration forms and detailed information will be available from all company personnel supervisors this month. Student applicants must return the completed regis-

tration forms to the personnel supervisor by October 13.

The Education Awards program began in 1955, with one \$500 award. The next year the number was increased to five, in 1957 to eight, in 1958 to 10, in 1960 to 14, in 1963 to 15, in 1965 to 18, in 1966 to 25, and last year to 27. The amount of each award was increased to \$600 in 1962, to \$750 in 1963, and to the present \$1,000 last year.

The award program is financed through the AEP Educational Trust Fund, which invested in American Electric Power Company common stock.

AEP Acquires MG&E Majority Of Common Stock

American Electric Power Company on August 31 announced that it had obtained a majority of the common stock of Michigan Gas and Electric Company, of Three Rivers, Michigan.

Donald C. Cook, president of AEP and of these companies, said that AEP had completed the purchase of 359,637 shares of stock tendered by MG&E shareowners in response to an AEP tender offer of August 10 and of 522,193 shares held by a third party, Michigan Gas Utilities Company. The total of 881,830 shares is equal to 61.6% of all outstanding MG&E common stock.

"AEP will continue to purchase and will promptly pay for all shares of MG&E stock properly tendered in response to the August 10 offer, which terminates September 15 unless extended," Mr. Cook added.

On July 24, the Securities and Exchange Commission had authorized AEP's proposal to acquire the stock of the Michigan utility at \$115 for each seven shares tendered. This compares with the original offer, made by AEP on May 17, 1966, of \$100 per share prior to a 7-for-1 split of MG&E stock which took place August 3, 1966. Shareowners who tendered stock at \$100 per pre-split share under the earlier offer, or a subsequent offer, will be paid an additional \$15 per share.

Eventually, the gas utility assets of MG&E will be sold to MGU, while the electric utility assets will be retained by AEP.

Claud K. Kirkland Assumes Position As Appalachian's Pulaski Manager

Claud K. Kirkland, assistant manager of Appalachian's Pulaski division, assumed the managership on September 1 with the retirement of the former Pulaski manager, A. F. Horne.

The move followed the June transfer of Mr. Kirkland to Pulaski from an assistant division manager's post at Bluefield.

A native of Southampton County, Virginia, Mr. Kirkland graduated from VPI in 1936 with a BS degree in agriculture engineering. He joined Appalachian at Marion on January 11, 1937, as a rural service engineer, and a year later became rural solicitor.

He served with the Army Signal Corps from 1942 to 1945, returning to Appalachian at Abingdon. During the next few years he held several positions in the commercial department at Abingdon. He became district superintendent in 1959 and assistant district manager in 1951.

A year later he was named district manager and then Welch, West Virginia, district manager in 1959. He transferred to Bluefield in 1962 as manager of the Bluefield and Welch districts, and was named assistant Bluefield division manager in 1964.

Mr. Kirkland is married and has two sons. He is a member of the



Mr. Kirkland

Methodist Church, has served on its official board and is past president of the Men's Club. He also is past president of the Welch Chamber of Commerce, chairman of the McDowell County Development and Improvement Corporation, committee chairman of the Welch Rotary Club and past member of the Society of Agriculture Engineers.

Huntington Line Crew Aids Auto Accident Victim

There are few months when we do not hear of some good deed performed by our companies' employees. Such was the case recently with Ed Berry, Huntington line foreman, and his crew of Ron Hill, Landon Stepp, Nathaniel Bowen, Harvey McGowan, Boyd Thompson and John Browning.

The men were on their lunch hour, approximately 200 feet from an intersection where a truck and a car met head on. The car rolled down a hill, coming to a stop by a brick wall.

The crew went to work immediately. Ed Berry rushed to call the police and an ambulance. Other members went to the accident victim where they found the man unconscious with head abrasions. They removed him from his car and noticed that his color was changed and breathing stopped. With the help of a registered nurse, the crew administered mouth to mouth resuscitation and chest massage to the injured driver. The man responded. His color returned and he resumed breathing, but the crew stayed with him until the ambulance arrived.

The victim was later reported to be recovering.

An Egg Is An Egg, Is An Egg,

Is A Customer



How, you ask, is an egg like a customer? In some ways they are very much different. In some ways they are very much alike.

You could go so far as to paraphrase the old chicken and the egg question: Which came first, the customer or the service?

Quit talking in riddles, you say? Okay. An egg and a customer have one characteristic very much in common. If you haven't guessed by now, see page 7.

The Illuminator

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editorial staff

WILLIAM A. McCLUNG
Public Affairs Director

MARSHALL JULIEN
Editor

associate editors

PAUL DUNN.....Abingdon
I. W. HENDERSON.....Bluefield
GULFORD C. SMITH.....Charleston
W. R. WITZEL.....Huntington
H. J. COLLINS.....Logan-Williamson
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TOM WHITTED.....Kanawha River
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Interior ripped clean by guardrail

Need More Be Said?

Possibly. The accident took place in Indiana & Michigan Power Company's territory. The driver was a company employee. He had his seat belt fastened.

The accident occurred on a dry roadway and initial investigation failed to determine the cause.

The car left the road and hit a guardrail end practically head-on. The rail entered the car near the right front headlight and continued through, impaling the car like a spear.

As it passed through, it literally carried the entire interior of the car with it. Somehow the seat was removed from under the driver, leaving him still buckled in his seat belt and resting on the floor when the car came to a stop.

The driver received minor lacerations and bruises.

Were seat belts responsible for saving his life? Be your own judge.

Don't Help Car Thief

Last month Governor Hulett C. Smith of West Virginia launched a state-wide Auto Theft Prevention Campaign. This effort is aimed at a significant reduction of the auto larceny and joy-riding rates in West Virginia. It is sponsored jointly by the Governor's Committee on Crime, Delinquency, and Corrections and the West Virginia Council on Crime and Delinquency.

It's a campaign which we, as employees of different states, should support regardless of where we reside.

The Auto Theft Prevention Campaign is educational and is directed at the motorist, urging him to remove the keys from his car and lock it when he leaves it unattended. This will help to minimize the many opportunities for auto thieves, since over 40 per cent of the cars stolen annually have the keys in them.

It is, however, more important to reduce auto theft because this crime is frequently the beginning of a criminal career for a young person. In West Virginia, 57 per cent of the cars stolen in 1966 were taken by juveniles aged 17 and under. This represents a 44 per cent increase over 1965.

In order to reduce the auto theft rate and the possibilities of stealing a car, all drivers are encouraged to remove the keys from their cars and lock them when they are left unattended.

If you are careless, you may end up carless.

Briefs Of Interest In The News Last Month

Developments In Our Industry

REA BANK BILL—The House Rules Committee voted to table the controversial REA Electric Bank Bill which would have created a multi-billion dollar supplemental financing system for eligible borrowers. Acting without a hearing and despite prior approval of the measure (19-15) by the House Agricultural Committee, the Rules Committee refused to clear the bill for debate on the House floor.

DICKEY - LINCOLN FUNDS—Allen Ellender (D-La.), chairman of the Senate Public Works Appropriations Subcommittee, has said that he will attempt to restore \$1.6 million in Dickey-Lincoln study funds cut from the public works bill earlier by the house. At the same time, Senator Margaret Chase Smith (R-Me.) asked the Corps of Engineers to prepare a "point by point" refutation of arguments against the controversial project.

HIGH MOUNTAIN SHEEP HEARINGS—The FPC ordered additional hearings in the High Mountain Sheep case, which the U. S. Supreme Court remanded back to the commission on June 5 for further study. FPC has scheduled a pre-hearing conference in Portland, Oregon, on September 28. One of the points specified by the court for further consideration is whether "deferral of construction would be more in the public interest than immediate construction."

DUKE RAPS NUCLEAR COMPLAINTS—Eleven towns in Carolina protested to the AEC against the construction of a nuclear power plant by Duke Power Company on the grounds that it is part of a four-company pool and this violates antitrust laws. Duke officials called the complaints "outrageous" and said they would jeopardize the power supply for the area.

FPC RECOMMENDS EHV EXPENDITURES—The FPC, in its report on the northeast blackout of 1965, recommended that the industry spend \$8 billion by 1975 on EHV transmission lines, and said that strengthened interconnections would prevent a recurrence of outages. The commission stressed the need for congress to approve the power reliability act, giving FPC more authority over the industry.

TVA SEEKS THIRD NUCLEAR PLANT—TVA has asked for a permit to build its third nuclear plant of 1,098,000-kw. It would be almost identical to units 1 and 2 which are under way near Decatur, Alabama.

IOWA PUBLIC SERVICE JOINS MAIN—F. W. Griffith, president of Iowa Public Service Company, announced the signing of an agreement with MAIN (Mid-America Interpool Network), which will further integrate regional planning among 21 electric utilities in 12 states.

FAST BREEDER REACTOR—Empire State Atomic Development Associates, financed by the seven principal investor-owned utilities serving New York State, has committed \$5 million for the development by General Electric Company of key components for a fast breeder nuclear reactor using liquid

sodium as a coolant and a mixture of plutonium and uranium oxides for fuel. Aim of the project is ultimate construction of a 300,000 kilowatt demonstration plant with 1975 set as the target date for completion.

GAS FIRM SUES VEPCO—Claiming that it has lost \$1.5 million in business over the last four years, Washington Gas & Light Co. filed a \$4.5 million damage suit against Virginia Electric and Power Company charging violation of Federal anti-trust laws. Washington Gas is attempting to collect triple damages for VEPCO's alleged practice of giving rebates in promoting sales of all electric homes.

TOWN VOTES TO SELL UTILITY SYSTEM—The town of Bayport, Minnesota, has voted to sell its municipal electric system to the Northern States Power Company. A two-thirds majority was required to authorize the sale.

COLORADO PROJECT IN ACCORD—REA announced that it will approve a "memorandum of intent," signed by Public Service of Colorado and Colorado-Ute, with regard to the co-op's Hayden plant. The agreement provides that Colorado-Ute will retain ownership of the plant and continue to serve its present members. The co-op will purchase annually from Public Service power to a maximum of 50-mw to serve its increased load requirements, and that Public Service Company assumes an obligation to purchase 75 million-kwh each year of surplus energy from the Hayden plant during the years 1968 to 1974. The agreement is subject to the approval of the Colorado Public Utilities Commission. REA described the accord as a "desirable" one.

CON ED DEFENDS STORM KING—Consolidated Edison Company, in a brief filed with the FPC, said that the proposed Storm King pumped storage project on the Hudson River was the most economic project and that any alternative would be more expensive by at least \$119 million. The brief cited that the company would improve the scenery of the area with a recreational park. The FPC licensed the project in 1965 but the Supreme Court remanded the case for further hearings.

FLORIDA POWER APPLIES FOR NUCLEAR PLANT—Florida Power Corporation has filed with the AEC a request to construct an 850,000 kw nuclear plant at the Crystal River plant. The pressurized water reactor is expected to be completed in 1972.

BREAKTHROUGH CLAIMED IN NUCLEAR POWER—Sarasota Research and Development Corporation, a small concern in Florida, claims that it has developed a dramatically cheaper method of isolating fissionable uranium atoms used in making fuel cores for nuclear power plants. John L. Faber, an engineer with the firm, says "The process could cut the cost of nuclear fuel to U. S. utilities by at least one-half and probably more." He said that once the principle is known "only a good supply of copper tubing and some competent plumbers are needed to build a uranium enrichment plant."

First Customers Of What Was To Become AEP System

Wheeling Turned On Lights 85 Years Ago

Eighty-five years ago this month—on the evening of September 13, 1882—four merchants in downtown Wheeling, West Virginia, turned on their brand-new electric lights for the first time.

Mind you, this was just nine days after service was begun from Thomas A. Edison's original Pearl Street power plant in downtown New York City, the first central station in the world.

By this simple act the Wheeling storekeepers became the first customers of what was to become, a

number of years later, the American Electric Power System—the world's largest investor-owned producer of electric energy.

Granted, those first lights were dim to today's standards and service was limited to the evening hours, but it was a start. For this service, each shopkeeper (one of whom was J. W. Grubb, a jeweler at 12th and Market Streets) paid the sum of \$1 per light per month.

Electricity for the lights was provided by two arc machines on the third floor of A. J. Sweeney's machine shop on 12th Street opposite the Windsor Hotel.

Sweeney had been mayor of Wheeling for a number of years and, in his capacity as executive head of one of West Virginia's leading communities, he attended the Paris Exposition of 1878. There, he was very much impressed with a demonstration of electric lighting—so much so that he immediately recommended that the city of Wheeling investigate electric street lighting.

But nothing happened.

So, in 1880, Mayor Sweeney appointed a committee to report on electric arc lighting demonstrated on the streets of Cleveland, Ohio. However, the committee report, which concluded that such lighting would be prohibitive in cost, disappointed him.

Undaunted, Mayor Sweeney and his sons and a friend, A. T. Garden,

and his son, John B. Garden, founded a private company in Wheeling in early 1882. Their tiny generating station on the third floor of the Sweeney machine shop consisted of two Fuller-Wood arc-light machines, which were powered by a small steam engine in the basement. A long driver belt connected the two floors, in fact ran through the machine shop on the first floor and a printing plant on the second.

The belting, one of the largest items in the first power plant in what is AEP System territory today, cost \$110.41. The whole plant probably didn't cost much more than \$1,000. (Today, at Cresap, West Virginia, just a few miles south of Wheeling, Appalachian Power Company is building its new Mitchell Plant at a cost of \$200-million.)

The original electric service in 1882 was direct current and had a capacity of 40 arc lamps. Each lamp had to be "trimmed" (its carbon replaced) every night. Wires entered the customer's premises through porcelain tubing and the inside wiring was suspended from the ceiling by wood cleats.

John Garden, one of the founders of the little company, served as general manager of it and its successor firm, Wheeling Electric Company, from 1882 until shortly before his death in 1940.

Mills Is Elected To New Position

R. M. Mills last month was elected assistant vice president of purchasing and stores for the American Electric Power Service Corporation.

Mr. Mills, who joined the Service Corporation in 1955, had served as manager of purchasing and stores since 1964. Previously he had been associated with Converse Bridge and Steel Company, and the Tennessee Valley Authority.

A native of New York City, he holds a degree in mechanical engineering from Stevens Institute of Technology. He and his wife live in Georgetown, Connecticut. They have two married sons and four grandchildren.

Appalachian's General Office Using New Method

Data-Phone Expedites Purchase Orders

There's a new method of ordering material in Appalachian's general office purchasing department. It's the data-phone way.

It gives the purchasing department direct contact with a number of suppliers from whom the company buys large quantities of relatively low value, but high volume stock items. Or, in other words, those items which the supplier keeps large amounts on hand and which Appalachian can buy in advance for future needs. It's not used for emergency ordering.

At present, the Roanoke installation is the only one in use by Appalachian, and it is proving to be a fast and accurate ordering system.

In appearance, the data-phone is not large or impressive. In fact, it looks much like the machines used by gasoline companies to prepare fuel receipts from a credit card. But, the job it does is impressive.

After the purchasing department negotiates with the supplies for the best quality-price combination, the successful bidder furnishes Appalachian with a deck of punched cards covering the agreed material. Appalachian presently has data-phone hook-ups with six suppliers. More than 4,000 items can be ordered via the data-phone.

A separate card for each item is furnished by the supplier. Additional cards identify Appalachian's locations for use by the shipping department and accounting personnel.

The punched cards, or rather the "holes," tell the story. They transmit ordering instructions and descriptions to the suppliers' receiving devices.

A typical data-phone purchase order could begin from the Kanawha River plant—although



Carolyn Hogan places order by data-phone

ordering is not restricted to plant material. Plant personnel would forward a repeat "traveling" purchase requisition to the general office purchasing department at Roanoke where J. W. Fore or T. S. Lunsford supervises the data-phone operation.

These requisitions would be separated according to which of the various suppliers are involved. The data-phone operator would assign a release number for each transmission for an individual location. Location and item transmission cards would be removed from the central file and transmitted over the data-phone by either Mrs. Carolyn Hogan or Mrs. Louise Morris.

The operator would call the supplier long-distance and ask for

the special data-phone extension. Next she would insert the plant's identification card, followed by cards which determine the material and amount desired. The phone is equipped with numbered keys to specify the latter.

At the receiving end (at the suppliers'), a machine would prepare a card for use by its shipping department and accounting purposes. The order would be completed.

Within minutes after the order request is received in Roanoke, the order can be placed and the supplier can start his operation to supply it.

The former method required a typist to prepare a requisition, mail to Roanoke where the order would be typed and then mail it to the supplier—requiring several days.

Percentage Of Goals Reported

Top Work Simplification Proposals Awarded

Seventy-four Work Simplification-Better Methods proposals were submitted during the second quarter of 1967 to bring the total for the six-month period ending June 30 to 175. This is 28 per cent less than the 244 proposals submitted during the same period of 1966.

At midyear, nine locations are approximately on schedule with respect to the goals established for 1967. These locations in order of per cent of goal reached are: Clinch River plant—98.3, Huntington division—72.2, general office personnel—69.0, Bluefield division—53.4, Pulaski division—52.4, general office public affairs—52.0, Lynchburg division—51.1, Glen Lyn plant—49.8, and Roanoke division—46.2.

Seven of the proposals processed during the second quarter were selected to receive an award of fifty

"electrobucks" each.

Two of the winning proposals described ways of promoting the sale of street light conversions. R. A. King, Huntington division administrative assistant, suggested that the municipalities be presented with a documented conversion plan showing the cost of a conversion program based on various time tables. Fillmore McPherson, manager of the Abingdon division, described how the support of various women's organizations had been solicited to gain approval for upgrading the street lighting in the town of Abingdon.

Two of the winning proposals were submitted by Lynchburg division employees. The team of Kathleen Hudson, senior T&D clerk, Jane Plunkett, T&D clerk senior, and Cheryl Branch, T&D clerk stenographer, studied the paperwork associated with the processing of work orders and suggested changes to the procedure that should save an estimated \$800 per year. By revising the procedure for checking customer credit, James K. Reid, T&D engineer, suggested a proposal which would shorten

engineering time by four days such as to expedite the installation of dusk-to-dawn lights and produce an estimated gain in revenue of \$125 in the Lynchburg division.

T. D. Watson, Clinch River plant performance engineer, described how reliability of instruments was improved and savings of \$150 per year realized by relocating the furnace draft connections to furnace locations where slag accumulations were at a minimum.

A proposal co-authored by Pulaski division's J. R. Blair, sales engineer, and B. B. McCall, sales manager, suggested that engineering work involved with underground distribution systems for subdivisions could be minimized by providing the developer with a preliminary estimate, based on past experience, in lieu of a formal engineering study.

Installation of 4/0 cable in meter bases sometimes required the use of a "third hand." A simple tool fabricated from plastic conduit by P. M. Hefner, T&D meter service helper in the Huntington division, made the job easier and safer.

Dolan, Nagel, Sayre Are Elected Directors Of Service Corporation

John E. Dolan, AEP Service Corporation vice president and chief engineer, T. J. Nagel, vice president—system planning, and Thomas H. Sayre, vice president and chief counsel, have been elected members of that company's board of directors.

Mr. Dolan, who like Nagel and Sayre was elected to his present post in April, joined the service corporation in 1950 as an engineer. He became a staff engineer in 1958 and was named head of the design and drafting services division in 1961. He was appointed chief mechanical engineer in 1966. He holds a BS degree in mechanical engineering granted by Columbia University in 1950 and has completed postgraduate studies in conventional and non-conventional energy conversion methods.

Before his election as a vice presi-

dent, Mr. Nagel since 1966 had been a deputy chief engineer and chief planning engineer. He joined the company in 1939 as an engineer and became head of the system planning and analytical division in 1959. He holds a BA degree and both BS and MS degrees in electrical engineering from Columbia University and has served as a consultant on system planning to many utility industry and government groups.

A veteran of 45 years with the American Electric Power System, Mr. Sayre began his career with Appalachian Power Company in 1922. He transferred to the service corporation in 1936 as a legal clerk and became one of its attorneys in 1942 upon receiving his law degree from New York University.

A. F. Horne, Manager At Pulaski, Retires After 41-Year Service

Forty-one years of service came to an end September 1 for A. F. Horne when he retired as manager of the Pulaski division of Appalachian Power Company.

Mr. Horne joined Appalachian the year the company was formed—1926—and has been a part of its growth and development since then. His first job was as a transitman on the construction of a 138,000 volt substation at Switchback, West Virginia. When it was completed, he went to Bluefield, West Virginia as division electrical engineer. During the next several years he assisted in the supervision and construction of new substations at Ivanhoe, Grundy, and Mullens and Baileysville. He became division substation superintendent in 1945.

A year later Mr. Horne was named acting district manager at Welch, and district manager in 1947. He moved to Pulaski in 1959 as district manager, and when it became a division in 1964 he was made division manager.

A native of Glade Spring, Virginia, he graduated from VPI in 1924 with a BS degree in electrical engineering. He worked with the motive power department of the Norfolk & Western Railway at Roanoke and Bluestone, West Virginia, after graduation and then joined the Florida Power Company in Miami for a short time.

In Pulaski, Mr. Horne has been active in civic and church work.



Mr. Horne

He has served on the board of deacons of the First Presbyterian Church, and is a member of the Rotary Club, Chamber of Commerce of Pulaski and Virginia, and the boards of the YMCA and Red Cross.

He is married and has two sons and five grandchildren. He and Mrs. Horne will continue their residence at 120 Virginia Court. Immediately following retirement they plan a trip to California, and on return, Mr. Horne will pursue several hobbies.

Drake Promoted To Division Post

Dorsie G. Drake, former line inspector, has been promoted to division right of way maintenance inspector for the Logan-Williamson division. The move was effective June 1.

Mr. Drake, a graduate of Scott high school, Madison, West Virginia, was employed by Appalachian in April 1951 as a rodman. A native of Big Creek, West Virginia, he is married and the father of a son.

The Drakes reside at Chapmanville, West Virginia, where Mr. Drake is active in local affairs and is a member of the Logan County Antique Automobile Club.



D. G. Drake



Mrs. Wade

Emily L. Wade, Roanoke, Retires After 44 Years

Emily L. Wade, cash book clerk in Appalachian's general office accounting department, retired in August after nearly 44 years of service. She was honored at a dinner by fellow employees and Appa-Mo Club members at the Lakeview Manor House last month and presented a few gifts.

Mrs. Wade was first employed in the utility business as a bookkeeper with the Roanoke Railway & Electric Company, one of Appalachian Power's predecessor companies.

In June 1929, she was made a billing machine operator in what was then the centralized billing office of Appalachian Power Company. She served in many capacities in the billing office. In September 1952, she was elevated to the position of cash book clerk in the general records section of the general office accounting department.

Mrs. Wade has been a member of Calvary Baptist Church for 52 years and an active member of its Euzelian Bible Class for over 40 years. She and her husband reside at Roanoke.

Cohn Chairman Of Bar Section

Herbert B. Cohn, executive vice president—administration and legal affairs of the AEP Service Corporation, has been elected chairman-elect of the public utility law section of the American Bar Association.

Mr. Cohn, who has been active in the public utility law section for many years, will take the chairman's post in August 1968.

Prowse Promoted To New Position

Marl D. Prowse, Charleston line foreman, has been promoted to the position of senior foreman, a newly created job classification.

Mr. Prowse worked for the company from 1938 to 1942 as a lineman. He left Appalachian for a short while, and then from 1943 to 1945, saw military service with the Navy Seabees. On December 31, 1945, Mr. Prowse returned to the company as a lineman and worked in this capacity until he was promoted to line foreman in October 1951. Mr. Prowse's new classification became effective as of June 1, 1967.

He resides at Marmet with his wife and six children. His hobbies are football, hunting and fishing.



M. D. Prowse



Mr. McPherson addresses group

Planning Session Held At Marion

Approximately 100 governmental and industrial leaders from the five-county area of the Blue Ridge developments met recently at Marion, Virginia, on invitation of Appalachian Power Company, Virginia Division of Planning and the Citizens for Mt. Rogers Development.

Jack Lloyd, Appalachian's area development director, and Fillmore McPherson Jr., Abingdon division manager, discussed the formation of county, town and regional planning commissions because of the growth in the area. Cited as reasons for the rapid expansion were Appalachian's proposed Blue Ridge Hydro Development, the Mt. Rogers National Recreation Area, Mt. Rogers Virginia State Park and Interstate highways 81 and 77.

15 Couples Repeat Wedding Vows



McManaway-Gardner

Roanoke's Community Hospital Chapel was the setting of the August 18 wedding of Linda McManaway and Hartford W. Gardner. Mrs. Gardner is the daughter of Julius L. McManaway, lineman, Roanoke.



Browning-Money

Ola Marie Browning and William Thomas Money Jr. exchanged nuptial vows on July 21 at the Ceredo Church of Christ. Mrs. Money is the daughter of C. W. Browning, material clerk, Huntington.



Holdren-Agee

Linda Sue Holdren became the bride of Wayne Agee on July 1 at the Fleming Chapel. Mrs. Agee is the daughter of Wiley W. Holdren, line foreman, Roanoke.



Dunn-Godfrey

The Pentecostal Holiness Church was the setting of the July 29th wedding of Sharon Elizabeth Dunn and James H. Godfrey Jr. Mr. Godfrey is a laborer, Glen Lyn plant.



Macomber-Likens

Marcy Macomber was married to Tommy Wayne Likens on June 17 at the South Roanoke Methodist Church. Mr. Likens is a lineman helper, Roanoke division.



Watkins-Tyson

Linda Darnell Watkins and Wilbur Parker Tyson exchanged nuptial vows on August 5 in a double ring ceremony at the Fort Trial Christian Church, Bassett, Virginia. Mrs. Tyson is cashier, Fieldale.



Whitley-Allen

A double ring ceremony performed August 12 in the First Presbyterian Church united Margaret Anne Whitley and Robert Wilson Allen Jr. Mrs. Allen is the daughter of E. Lane Whitley, division planning engineer, Bluefield.



Saunders-Caywood

Susan Gail Saunders and Clarence Richard Caywood were united in marriage July 22 at Connelly Memorial Baptist Church. Mrs. Caywood is employed in the general office accounting department, Roanoke.



Robinson-Gonzalez

Amelia Carole Robinson and Henry Gonzalez Jr. were married on July 23 at the St. Paul Methodist Church. Mr. Robinson is a heating and builder sales representative, Pulaski.



Withers-Whitehurst

Lola Anne Withers and Henry A. Whitehurst were united in marriage on July 23 at the First Baptist Church. Mr. Whitehurst is the son of Jerry R. Whitehurst, area development consultant, Pulaski.



Ramsey-Adams

August 12 was the wedding day of Phyllis Ramsey and Aubrey Gordon Adams Jr. who were married in a double ring ceremony performed at the Franklin Heights Baptist Church. Mr. Adams is the son of A. G. Adams, truck driver-groundman, Roanoke.



Paxton-Kerr

Ila Anne Paxton and Clarence Calbrethe Kerr Jr. were married on August 12 in a double ring ceremony at the First Presbyterian Church of Roanoke. Mrs. Kerr is the daughter of Charles Richard Paxton, electrical engineer, Roanoke.



Boyd-Brown

Sue Boyd became the bride of Larry G. Brown on July 16. Mrs. Brown is the daughter of Clifford Boyd, heating sales representative, Pikeville.



Hopkins-Burke

Peggy Hopkins was married to Charles Wayne Burke on July 7 in a double ring ceremony at the Springdale Baptist Church. Mr. Burke is a lineman helper, Kingsport Power Company.



Sizer-Collier

Rebecca Ann Sizer and Jesse R. Collier were married on June 24. Mr. Collier is the son of Jesse R. Collier, working line foreman, Pikeville.

They're Engaged

LINDA CROOKSHANKS to Ronnie Spradling. Miss Crookshanks is a clerk-stenographer, Charleston.

ANN-LEE PAGE MATHENY to Jerry L. Vest. Mr. Vest is employed as a meter reader, Beckley.

CONNIE SUE HODGES to James Danny Belcher. Miss Hodges is the daughter of A. L. Hodges, area serviceman, Huntington.

DOREATHA ANNETTE HOARD to Carroll Lee Charles. Miss Hoard is the daughter of W. H. Hoard, janitor, Kingsport.

PEGGY GAY ABSHIRE to Jerry M. Rankin. Miss Abshire is employed in the

general purchasing department, Ashland.

JUDITH LYNN DOWNS to Frederick K. Long. Mr. Long is an engineer, Ashland.

LAUREN ANGELIA HARTZOG to Benjamin Wayne Marcum. Miss Hartzog is the daughter of J. R. Hartzog, meter service foreman, Logan-Williamson.

WANDA G. BALLARD to David W. Lovern. Miss Ballard is a clerk trainee, Roanoke.

CONSTANCE ELAINE McCAULEY to Wayne Lee Carter. Mr. Carter is employed in the general office accounting department, Roanoke.



New Arrivals



Ashland Division

MR. AND MRS. LUCIEN ROSS, a daughter, Melissa, August 20. Mr. Ross is a departmental assistant in division commercial.

MR. AND MRS. JAMES TACKETT, a son, Drew, June 1. Mrs. Tackett was employed in the division accounting dept.

Clinch River Plant

MR. AND MRS. IRA OWENS, a son, Mark Allen, August 7. Mr. Owens is an instrument maintenance man.

MR. AND MRS. ROBERT E. FERRELL, a son, Timothy Joe, July 27. Mr. Ferrell is a laborer.

Philip Sporn Plant

MR. AND MRS. WINCHELL R. FRIEND, a son, Norman Dean, July 4. Mr. Friend is a utility man.

MR. AND MRS. DANNY F. WOOLCOCK, a daughter, Christie, July 22. Mr. Woolcock is chief chemist.

MR. AND MRS. JAMES H. BENNETT JR., a daughter, Ladonna Lynn, July 27. Mr. Bennett is a utility man.

MR. AND MRS. PAUL E. ZERKLE, a son, Robert Lewis, June 13. Mr. Zerkle is a utility operator.

Pikeville Division

MR. AND MRS. SAM CARTER, a daughter, Karissa Jo, August 14. Mr. Carter is a material clerk.

Roanoke Division

MR. AND MRS. LARRY M. CONNER, a daughter, Tracie W., June 16. Mr. Conner is a lineman helper.

General Office

MR. AND MRS. DAVID C. FINCH, a son, Nathan David, August 11. Mrs. Finch was employed as a stenographer in the commercial dept.

Pulaski Division

MR. AND MRS. JAMES W. BLANKENSHIP, a daughter, Jennifer Kay, June 25. Mr. Blankenship is a lineman.

MR. AND MRS. L. G. COOK, a son, Stephen Gibson, July 15. Mr. Cook is an electrical engineer.

Roanoke

Nora H. Varela, daughter of J. E. Hopkins, right-of-way agent, was awarded a silver trophy as outstanding Wave in the Third Naval District. Mrs. Varela was graduated from Viaud's school in Roanoke and was valedictorian of her class.



Mrs. Varela

Mrs. Varela and her husband are both petty officers second class and are stationed at New York City. The presentation was made by an official of the Navy League in New York.

Sharon Stephens, daughter of J. W. Stephens, electrical engineer, received a fellowship from Harvard University to work on a doctorate in clinical psychology, beginning in September. Just recently Miss Stephens received her Master's Degree from Duke University where she received several honors, including an award of distinction for special psychology projects.

Sympathy is extended to J. M. Brown, street light attendant, on the death of his mother, and to Ray Rice, lineman, on the death of his father.

D. C. Kennedy, division manager, was elected to a second three-year term as vice chairman of the Roanoke city school board. Mr. Kennedy also was recently elected operational vice president of the Blue Ridge Council, Boy Scouts of America.

The Rev. O. B. Murphy, retired appliance service man, was elected pastor counselor of the Virginia Christian Endeavor Union at its annual meeting at Bridgewater. He retired on April 1, 1958 after completing nearly 38 years of service.

J. A. Pullen, son of A. S. Pullen, street light attendant, was named "Officer of the Month" by the Roanoke police department for August. This honor was bestowed for his part in capturing a burglar.

M. R. Prillaman, material clerk, in the stores department, has returned after six months military leave of absence.

The new Roanoke division employees are: R. W. English, lineman helper, L. J. Browning, commercial sales engineer, and R. J. Street, electrical engineer.

Fieldale

K. L. Ashworth, meter reader, and T. M. Berkhead, lineman helper, have resumed their regular duties after six months of active duty with the National Guard Reserves at Fort Bliss, Texas. M. G. Handy, contract clerk, has been granted military leave of absence to serve in the Marine Reserves for six months. C. P. McElheney, business trainee, resigned to enter military service.

D. R. Prillaman is a new employee in the Fieldale local accounting department. He is a graduate of Franklin County high school, is married, and has served two years in the U. S. Army.

Charleston

Four employees in the Charleston division have now reached the one gallon donor mark for the Red Cross. They are: M. D. Prowse, J. B. Eplin, R. O. Walker, and C. F. Casto.

Beckley

Mrs. Eloise Pierce, T&D clerk in Beckley, was recently elected president of the Raleigh County Chapter of the American Legion Auxiliary. She has been an active member of this organization for eight years and last year served as recording secretary. In addition to her working in this organization, she serves as vice chairman of the civic department of the Woman's Club of Beckley and is very active in the Women's Fellowship of the First Christian Church in which she has held various offices.



Mrs. Pierce

Abingdon

Eleanor Honaker, engineering department, attended the summer assembly of the Lutheran Church at Massanetta Springs.

L. C. Valley, area supervisor in Scott County, returned to work following major surgery.

Jack B. Cannon is a new employee in the Abingdon line crew.

Pikeville

C. A. McKinney, retired division superintendent, visited the division office recently. While there, Mr. McKinney and his wife participated in awarding Allen Blackburn his 45-year service pin.

The Pikeville division held its annual employees family picnic August 8 at the Harmon Branch picnic area of the Pikeville Sportsman Club. Lunch was served. Tug-o-war, horse shoe pitching and egg throwing winners received awards.

Huntington

Lucian Maynard Jr., son of Lucian Maynard, collector, won second prize in a 4-H Roundup held at West Virginia State College recently. He demonstrated how to make a tree fruit box.

Becky Phillips, daughter of C. L. Phillips, heating and builder sales representative, was recently saluted by the Huntington Publishing Company for her outstanding part she played as a performer, model and narrator in the production of "Fantasies '67," a charity benefit show staged each year in Huntington's Keith-Albee theatre. Miss Phillips is a drama student at West Virginia University.

Nancy Bailey, senior cashier in the accounting department, attended her 20-year high school class reunion in August. She was chairman of the decorating committee.

Sue Gale Dorsey, daughter of J. L. Dorsey, building supervisor, recently graduated from the St. Mary's School of Nursing in Huntington. She is the second member of the Dorsey family to enter the field of nursing. Her older sister graduated from St. Mary's several years ago.

Mary Lynn Munday, daughter of E. L. Munday Jr., division manager, participated as a model recently in a department store's annual Collegiate Style Show. Each year one student is picked from various colleges over a multi-state area to participate in the show. Miss Munday is a student at the University of Kentucky.

R. H. Dickinson, commercial sales engineer, recently left Appalachian to accept a fellowship from the Department of Health, Education and Welfare for work on a master's degree in civil engineering. He will be attending West Virginia University.

Pulaski

D. K. Spivey, engineering aide, Pulaski, is serving as superintendent of the First Presbyterian Church School.

Carl Schmidt attended the Evangelism conference of Pennsylvania-Maryland-Virginia Synods, at Gettysburg, Pennsylvania, as a delegate from Trinity Lutheran Church.

Miss Susan Kilby, home sales representative, Pulaski, was a judge in the recent Junior Miss and Miss Montgomery beauty contest.

F. M. Bennington, heating and builder representative at Galax, received the honorary degree of Chapter Farmer, from the Independence FFA Chapter for services to the chapter concerning purebred horned Hereford cattle and other activities. He has worked with FFA for 25 years.

At the recent fourth quarterly conference held at First Methodist Church, Pulaski, Appalachian employees were named to the official board. For three-year terms: G. S. Bruce, R. C. Nickols, G. K. Smythers, and Mrs. F. H. Whitaker; two-year terms: P. T. Gress, C. R. Settle, and Mrs. J. F. Spencer; one-year terms: R. J. Blair, R. H. Love. J. B. Brillheart Jr. was re-elected as Church School superintendent. H. B. Newland, who heads the Visitation Council, became an ex officio member of the board. He also is a member of the Finance Commission.

Happenings Around The Circuit

Kitchen Tour Conducted



Lovis Mitchell (left), Abingdon division home sales representative, conducted three tours during the Virginia Highlands Arts & Crafts Festival at Abingdon. Each tour visited five well-planned electric kitchens with Miss Mitchell pointing out the special conveniences in each and ending with refreshments at the company office auditorium. The above kitchen is in the home of Fillmore McPherson Jr., Abingdon division manager.

Logan-Williamson

Everette R. Carrico, line foreman was re-elected president of the Mingo County chapter of the Izaak Walton League for the coming year.



Mrs. Warren

Emma Warren, maid, received the Daughter of Elks Past State President jeweled collar at the Elks State Convention held at Fairmont, West Virginia. Mrs. Warren holds the position of co-chairman of the organization for several years, holding several offices.

Billy Lee, janitor, was elected to the state office of first vice president at the State Elks convention at Fairmont, West Virginia.

Ashland

Jonathan Pigg, son of Joe Pigg Ashland commercial department, participated in a six-week study trip in northern England. Jon, a sophomore at Ashland Center University of Kentucky left July 13, from the Cincinnati airport and landed in Prestwick, Scotland the following day.



Jonathan

Captain E. C. Cassidy, son of E. C. Cassidy, system power sales supervisor for Kentucky Power, completed a six-month ordnance officer career course at the Army Ordnance Center and School at the Aberdeen Proving Grounds in Maryland. During the course Captain Cassidy received instruction in the duties and responsibilities of an ordnance officer and was trained in supply and maintenance operations and ordnance service management.

Rodney Lyons, heating sales representative and a member of the Ashland Jaycees, served as exhibit arrangement chairman for the Second Annual Appalachian Science and Technology Conference at Ashland. The conference, which featured displays by the Kentucky Science Technology Commission, National Aeronautical and Space Administration, Atomic Energy Commission, Air Force and Navy, was visited by about 25,000 people. Kentucky Power's commercial department manned the company's booth, which featured a demonstration of advantages in electronic cooking. The employees actually prepared food for visitors. Another highlight of the conference was an address by astronaut Scott Carpenter.

Clinch River

Diana Jones, daughter of time clerk Ruth Jones, was elected state secretary of the 1967-68 4-H Congress of Virginia. She also was taken into the "4-H All-Stars" which is the highest honor a Virginia 4-H'er can receive.



Diana

Diana is currently serving as president of Russell County 4-H Council, is president of the Lebanon Fireflies 4-H Club, and is a member of the Russell County 4-H Honor Club.

Lynchburg

Miss Donnis Gale Ford, daughter of W. W. Ford, commercial manager, has been accepted by the Virginia Baptist Hospital as an operating room technician.

New employees in the Lynchburg division are: D. C. Winebarger, meter service helper, F. T. Faulconer, clerk-typist, and Margaret Schley, accounting general clerk.

Glen Lyn

B. H. Shires, laborer, returned to work following a five month military leave of absence.

J. R. Thornton, laborer, has returned to work after completing two weeks of military training.

Bluefield

B. E. Bates, retired employee, was appointed Clear Fork member of the Tazewell County Electoral Board for three years.

Neel Rich, son of M. E. Rich, record supervisor, recently received his master of science degree in extension education from Virginia Polytechnic Institute. He held a straight "A" average, is married, and has three daughters.

Valerie Myers, daughter of W. M. Myers Princeton meter reader, spent the summer as counselor at Viewmont, a Baptist camp for girls near Charlottesville. She is a student at Concord College in Athens, West Virginia.

Ira Henderson, administrative assistant, was elected treasurer and publicity chairman at the recent meeting of the Half Century Club consisting of 1919-1920-1921 graduates of Bluefield high school.

Andy Hicks, son of E. D. Hicks, engineer, attended a science camp at Grandview State Park 4-H Camp at Beckley, West Virginia. He was chosen to attend on the basis of his science fair exhibit and scholarship in science.

Scott Robinson, son of O. L. Robinson, division accounting supervisor, received the Most Outstanding Engineer's award at Bluefield College for the term ending 1967.

Welch

Byron E. Rose, husband of Loneda M. Rose, general clerk senior, was awarded a master's degree from Murray State University at the summer graduation ceremony. He is assistant principal at Pineville high school.

Donny Martin, son of J. D. Martin, Pineville meter serviceman, played on the Wyoming Little League all-star team for the county championship.

O. W. Adams, Welch area manager, was appointed a member of the planning commission of McDowell County. He replaced C. K. Kirkland, who was transferred to the Pulaski division.

W. C. Groseclose, administrative assistant, was appointed chairman of the participants committee for the Kiwanis beauty contest.

Judith M. Fragile, clerk trainee, and Brenda M. Sigmon, clerk typist, are attending night school at McLain's Business School in Bluefield, taking secretarial courses.

Conley Brown, son of Forrest C. Brown, Grundy T&D clerk-senior, recently received the God and Country scouting award. An Eagle scout, he is a member of the Order of the Arrow and is an instructor for younger scouts in Troop 43. He has been in scouting for seven years and is a member of the Grundy Methodist Church. A recent graduate at Grundy high school, he plans to attend Emory and Henry College this fall.



Conley

General Office

Mary E. Garrett, Amelia P. Mills, Theda H. Graham, T. W. Throckmorton and Judy P. Anderson are new employees in the Accounting department.

R. G. Blevins, forms and office supply clerk in the accounting department, returned from six-month tour of active duty with the National Guard. He was stationed at Fort Ord, California.

R. D. Bright, invoice audit clerk, in the accounting department, has returned from a six-month tour of active duty with the Army Reserves. He was stationed at Fort Belvoir, Virginia.

Philip Sporn

The following men are new employees in the utility department at the Philip Sporn plant: C. A. Gardner, C. R. Duncan, D. G. Goodnite and R. C. Rouch.

'67 Project Probe

at Kanawha River Plant

Twelve student engineers from various schools in the American Electric Power System's area completed a 12-week work and research program at Appalachian's Kanawha River plant last month. The occasion: Project Probe.

The students, working under supervision of university professors and company engineers, were participating in AEP's 12th annual project. And, they worked, using techniques that went far beyond routine laboratory methods. Each was assigned to individual research projects for which they devised their own experiments and reduced the data to meaningful results.

The main tests performed by the group at Kanawha were: re-evaluation of turbine heat rates and boiler efficiencies for the generating units, and re-evaluation of the relative economy of part load generation with reduced boiler pressure control as compared to conventional control by turbine control valves.

Secondary objectives included: a study of the feasibility of increasing the dissolved oxygen content of the Kanawha River by bleeding air into the hydraulic turbines at the Marmet and Winfield hydro plants; and analysis of methods of detecting boiler leaks in super critical units; an analysis of the effect of air heater leakage on unit heat rates, and studies of components of the Cardinal series units and the Big Sandy Unit 2.

Results of some of these tests revealed that, although advanced technology has resulted in the construction of more efficient plants since the building of Kanawha River plant in 1952, the standard of efficiency for which Kanawha was

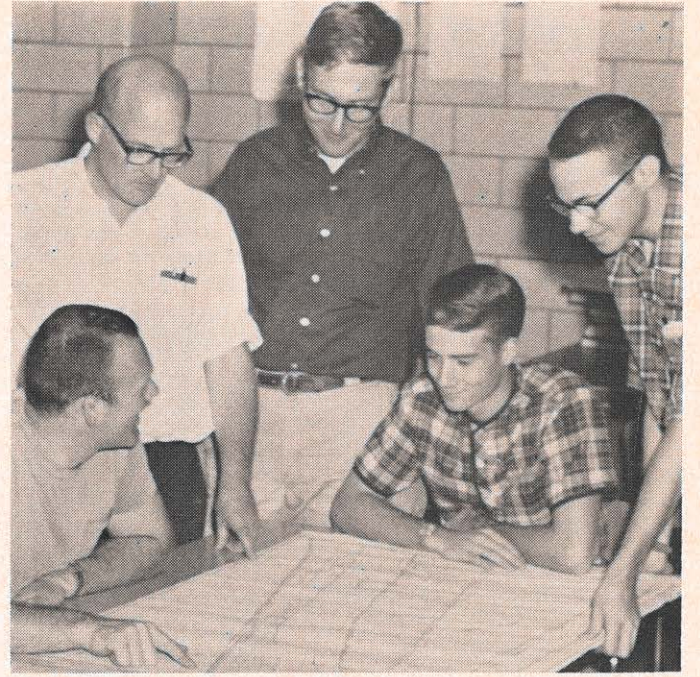
built has been maintained and still rates as one of the most efficient plants in the nation.

These results, and others, are meant to contribute to a continuing study of new methods for improved operation and economy throughout the AEP System. Studies in the past have proven this true.

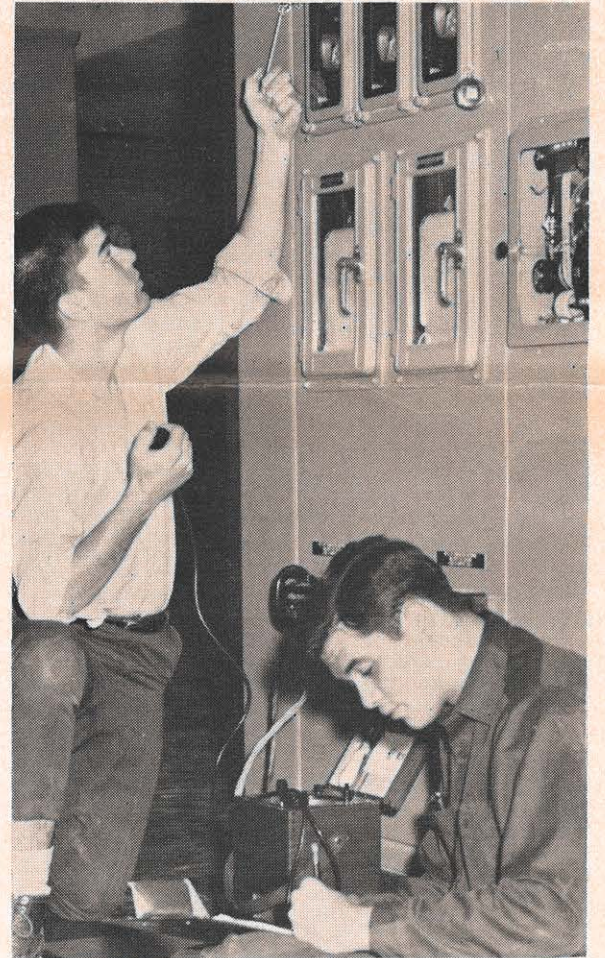
To give the students a closer glimpse of the AEP System's seven-state operation, the group made several tours to inspect facilities. Some of the areas visited were: Ohio Power's Muskingum River plant to inspect a dismantled turbine, Muskingum coal mines, Cardinal plant and AEP's operations center and computer center at Canton, Ohio; AEP's laboratory at Huntington, West Virginia, Kentucky's Big Sandy plant and Appalachian's Smith Mountain Dam and Cabin Creek plant.

Supervisors were J. Ben Austin Jr., associate professor of mechanical engineering at Becknell University and Aubrey W. Gibson, associate professor of mechanical engineering at the Michigan Technological University. L. R. Pettit, performance engineer at Kanawha coordinated the program.

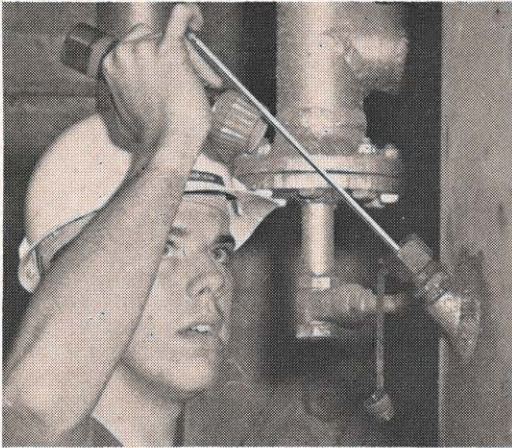
Students were: Michael G. Hellman, Michigan Technological University; Glenn T. Scharer, Ohio Northern University; Charles P. Schwaderer, Ohio State University; Charles E. Grignon, Manhattan College; John D. Hunt, West Virginia Institute of Technology; John J. Sheridan, Manhattan College; Peter T. Adams, Bucknell; Wayne D. Schuetz, Ohio Northern; Harold L. Cook, Virginia Polytechnic Institute; Richard E. Albrecht, Valparaiso University; and Harry J. Snyder, West Virginia University.



Wayne Schuetz (from left), Professor Austin, Harry Snyder, Pete Adams and Charlie Schwaderer study a map of the Kanawha River to prepare for a dissolved oxygen and temperature survey.



Glenn Scharer (left) and Charlie Grignon measure the electrical generation of a unit during a heat rate test.



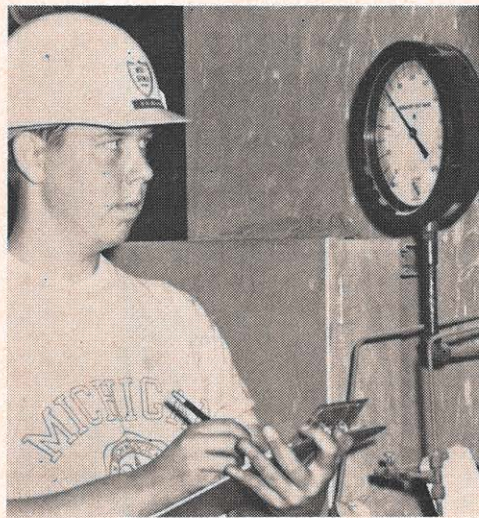
John Sheridan measures a condenser hotwell temperature during a heat rate test.



Richard Albrecht



John Hunt measures turbine pressure with dead weight gauges during a heat rate test.



Mike Hellman checks a flowmeter for a gland seal leak-off condenser.



Harold Cook uses a potentiometer to measure temperature during a heat rate test.

FRAGILE

Handle With Care

Did you ever notice that an egg carton doesn't say, "Fragile—Handle With care?" Apparently the egg industry believes that everyone knows you have to handle eggs with care—just as we ought to know that we have to handle every customer with care.

If we took a dozen eggs, we could say they represent 12 customers with whom we are going to do business. Some of us make this many contacts in an hour, while it may take others a day or two. The point is: each of us will handle the dozen.

Let's look at this first egg. If we are not careful while holding it—Oops—what a mess.

Well, that's just one egg, or customer, and it won't matter—or will it? It could be said that a disgruntled customer is like a cancer cell, ready to multiply by turning others against us.

Let's clean up the mess, and, let's do it together. Often when one rude employee gets sloppy with a customer, it takes two or three employees working together to restore the customer's faith in us.

Now, let's take a second egg and look at it. What different qualities can you quickly think of that might also fit a customer? Did you think of "precious", "fragile", "one of many", "can be messy" or "looks alike"? These are some characteristics generally pointed out. Keep them in mind during your next customer contact.

Let's take another customer, or rather, egg, and pass it around. You, on the other side of the room, catch it! Oops, sorry about that. But, that's another thing to keep in mind. We're more likely to "drop" a customer when we work too far apart. Let's eliminate that problem by working closer together, and not just between employees, but between departments, too. Let's take the fourth egg and get closer together be-

fore passing it. There, that worked better.

Now, would you say the fourth egg was less difficult to handle than the other? Let's drop it and see. Well, it wasn't any "harder." It was just the way we handled it.

Now, let's take four eggs at a time. We don't always handle customers one at a time, you know. It's a little more difficult to handle a group of customers, because each has a different interest, but, if we are careful—it can be done.

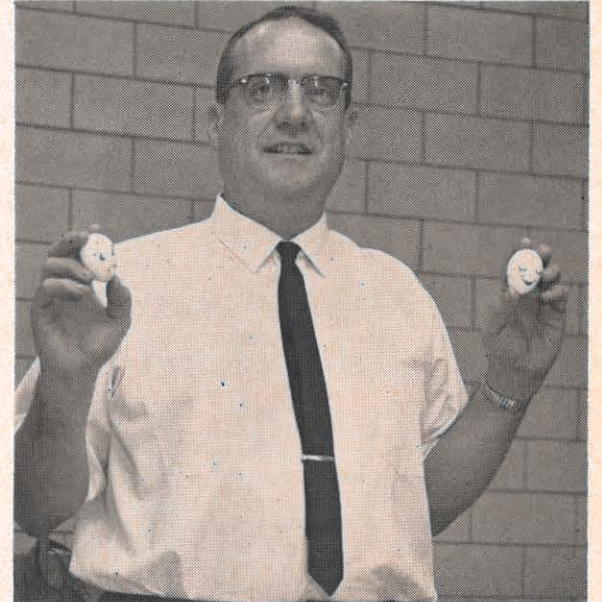
Now we are down to eggs nine and ten. What do you suppose happens when we get too confident and feel like we are always doing a good job and there's no room for improvement? That's the funny part, we all know what happens, but often we do it anyhow. If we juggle our customers like we would two eggs, sooner or later the results will be the same—messy.

Now we have only two of the dozen eggs left. Let's paint faces on them, one happy and one grim. Most of us have these two faces. The face we show depends in large measure on how we feel or how we are treated.

If we hold the eggs in our hands, we are in the position to control which side of the customer is revealed—either pleasant or unpleasant. We know which side he is going to turn to us if we don't do the very best job. If he frowns upon us, we have no one but ourselves to blame.

And, when the customer isn't smiling, the "yolk" is on us.

"Handle With Care," a Kentucky Power customer relations program, tells a story which every employee should keep in mind. It's a story, although simple enough in theme, is of vital importance to all. It points out that often we are our own worst enemies. The program, as presented to employees, is retold in part here.



"Which side of the customer's face will he show us, smiling or grim?" Joe Pullen, maintenance supervisor, asks a group of Big Sandy plant employees.

Program Widely Used

J. A. Palmer, Kentucky Power Company's public affairs director, designed the "Handle With Care" customer relations program originally for all Kentucky employees. It now has spread over the American Electric Power System and has been given, on request, to outside groups. The program, pointing out the natural tendency to treat all customers alike, uses eggs as symbolic customers. The eggs look alike and are easily broken—as customers are easily abused. The program is administered by the personnel department.

The presentation is preceded by reminders that all employees make thousands of customer contacts over a year's period, either at work, at home or at play. Hour-to-hour and day-to-day relations make these important contacts seem commonplace—and therein lies the danger, the program points out. It also points out that although each contact is different, they all have one thing in common—each and every one is important.

It also emphasizes that complacency has no place in our customer relations program. Several factors assure this. First: federal power is a constant threat to investor-owned utilities like ours. We, working as individual employees, can make our company thrive while providing our customers the best service possible at the lowest possible price. Second: competition, contrary to some beliefs, is very much a threat to our welfare. The first form of competition is with other sources of energy. Another form is for the customer's dollar. The third force, and probably the most important, working against us is ourselves, the program points out. How? By making it much easier, even attractive, for our competition to overcome us.

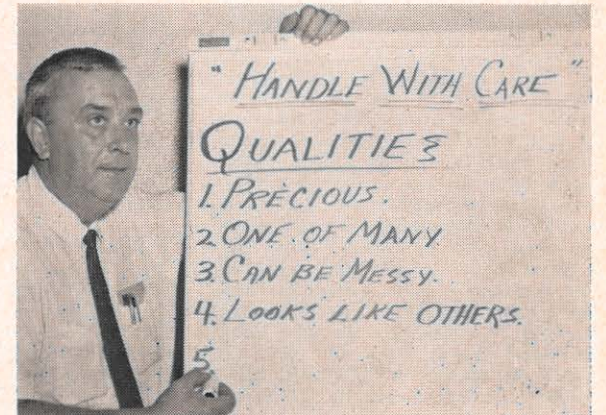
We do this every time we fail to make a successful contact with a customer or potential customer.



Jack Blankenship, Hazard personnel supervisor, passes around a dozen "customers."



Charles Stayton, Ashland personnel supervisor, demonstrates how the slightest slip in handling a customer can result in a mess which may take several employees to clean up.



Bill Barnett, Pikeville personnel supervisor, lists observations made after examination of the egg.

Lynchburg Trophy Holders



Winners of the second annual Lynchburg Golf Tournament are shown above. From left: James Martin and William A. Robertson tied for low gross with 82 and R. O. (Tom) With took low net honors with 72.

Beckley Employees Active In Baseball; Pirates Capture Little League Title

K. K. Keatley, area serviceman in Beckley, and his son, Chip, were two of the main reasons that the Pirates won the Little League championship at Beckley.

Coach Keatley guided the team to the regular season championship, the round robin tournament first place award and the play-off for the overall championship.

Chip was one of the better players in the league and was nicknamed "Jesse James" by his teammates because of his outstanding play in centerfield.

Several other Beckley employees participated in the league's activities. Jim Kirby, T&D clerk, managed the Red Sox. Jim's son, Frank, and Steve Evans, son of Keith Evans, head T&D clerk, were members of the team.

Arnold Yost, linemen, managed the Braves and his son Arnold Jr. was a member of the team.

Bill Epling, customer service clerk, was manager of a minor league team. His son Randall played on the Little League's Indians.

Tom Glover, husband of Parr Glover, stenographer, managed the Yankees and, Phil, son of Paul Hancock, station foreman, and Dale, son of Bob Thomas, lineman were members of this team.

Bob Thomas and Jim Kirby also managed a Babe Ruth team which is made up of boys 13-15. Their sons Jim Kirby and David Thomas were members of this team.



Mr. Keatley Chip

Logan-Williamson Golf Winners



Winners of the annual Logan-Williamson division annual golf tournament are shown above. From left (front row) R. C. Atkins, Gene Stepp, J. Runyon, E. E. King, J. Elwick and J. L. Richmond. Back row: Ralph Bragg, R. B. Waggoner, C. R. Wilson, W. E. Bivens, Harold Trussell, Dallas Kinser, Bill Bias and Harry Ruloff.

Youth Cited For Honesty

Greg Peters, son of I. B. Peters, assistant division personnel supervisor in the Roanoke division, found a tidy sum of money in one of Roanoke shopping centers. He found two one-hundred-dollar bills on the sidewalk. A few minutes later the owner was discovered, a distraught housewife, and the money was returned. For his good deed Greg was given a reward.

A tenth grader at William Fleming high school, Greg is very active in his church and boy scout work, having recently earned and received his God and Country Award in April of this year.

Roanoke Team Ties For Second

Appalachian's entry in the Roanoke City B League ended the season with a late splurge to tie for second place.

After a slow start, the team won six of its last eight games for a 7-7 record in the five-team league.

The team was Appalachian's first entry in the league since 1964. Plans are being formed to play again next year.

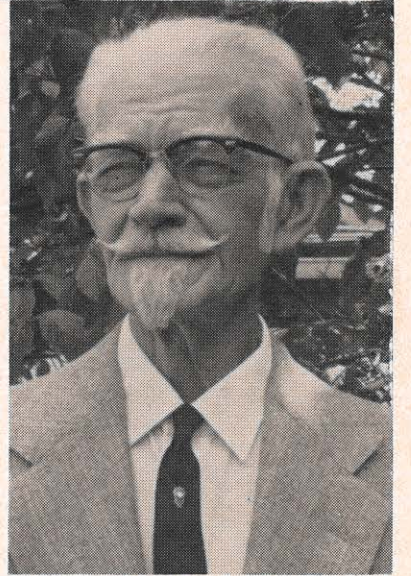
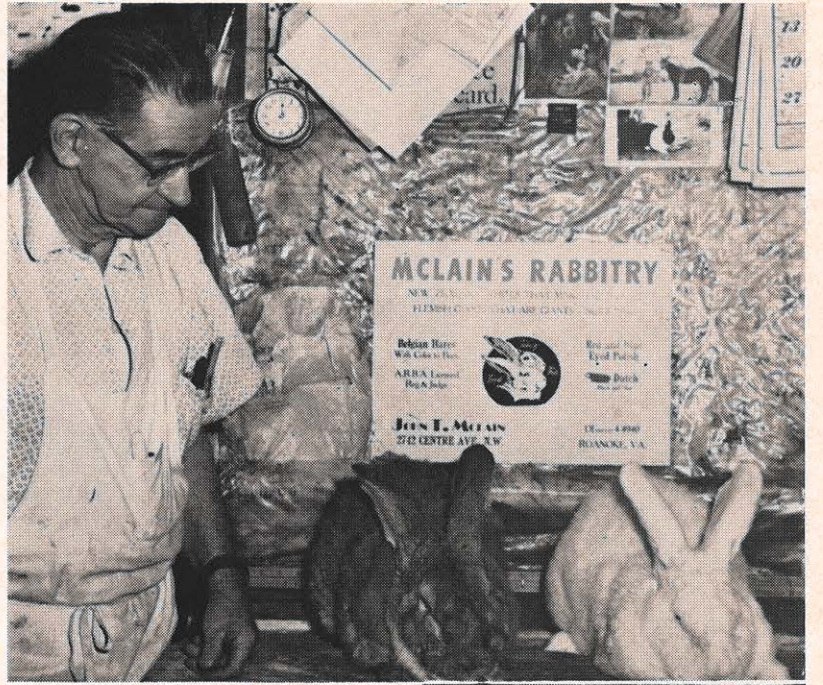
A picnic for players and guests was held last month. I. B. Peters, Roanoke division personnel, handled the arrangements.

Members of the team were: Roger Law, Willard Parker, Bill Himes. David Brammer, Jerry Saunders, Roy Howard, Ron Switzer, and Charlie Price, manager.

Retirees Active

In Hobbies

Two of Appalachian's retired employees are pictured with their present hobbies. In the top picture, J. T. McClain, retired Roanoke division air conditioning engineer, inspects some of his prize rabbits which have been exhibited and won top awards throughout the world. In the other picture, R. S. Burdette, retired purchasing agent in the general office purchasing department, stands in front of one of his shrubs and exhibits his other hobby . . . raising his vandyke.



Contest Scores Recorded

Lynchburg Sportsman Remembers

Lawrence H. Hudson, Lynchburg T&D section, lays claim to a unique hobby. A competitor and avid sportsman, he records and keeps score cards from all contests, including bridge, pool, bowling and golf.

To most, scores from some golf games are best forgotten. But, as he said, "It's fun to look at the old cards which bring back fond memories."

Each score card carries the names of partners, the date and scores of all participating. In bowling and pool, notations are made on slips of paper and filed along with the regular score cards.

Once he was looking over some of his old golf scores when he ran across the name of a man he hadn't seen for years. The man had moved and Hudson had almost forgotten about him. A few days later he saw an article in the newspaper saying this person was visiting in Lynchburg. When meeting again, Hudson reminded him of their golf game—and the score. The man had given up golf in disgust, and according to Hudson, if his score hadn't improved he



Lawrence Hudson marks another score card which will go into his files.

could see why.

Often he sees in the paper where one of his former opponents wins a tournament or posts an outstanding score. He finds it interesting to look back through his records to compare scores and see the advancement the individual has made.

Employee's Wife Wins Golf Title

Neither rain nor lightning could curb Bernadine Gilmour's determination to win the Annual Fisher's Handicap Tournament at Hidden Valley Country Club, Point Pleasant. She is the wife of W. C. Gilmour, administrative assistant in the Point Pleasant area.

Mrs. Gilmour edged Bonnie Stewart on the 16th hole in the 18-hole round to win the tournament three up. Both players were faced with the threat of rain for the first eight holes until finally on the eighth hole the storm broke and the women were drenched. After the rain had stopped and they had changed their clothing, the match was resumed on the ninth hole to bring the tourney to an end.

Trophies were to be awarded to the tourney winners during the annual Woman's Golf Association banquet.

Linkous Bowls Against Pros

E. W. Linkous, Bluefield assistant stores supervisor, was a member of a bowling team that bowled against Stroh's professional bowling team from Detroit. The five highest bowlers in Bluefield were picked to bowl this team and they won one game of the three-game match.

Harbour Is Top Bowler

Jean Harbour, secretary-stenographer in Huntington's accounting department, won top honors in a summer bowling league in Huntington. She bowled high series of 553 and maintained a high average of 166. She received a trophy for the most improved bowler, and was on the championship team. Dorcas Russell, customer clerk, was a member of the same team, and won a trophy for high game of 221.

Star Pitcher



Richard Walls (left), son of W. M. Walls Jr., Huntington division commercial sales engineer, who recently completed a three-year tour of Army duty, returned to his star pitcher's role for the 20th Street Bank team in the Industrial Baseball League. During this past season Richard compiled a record of five wins and no losses which was a large factor in his team winning the regular season championship. He allowed only one run in pitching his five victories for the 20th St. Bank team. This fall Richard plans to enroll at Marshall University where he hopes to play baseball. In the above picture he is shown demonstrating his pitching grip to his father.

Familiar Faces In New Places

Appalachian Power Company

Abingdon Division

JAMES E. FLEENOR from customer service representative to dealer sales representative.

Bluefield Division

BERNARD E. FRENCH from station man b to station man a in division T&D department. CLYDE O. WELCH, JR., from T&D clerk, Welch, to head T&D clerk, Bluefield.

Charleston Division

WILBUR C. WEST from meterman b to meterman a in division T&D. LAWRENCE C. JENNINGS from lineman helper to lineman in division T&D. EARNEST F. WALDON from lineman helper to lineman in division T&D. ISHMAEL C. BANKS from lineman helper to lineman in division T&D.

Clinch River Plant

JOHN C. BARRETT from helper to maintenance man. N. GENE LESTER from utility man to results helper.

Huntington Division

W. T. LOCKE from stationman to station foreman.

Lynchburg Division

PENELOPE GARBER from clerk typist to clerk stenographer. LINDA MORCOM from clerk trainee to petty cash clerk. JANE A. WOODY from clerk typist to clerk stenographer.

Philip Sporn Plant

JEVENE G. BOWLING from performance engineer, Clinch River Plant, to performance engineer, Philip Sporn Plant. BERL E. WALLACE from junior maintenance man to maintenance man. STANTON E. BURDETTE from junior maintenance man to maintenance man. GEORGE W. NASH from junior maintenance man to maintenance man. JAMES L. FRY from auxiliary equipment operator to helper. ELTON G. CLEVINGER from auxiliary equipment operator to helper.

Roanoke Division

D. J. WILLIAMS from lineman to meter service helper. FRANCES L. HAMPTON from clerk-typist to clerk-stenographer. B. J. AKERS from meter serviceman b to meter serviceman a. C. R. BROGAN from meter serviceman c to meter serviceman b. W. G. LOOPE from station man helper to station man c.

Service Anniversaries Noted Across Our Companies

30 Years



Ruth Wilson
Charleston



R. E. Crusenberry
Abingdon



H. T. Woodson
Lynchburg



N. Campbell
Huntington



Bess Hodges
Bluefield



M. A. Langford
Lynchburg



C. B. Patteson
Glen Lyn



G. R. Jackson
Glen Lyn



J. C. Hansbarger
Charleston



J. C. Hare
Glen Lyn



O. G. Doran
Ashland



L. R. Thomas
Roanoke



G. L. Slade
Bluefield



C. Copley
Huntington



W. Guthrie
Roanoke



G. E. Campbell
Cabin Creek

25 Years



C. E. Thompson
Huntington



L. E. McKenzie
Glen Lyn



Betty Robinette
Pikeville



C. E. Brown
GO-Accounting



E. D. Fitzgibbon
Logan-Williamson



K. R. Higginbotham
Lynchburg



A. H. Lilly
Beckley



D. C. Bevins
Pikeville



H. K. Evans
Beckley



G. D. Ison
Pikeville



G. E. Hill
Bluefield

20 Years

Kingsport, Appalachian Men Honored For Long Services

Four Appalachian employees and one Kingsport man received long-term service pins last month.

Edward H. Braid, Charleston line supervisor, and R. C. Scarlett, Kingsport station supervisor, were recipients of 40-year awards. H. L. Nester, Glen Lyn assistant shift operating engineer, J. E. McClain, Kanawha unit foreman, and J. H. Merriman, Roanoke division line foreman, received 35-year pins.

Mr. Braid observed his 40th anniversary August 8. He joined the company as a draftsman and later became an inspector. In 1938 he was promoted to assistant superintendent of the transmission department. In 1948 he was promoted to transmission and distribution department superintendent. He moved to line supervisor in April 1955.

Mr. Braid worked three summers for the company while going to school at West Virginia University where he received a BS degree in 1927. He is married and resides in Charleston with his wife, Helen, who is a retired company employee.

Mr. Scarlett started his 40-year service career in Kingsport on August 1, 1927, as a meter tester. Approximately eleven years later he was promoted to the position of assistant meter superintendent. On February 1, 1942, he was named station supervisor. He is a member of the First Baptist Church and also a member of International Association of Electrical Inspectors, Tennessee Chapter.

Mr. Nester started continuous service on August 29, 1933. He started his Appalachian career as a laborer. He worked as an auxiliary equipment operator and unit foreman before being elevated to his present position of assistant shift operating engineer. Mr. Nester is a native of Mercer County, West Virginia. He resides at Pearisburg, Virginia, with his wife.



Mr. Nester



Mr. Scarlett



Mr. McClain



Mr. Merriman

Mr. McClain's period of continuous service started in May 1934 as a filter plant man. He progressed through various operating jobs and was a turbine operator at the time he was promoted to control operator. He assumed his present duties in August, 1957. He has been active in community affairs and now holds memberships in the Cedar Grove Lions Club and the International Order of Odd Fellows. He is a deacon in the First Baptist Church at Chelyan and has a son and daughter.

Mr. Merriman began work for Appalachian in August 1932, at Fieldale as a laborer. He was promoted to lineman in 1936 and then to the position of line foreman in 1946. He is a native of Fieldale, having been born and educated there. He served during World War II in the U. S. Army Field Artillery for four years and was discharged a corporal. He attends and is a strong supporter of Old Well Christian Church.



Appalachian Power Company

ABINGDON—30 YEARS: R. E. CRUSENBERRY, line foreman. 10 YEARS: EVELYN S. CAMPBELL, stenographer. HATTIE E. RATLIFF, home sales representative.

BLUEFIELD DIVISION—30 YEARS: GEORGE L. SLADE, line foreman. BESS K. HODGES, head cashier. 20 YEARS: GARLIN E. HILL JR., stationman. 15 YEARS: JACK D. MARTIN, meter serviceman. 10 YEARS: JOHN A. DANLEY, utility clerk. BERNARD E. FRENCH, stationman. 5 YEARS: JOHN P. MONTAGUE, electrical engineer.

CABIN CREEK PLANT—25 YEARS: GEORGE E. CAMPBELL, boiler maintenance man.

CHARLESTON DIVISION—40 YEARS: EDWARD H. BRAID, line supervisor. 30 YEARS: J. C. HANSBARGER, division manager. RUTH H. WILSON, secretarial-stenographer. 20 YEARS: HARRY K. EVANS, head T&D clerk. AVIS H. LILLY, area serviceman. WILBUR C. WEST, meterman. KENNA JUDY JR., engineering aide. 10 YEARS: EARL J. SHAVER JR., customer accounts supervisor. WINIFRED CREWEY, general clerk. CARLOS J. DOBBINS, meter reader.

CLINCH RIVER PLANT—10 YEARS: HARVEY G. GILLESPIE JR., maintenance foreman.

GLEN LYN PLANT—35 YEARS: H. L. NESTER, assistant shift operating engineer. 30 YEARS: J. C. HARE, instrument maintenance mechanic. G. R. JACKSON, switchboard operator. C. B. PATTESON, unit foreman. 25 YEARS: L. E. MCKENZIE, maintenance foreman. 15 YEARS: D. E. HALL, turbine operator. C. H. SHUMATE, brakeman.

HUNTINGTON DIVISION—30 YEARS: NOLAN CAMPBELL, station man. CLARENCE COPLEY, truck driver-groundman. 25 YEARS: C. E. THOMPSON, stationman helper.

KANAWHA RIVER PLANT—35 YEARS: J. E. MCCLAINE, unit foreman.

LOGAN-WILLIAMSON DIVISION—15 YEARS: M. G. PHILLIPS, stationman. C. F. ALLEY, truck driver-groundman. 10 YEARS: W. M. HATTON, collector.

LYNCHBURG DIVISION—30 YEARS: MORRIS A. LANGFORD, line foreman. HENRY T. WOODSON, meter serviceman. 20 YEARS: KENNETH R. HIGGINBOTHAM, truck driver-groundman.

PHILIP SPORN PLANT—15 YEARS: WILLIAM A. OHLINGER, maintenance man. PAUL E. TAYLOR, tractor operator. EDWARD P. DUFFY, maintenance man.

PULASKI DIVISION—10 YEARS: J. F. BURNETT, truck driver-groundman. 5 YEARS: F. H. ANDERSON, meter reader.

ROANOKE DIVISION—35 YEARS: J. H. MERRIMAN, line foreman. 30 YEARS: WILBUR GUTHRIE, station man. L. R. THOMAS, meterman.

GENERAL OFFICE—30 YEARS: MARGARET V. WINN, w/o accounting clerk. 25 YEARS: C. E. BROWN, head-forms & supplies. MARGARET OXLEY, invoice & order clerk. 15 YEARS: D. G. HARMAN, transmission man. 10 YEARS: CLARA J. ARMSTRONG, payroll clerk. JANICE R. JERRELL, site ledger posting clerk. MARY J. MANNING, private secretary. 5 YEARS: J. C. BARTON, rodman. J. P. DOTSON, rodman.

Kentucky Power Company

ASHLAND DIVISION—30 YEARS: ORAN G. DORAN, area sales representative.

HAZARD DIVISION—20 YEARS: NOLAN HAYS, instrument man.

PIKEVILLE DIVISION—25 YEARS: BETTY ROBINETTE, secretarial stenographer. 20 YEARS: DON C. BEVINS, serviceman. G. D. ISON, engineering aide. 10 YEARS: WILLS F. TACKETT.

Kingsport Power Company

40 YEARS: R. C. SCARLETT, Station Supervisor, T&D Department. 10 YEARS: B. J. STEWART, Meter Reader, T&D Department. 5 YEARS: C. W. DAUGHERTY, Lineman A, T&D Department.



Betty Goode
GO-T&D



W. C. West
Charleston



K. Judy
Charleston



Nolan Hays
Hazard

Robert Simmons Gains Promotion

Robert D. Simmons, head transmission and distribution clerk, was promoted on August 1, to Bluefield division record supervisor.

Mr. Simmons was born at Princeton, West Virginia, where he attended public schools. He came to work for Appalachian in 1944 as a rodman. In 1954, he became transmission and distribution clerk and in 1959 he was made head T&D clerk. In the same year he completed a four-year course in general accounting.

Mr. Simmons is married to the former Jo Ann Oxley of Athens, West Virginia, and the couple has one son. They are members of the First Presbyterian Church. Mr. Simmons is a member of the Fincastle Country Club and the Elk's Lodge. He succeeds M. E. Rich who was placed on special assignment in the division manager's office.



Mr. Simmons

Abingdon Company 'Lights Up'



Test area and display of the latest street and highway lighting mounting techniques, which is used extensively by Hapco and in working with state, city and

utility engineers and officials in promotion of better street and area lighting.

Appalachian Power employees assisted in designing an outdoor lighting layout for the Hapco Company and participated in the firm's official light-up ceremony recently at Abingdon.

The total wattage of the installation is 46,000 which is equivalent to lighting approximately four miles of a typical downtown business street. The average illumination around the plant is four foot candles which is well

above the recommendations of the Illuminating Engineering Society.

Appalachian employees present at the official light-up were Fillmore McPherson, Abingdon division manager, Miller Porterfield, assistant to the executive vice president, James Cole, Paul Dunn, and Paul Kelsey.

Hapco manufactures aluminum poles and brackets which were used in the installation.

Employee's Daughter Wins Cruise Through National Essay Contest

Anna Laura Kovich, daughter of J. A. Kovich, electrical engineer with the Huntington division, was a recent national winner of an essay contest sponsored by the Propeller Club of the United States. The title of her essay was "The American Merchant Marine—Key to Defense and Trade."

Her prize as one of the national winners was a nine-day cruise on the ship *S. S. South American* on the Great Lakes from Detroit to Montreal. She also received a radio as a region winner.

Anna Laura took a train to Detroit where she boarded the ship for the trip which took her through the Detroit River, Lake Erie, Lake Ontario and the St. Lawrence Seaway. The ship docked for three days so the group could tour Expo '67.

On the trip of over 700 miles, the ship stopped at Niagara Falls, Port Colborne, Ontario and Ogdensburg, New York. While she was on board, Anna Laura was the guest of Captain Joseph A. Testyon and spent some time in the pilot or control house.

She was accompanied by her parents Mr. and the late Mrs. J. A.



Anna Laura Kovich, with captain

Kovich and her sister Jenni Jo. Anna Laura will be a junior this fall at Huntington East high school.

AEP Fellowships Awarded To Five College Students

Fellowships for advanced study in power systems engineering have been awarded to five college engineering students by the American Electric Power System to encourage graduate study in this advanced field.

These fellowships bring to 12 the number of grants given under the four-year-old program. This year's recipients, all of whom have been working this summer with the AEP Service Corporation, are Donald M. Chamberlin, Oscar A. Klitin, James J. Markowsky, John H. Provanzana and Howard A. Tarler.

Messrs. Chamberlin, Provanzana and Tarler will attend Rensselaer Polytechnic Institute, Troy, N. Y. for their graduate studies. Mr. Klitin will study at Northeastern University, Boston, and Mr. Markowsky at Cornell University, Ithaca, New York.

In addition to the three schools mentioned, AEP System fellowships are also offered at the University of Michigan, Purdue University, and the University of Wisconsin.

Candidates for the fellowships must satisfy the scholastic requirements of the participating universities. To become a preferred candidate, a student must also have worked for a power company for at least one summer in a significant training program.

While fellowship funds are determined separately for each student, the program allows as much as \$200 per month for one academic year for preferred candidates, plus full payment of tuition and other fees.

FPC Denies Ohio, Buckeye Power Request For Unit Sale Rehearing

The Federal Power Commission on August 28 issued an order denying the application for a rehearing in connection with Ohio Power Company's proposed sale of a major power generating unit to Buckeye Power, Inc. The two had filed the application with the FPA earlier in the month.

In their application, the two organizations had asked that FPC specifically approve all of the terms

and conditions contained in various agreements between the two parties involved in the proposed transaction, which they claimed the FPC had failed to do in an order issued August 4.

Donald C. Cook, president of Ohio Power and of our companies' parent, American Electric Power Company, had said, while the FPC order paved the way for Buckeye to finance its purchase of the generating unit, it did not come to grips with the key portion of the proposal: approval of the terms and conditions of the sale itself. Without such approval, he had said, Ohio Power would not be able to go forward with the transaction.

The order had given permission to Buckeye Power, a non-profit corporation organized by 28 rural electric cooperatives in Ohio, to place \$62-million of 30-year, first-mortgage bonds with institutional investors—the first such private financing in co-op history. The proceeds would provide the bulk of the funds for Buckeye's purchase of a 615,000-kilowatt generating unit from Ohio Power at the latter's Cardinal plant at Brilliant, Ohio. The two-unit power plant would be operated as a single station by Cardinal Operating Company, to be owned 50-50 by the two parties.

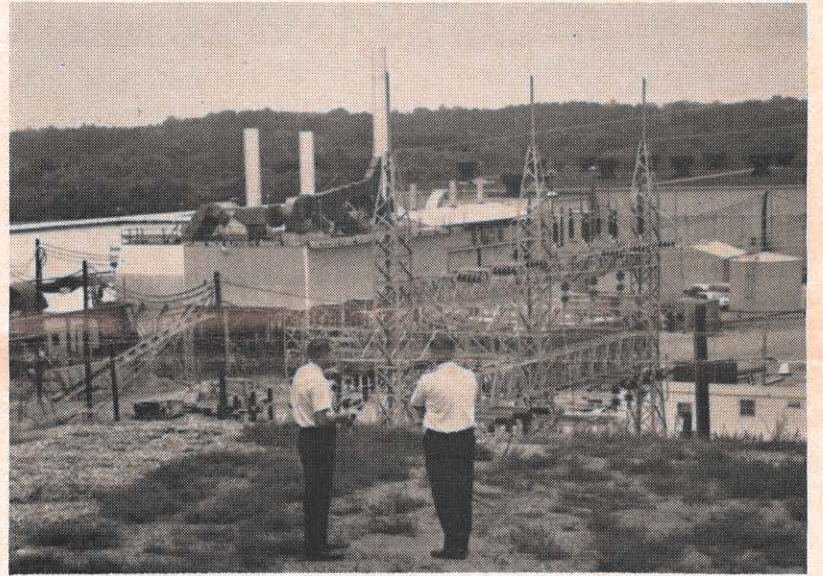
Sporn Coal Mine Work Beginning

The production of coal has been resumed at the Philip Sporn mine at New Haven, West Virginia.

Under terms of a newly signed 10-year contract, the Air Reduction Company is now operating the mine and will supply 6-million tons of coal to the adjacent 1,100,000-kilowatt Philip Sporn plant, jointly owned by Appalachian Power and Ohio Power companies. It represents Air Reduction's entry into the coal mining business.

When in full production, probably by late October, the mine will employ 75 people. Delivery of the coal from mine to plant will be via conveyor.

New Danville Substation



Joe Higgins and John Wright of the Fieldale division commercial office look over the newly completed U. S. Gypsum station and the incomplete Gypsum factory in the background. The 69,000/4,000-volt station with a 12/16/20 MVA three phase transformer will serve the huge multi-million dollar hardboard plant near Danville. The plant will employ several hundred people. The station is fed by the 69-kv loop between the 138-kv station at Ridgeway and East Danville. In addition to the Gypsum plant, several other industries will be served by this loop and will help meet the ever-increasing demand for electricity by our other customers.

Bluefield Retiree Travels



Mr. and Mrs. Hilliard at Zion National Park, Utah.

Among the most adventuresome members of the Bluefield division chapter of Retired Employees Association is Paul Hilliard. Chances are good that when he and his wife are not at their Bluefield home, they are off on an interesting trip with a destination of almost anywhere.

After his retirement in 1963 as

division superintendent after 34 years of service, Paul and Helen looked forward to realizing fully their yen for travel. In preparation, they purchased a travel trailer and joined an adventure seeking caravan club. Since that time the Hilliards have traveled in their trailer all over Canada, Alaska, and Mexico, in addition to excursions throughout the United States.

Picklesimer Given Boy Scout Award, Local Recognition

Clifford Picklesimer, Charleston division T&D line inspector, was awarded a scholarship by the National Boy Scouts of America and received meritorious recognition from local Boy Scout officials.

Mr. Picklesimer was selected as a representative to the Boy Scout training meeting last month at the National Boy Scout ranch at Cimmaron, New Mexico. In addition, Appalachian officials recently received a letter from local Boy Scout executives highly commending Mr. Picklesimer for the outstanding job which he has done for the Boy Scouts in the Charleston area.

Mr. Picklesimer has been with Appalachian since September 16, 1946. He is married and has a 16-year-old son. His hobbies besides scouting are gardening, reading, hunting and fishing.



Mr. Picklesimer

Motherhood Comes First At Bluefield

The old saying "Mother Nature waits for no one" recently was proven true in the Bluefield division.

Grady Parker, Princeton area supervisor, drove a pickup truck to the Bluefield storeroom for a large wooden reel of underground cable. When the reel was loaded onto the truck, he heard birds chirping. However, Mr. Parker gave it no special thought.

The next morning he drove the truck to the subdivision where the cable was to be used. Again he heard birds, loud and close. He climbed onto the truck, examined the reel and discovered a robin's nest with three baby robins in the hub of the wheel.

Immediately Mr. Parker drove the truck back to Bluefield and returned the reel to where he had found it. The mother bird, needlessly to say, was very excited, but once the area was cleared, she calmly began to feed the "younguns."

The moral of this story. Don't put all your eggs in one reel.

Logan Women Answer Call To Service

Service is Appalachian's motto, and the women in Logan's accounting department were "model" examples recently when they came to the aid of a photographer in distress.

R. B. Waggoner, division accounting supervisor, asked for volunteers. Carol White, stenographer, Gleneeda Perry, general clerk, Mary Randan, cashier, and Syrean Baker, assistant credit supervisor, answered the call to pose for a pictorial sequence for *Today's Business* magazine.

The pictures were to portray a shopping scene in a downtown store. However, it was Wednesday afternoon and the stores in Logan were closed. So, the photographer called at the nearby Appalachian office to see if the situation could be remedied.

The photographer got his photos. Mr. Waggoner and his girls had their little stint at modeling, and everything turned out just as had been planned.

Paper Doll



Joyce George, petty cash clerk in the Huntington division, reported for work one morning wearing a paper dress which she bought on sale for \$1.00. It is needless to say that she caused quite a stir in the accounting department. After a few jokes from her fellow employees Mrs. George pointed out that the dress could be washed several times without damage. She said that it is comfortable, looks like cloth, is not easily torn, will not fade, and if it is too long, you just take a pair of scissors and cut off an inch or two without having to hem it.

Reddy Goes Dixieland



Reddy Kilowatt's Joy & Happiness Dixieland Band led by James Fleenor, Abingdon division dealer sales representative, presented an hour long concert at the Virginia Highlands Festival of Arts and Crafts at the Martha Washington Inn at Abingdon. Mr. Fleenor, who organized the group, also is the leader of a dance band, "The Highland Quintet."

Contented Tiger



Cleo, the half-grown Bengal Tiger, is one of the most contented cats in captivity, and one of the reasons is that she lives in a "total-electric home." In fact all of the animals in the Circle M Zoo, 10 miles north of Stuart, Virginia, live in total-electric homes. In addition to the electrically heated big animal house, there are many individual houses and cages heated by electricity. It could be said that this is a family zoo because wherever possible they have complete animal family units, both parents and offspring. At the present time, the Circle M lists among its babies a tiger, bear, bison, wild pony, antelope, gazelle, elephant, elk, monkey, kangaroo, porcupine, skunk, and zebra.

**People, Places
and Things**

Hats 'On' To Kentucky Power



The AEP Top Hat was won by Kentucky Power Company for achieving first place during July in AEP's third quarter 1967 conversion heating sales incentive program. R. E. Matthews, commercial manager, is shown presenting the hat to D. P. Wade, general heating sales supervisor. Kentucky led the system in July by reaching 40.7 per cent of the third quarter bonus goal for electric heating conversion installations.

Sales Are High



Some people will go to any length to sell tickets, and Mrs. Janet Weir is one of those people. She set out recently to sell tickets to everyone in sight, including Huntington lineman Jack Butler, who happened to be 35 feet up a pole. Mrs. Weir was selling tickets for a charity show at Huntington, and the above event was safely staged by Appalachian in cooperation with a Huntington newspaper. (Photo courtesy of Jack Burnette, Huntington Publishing Company)

Fifty Years



Mr. and Mrs. H. P. Dodd recently celebrated their 50th wedding anniversary. Mr. Dodd retired from Appalachian at Roanoke in 1954 after 40 years of service. His hobbies include golf, fishing and church work. Mrs. Dodd spends much of her spare time in her back yard flower garden. They reside at 2118 Memorial Avenue, S. W., Roanoke.

Top Newsboy



Jay Burnett, son of J. M. Burnett, sales manager of the commercial department in Roanoke, is shown receiving the Master Carrier Award by J. W. Belcher, newspaper sales supervisor for the Roanoke World-News. The award is for nine months of perfect newspaper delivery service on his route in south Roanoke. Jay is 15 years old, a first class Boy Scout and a sophomore at Patrick Henry high school. He has a provisional appointment to attend Virginia Military Institute upon completion of his high school work. Also pictured is Homer, Jay's dog, who helps on the paper route.

He's On The Job



Reddy Kilowatt, depicted as "Coal's Number One Salesman," got a face-lifting at the Logan office recently. The new smiling Reddy appears on the side of the Logan office building and is on the job seven days a week greeting shoppers and other downtown visitors. Reddy points out that by heating and living with electricity, our customers are also supporting the local coal industry which is the backbone of the economy in parts of our companies' service areas.

Ashland's Ewing Snodgrass Retires, Is Succeeded by Roscoe Compton

Ewing Snodgrass, forms control—joint use contract and property records supervisor for Kentucky Power Company retired September 1. He is being succeeded by Roscoe C. Compton, departmental assistant in Kentucky's general accounting office at Ashland.

A native of Parkersburg, West Virginia, Mr. Snodgrass joined Kentucky Power on May 18, 1942, as a clerk in the Ashland division. After advancing through several positions, he was named as plant records supervisor in 1950, general field records supervisor in 1955 and was promoted to his present position in May of 1963. He served for six years in the Kentucky National Guard and five years in the Naval Reserve Unit at Ashland. Mr. Snodgrass and his wife, Eva, have one son and four grandchildren. They plan to reside at their present home at 658 Gartrell Street, Ashland.

Mr. Compton

Mr. Compton is a native of Lockwood, Kentucky, and joined the Ashland division commercial department in a clerical position in July of 1953. He was promoted in 1957 from merchandise order and billing clerk to material accounting clerk and to general accounting clerk in 1961. In October of 1966 he was named departmental assistant. A Navy veteran, he received his degree in business administration from Marshall University in 1963 after attending night classes for several years. He also earned an associate

Mr. Compton is a native of Lockwood, Kentucky, and joined the Ashland division commercial department in a clerical position in July of 1953. He was promoted in 1957 from merchandise order and billing clerk to material accounting clerk and to general accounting clerk in 1961. In October of 1966 he was named departmental assistant. A Navy veteran, he received his degree in business administration from Marshall University in 1963 after attending night classes for several years. He also earned an associate

Four Appalachian Men Write Items In AEP Magazine



Mr. Martin



Mr. Bostian



Mr. Reed



Mr. Smith

In the July-August issue of AEP's "Operating Ideas," three stories were contributed by Appalachian employees.

B. K. Martin, Charleston Division meter superintendent, authored a story concerning the successful use of the Murray Loop which has been used to accurately locate faults on underground control cables at stations and plants.

J. A. Bostian, Roanoke division senior meter engineer, and R. A. Reed, general office meter engineer, discussed how relays improve transmitter reliability and reduce maintenance.

W. C. Smith, maintenance man at Glen Lyn plant, mentioned a new way to clean off the chemical deposits that cling to gage glasses indicating drum water level. Mr. Smith's method involves the use of a brass rod that saves the company \$900 worth of material and 150 man hours per year on six Multiport assemblies.



Mr. Snodgrass

in arts degree from Ashland Junior College in 1957 and earned credits in accounting courses at the Ashland School of Commerce. Mr. and Mrs. Compton and their three daughters reside at 1683 Beech Street, Ashland.

AEP's V. P. Rader Claimed By Death

Valentine P. Rader, acting head of the American Electric Power Service Corporation's electrical research section, died July 29. He had suffered a stroke May 9, and lapsed into a coma following brain surgery.

He joined the Service Corporation in 1936 as an assistant electric engineer. In 1961 he was named head of the station projects section, and became acting head of the electrical research section last January.

Mr. Rader held BS and MS degrees in electrical engineering from Columbia University. During World War II, on a leave of absence, he worked for Bell Telephone Laboratories. He was a registered professional engineer in New York State, and a senior member of the Institute of Electrical and Electronics Engineers.

He is survived by his widow.

Franklin County Home Is Remodeled Into Total-Electric Ranch For Boys

An old historic farm home with newly installed electric heat has been purchased as the site for a new boys' ranch. This old home is located on State Route 670 in Franklin County and the farm land has a lengthy frontage on Smith Mountain Lake.

Dr. F. W. Dinwiddie is developing the Edgemeade Boys' Ranch as a home for psychiatric treatment for emotionally disturbed, but not delinquent, boys. It will be a non-profit corporation and is due to begin operation on the 100-acre farm this month with about 20 boys, aged 8 to 16. Each boy will stay at least two years, and the careful program for each

Lynchburg Woman Signed Bills

Retiree Saves Money With Name On It

Saving money, whether it be old coins, new coins or greenbacks has been a hobby of people for years.

Mrs. Rose Station Harvey, a retiree of Appalachian's Lynchburg accounting department, has an unusual hobby in collecting money. She only wants those bills with her name on them. There is an old adage, "It's mine, it has my name on it." In the area around Esmont, Virginia, near Charlottesville in the Lynchburg division, there are ten-dollar bills with Mrs. Harvey's name on them. The Appalachian meter readers and service men are on the lookout for these bills and when they find one, it is purchased for Mrs. Harvey.

The story of these bills starts in 1922 when Mrs. Harvey was employed by the Esmont National Bank. She became the first woman cashier of a national bank in the United States when she was elected by the bank's board of directors to that position in 1926.

All currency issued by the Esmont Bank was secured by bonds deposited in the treasury of the United States and as the old money was redeemed, it was replaced with new currency which required the signature of the president and the cashier of the Esmont National Bank. Consequently, Mrs. Harvey's name appears on many pieces of United States currency. In 1933 the bank was sold to the Peoples



Mrs. Rose S. Harvey in her husband's store near Lynchburg. Here Mrs. Harvey will take money regardless of whose name is on it.

National Bank of Charlottesville, at which time Mrs. Harvey came to work with Appalachian.

Since her early retirement in 1964 after 30 years of service, Mrs. Harvey has been very active in

the Chestnut Hill Baptist Church where she teaches Sunday School. She also is a member of the Business and Professional Women's Club in Lynchburg and at one time served as the club's president.

Point Pleasant Woman's Camera Keeps Employees On 'Safe' Toes



Mrs. Jordan's Signs Open, Close Show

A local and somewhat altered version of "Smile, You're On Candid Camera" was the topic recently in a Point Pleasant safety meeting. Jerry Jordan, T&D stenographer and a camera bug, was director and producer. Employees were the stars, caught in unsafe situations.

Like the big fish that got away, Jerry says she missed some interesting scenes because concealing a camera and being on the spot at the right time are difficult tasks. But, by keeping her eyes open and following a few leads, she snapped a number of varied shots and compiled them into a slide presentation.

Some of Mrs. Jordan's shots were

of people performing duties safely. However, many portrayed unsafe conditions such as opened drawers, absence of hard hats and failure to use handrails on stairways.



Mr. Robinson

Miller Assigned To Mitchell After Year As Fellow

After a year of study as a Sloan Fellow at Massachusetts Institute of Technology, Earl J. Miller has returned to the American Electric Power Service Corporation. He has been assigned to the Project Engineering Group, where he will be involved in the planning and coordination of the engineering, design, and construction of Appalachian Power Company's 1.6-million kilowatt Mitchell plant.

During his year as a Sloan Fellow, Mr. Miller participated in a program of special courses with senior members of the MIT faculty, and in company with 44 other Sloan Fellows met leaders in business and government in the U. S. and abroad. He earned a master of science degree in management for his work at MIT.

He is a graduate of the United States Merchant Marine Academy, and served in the merchant fleet before transferring to the U. S. Navy. He joined the Service Corporation in 1956 as assistant engineer, and was named senior engineer in 1965.

Clinton Robinson, Wytheville, Dies

Clinton N. Robinson, 52, died August 8, in Roanoke Memorial Hospital after a brief illness. He was a heating and builder sales representative in the Pulaski division and had been located in Wytheville, Virginia, for several years. He had completed more than 21 years of service, all in Pulaski division's commercial department.

He was an active member and leader in St. Paul's Methodist Church, Wytheville. He also was a member of the Lions Club and the Elks Club, and a World War II veteran.

Survivors include his wife, Carolyn Shomaker Robinson; a daughter, Mrs. Henry Gonzalez, along with his parents, two brothers, and one sister. Burial was in West End Cemetery, Wytheville.



Edgemeade Boys' Ranch before the renovation started.