

# the ILLUMINATOR

PUBLISHED FOR THE EMPLOYEES OF APPALACHIAN POWER COMPANY • KENTUCKY POWER COMPANY • KINGSPORT POWER COMPANY • OF THE AMERICAN ELECTRIC POWER SYSTEM  
Vol. XXVII, No. 3, December, 1975

## An interview with Tracy Weiss

### Good attitude an important factor in customer service

Good service depends not only on what we do but to a great extent upon the spirit with which we do it. It depends upon efficiency and upon courtesy, friendliness and promptness. The first stop for that most-important-of-all person — our customer — is usually the desk of the customer accounts representative. For a look at how one employee handles this job, **The Illuminator** interviewed Tracy Weiss in Bluefield Division's Princeton office.



Weiss

Weiss says, "I enjoy dealing with the public. Most customers are very easy to deal with. You just have to handle them like you would want to be handled if you had a complaint."

He says, "I feel the employee who handles my particular job should be an even tempered person who can take a situation, sort of feel it out and then come up with a real good solution. If someone has a negative attitude and tears a customer's head off when he comes in, it wouldn't take long for that particular person to tell his friends. His friends would tell their friends, and the first thing you know you would have a bad reflection on the company from just one incident."

## Carlini takes Charleston post



Carlini

Calvin O. Carlini, manager of Ohio Power Company's Portsmouth Division, will become manager of Appalachian Power's Charleston Division on January 1. In making the announcement, John W. Vaughan, executive vice president of Appalachian, said Carlini will be responsible for operating all the company's facilities in the division.

Carlini joined Ohio Power Company after service in the Army Air Corps in World War II and then earned a BS degree in electrical engineering from Ohio State University. He was transmission and distribution superintendent of Ohio Power's Canton Division before being named manager of the Portsmouth Division in 1972.

"When a person comes into the office with a high bill complaint, I just use a little psychology on them. I know they have probably stewed over the dinner table, and I know that when they come in the door the first thing they are going to do is unload all their frustrations on me. I try to take this negative attitude and change the negative to positive. In doing this, I let the customer explode and get things off his chest. When I tell he is settling down, I take his bill and can tell in a few seconds if there is a legitimate high bill complaint."

He continues, "If there is not, I explain to the customer the recent rate increase. I use an electric service cost study folder to tell the customer how many kilowatthours he should be using with the appliances he has and compare that with what he is actually billed for. Nine out of ten times the customer is satisfied because he knows I don't present a defense mechanism. When they start tearing into me, I don't start tearing back. They realize I am not going to have a verbal battle with them."

"Customers today would rather you sit down and be 100 per cent honest with them. I try to take the feeling of the customer into consideration. He has a problem when he comes in here and expects some kind of satisfaction from us."

"There are a few who are unreasonable. There was one lady who just wouldn't listen to reason at all. Her usage had increased, and we verified everything of ours from the pole to the meter. She kept complaining every month until finally I told her the problem was probably inside her home, maybe a broken water pipe. I had Bud Perdue from Bluefield go over and check and she did have a broken water pipe. After that she was very apologetic and realized she had given us a hard time."

"We make every effort to show the customer we have tried to handle the complaint as effectively as possible and give him

a feeling of satisfaction. You just can't snow these people. If that customer's consumption has increased, he deserves an answer for it. If he has a problem, then we should dig in and find out what it is. Leveling with a customer from the beginning saves a lot of problems."

He concludes, "Before a customer leaves, I want to know whether he is satisfied because if he is not, then I don't feel I have done my job."

### Grateful customer sends flowers

Bonnie Evans, customer representative A, and C. C. Willis, area supervisor, in the Rainelle office of Beckley Division went that extra step to assist a customer in getting service connected on the date requested. The family was so appreciative that they sent an arrangement of red carnations and white mums to a surprised Mrs. Evans.

The following day this letter was received by Beckley Division Manager J. E. Jones: "I suppose most people write to you to complain. This letter will be a little different. I want to thank the APCo for the very best of service provided us."

"We are new in your district. We were in a bad situation, needing to be out of our home we sold by a certain date. Not knowing we needed an application for service in advance, I called the office at Rainelle. The most kind lady, Bonnie Evans, helped us. A very special thanks to her and to a Mr. Curt Willis, who came out and helped us get things started. Your employees worked on a very nasty cold, rainy day in order to provide us with power on the date we requested. The serviceman came and hooked us up immediately."

"Just wanted you to know how much we appreciate the very fast service and the very nicest people working in your Rainelle office. Thanks."

## U. S. Chief Justice Burger orders stay in making W. Va. refunds

U. S. Chief Justice Warren E. Burger has granted Appalachian Power Company a stay in the making of refunds to its West Virginia customers.

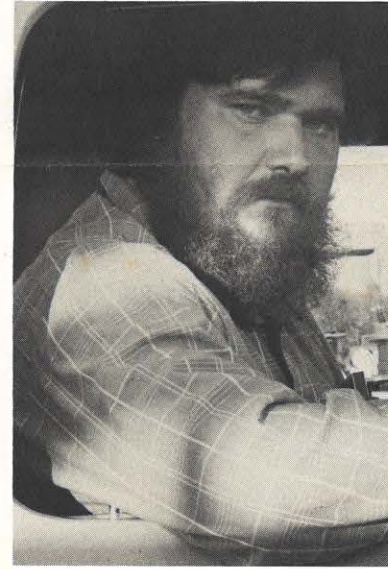
The order, which the company received November 24, states, "It is ordered that the Public Service Commission of West Virginia's order of January 31, 1975, as amended by its orders of February 14, 1975, March 21, 1975, and October 10, 1975, in its case 7083 be, and the same is hereby, stayed insofar as it would require appellant (Appalachian) to make refunds to its customers within 120 days of October 10, 1975." The stay was conditioned on the posting

of a \$24.3 million bond by the company with the West Virginia Public Service Commission.

The Public Service Commission of West Virginia had ordered Appalachian to make refunds to its customers after granting only 14% of a rate increase request made by the company in 1971. The amount of this refund and the interest for the period July 29, 1971 to December 31, 1973 is presently about \$23,600,000.

Justice Burger's order will remain in effect until the Supreme Court makes a decision on Appalachian's appeal to that Court of the West Virginia Public Service Commission's decision in the 1971 rate case.

## Bill Martin saves new home from extensive fire damage



Martin

Quick action on the part of William T. Martin, II, Lynchburg lineman A, was credited with preventing extensive fire damage to a new home recently.

The house caught on fire after the owner lit a gas hot water

heater which had been leaking. The ensuing explosion caught the exposed insulation and rafters above the hot water heater on fire. The homeowner summoned Martin, who was part of a meter service crew installing underground service. He grabbed the fire extinguisher from the truck and put out the blaze as best he could.

Martin recalls, "After I expended the fire extinguisher, I saw the rafters were still burning. I ran next door and 'borrowed' a hose that was lying in the yard and put out the rest of the fire. The fire department arrived after everything was out. There was little damage to the house."

The homeowner commented, "If it had not been for the Appalachian crew being in the area, our home might have suffered extensive damage. We are moving here from Kentucky and are glad to know the kind of people who live and work in Lynchburg."



C. C. Willis, left, and Bonnie Evans



## For APCo on a rainy day

(Editor's note: The following editorial was published in a recent edition of *The Roanoke Times*.)

Appalachian Power Company (APCo) employees, feeling much put upon and beset from all sides, can nonetheless take some comfort. Not long ago figures released by Federal Power Commission (FPC) showed they were the most efficient electricity producers in the country on the basis of the cost per kilowatt-hour. Now comes a report from the state commissioners' association representing all state agencies such as, in Virginia, the State Corporation Commission.

The *National Observer* says that the commissioners' association set up 22 ways in which a public utility could be rated. The association gathered the figures from the states, and flagged each utility where it was superior and each where a rating suggested a need for attention. APCo was flagged six times for superior showing, none for an inferior showing. For comparison's sake, Duke Power Company was flagged four superiors, no inferiors; the Virginia Electric and Power Company (VEPCo) one superior, one inferior; Consolidated Edison in New York, no superior, eight inferiors.

Evidence like this apparently cuts no ice with the SCC or with the West Virginia regulatory commission. It doesn't register with some politicians (especially the loudest ones), self-annointed consumer representatives and others, all of whom could be subsumed under the classification of not always knowing what they are talking about.

Still, the clippings might be useful to comfort the children upset because their daddy is said to work for an ogre. They might be posted on the kitchen bulletin board for comfort, with coffee, on a rainy day; or kept in the wallet to pull out when a customer cusses out the company. When a federal report and another report representing all the states combine to give APCo a superior standing, somebody there must be doing something right.



Officers of ELECO, the Junior Achievement company sponsored by Kingsport Power, sell the first share of stock to Kingsport Executive Vice President J. E. Faust. From left, Tamara Hutton, treasurer; Todd East, president; Alice Rogers, corporate secretary; and Marsha Starnes, Kingsport cashier and JA advisor. Other JA advisors not pictured include S. G. Harnsberger, commercial representative; W. C. Hendricks, Jr., draftsman; and Wayne Matthews, customer accounts representative. ELECO, operated by 25 students from six area high schools, manufactures plastic name plates and quilted shoulder bags.

## the ILLUMINATOR

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Meanwhile...

## 25 billion U.S. dollars go to foreign countries for foreign oil and foreign payrolls.

*How much is 25 billion?*

*If an owner told his foreman to go out and hire 20 workers every day at a salary of \$20,000 and not to come back until he spent 25 billion dollars . . . the foreman wouldn't come back for 175 years!*

Or consider this measure. 25 billion dollars is enough to hire one million two hundred fifty thousand unemployed Americans at \$20,000 a year.

Chances are we couldn't — and for that matter, wouldn't want to — end all oil imports. But certainly we can reduce this drain on our capital which is contributing to our inflation and unemployment.

How?

By attacking the central defect of our nation's energy system—suicidal reliance on our least-plentiful fossil energy resources, oil and gas, and a minimal reliance on our most-plentiful — coal.

Envision what could be done if we cut our oil import needs in half. Imagine 12½ billion spent on producing American energy in America with American workers.

The result would be jobs that would create jobs that would create jobs.

Take the Electric Utility industry for example: Forced by inflation, runaway fuel costs and skyrocketing interest rates, construction projects that would have produced 165,000,000 needed kilowatts of power for the future, have been delayed or cancelled.

As a result, more than half a million annual construction jobs will be lost over the next five years, and a power shortage made likely . . . with still more jobs lost.

If the electric utility industry could get its building program back on the track, the number of unemployed in the construction industry could be reduced by as much as 12 percent.

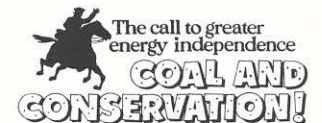
It's time to put a stop to talk.

Let's start making the hard decisions necessary for a viable National Energy Program, that will stimulate economic growth, create new jobs, lessen our dependence on foreign oil and avoid a power shortage.

A vital key to such a program is increasing our dependence on our wealth of coal.

A crash development of this vast resource—in harmony with environmental protection — will cap the damaging flow of American dollars to foreign pockets.

Billions of dollars that can be spent here at home for American jobs . . . to fill American pockets.



## American Electric Power Company, Inc.

Appalachian Power Co., Indiana & Michigan Electric Co., Kentucky Power Co., Kingsport Power Co., Michigan Power Co., Ohio Power Co., Wheeling Electric Co.

(Editor's note: This ad is one of a series appearing in several national publications.)

## AEP SYSTEM BRIEFS

### Michigan Power granted rate increases

The Michigan Public Service Commission granted a \$392,000 gas rate increase and a \$335,000 electric rate increase to Michigan Power Company, effective last month. The increases represented 18.2 per cent and 17.9 per cent of the respective amounts the company had requested.

The counterclaim also seeks to enjoin United Nuclear from mining and selling to others the uranium reserves dedicated to the Cook contract. It charges the supplier with "conduct designed to raise the market price of uranium concentrates by unreasonably restraining free competition among . . . sellers", and seeks treble damages of more than \$240-million for this alleged antitrust violation.

of data on customer electric usage obtained from load-recording instruments installed on selected customers premises. First phase of the study is scheduled to begin next month. During this phase, load recorders will monitor 150 homes served by Appalachian Power, Indiana & Michigan Electric Company and Ohio Power Company.

### AEP promotes Mekolites

William E. Mekolites, assistant chief planning engineer-regional power supply, last month also was named director-load research and assumed responsibility for coordinating the AEP System's new program in this field. He succeeds Dr. Charles Falcone.

In his new capacity, Mekolites will supervise the interpretation

### Mining personnel named

Alexander L. Sanders has been named general superintendent for development of the System's newly acquired coal reserves near Helper, Utah. He has been in the Mining Division of the Service Corporation's Fuel Supply Department since August 1972. Richard M. (Max) Cannon has been appointed acting director of mining engineering to succeed Sanders.

### I&M files counterclaim against United Nuclear

Indiana & Michigan Electric Company recently filed a counterclaim against United Nuclear Corporation in a U. S. District Court in New Mexico, seeking specific performance by United Nuclear of its contract obligations to supply fuel for I&M's Donald C. Cook Nuclear Plant.



## Malone retires from coal company

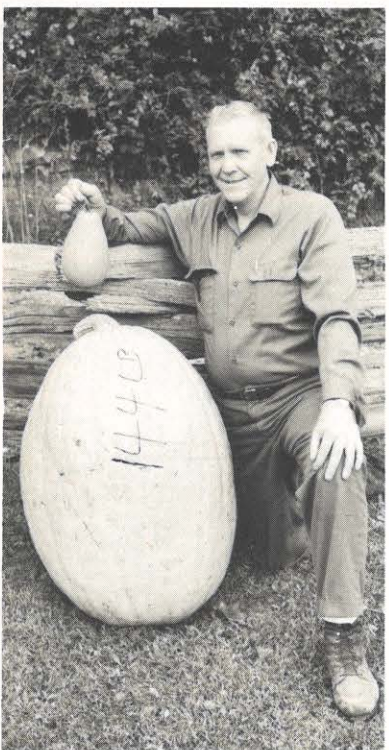


Malone

William Robert Malone, administration supervisor for Southern Appalachian Coal Company, Marmet office, retired December 1 after nearly 24 years' service.

A native of Mayfield, Kentucky, Bill attended Bowling Green Business University. He began his career with Central Appalachian Coal, Morris Creek office, in 1952 as a mine accountant and subsequently served as office manager and handled all phases of the operation. He was assigned to Southern Appalachian Coal at Marmet in 1973 as accounting coordinator and was area office supervisor there before being named to the position he held at retirement.

Bill enjoys hunting, fishing and watching spectator sports on TV. He is a member of the Lions Club and Calvary Episcopal Church at Montgomery. Retirement plans include working with flowers, gardening and some "rest". He and his wife have four children, four grandchildren and one great-grandchild.



Fred Dooley, Montgomery area serviceman in the Charleston Division, came close to matching a world record with this pumpkin he grew in his garden. The West Virginia Weights and Measures Department recorded Dooley's pumpkin as 70½ inches around and weighing 144 pounds. The world's largest pumpkin measured 72 inches around and weighed 170 pounds.



New Officers of the Appalachian Employees' Benevolent Association in Roanoke are (seated, l. to r.) Joyce Terry, GO stenographer, Group IV representative; Teresa Thomas, GO general bookkeeper junior, co-chairman and Group II representative; Ron Hogan, GO property records clerk, chairman; Debbie Duncan, GO clerk typist secretary and Group I representative; and Larry Hubbard, GO draftsman senior, Group III representative.

Standing from left, Sam Williams, Roanoke T&D clerk senior, Group V representative; Richard Downey, Roanoke T&D clerk senior, co-treasurer and Group VI representative; and K. P. Wright, Roanoke T&D draftsman, treasurer. Not pictured is Lee Vaught, GO Meter engineer senior, Group VII representative, and John Wilson, Roanoke lineman C, Group VIII representative.



Machir

## Machir elects early retirement

When he smiles, he smiles all over. When he laughs, he reminds you of Santa Claus because he has more fun than anyone. When he answers a question for you, nothing at that particular time is as important. He speaks softly with his deep bass voice and can win anyone over with his personality. As one employee says, "The best way to describe W. F. 'Bill' Machir is 'Mr. Nice Guy.'"

Bill, who was records supervisor in the Point Pleasant area of Huntington Division, elected early retirement November 1 for health reasons. He began his utility career in 1939 with an Appalachian predecessor, The Point Pleasant Water and Light Company. He resigned to do defense work during World War II and hired on with Appalachian in 1946 as a clerk.

Bill's plans for retirement call for "taking it easy and having time to do everything I never had time for before". He is a member of the Masonic Lodge and Loyal Order of Moose. Bill and his wife Violet have three daughters.

## AEP load research program planned

Finding out how much power our customers use — and when — is the idea behind a new load research program scheduled to begin in January at selected points on the American Electric Power System.

That's when 150 special meters will be installed at the homes of residential customers in the service areas of Appalachian Power, Ohio Power and Indiana & Michigan Electric Companies. (Those selected for Appalachian include 50 electric heating customers in the West Virginia area.) It's the first step in a three-year, \$1-million program that will eventually include representative samples of all customer classifications in every System company. An additional 450 meters will be installed by April 1.

Purpose of the study is to learn in detail the patterns of electricity usage by a variety of our customers — as affected by time of day, time of week and season of the year, as well as by special circumstances such as weather. Collection and analysis of these data will help the System to plan for future electric energy needs in its service area, to evaluate more effectively the cost of electric service for ratemaking purposes, and to advise our customers on the efficient use of electric energy.

A small recording device attached to each meter measures the time and amount of use. Customers with the meters will have previously filled out a questionnaire dealing with family size, number and nature of appliances in use, and other information needed for valid assessment of the results. Periodically, magnetic tapes from the recording devices will be collected, replaced with new ones, and forwarded to the AEP Service Corporation's Computer Applications Division for translation and computer analysis.



After Roanoke Right of Way Agent Ralph Naff stopped on Interstate 581 to help a stranded motorist recently, the woman was so grateful she wrote a letter to the company. It said, in part, "I am sure that a company who employs men of such caliber is bound to be a good company. I just wanted to let you know of his helpfulness to us. It really made our day."



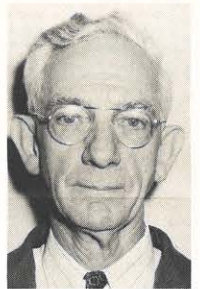
Rusty Shrewsbury, son of Sherri Shrewsbury, Bluefield customer accounts representative C, was a member of the Reliable peanut football team which won the Princeton League championship this season. Voted "most valuable player", Rusty played fullback on offense, middle guard on defense, and was team captain. He has played in 14 consecutive undefeated ball games over a two-year period.

## WE REMEMBER

**Ronald Wayne Maddox**, 27, Charleston lineman helper, died November 5. A native of Charleston, he began his career with Appalachian Power in 1969 and had been on LTD leave since January of this year. Maddox is survived by his widow Rebecca and one son, who reside at Route 1, Gay, West Virginia.

**Herbert A. Brooks**, 77, retired Lynchburg building supervisor, died November 19. A native of Campbell County, Virginia, he began his career in 1925 as an appliance serviceman and retired June 1, 1963. Brooks is survived by two daughters, two sons, 12 grandchildren and two great-grandchildren.

**Earl Elmer Belcher**, 70, retired Bluefield area serviceman, died November 21. A native of Grundy, Virginia, he had broken service before being permanently employed in 1937 as a lineman and retired September 1, 1965. Belcher is survived by his widow, Elsie, Route 1, Box 161, Irma, South Carolina, and one daughter.



Brooks



Belcher

## BLOOD DONOR HONOR ROLL

**Bill Salmons**, Charleston lead draftsman, two gallons.

## Student designs wheelchair lock



Johnson

The staff and students at Charleston's Ben Franklin Vocational School were asked to design safety equipment for Kanawha County school busses to meet a new OSHA requirement for transporting handicapped students.

Chuck Johnson, son of Charleston Collector Charles F. Johnson and a drafting student, designed a wheelchair lock which keeps the wheelchair from moving while the bus is in motion. The locks were fabricated by the school's welding class and are now in use on all county busses transporting handicapped students.



# PEOPLE IN THE SPOTLIGHT

## CHARLESTON



Sayre

**Shawna Sayre**, daughter of Ray E. Sayre, meterman B, received a trophy for being named Nazarene Baby Queen of West Virginia.

**Jack Shaver**, accounting supervisor, completed an eight-week Leadership Charleston course sponsored by the Charleston Regional Chamber of Commerce and Development.

**Bill Belchee** was chairman of a benefit golf tournament at Berry Hills Country Club. Proceeds went to the Buckskin Council, Boy Scouts of America.

**Ted Pendleberry**, hydro utility operator B, played in the sixth annual Winfield Alumni football game. He was captain of the team, which won 14-8.

Cave Spring High School band next year.

**Mabel Smith**, wife of Sidney C. Smith, retired payroll and personnel accounting supervisor, was named to fill an unexpired term on the Roanoke County Planning Commission.

**H. L. Chambers**, purchasing assistant, GO Purchasing, Roanoke, was elected deacon chairman at Tabernacle Baptist Church.



Biggs, S.

Biggs, P.

**Susan Biggs** was elected junior class attendant on the homecoming court at Cave Spring High School. **Philip Biggs** was elected SCA president at Green Valley Elementary School. They are the children of E. R. Biggs, general stores supervisor, GO Purchasing, Roanoke.

Moore). **June Miller**, wife of W. E. Miller, portrayed Gypsy Muscle (Nipsy Russell).

**Larry L. Bucklen**, engineer B, was re-elected chairman of the administrative board of the West End United Methodist Church, Wytheville. He was also re-elected lay speaker of his church and elected a lay delegate.

**J. David Shrewsbury**, engineer B, was elected to the administrative board, the council on ministries and church school membership superintendent at Dublin United Methodist Church.

## LOGAN-WILLIAMSON

**David Lee Warren**, son of Wayne E. Warren, Logan stores/garage supervisor, was elected to the student council at Southern West Virginia Community College, where he is a freshman.

**Geri Layne**, credit representative senior, represented the City of Williamson in the "Miss West Virginia Beta Sigma Phi" pageant. She was selected for the honor by a panel of judges representing four Williamson chapters of the sorority.

**Merrill Atkinson**, retired administrative assistant, was presented a 50-year pin by the Beni Kedem Shrine, Charleston, West Virginia.

**Holmes Cassady**, meter reader, was elected chairman of the South Region of the Kentucky School Board Association and will serve on the KSBA's board of directors. Cassady is also chairman of the Martin County, Kentucky, Board of Education.



**Theresa K. Foster**, daughter of Dixie Foster, Cabin Creek Plant secretarial-stenographer, was chosen Miss Union Maid at the annual Kanawha Valley Labor Council, AFL-CIO, Labor Day celebration. She is a senior at Charleston Catholic High School.

## KINGSPORT

**Rhonda Fletcher**, daughter of Wayne Fletcher, draftsman, and **Debbie Anderson**, daughter of Charlie Anderson, credit representative senior, are members of the Bloomingdale girls' softball team which won second place in the Little League. Wayne's wife, **Sue Fletcher**, is coach.

**Jay Melton**, serviceman, is cubmaster of Cub Pack 90, which was recently organized with two dens. His son, **Jeffery Lee**, is a member of the Pack.

**Brent Bacon**, son of Carl Bacon, power engineer, was elected vice president of the sophomore class of Lynn View High School.

## HUNTINGTON

**Ticia Cummings**, daughter of Pansy Cummings, part-time customer representative B, was coronated freshman class princess at Glenville State College. She represented Sigma Sigma Sigma Sorority.

**Kent Pancake**, son of W. M. Pancake, draftsman senior, is a member of the Point Pleasant Moose Lodge bowling team which placed 16th in the 1975 International Moose Tournament.

**Dave Stricklen** was recognized at an awards banquet of Hidden Valley Country Club in Point Pleasant as winner of the men's singles tennis event as well as one of the winners in the men's doubles. **Bill Stricklen** was first flight winner in the men's golf tournament. They are the sons of W. H. Stricklen, line foreman.

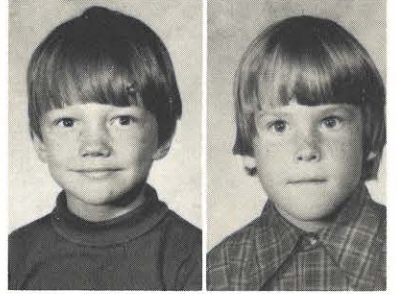
**Bessie Wilson**, Point Pleasant stenographer, and her husband **Eustace Wilson** were low gross winners in their flight of the husband and wife golf tournament sponsored by the Citizens National Bank.

**Clayton Dunlap**, retired meter supervisor, was installed as treasurer of the Downtown Huntington Kiwanis Club. **Ralph**

**Johnson** was installed as a member of the board of directors.

**Charles H. Back**, son of H. L. Back, line foreman non-exempt, was promoted to staff sergeant in the Air Force. He is an administrative specialist at Andersen Air Force Base, Guam, and attends the University of Guam during off-duty hours.

## ASHLAND



Stanley

Rolan, S.

**Jeffrey Stanley** and **Steven Rolan** tied for first place in total competition events for the 8-year-old age group in a recent Cub Scout Cub-O-Ree. Jeffrey was awarded the grand prize trophy on the basis of a runoff. **Michael Rolan** was awarded the grand prize trophy as winner of total competition events for the 9-year-old age group. Jeffrey is the son of Sherylene Killin, GO Personnel stenographer, and Steven and Michael are the sons of Ella Mae Rolan, GO Accounting secretarial-stenographer.



Rolan, M.

Hutchinson

**Christopher Lee Hutchinson**, son of Serviceman James H. Hutchinson, Jr., played on the Jets team which won the 1975 fourth and fifth grade junior football league title with a record of 5-1.



It isn't often you see a band member dressed in a football uniform, but it happens every time Marmet Junior High School has a game. Greg Chambers, son of Kenneth Chambers, Charleston auto repairman B, is a trumpet player in the school's band and an end on the football team. He warms up with the rest of the team, but when the band gets ready to play pregame music, Greg gets his horn and joins them. He also plays with the band at half time.

## GENERAL OFFICE



Goins

Fulp

**Sherrie Kay Goins**, daughter of Rod Goins, regional dispatcher, GO Operations, Roanoke, was crowned 1975 football queen of the Roanoke County Sandlot Pee Wee Division cheerleaders. A cheerleader for the Vinton Dolphins, Sherrie was selected from 175 candidates.

New officers of the Roanoke Valley Chapter, International Management Council, include: **Larry Fulp**, special records supervisor, president, Division V; **Claude E. Hylton**, personnel assistant senior, vice president; **Jerry D. Saunders**, general records accountant, treasurer; **Henry A. Howell**, statistical analyst, finance chairman; **E. R. Biggs**, general stores supervisor, keyman; **E. T. Jones, Jr.**, customer accounting supervisor, board member; and **J. B. Berg**, accounting manager, top manager.

**Debbie Dunham**, daughter of J. A. Dunham, commercial and industrial services director, GO Customer Services, Roanoke, was selected field conductor for

## PULASKI

**K. L. Buckland**, retired T&D clerk senior, was elected superintendent of the Belspring Presbyterian Church Sunday School.

**G. G. Roseberry**, stores supervisor, and **F. W. Young**, T&D clerk senior, were elected chairman and vice chairman, respectively, of the administrative board of the Mt. View United Methodist Church.

**Mrs. Stanley C. Smith**, wife of the retired line supervisor, attended the fall conference of the Virginia Extension Homemakers Council in Washington, D. C. She is home management chairman of the Shiloh Club.

New officers of the Pearisburg Employees' Benevolent Association are **D. M. Davis**, area supervisor, president; **J. L. Dunn**, area T&D clerk, vice president; and **Hazel Walker**, customer representative C, secretary-treasurer.

At a recent executive night meeting of the New River Valley Chapter of the National Secretaries Association, members honored their bosses with a banquet and skit explaining the purposes and goals of NSA. The skit, "To Tell The Spoof", was a take-off on the TV show, "To Tell The Truth". **Glenda Wohlford**, secretarial-stenographer, served as moderator **Mary Moore** (Garry



Donna Jessee was among 120 members of the Radford College Highlander Band performing with the Old Dominion University Band in opening ceremonies for the Virginia Day festivities in the National Bicentennial Celebration in Washington, D. C. The daughter of Jackie F. Jessee, Glen Lyn Plant maintenance man, Donna is the Highlander Band drum major and a sophomore music education major at Radford.



## BLUEFIELD



Fanning

**Eddie Fanning**, son of Buck Fanning, building supervisor, will be listed in the 1975 edition of "Who's Who Among Music Students in American High Schools".

**Mary Kirby**, residential representative, was elected vice president of Home Economists In Action.

**Charles Yearout**, retired GO safety coordinator, was elected to a three-year term on the board of directors of the Bibbee Nature Club.

**Scotty Phipps**, lineman B, coached the Princeton Moose pee wee football team to second place in the league. **Derrick Lefler**, son of Judi Lefler, customer accounts representative B, played for the Douglas pee wee team which finished third in the league.

## ROANOKE



Ingram

**DeDe Ingram**, daughter of J. L. Ingram, general serviceman, was the tenth grade representative for the homecoming court at Fieldale-Collinsville High School.

**Bennett Shuff**, credit representative, was elected to the board of directors of the Woolwine Ruritan Club.

The North Roanoke Chargers, coached by **Bob Ragland**, T&D lead draftsman, won their second consecutive Roanoke County Pee Wee football championship. **Jerry Richmond**, son of Jack Richmond, GO general bookkeeper junior, led the team to a 9-0 record, scoring a total 106 points for the season. Richmond was also recognized for his outstanding defensive play.

**L. R. Hawks**, truck driver-groundman, bagged a spiked buck in the Meadows of Dan area of Patrick County. It was his first deer in three seasons of bow hunting.

**Prince E. Thornton**, retired administrative assistant, was re-elected secretary of the Burnt Chimney Ruritan Club.

**Gene French**, engineer B, and

his partner won first place in the Smith Mountain Winter Classic Doubles Fishing Tournament. They caught 16 bass weighing a total of 24 pounds, 10 ounces, to take home the \$300 prize and two trophies.

**Mrs. Duncan Kennedy**, wife of the division manager, was booth chairman of women's clothing at the annual Attic Fair sponsored by the Women's Auxiliary of the Roanoke Symphony Society.

## GLEN LYN



Ratliff



Brown

**Julia Ratliff**, daughter of Robert B. Ratliff, assistant plant manager, was elected by the student body to serve as 12th grade princess at the Narrows High School homecoming.

**Dale E. Brown**, instrument maintenance mechanic B, and **R. David Martin**, engineer B, were elected president and secretary, respectively, of the Peterstown Ruritan Club.

**Jeffrey Todd Kingrea**, son of George E. Kingrea, chemist assistant, was a third place winner in the local Punt, Pass and Kick competition at King Johnston School.

## ABINGDON



Landreth

**Mark Landreth**, son of Don Landreth, was tapped and accepted into Lodge 168, Order of Arrow, Boy Scouts of America. He was nominated and elected by Troop 222 because of his outstanding leadership ability and Scouting activities.

**Lottie Johnston**, wife of Perry Johnston, was elected corresponding secretary at the annual membership meeting of Highlands Home, Inc.

**C. W. Bacchus** is fund raising chairman of the Abingdon Lions Club. Other employees assisting with this year's "Light For Sight" campaign are **Gordon Craig**, **Tom Brabson**, **Bucky Buchanan**, **Bob Trent** and **Hunter Thayer**.

**Mr. and Mrs. A. S. Buchanan** were elected to the parents'

council at King College for the 1975-76 term. He is a customer service representative in Abingdon.

## BECKLEY

**Phyllis Presley**, wife of Stores Supervisor R. E. Presley, was installed as first vice president of the Raleigh County Democratic Women.

**A. Harold Lilly**, area serviceman, was appointed to the 13-member steering committee of Appalachian Bible Institute's "Living Investment Program". He is also a member of the board of directors of the Greater Beckley Church Schools.

**Carol Loudermilk**, daughter of Commercial Engineer Robert L. Loudermilk, was elected vice president of the Old Timers 4-H Club.

**Lu Wright**, wife of Power Engineer John M. Wright, was appointed World Community Day chairman by Church Women United of Beckley.

## LYNCHBURG



Robertson

**William A. Robertson**, stationman A, was named venerable master of the Lynchburg Scottish Rite Bodies.

**W. David Crews, Jr.**, son of W. D. Crews, personnel supervisor, was elected treasurer of the Red Cross Club of Brookville High School. He was also named quality control officer of the Appalachian-sponsored Junior Achievement company.

**Stephen L. Jamison**, administrative assistant, was named program chairman for the new Timbrook Jaycees.



**W. Laybon Booth, Jr.**, Lynchburg electrical engineer senior, was coronated an inspector general honorary of the 33rd degree at the biennial session of the Supreme Council, 33rd Degree, Ancient and Accepted Scottish Rite, Southern Jurisdiction, USA.



Working through the Roanoke Chapter of the National Secretaries Association, these two General Office employees helped dress some of the 50 dolls that will be given away in the local Salvation Army toy shop this Christmas. **Jewell Woolridge**, left, secretarial-stenographer in General Office Public Affairs, made clothes for the baby dolls and **Wanda Norcross**, stenographer in General Office Rates and Contracts, sewed outfits for the teenage dolls.



Christmas is just around the corner, and these talented Charleston employees are all ready with decorations they made themselves. **Sue Pryc**, personnel clerk senior (left), made the ceramic carolers and lamppost show at the rear center of the table. She also made a Christmas tree from nuts and pine cones. **Marjorie Parkins**, customer accounts representative B (center), made the choir boys shown at right, the candle holders, **Della Robbia** wreath and the two Christmas trees in the background. The white one is made from thistle, painted and trimmed with red bows. The other is made from sugary gum balls. **Pat Cummings**, personnel clerk senior (right) made a Christmas scene which includes tree, dog, carolers and a church with stained glass windows. She also made the Christmas bell and the big green tree at far left.



New committee members for the Explorer Post sponsored by Appalachia Power Company in Roanoke are (from left) **G. S. Nease**, Roanoke Division engineering supervisor, committee chairman; **Cecil Hill**, area T&D clerk; and **Dave Bush**, electrical engineer. Not pictured is **L. G. Dougan**, personnel supervisor, who is institutional representative.



# Couples exchange wedding vows in recent ceremonies



Hurd



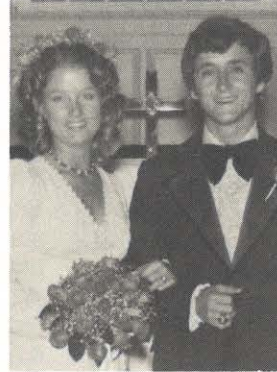
Warner



Ellis



Howard



Brinkley



Judy



Carrico

## WEDDINGS

**Dianna Kay Kern**, Kingsport clerk-stenographer, to **Rufus M. Hurd, Jr.**, October 11.

**Dorothy Ann Barker**, daughter of J. C. Barker, Beckley personnel supervisor, to **Gerald Everett Warner**, October 18.

Claudine Keith to **John David Ellis**, son of Hardia Ellis, Cabin Creek Plant master maintenance man, September 19.

**Cynthia Jo Sanford**, daughter of D. R. Sanford, Beckley line foreman, to **Mike Howard**, July 17.

**Margaret Gayle Rayfield**, daughter of J. G. Rayfield, Kingsport record supervisor, to **Richard Henry Brinkley, Jr.**, October 18.

**Cynthia Ann Day** to **Stephen Gregory Judy**, son of Kenna Judy, Jr., Charleston engineer B, September 20.

**Debra Frances Crawford**, daughter of Everette Crawford, Pulaski general foreman, to **Curtis Kelly Carrico**, October 24.

**Ella Mae Jeffries** to **Wilbur C. Hendricks, Jr.**, Kingsport draftsman, October 20.

**JoAnn Johnson** to **Dorsie G. Drake**, Logan-Williamson right of way maintenance inspector, September 5.

**Shelia Ann Poulos**, daughter of Andrew Poulos, Pikeville stationman A, to **Charles F. Wilson, Jr.**, October 3.



Elected to serve as members of the Bluefield Appalachian Power Company Employees' Benevolent Association for 1976 are (seated, from left) Eulalia Fotoo, T&D clerk senior, secretary; Ted Stevens, draftsman, chairman; Philip Buchanan, engineer B, treasurer. Standing, from left, Doug Leffel, engineer B; Ted White, electrical engineer; and Jim Turpin, equipment service representative, all board members. Not pictured is Bill Franklin, communications engineer supervisory, also a board member.

## June and Winston Miller take pride in community college grounds



June and Winston Miller have done much to beautify the landscape of New River Community College.

The modern complex of buildings at New River Community College and the landscape are existing in perfect harmony, due in large measure to the efforts of Winston E. Miller, Pulaski Accounting, and his wife June.

Five years ago, when grass had not been seeded on the lawn,

they began visualizing what type of trees, plants, flowers and rocks would complement the buildings and began to transplant growing things from their home to the college.

Miller scouted the Pulaski County area farms and fields for unusual rocks to add to the scenery. What has developed through hard work, insight and foresight is an Oriental influence.

The Millers have an eye for beauty and an innate sense of balance, scale, proportion and all those principles that relate to landscaping and other forms of art. Mrs. Miller is a landscape design critic and secretary to C. R. Stephens, director of Learning Resources at the college.

Rhododendron and mountain laurel brought by the Millers grace the main entrance to the college and there are wildflowers on the road to the main entrance. Mrs. Miller is a wildflower enthusiast. They also donated Mimosa trees, maples and evergreens.

In appreciation for her services and cooperation extended in the campus landscape development and beautification, Mrs. Miller was presented with a certificate in 1973 on behalf of the college.

## BABY PARADE

### Cabin Creek

Amie Michele, daughter of **Michael A. Warner**, utility man A, October 27.

### Clinch River

Eric Lee, son of **Jevene G. Bowling**, performance engineer, September 25.

### General Office

Lori Gail, daughter of **W. D. Jamison**, operations engineer, GO Operations, Roanoke, October 27.

Brian Davis, son of **Joan S. Ayers**, key punch operator B, GO Accounting, Roanoke, October 13.

Andrea Michelle, daughter of **Frank C. Campbell**, clerk junior, GO General Services, Roanoke, November 9.

### Huntington

Ronald Jason, son of **Ronald G. Hill**, general serviceman, November 10.

### Pikeville

Shannon Ray, son of **Ted Justice**, lineman C, November 6.

### Pulaski

Remona Lynn, daughter of **A. J. Parsons**, Wytheville lineman B, November 2.

### Roanoke

John Edward, son of **Paul M. Kinney**, meterman B, October 11.

### Philip Sporn

Penny Lorraine, daughter of **L. P. Aeiker**, coal handler, October 31.



Mike Bunting, chef at Huntington's Guyan Golf and Country Club, received first prize for breads (basket and cornucopia) and third prize for tallow at the Culinary Food Show in Cincinnati, Ohio. The show is a feature of the All-American Regional Hospitality and Food Service Exposition sponsored by the Kentucky, Ohio and West Virginia Restaurant Association. He is the son of C. F. Bunting, regional dispatcher, General Office Operations, Tri-State Dispatch center.



# 20 years without a disabling injury . . . an enviable record

Safety is a way of life for the 11 employees in the Stuart area of Roanoke Division. On October 25, they established the enviable record of working 20 years without a disabling injury.

What makes one area excel? What makes one area amass so many injury-free years while the number and frequency of accidents throughout the company have increased?

When asked these questions, Area Supervisor Ammon Sears answered, "First of all, the employees in Stuart are no different from the employees in any other location. I guess it all boils down to the fact that our people are more than willing to face the responsibility of safety. We've got good, hard working personnel who believe in working together and looking out for one another."

Fieldale Manager J. Robert Davenport commented, "This is a personal testimony to each individual who has contributed to this record for each of those employees has chosen to conduct his work in a sensible, safe manner. The success of any team is often the result of supervisory leadership. The fine spirit of cooperation among employees and their supervisor exists in Stuart, one that is not surpassed anywhere in this company. Without this kind of cooperation from these employees, the 20-year record could not have been accomplished."

D. C. Kennedy, Roanoke Division manager, says, "The employees in Stuart have my heartfelt congratulations."



Stuart Area Supervisor Ammon Sears, left, and Fieldale Manager J. Robert Davenport proudly display the poster indicating 7300 days worked without a disabling injury.



Participating in a tailboard conference are, from left, Gary Shepard, lineman B; John Morrison, line foreman; L. R. Hawks, truck driver groundman; and Rayford Thurman, lineman A. Morrison says, "I have found if you will take time to explain and discuss what it will take to get the job done, men appreciate it more and can do their work in a safer way. It's important to know the persons under your supervision and know what they are capable of doing."



D. W. Cooper, lineman A, emphasizes, "Safety is important whether you are on or off the job. Disabling injuries can occur anywhere."



Rayford Thurman, lineman A, notes, "It is rough, hard, physical work. Sure there is always a danger of being hurt in this type work. That is all the more reason to do the job in a safe manner."



O. A. Keene, left, meter service helper B, and Roy Martin, meter serviceman A, make necessary preparations for the installation of underground service to a new residence. Keene says, "When we come on the job in the morning, it is to work. There's no horseplay. Everyone seems to want to do his job in a safe manner." Martin says, "Proper job planning has a great deal to do with setting our safety record. Before we start a job, we discuss what needs to be done and how it should be done. This way each man knows what his job is and, too, it lessens the chances of anyone getting hurt."



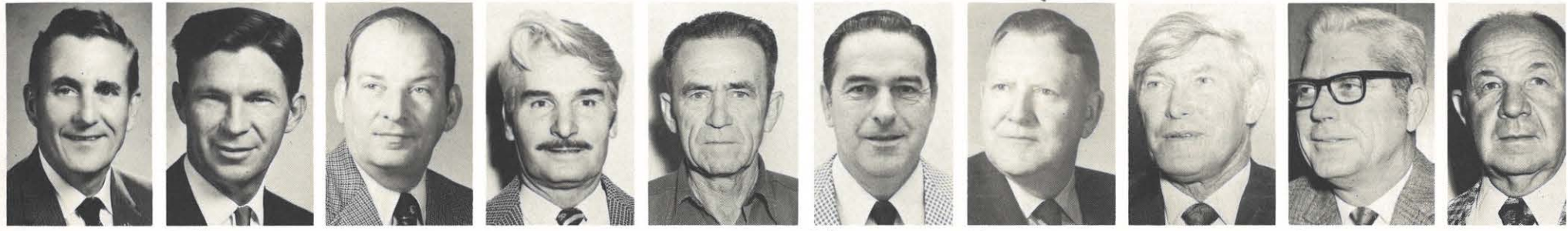
Meter Reader John Bell says, "We are always conscious of being hurt in this type of work. With this in mind, we don't let our guard down. Ammon Sears places a lot of emphasis on safety; and, when you hear it coming from management on down, it means a lot more." Bell escaped injury last year when a fuse holder accidentally fell from a lineman working above and knocked a hole in his hard hat. "There's no doubt in my mind that a hard hat saved my life that day."



# Veteran employees receive service pin awards



Farley      Graham      Gesling      Smith      Woody      Venters      Conley      McDonald      Hopson      Clouser



Yeager      Smith      Wilson      Wilkinson      McAllister      Dahmer      Moore      Collier      Campbell      Blankenship



McCall      Stowers      Adams      Davis      Gress      Gregory      Hancock      Barnett      Hammar      Burnett



Gullian      Kees      Hickel      Knapp      Wood      Cornette      Fry      Bohon      Jackson      Parks



Lemar      Sheaff      Craft      West      Miller

## Man pays 1962 bill

Don Bryan, Ashland heating and air conditioning consultant, was contacted recently by a customer who said he owed Kentucky Power some money. Bryan took him to Ed Berginnis, accounting supervisor, who checked and found the 13-year-old bill had long since been charged off.

Since it isn't too often that payment is received on a 13-year-old bill, Berginnis asked the customer why he was paying it now. The customer replied, "I owe it, don't I?" It seems he had had some sickness and other misfortunes but had never forgotten he owed the bill.

Berginnis smiled, thanked him and took his \$198.44 payment.



Appointed advisors for the Junior Achievement company sponsored by Appalachian Power Company in Roanoke are (from left) David L. Reed, engineer B, GO T&D Station; Johnny Wright, Roanoke residential service coordinator; R. D. Webster, assistant Roanoke Division manager; and Thomas P. Barnett, Jr., property records clerk senior, GO Accounting.

40 Years	Classification	Location
Farley, K. E.	Master Maintenance Man	Cabin Creek
<b>35 Years</b>		
Graham, T. A.	Master Maintenance Man	Cabin Creek
Gesling, Fern	Payroll Acctg. Supv.	GO-Ashland
Smith, L. M.	Stationman B	Huntington
Woody, E. W.	Executive Assistant	GO-Roanoke
<b>30 Years</b>		
Venters, W. S.	Serviceman	Ashland
Conley, W. C.	Working Line Foreman	Ashland
McDonald, L. H.	Maintenance Foreman	John E. Amos
Hopson, C. D.	Technician Senior	Ashland
Clouser, E. J.	Pur. & Stores Director	GO-Roanoke
Smith, H. C.	Electrical Engineer	Huntington
Wilson, J. F., Jr.	Meter Serviceman A	Huntington
Wilkinson, C. L.	Land Management Supv.	GO-Roanoke
McAllister, D. G.	Area Serviceman	Charleston
Dahmer, E. D.	T&D Groundman	Charleston
Moore, C. E.	Meterman A	Charleston
Collier, Jesse	Commercial Engineer	Roanoke
Blankenship, C. E.	Transmission Foreman	GO-Ashland
Campbell, Charles	Area Serviceman	Bluefield
McCall, B. B.	General Serviceman	Pikeville
Stowers, R. H.	Customer Serv. Mgr.	Pulaski
Adams, Fred	Stationman B	Bluefield
Davis, E. O.	Commercial Rep.	Bluefield
Gress, P. T.	Meterman A	Charleston
Gregory, R. R.	Commercial Rep.	Pulaski
Hancock, P. P.	Line Foreman NE	Abingdon
Barnett, H. C.	General Foreman	Beckley
Overstreet, Helen	Eng. Record Clerk	Hazard
	WO Acctg. Clk. Sr.	GO-Roanoke
<b>25 Years</b>		
Hammar, J. W.	Master Maintenance Man	Kanawha River
Burnett, J. M.	Rates & Tariffs Supv.	GO-Roanoke

(continued on page 9)



## Doonie Henson looking forward to catching some "big ones"

E. W. "Doonie" Henson, who retired December 1 as Marion area supervisor in the Abingdon Division, is looking forward to traveling, camping and fishing. Now that he has time, Doonie plans to show his friends he can bring back the "big ones".

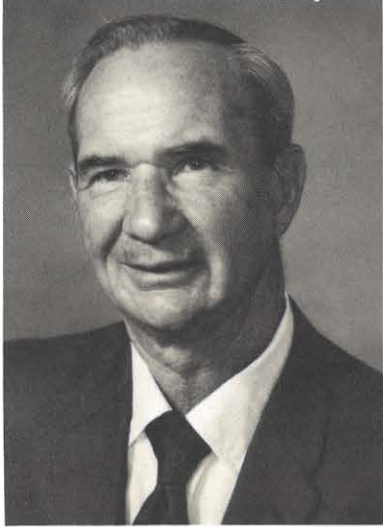
Doonie joined Appalachian at Pulaski in 1938 as a laborer in Johnny Sutphin's "floating crew". He recalls, "The first day on the job was one to be remembered. The crew picked up part of a tower in Saltville and transported it to Pulaski in an open-bed truck." He declares "it was the coldest day of my life".

During his career, which was interrupted for military leave during World War II, he worked as a lineman A, working foreman and line foreman. He moved to Marion in 1964 as an exempt line foreman and was named area supervisor in 1971.

Doonie feels that our company benefits are exceptional. "The sick plan really proved to me how a company such as Appalachian can take care of its employees. No one wants to get sick, but it

was a comfort to know that I had something to fall back on." After checking into retirement benefits, he feels comfortable to know that "the plan is one of the best".

Doonie is looking forward to retirement and plans to "enjoy it as much as possible". His wife Alma will be his constant companion while traveling, camping and fishing. He declares, "She might have to get a job just to get away from me."



Henson

## Service anniversaries (continued from page 8)

25 Years	Classification	Location
Gullian, Eldivia	T&D Clerk Senior	Charleston
Kees, S. E.	Maintenance Man	Kanawha River
Hickel, R. F.	Instrument Maint. Man A	Philip Sporn
Knapp, C. W.	Regional Dispatcher	GO-Huntington
Wood, W. S., Jr.	Relay Engineer Senior	GO-Roanoke
Cornette, J. T.	Serviceman	Ashland
Fry, W. F.	Maintenance Man	Philip Sporn
Bohon, Diana	T&D Clerk	Roanoke
Jackson, C. D.	Meter Reader	Huntington
Parks, Harold	Area T&D Clerk	Abingdon
Smith, C. A.	Maintenance Foreman	Philip Sporn
20 Years		
Lemar, B. R.	Meter Serviceman A	Lynchburg
Sheaff, R. W.	T&D Meterman A	GO-Roanoke
Craft, T. A.	Equip. Service Rep.	Charleston
West, Helen	Personnel Asst. Sr.	Roanoke
Miller, D. C.	Meter Reader	Huntington
Begley, J. W.	Line Foreman NE	Beckley
15 Years		
Dickason, W. C.	Meter Reader	Bluefield
Johnson, R. E.	Customer Serv. Rep.	Lynchburg
Tucker, R. A.	Resident Engineer	Gen. Ap. Coal
10 Years		
Bellamy, R. E.	Lineman A	Abingdon
Conner, S. J.	Meter Reader	Bluefield
Adkins, B. L.	Lineman A	Charleston
Hartless, Marsena	General Bookkeeper	GO-Roanoke
Whorley, C. C.	Lineman A	Roanoke
Hartgrove, D. L.	General Serviceman	Kingsport
Long, J. R.	Lineman A	Kingsport
5 Years		
Allen, E. B., Jr.	Equipment Operator	John E. Amos
Jones, C. F.	Harbor Boat Operator	John E. Amos
Johnston, D. L.	Control Technician Jr.	John E. Amos
Taylor, E. R.	Maintenance Man	John E. Amos
Hackett, J. E.	Control Technician Sr.	John E. Amos
Humphrey, C. H.	Control Technician Sr.	John E. Amos
McDaniel, R. W.	Prod. Supv. Maint.	John E. Amos
Wyant, H. L.	Maintenance Man A	John E. Amos
Ulch, W. T., Jr.	Lineman B	Bluefield
Brewer, W. W.	Forms & Off. Sup. Clk.	GO-Roanoke
Lynch, L. A.	Electrical Engineer	GO-Roanoke
Rakes, Joann	Clerk-Stenographer	Roanoke
Brown, K. R.	Meter Reader	Ashland
Farrell, R. L.	Stores Supervisor	So. Ap. Coal



Discussing some points about dog handling are (from left) Smith, L. F. Erwin and R. I. Ridgeway. C. P. Browning, George Dewees, J. K. Bradburn, John

## Huntington meter readers try dog psychology

Huntington Division meter readers will be using a little dog psychology in an attempt to come up with a solution to the increasing problem of dog bites.

John Smith, a nationally known dog expert and owner of Huntington's Blue Barn Kennels, spoke on this subject at a recent safety meeting.

Smith said, "Getting bit by dogs is a common experience for someone coming in frequent contact with them, even for me. The main concern is not how many times you get bit but the severity of the bite. A dog can be conditioned to attack from the time of birth by the everyday contacts it has with humans. This is a result of a person automatically jumping back from a dog when the two meet. The dog recognizes this as a sign which puts him in the position of the aggressor and he gradually becomes conditioned to the point where he feels he is always going to win."

Following are some of the points Smith stressed:

- Put yourself in an unemotional frame of mind when entering a customer's premises where a dog is known to be. When you meet that dog you would be in control of the situation. Each time a person backs off from an advancing dog, that dog is becoming conditioned to this response and will feel his position will not be questioned.
- Standing your ground and shouting "out" with authority will often cause a dog to pause in his advance. This will then give you time to consider your next plan of action — to proceed if the dog appears to have second thoughts about advancing or to pick up your feet and "move."
- If the dog continues to advance, use a rolled-up magazine wrapped in masking tape as a tranquilizer. Striking the dog on the bridge of its nose can stun the dog and will stop him at least long enough for you to make a hasty retreat. Smith pointed out the tranquilizer is not a tool to administer a vicious beating but only a means for people who really care about dogs and want to see them controlled.

● Dogs have tender feet. A dog's stopped by striking the advance can probably be vulnerable spot.

## College student's life saved by Lynchburg employee's son



Franklin

Cecile Shackelford, 20-year-old Sweet Briar College student, is alive today because of the quick action of Joseph O. Franklin, Jr., son of the Lynchburg meter foreman.

Shackelford was driving down the Lynchburg Expressway early one Sunday morning when she lost control of her sports car, which skidded 154 feet and burst into flames. The driver of the car following her saw the accident and rushed to pull the girl from the flames.

Franklin, a volunteer with the Lynchburg Life Saving and Rescue Squad, had just completed a call near the Expressway when he heard the accident call on his truck radio. He responded and was at the scene in minutes.

There he found the victim in cardiac arrest and with no life signs. He began mouth-to-mouth resuscitation and prepared the girl for cardio-pulmonary resuscitation. When a back-up ambulance arrived, the driver assisted Franklin with the resuscitation techniques which

ultimately revived the girl. She was taken to Lynchburg General Hospital, treated and released the next day.

Several days later, the rescue squad captain received a letter from the girl's father, an attorney in El Dorado, Arkansas. Following are excerpts from the letter:

"I had an opportunity to discuss this unfortunate accident with Mr. Franklin and I was most impressed by his sincere desire to perform services for citizens in distress and his compassion for those in need. There are no adequate words to properly express my deep appreciation for the efforts administered by Mr. Franklin."

"I want to take this opportunity to commend Mr. Franklin for his valiant, efficient and successful services on this occasion. It is clearly demonstrated that Mr. Franklin is indeed a most valuable asset and credit to the Lynchburg Life Saving Crew and citizenry of the City of Lynchburg, Virginia."





Jean and Paul Keys

## Lynchburg couple has fun, meets nice people through square dancing

"You have to be pretty serious to get into square dancing, but it is a lot of fun and you meet a lot of nice people," says Paul Keys, Lynchburg right of way agent. He and his wife Jean have been elected president of the Whirl-A-Ways square dance club, which sponsors dances twice a month for its 22-couple membership.

Paul and Jean started square dancing over three years ago when they took lessons with another Appalachian couple at Central Virginia Community College. Now they help beginning dancers in these classes.

Keys says, "There are roughly 75 basic movements in square dancing. The classes are designed for beginners and last

for 22 weeks with one 2½-hour session per week."

"As a public service, we provide demonstration dances for civic organizations and have performed at the Lynchburg Alcoholic Rehabilitation Center in an effort to interest couples there in square dancing. Square dancing is enjoyed by all ages. We have some young people from 10 to 18 years of age and several retired couples in our club."

"Last year at the annual Lynchburg Square Dance Festival we met several other Appalachian couples — Bill Kahle from Fieldale, Joe Stinson from Bluefield and Guy Cromer from General Office Land Management.



J. D. Austin, Roanoke customer accounts representative, was in the Bedford area on a high bill complaint when he spotted a Chihuahua on an isolated road. After some searching, he returned the dog to his grateful owner, Mrs. Una Key. She says, "When Mr. Austin came to my door and handed me Tiny, I couldn't believe my eyes. The day he left home, it had turned off unusually cold. The temperature dropped into the low thirties, and it rained the three days Tiny was away. To tell you the truth, we had given up hope of ever seeing our little dog again. You will never know how appreciative we are for Mr. Austin taking the time and trouble to return Tiny to us. It is so unusual any more to find the honesty and concern that he displayed. I am sure there are many persons who would have driven off with our Tiny."

## Little League baseball is family affair for Rolen family

Little League baseball turned into a family affair this season for the Frank Rolen family of Ashland. Frank is coach for the Foodland Rockets of the American Minor Little League; sons Michael and Steven play on the team, and mother Ella Mae is scorekeeper. She is a secretarial-stenographer in Kentucky Power's General Office Accounting Department.

Frank just became involved in the Little League last year. "It was Michael's first year in the minor league, and I went with him to practice sessions," says Frank. "At first I assisted the manager with the practice sessions and helped keep score." This year he began coaching and next year hopes to be able to manage a team.

Coaching is not new to Frank, who coached teams of young adults several years ago. "I have worked with young adults for 20 years, but this was my first experience with boys of minor league age."

Frank feels the Little League program needs more adults, particularly as umpires. "We had too many young, inexperienced kids as umpires which, naturally, caused some confusion by their decisions. We had enough adults



From left, Michael, Steven, Ella Mae and Frank Rolen.

involved in managing and coaching, but the adults did not want to umpire. I also think kids could use more support from their parents."

The Foodland Rockets won the League championship with a 16-1 record, and both Michael and Steven batted over .600.

Frank is eagerly looking forward to next season. "If I can have as much success teaching Ella to keep score as we did with the baseball team, it should be another successful and fun season."



Technical Sergeant David R. Brooks was awarded these medals by the United States Air Force.

## David Brooks honored by Air Force

Technical Sergeant David R. Brooks, son of Ray Brooks, Cabin Creek Plant tractor operator, has been awarded the Joint Service Commendation Medal and the Meritorious Service Medal by the United States Air Force.

In awarding the Meritorious Service Medal, the Air Force cited his distinguished performance and outstanding service to the United States in the Launch of Apollo and Skylab manned vehicles from December 1, 1968, to February 8, 1974.

The Joint Service Commendation Medal was awarded to Sgt.

Brooks for his exceptionally meritorious achievements in the performance of outstanding service to the U. S. Air Force Defense Mapping Agency from February 1974 to April 1975. Sgt. Brooks is stationed with the Defense Mapping Agency in Washington, D. C.

Sgt. Brooks' latest accomplishment is a certificate from the U. S. Space Agency expressing appreciation for his dedication, awareness and personal commitment to excellency in the many critical tasks supporting the first international cooperative manned space flight, the Apollo-Soyuz Project.

## Tingley on military leave



Tingley

David H. Tingley, performance technician junior at John E. Amos Plant, went on military leave September 18. He is stationed with the U. S. Army at Fort Jackson, South Carolina.



The Supreme Council, 33rd Degree, Ancient and Accepted Scottish Rite Southern Jurisdiction, USA, at its session in Washington, D. C., conferred the 33rd Degree on R. E. "Toby" Slaydon, right of way agent, GO R/e & R/w, Roanoke. This is the highest degree awarded by the Masons. Slaydon is past master of Lakeland Lodge #190 and Cave Spring Lodge #230, A. F. & A. M., and past potentate of Kazim Temple, A. A. O. N. M. S., Roanoke.





Sons of three Bluefield employees played on the Bluefield Beaver football team which compiled an 11-1 worksheet and defeated South Charleston by a score of 20-7 for the W. Va. Class Triple A championship. From left, Tom Goforth, son of H. T. Goforth, right of way agent; Donnie Jackson, son of K. A. Jackson, accounting supervisor; and Randy Kiser, son of James Kiser, stationman A. Jackson, an all-state halfback, scored 182 points in 12 games to spearhead the Beavers' championship title.

## Lynchburg employee's son plays banjo with Shady Valley Grass



Randy Driskill picks his banjo under the watchful eye of his father, Earl Driskill, Lynchburg residential representative.

Fourteen-year-old Randy Driskill, son of Lynchburg Residential Representative Earl R. Driskill, is the youngest professional banjo picker in the Lynchburg area. He plays with the Shady Valley Grass, a six-member bluegrass concert group in central Virginia.

This group presents monthly concerts in the Shady Valley Bluegrass Park at Evington, Va., and moves to their temporary quarters at the Forest Hills Ruritan Club during the winter.

Randy says, "All banjo players have their own style, but I like to imitate some of the greats like Earl Scruggs, Grandpa Jones, Ralph Stanley, Keith Emerson, Carl Jackson, Buck Trent and Don Reno. I was even able to

play with Reno recently at the Park."

When asked how lucrative banjo playing had become, Randy replied, "I do pretty well now, but it's really picking up for the future. We have an engagement to play at Andrews Air Force Base N. C. O. Club and plan to cut a record album in early 1976. Concerts, private parties and political rallies keep us busy now."

He continues, "My banjo playing began two years ago when I received a banjo as a birthday gift. I have never taken lessons but I spent a lot of time watching banjo players and listening to tapes and records."

## Kennedy is West Virginia flintlock champion

Paul Kennedy, unit foreman at John E. Amos Plant, scored 171 points in a three-day match at Mountaineer Flintlock Rifle Range to capture the title of West Virginia state flintlock champion for 1976. He previously held the title in 1972.

His wife Sandy won the West Virginia aggregate (four matches) to lead the West Virginia flintlock ladies in competition.

The Kennedys are members of Mountaineer Flintlock Rifles, Inc., an organization which promotes the sport of black powder shooting.

In October 1974, they took part in a memorial service at Tu Endi Wei Park, commemorating the 200th anniversary of the Battle of Point Pleasant. This encounter, between the English and Chief Cornstalk of the Shawnee tribe, came about six months prior to the Revolution. A memorial service was held again this year and a full week of activities is planned for October 1976. One of the events will be a drama in which the Kennedy family will participate.

The Kennedys will participate in several other events next year in observance of the bicentennial. For these they will be attired in frontier clothes, some patterned after militia costumes of the era.

The Kennedy sons, Christopher, Stephen and Kevin, are too young to shoot in rifle competition, but all are adept at throwing tomahawks.

Kennedy explains that the target



Sandy (left) and Paul Kennedy

is a log, with a playing card placed in the center. It is well to hit the log and make the tomahawk stick, even better if the card can be sliced in two. The tomahawks when thrown turn one complete revolution. Small children stand eight to ten feet from the target, adults 15 feet

away.

Kennedy is enthusiastic about pioneer history and wants to do his part to see that colorful frontiersmen are not forgotten. If their contributions and exploits are not publicized periodically, he feels their names will be lost in history.

## Little League umpire gets a bang out of working with kids

Bill Bostic, Charleston planner senior, switched to umpiring this past season after coaching Little League teams for the past four years.

Bostic says, "I just like to fool with kids. I really get a bang out

of it. The call 'safe-out' is the one that gets all the arguments started, mostly from the parents. The mothers are the worst. They are ardent fans and can really give you a hard time."

Bostic never hears the crowd while the game is going on but says, "Boy, I can sure catch it after the game". If he is ever questioned on a strike call, his favorite answer is "It sounded like a strike".

Bostic has participated in sports all his life. He was an outfielder on several championship teams in the famed Elk Kanawha League fast pitch softball league in Charleston. He has bowled in the Kilowatt League for several years and carries an average of better than 170.



Mary Jane McNeil, daughter of D. E. McNeil, Roanoke general serviceman, will appear in the 1975 national "Prep Track and Field Athlete" publication. She was selected from a large field of entries in recognition of outstanding athletic performance, sportsmanship and contribution to team efforts. Mary Jane, co-captain of the field and track team at Franklin County High School, led her team to a first place finish in district competition and a second place standing in regional competition during her senior year. She also led the way to setting a new school record of 1:56 in the 880-yard medley. Mary Jane graduated from Franklin in 1975.



Bill Bostic comes across with a "your out" call as he umpires a Little League baseball game.





Cook

### Harold Cook plays dobro with Dreadful Snakes bluegrass band

"I used to hate bluegrass music," admits Harold Cook, clerk junior in General Office General Services, Roanoke. "I grew up in Bristol, and I had heard it all my life."

Cook, however, now plays the dobro with a bluegrass band, The Dreadful Snakes. He has also won several prizes for his dobro playing, including first place at a recent festival in Rocky Mount, Va.

A dobro is actually a Hawaiian steel guitar. Sailors brought the idea to the mainland from Hawaii, and it was perfected during the 1920's to be used with the big bands. Cook says, "What I like about the dobro is that you can get so many different sounds from it. You can get chimes or a muffled sound, for example."

Cook became interested in the dobro while in the Army. A friend began playing, Cook listened and was hooked. When he decided

he would like to play a dobro, he had a difficult time locating one. He recalls, "I looked everywhere, all over West Virginia. A friend who had a metal dobro finally found a wooden one and sold me his metal dobro."

He continues, "What really started me to playing was my time on an Appalachian survey crew. When we stayed in a motel, I would play my dobro if I got tired of watching TV."

Cook owns two wooden dobros in addition to his first metal model. He taught himself to play and has been playing for eight years now. But he feels he has not yet mastered the instrument.

Cook feels strongly about his music. "I think music is an absolute science. I can tell you all day how good I can play, but you won't really know until you hear me. Music is a challenge. You will never completely master it."

### Birthday gift starts Jamison on home wine making hobby

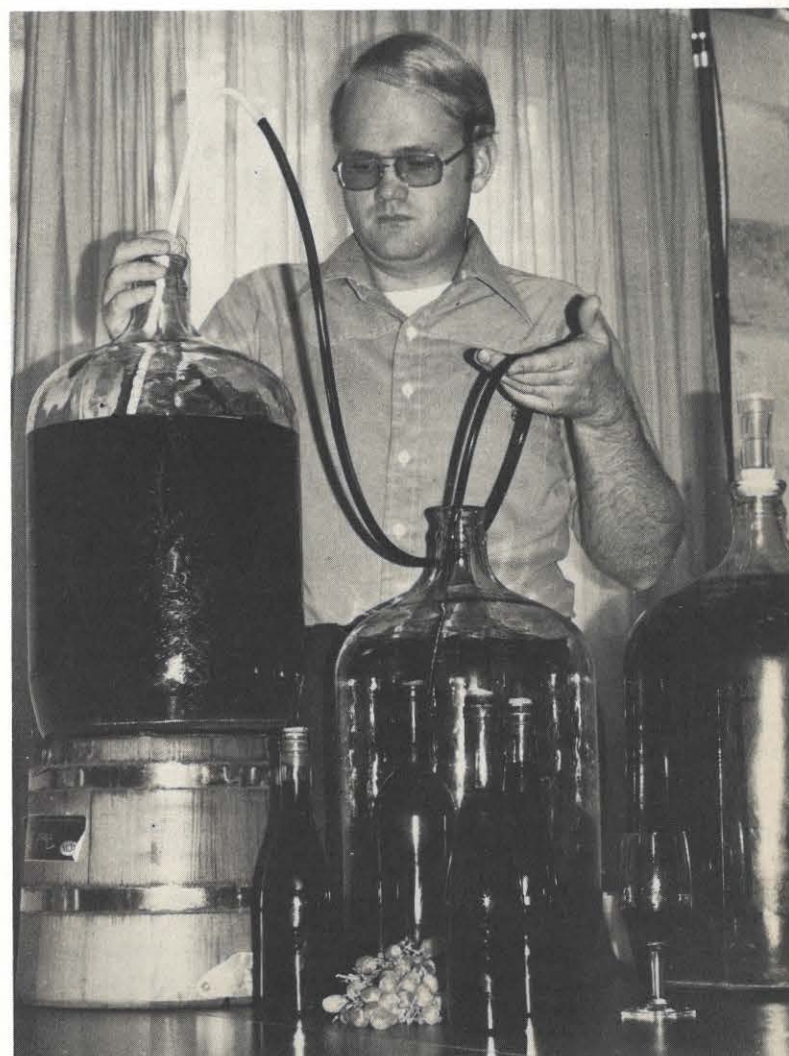
"Home wine making can become an interesting hobby," says Stephen L. Jamison, Lynchburg administrative assistant. "I got started when a neighbor gave me a wine making kit for a birthday gift. Since then I have taken courses in home wine making at Central Virginia Community College."

He continues, "The process is relatively simple, but the chemistry involved can be quite a challenge. The exact blend of sugar, yeast, nutrient, acid and time really make a difference as to whether the end product is drinkable or vinegar (which you can use for salad dressings)."

He notes, "Wine can be made from almost anything that will go through a fermentation process. People make wine from flowers, fruits, herbs, extract flavorings, etc., but most of what I make starts from a grape concentrate. The grape concentrate and yeast are what make the difference as to what type of wine you produce. For example, a Bordeaux is best made from a concentrate from grapes grown in the Bordeaux region of France or Bordeaux grapes which have been grafted from the old country vineyards and transplanted."

Jamison explains, "In wine making, the first step is to blend all of the additives and the concentrate with the yeast and let it ferment in a primary vat for several days. This makes a must which ultimately turns into the finished product. Then it is transferred to a carboy, normally five gallons, and an air lock placed to seal the bottle to prevent foreign yeast bodies from entering the must. Every two months the wine is transferred from one carboy to another so that the good wine is separated from the sediment that is produced. After about six months the wine can be bottled and aged."

"Most of the equipment necessary for home wine making is readily available in local gourmet



Jamison

shops. Personally, I think it is impossible to make a homemade wine taste as good as most commercially produced varieties. But with practice you can certainly make something that will suit your personal preference."

He adds, "Most of what I have made has been given to friends. Everyone wants to sample, so

you don't have to worry about having too much around. Better wines age for several years in the bottle — if your curiosity doesn't get to it first."

Jamison is on the board of directors of the Lynchburg Wine Making Club and participated in the first annual Lynchburg grape stomp.



Serving on the board of directors of the Abingdon Employees' Benevolent Association are (front row, l. to r.) Archie Sparks, Sharon Gobble and Do Landreth. Back row, l. to r., Jim Hughes, outgoing chairman; Prince Coleman; Bill Ferguson, treasurer; John Orr, and Bill Bacchus, chairman. Not pictured is Brownie Yeager, secretary.



The Bluefield Girls' Service Club commemorated its 47th anniversary with a special function to which a number of former members and guests were invited. Unveiled was the club's Presidents Plaque displaying pictures of all the presidents during the years, including the newest picture, that of outgoing president Martha Thompson. Jack Lloyd, former Bluefield Division manager and now an Appalachian Power vice president, was presented a picture album of club events which occurred during his tenure in Bluefield. Seated, from left, Frances Keller; Jessie Hill;

Gail Shaffer; Pauline Vinciguerra; Jack Lloyd; Martha Thompson, president; Mary Lou Rice; Marilyn Barr and Helen Sue Tyree. Second row, from left, Judy Johnson; Betty Boyd; Dianna Bishop, secretary; Lois Rounion; Helen Sabo; Sue Hankins, vice president; and Guinele Mitchell. Top row, from left, Frances Marcum; Nell Nunnery, treasurer; Eulalia Footo; Juanita Crouch; Mary Kirby; Linda Wiley; Mildred Bishop; Lina Light; Mary Archer Murphy; and Neal Howard.

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