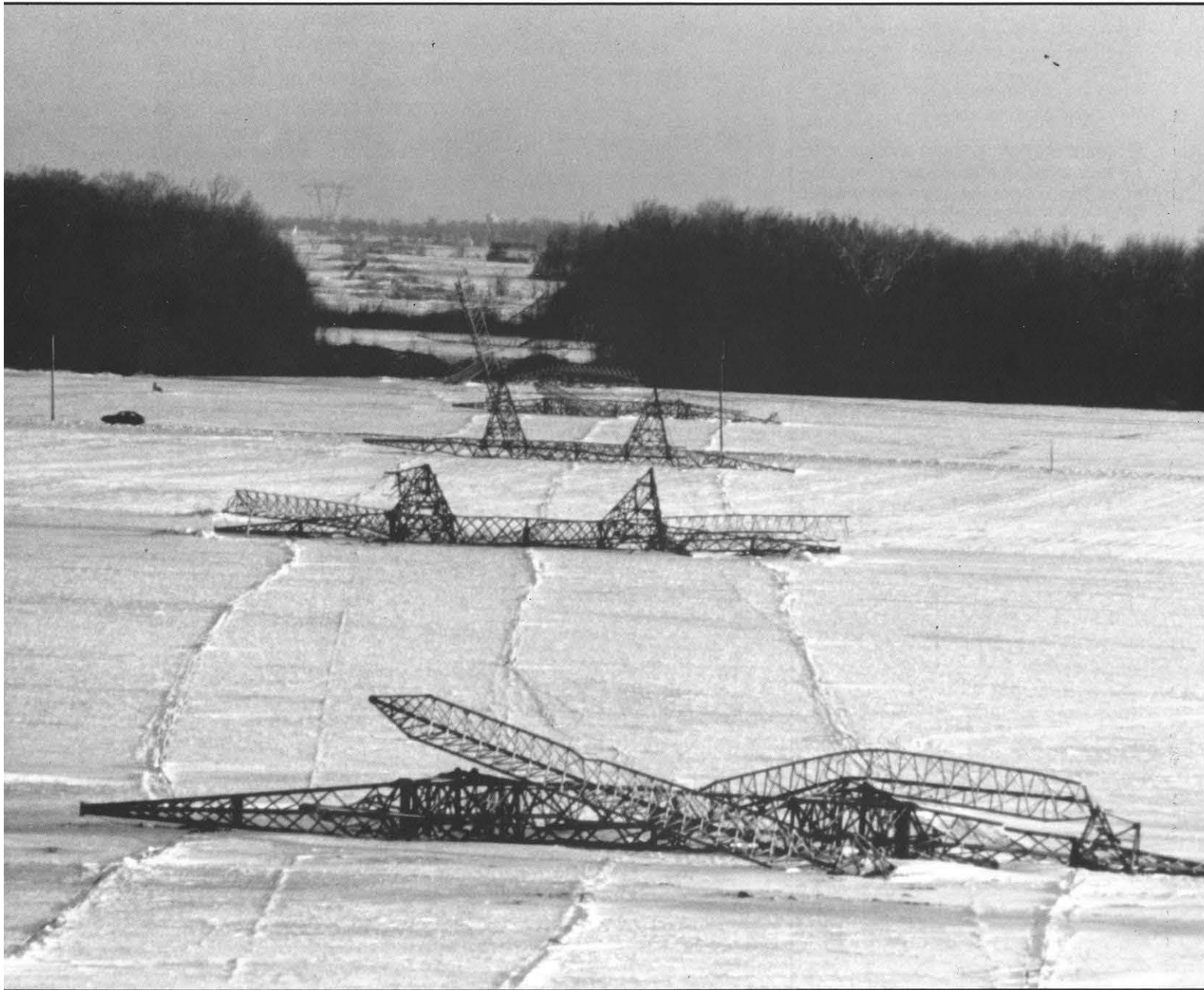


# ILLUMINATOR

*April 1991*



# T THE INSIDE STORY

## ILLUMINATOR

Vol. 42, No. 7, April 1991

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## IABC

International Association of Business Communicators

### About the cover:

Like giant, crumpled spiders, I&M transmission towers lay broken in a frozen web of steel, aluminum and concrete. Turn to page 16 for a story about the devastating ice storm in I&M's service area.

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## Heydlauff elected vp-env. affairs

Dale E. Heydlauff, director of federal agency affairs for the AEP Service Corporation in Washington, D. C., has been elected vice president-environmental affairs, effective March 1.

Heydlauff will be based in Columbus, OH, and will assist AEP senior management in the development and implementation of overall corporate environmental goals. He will report to AEP President Richard E. Disbrow and provide management direction relating to proposed environmental legislation, be responsible for monitoring AEP's compliance with environmental regulations, and will serve as the company's principal spokesperson on environmental matters. He will work closely with AEP's Environmental and Technical Assessment Division. □

## \$15.9 million rate hike recommended for Appalachian

A State Corporation Commission hearing examiner has recommended that \$27 million be cut from a \$43.3 million interim rate increase put into effect last August by Appalachian Power Company. The hearing examiner's recommendation has been forwarded to the SCC for a final decision.

The examiner recommended that the company be allowed to increase rates by \$15.9 million, or 3 percent. The recommendation would allow an authorized rate of return on equity of 13 percent. The company currently is authorized the opportunity to earn a 13.5 percent return.

If accepted by the Commission, the recommendation would mean a savings of approximately \$3.00 for the average residential customer using 1,000 kilowatt-hours of electricity per month. In addition, the company would be required to refund, with interest, the money over-collected at the higher interim rate. □

## Scholarship fund honors Terry Plunk

Lt. Terry L. Plunk, 25, was killed in action in Iraq on February 26. An honor graduate of Virginia Military Institute and a career Army officer, he was the son of the late Joe C. Plunk, former GO Hydro manager.

Appalachian Power was instrumental in establishing a memorial scholarship fund in his honor. Persons wishing to make individual contributions can direct gifts to: Terry L. Plunk Memorial Scholarship Fund, % VMI Foundation, P. O. Box 932, Lexington, VA 24450. Employee contributions are eligible for the Matching Gift Program.

Terry is survived by his mother and two sisters. One sister, Teresa Rogers, is a plant engineer II at Amos Plant. □

## Lynchburg to host annual meeting

American Electric Power Company's 84th annual meeting of shareowners will be held April 24 in Lynchburg, VA. The meeting is scheduled to begin at 9:30 a.m. in the Blue Ridge Ballroom of the Radisson Hotel, 601 Main Street.

Official business of the meeting includes election of directors of AEP Company, Inc., the parent company, and approval of independent auditors for 1991.

AEP Chairman W. S. White, Jr., will review the company's performance in 1990 and discuss issues facing AEP. Afterward, White will answer questions from shareowners. □

## 7 APCo locations earn president's safety awards

Presidential awards for safety performance during 1990 have been presented to seven Appalachian Power locations.

The President's Accident Prevention Award, given to the division, plant, and GO department with the largest accumulation of safe work hours as of December 31, went to Beckley Division, Glen Lyn Plant, and GO Operating.

Beckley Division employees have worked over 11 years, since December 6, 1979, without a disabling injury, accumulating 3,892,182 hours.

Glen Lyn Plant employees have 1,358,119 safe hours since their last disabling injury on November 1, 1985.

GO Operating employees have accumulated 4,378,024 hours without a disabling injury since their record began on January 18, 1966.

President's Transportation Safety Awards, presented to the divisions including GO T&D whose driving performance during the year equals or exceeds preset accident frequency goals, were won by Pulaski Division, Abingdon Division, Lynchburg Division, and GO T&D.

Pulaski Division completed 1990 without a single preventable accident and with an overall frequency of 1.56.

Abingdon Division had one preventable accident for a preventable frequency of 1.58 and an overall frequency rate of 1.74.

GO T&D had a preventable frequency rate of 1.70 and an overall frequency rate of 2.43.

Lynchburg Division completed 1990 with a preventable accident frequency rate of 1.02 and an overall frequency rate of 5.09. □

## APCo wins three AEP safety awards

Three Appalachian Power locations were presented AEP safety awards last month for having the best safety performance in 1990.

The General Office T&D Department won in the category of operating divisions and general office T&D departments with 250 or more employees. GO T&D has not had a disabling injury since May 1987. It edged out Ohio Power's Lima Division for the award by virtue of a tie-breaker.

Beckley Division won in the category of operating divisions and general office T&D departments with 250 employees or less. Beckley has worked without a disabling injury since December 1979 and edged out Ohio Power's Newark and Portsmouth Divisions and the general office T&D departments of Indiana Michigan Power and Columbus Southern Power by virtue of tie-breakers.

Glen Lyn Plant won the award in the category of plants with 250 or less employees. It was the first ever AEP safety award for Glen Lyn, which has worked without a disabling injury since November 1985. Glen Lyn edged out Mountaineer Plant by virtue of a tie-breaker.

John E. Amos Plant placed second in the category of plants with 250 or more employees. Amos was edged out for the top award by Indiana Michigan's Tanners Creek Plant in a tie-breaker. □

## APCo men write for *Operating Ideas*

Three Appalachian Power employees had their articles published in the March/April issue of *Operating Ideas*.

Bill Ferguson, transmission station crew supervisor NE, and John Higginbotham, station mechanic A, GO T&D Station, Marmet, collaborated on "Shut-off Valve Improves Maintenance for 138 kV Oil Circuit Breakers."

Charlie Cook, maintenance supervisor at Centralized Plant Maintenance, wrote "Monorail Eases Materials Handling for Coal Pipe Maintenance." □

## Mountaineer holds safety luncheon



Mountaineer Plant employees were treated to a luncheon on March 13 in recognition of their having worked two years without a disabling injury as of December 2, 1990. Each employee also was given a watch in recognition of having reached the 1,000,000 safe workhour mark.

## Deadline April 30 for retirees, spouses LTC plan

The deadline is approaching for retired employees and parents of active employees who want to enroll in the new AEP System Long-Term Care Plan.

Retirees and their spouses, as well as surviving spouses of retirees, may enroll in the plan by returning a completed medical questionnaire directly to Aetna Life Insurance Company no later than April 30.

For retirees, the Long-Term Care Plan becomes effective on the first of the month following the date that Aetna approves the questionnaire, but not before May 1. For parents, the plan takes effect on the first of the month following the date that Aetna approves the questionnaire, but not earlier than July 1. □

## AEP Governmental Affairs relocated

AEP Governmental Affairs has moved to a more central location in our nation's capital to be closer to Capitol Hill and the offices of the Edison Electric Institute. As of February 4, the department may be reached at:

801 Pennsylvania Avenue NW  
Suite 214

Washington, D.C. 20004-2604

Phone: 202-628-1645

Fax: 202-628-4276

The three-person department consists of: Bruce A. Beam, vice president — governmental affairs; Dale E. Heydlauff, director — federal agency affairs; and Teresa J. Timanus, administrative assistant.

Governmental Affairs serves as the federal liaison office for the corporation before the U.S. Congress and all federal agencies. □

# Meet APCo's education award winners

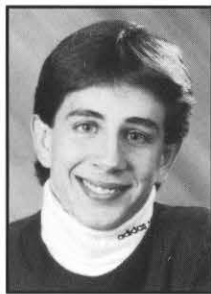
Children of eight Appalachian Power employees are among the 34 recipients of 1991 AEP education awards. This year's winners will receive \$6,000 spread over a three-year period: \$2,500 for the freshman year in college, \$2,000 for the sophomore year, and \$1,500 for the junior year.

**Craig**, son of Jerry Beasley, Central Machine Shop motor winder, plans to major in electrical engineering at Purdue University. At St. Albans High School, he is senior class treasurer; president, Key Club and National Honor Society; treasurer, Mu Alpha Theta (math honorary); member, National Latin Honor Society, Junior Classical League, and Future Scientist of America.

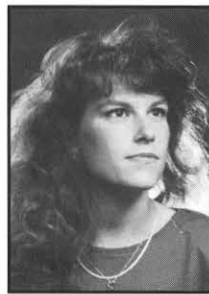
**Kimberly**, daughter of Edward Hensley, regional power dispatcher, GO Operating, Turner, will major in accounting at either Virginia Tech or Wake Forest. She hopes eventually to own her own CPA firm. At Nitro High School, Kimberly is a majorette; band member; secretary-treasurer, Student Council; secretary, Mu Alpha Theta (math honorary); and member, National Honor Society. She also is a National Merit Program Commended Scholar and was named to Who's Who Among American High School Students. She was selected for all-county and all-state band and received the DAR Good Citizen Award.

**April**, daughter of Charles Powell, Mountaineer plant manager, will attend Washington & Lee University and hopes eventually to get a law degree and try her hand at writing. At Point Pleasant High School, she is a member of the yearbook staff, academic team, National Honor Society, golf and tennis teams, Hi-Y Club, and Spanish Club. She also is a National Merit Scholarship finalist.

**Scott**, son of Don Bihl, Amos Plant stores administrator, will major in engineering at either Massachusetts Institute of Technology or Ohio State University. At Gallia Academy High School, he is a member of cross-country, track, band, brass choir, varsity G, scholarship team, Junior Classical League, and National Honor Society. Scott is a National Merit Scholarship finalist and the recipient of a full sport scholastic award.



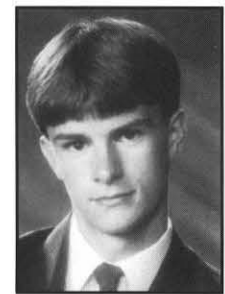
Beasley



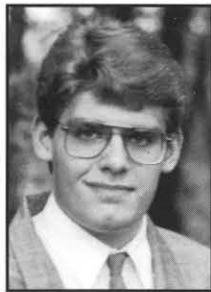
Hensley



Powell



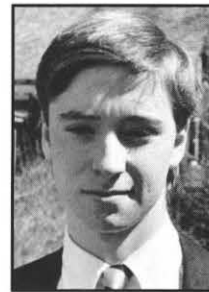
Bihl



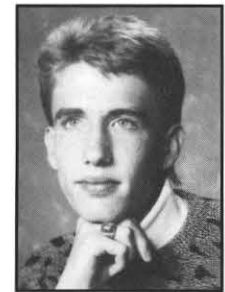
England



Goddard



Laurey



Johnson

**Jim**, son of James England, Welch general servicer, is valedictorian at Mount View High School. He was selected by peers as the "most likely to succeed," and selected for Who's Who Among American High Students and the Key Club Freedom and Leadership Youth Conference. A National Merit Scholarship finalist, he is a member of the National Honor Society, vice president, Renaissance Club (social studies honorary); state secretary of the Key Club WV District. He was named a Tandy Technology Scholars Outstanding Student in mathematics/science/computer science and attended Mountaineer Boys State. Jim will major in aerospace engineering at Virginia Tech. He plans to pursue a career in research and development, management, or law after attaining a master's degree in one of these fields.

**Cindy**, daughter of Paula Goddard, Beckley records supervisor, is co-valedictorian at Meadow Bridge High School. She also is senior class treasurer; National Honor Society president; publicity director, SADD; president, SAVE; drum majorette; and member of the Drama Club, marching and concert bands. She will attend West Virginia University.

**Damian**, son of George Laurey, accounting manager, GO Accounting, Roanoke, will major in business at The University of Virginia and plans to at-

tend graduate business school or law school. A senior at Patrick Henry High School for administrative and extracurricular purposes, he attends the Roanoke Valley Governor's School for Science and Technology and the Roanoke Center for Instructionally Talented Youth (CITY School). He studied world economics and expository writing during a summer program at Cambridge University in England. He had a CITY School internship with Wheat First Securities and Governor's School mentorships with Merrill Lynch, Pierce, Fenner & Smith and the law firm of Woods, Rogers & Hazelgrove. Damian is a member of American Mensa Ltd., Beta Club, French National Honor Society, Key Club, and the Virginia Junior Academy of Science.

**Brent**, son of Glenn Johnson, Philip Sporn maintenance supervisor, will major in mechanical engineering at West Virginia University. At Wahama High School, he is a member of the National Honor Society, 4-H, Pantomime Club, and golf team. He is listed in Who's Who Among American High School Students and is the recipient of a county math award and a WVU presidential scholarship. □

# Appalachian Power has best marketing year ever

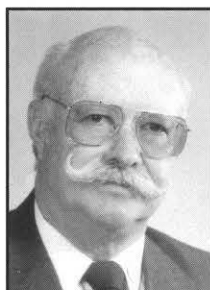
Appalachian Power Company had its best marketing year ever in 1990, according to Marketing & Customer Services Director Glenn Reynolds. "We finished the year with over 119% of our marketing goal, making 1990 the eighth consecutive year we have exceeded 100%. This is a fine accomplishment, and I am proud of the contribution that everyone made," he said.

Seven of the company's nine divisions exceeded 100% of their overall goal. Abingdon Division finished first with more than 131%, Bluefield Division second with over 127%, and Logan-Williamson Division third with more than 117%.

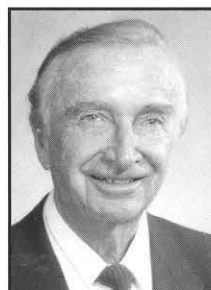
Abingdon Division was awarded the director's cup for having the best overall marketing program in 1990.

The Residential marketing group exceeded 100% in six categories:

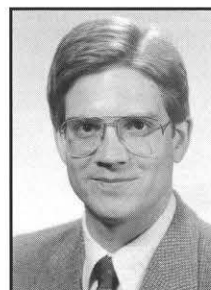
- heat pumps (single family and apartments) — 9,318 installs for over 128% of goal;
- heat pumps (mobile homes) — 1,063 installs for 129% of goal;
- add-on heat pumps (single family and apartments) — 719 installs for 122% of goal;
- zoned electric resistance heating (single family and apartments) — 2,603 installs for 126% of goal;



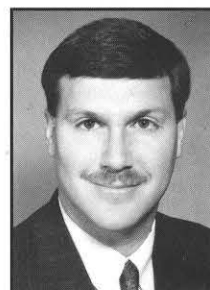
Buchanan



Kahle



Boggess



Eldridge

- zoned electric resistance heating (mobile homes) — 3,435 installs for 105% of goal; and
- security lighting — 5,183 installs for 121% of goal.

The Energy Services Section also was successful in seven categories:

- heat pump — 14,700 kilowatts for 117% of goal;
- add-on heat pump — 2,030 kw for 150% of goal;
- zoned electric resistance heating — 40,488 kw for 128% of goal;
- water heating — 14,360 kw for 112% of goal;
- cooking — 30,271 kw for 122% of goal;
- high pressure sodium lighting — 10,889 kw for 115% of goal; and
- security lighting — 1,650 kw for 112% of goal.

Bucky Buchanan and John Kahle of Abingdon received Appalachian jackets of honor for achieving the highest percentage of goal during 1990. Buchanan earned the award in the Residential Section and Kahle in the Energy Services Section. John Boggess, Charleston energy services supervisor, and Kent Eldridge, Huntington energy services engineer, received two of the four AEP jackets of honor awarded in 1990.

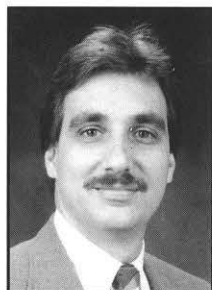
The ACE program continued to play a very important part in the company's marketing program. Last year employees turned in 3,590 prospects, resulting in 1,829 sales. □

## 1990 AEP annual report highlights energy efficiency

Using energy wisely — in fact, conserving all resources — is the "story" of the 1990 AEP annual report to shareowners. Titled "Energy Wise," the 56-page report features efforts by AEP and its customers to use energy more efficiently.

The cover of the report focuses on AEP's Smart House, located across a downtown Columbus street from corporate headquarters. The all-electric Smart House contains many of the energy-efficiency applications and equipment being promoted by the operating companies of the AEP System. Efforts by customers, especially industrial customers, to improve their operations with electricity are portrayed. In addition to energy use, the report highlights environmental initiatives in land reclamation, use of coal ash, and recycling. □

## Kingsport Power still leader in electric heat saturation



Hall

Kingsport Power Company continues to lead the AEP System operating companies with a 75% saturation of electric heat, reports Marketing and Customer Services Director Jim Nisbet.

He said, "Kingsport Power has exceeded its marketing goal for eight consecutive years and in 1990 attained over 130% of goal." Some of

Kingsport's major accomplishments were:

- heat pumps (residential) — over 130%;
- heat pumps (mobile homes) — over 130%;
- zoned electric resistance heat (mobile homes) — over 120%; and
- add-on heat pumps (commercial/industrial) — 2,915%.

Andy Hall was Kingsport's outstanding marketer for 1990, achieving 180% of his assigned goal. □

# New computer systems improve efficiency in General Office Accounting Department

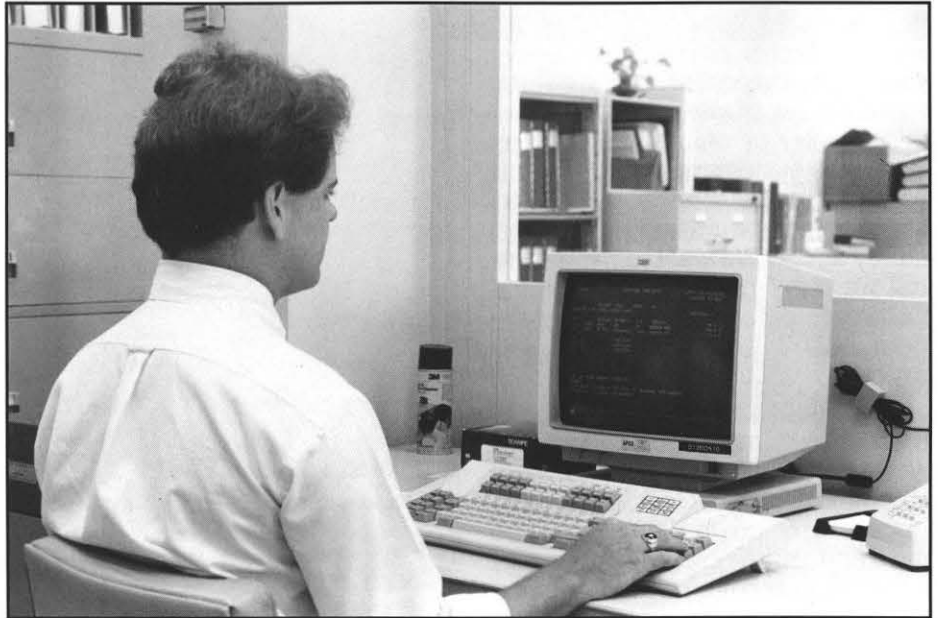
The introduction of new computer systems late last summer has greatly improved efficiency in three sections of the General Office Accounting Department, Roanoke — payroll, centralized cash processing, and data entry.

## Time Reporting System

In July, Appalachian began using a new AEP payroll time reporting system, replacing one that had been in existence for 22 years. Previously, payroll time was recorded in pencil on special forms which were then read by an optical scanner in Roanoke and transferred electronically to the mainframe computer. Now payroll time is entered into the mainframe computer from 113 different locations around the company using machines called CRTs (cathode ray tubes).

According to Accounting Manager George Laurey, the new “decentralized” payroll time reporting system speeds up transmission of payroll data to the Payroll Accounting Section and has eliminated dependence on an outdated optical scanner which was expensive to maintain.

Payroll Supervisor Jim Maile reports that “errors in input are recognized much earlier now. In the old scanner system, whenever there was an error in



David Atkins, payroll clerk B, enters payroll data on a CRT.

pay code, serial number, or other input data, we got an error message and our payroll employees had to correct the field errors. Now error checks are built into the system, and most errors are corrected in the field before the data are transmitted to the mainframe computer.”

He continues, “This is the first payroll conversion program I can recall that

came about all at one time. We converted Appalachian, Kingsport, Central Operating, and Kanawha Valley Power all during the last pay period in July; and, from that point on, we have been on a whole new system.”

## Cash Remittance Processing System

In August, Appalachian became the first of three companies in the AEP System to convert in 1990 to a new cash remittance processing system. The new system replaced an 11-year-old remittance processing system which was technologically obsolete and ultimately sold as scrap.

The new system consists of eight document processing stations with autofeeder and portable keypads, one data management system, one intelligent communications processor, one key entry station, and two modems — one in Centralized Cash Processing and one in Data Processing. The system communicates directly with Appalachian’s mainframe computer via modems and also provides for a backup using computer tapes.

The new state-of-the-art system will increase the processing speed per operator from 650 payments per hour under the old system to 1,200. The



Centralized Cash Processing Supervisor Valorie Shepard, standing, talks with one of her operators.

increased speed will reduce overtime and hours worked by part-time employees in the Centralized Cash Processing office.

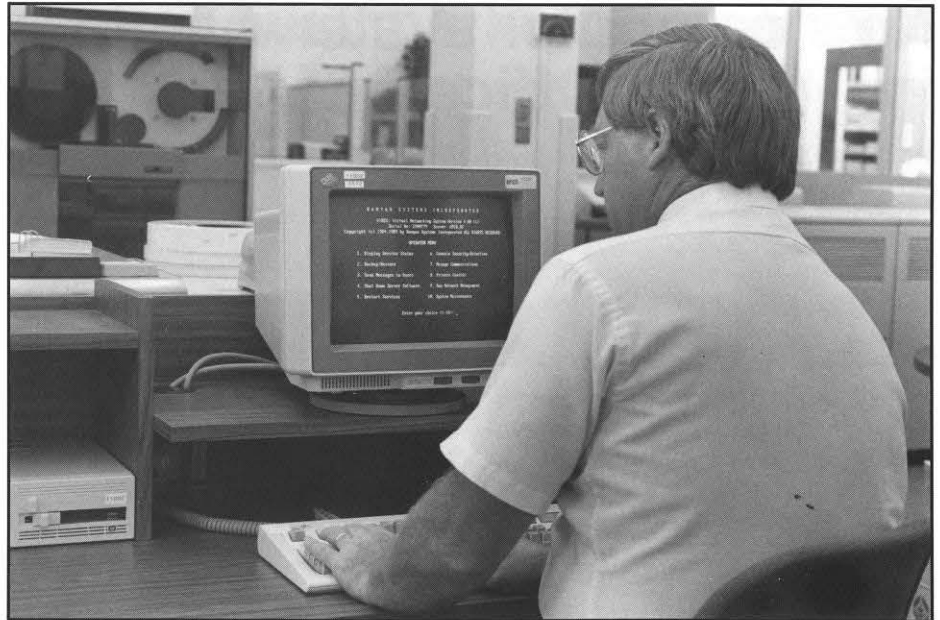
Another benefit of the new system is the reduction in carryovers of unprocessed customer payments on heavy work days, even after long overtime hours. Laurey points out that Appalachian is very careful to make sure it credits the customer with payment on the day it actually is received even though it may be posted a day later. Laurey adds, "We want to make sure that we don't go out and cut off a customer's service because the payment hasn't been posted to the customer's account."

Laurey emphasizes the importance of the new cash remittance processing system by noting the volume of work accomplished in the Centralized Cash Processing office. In 1990, 12 full-time and 3 part-time employees processed 9,668,749 customer payments to Appalachian and Kingsport Power totaling \$1,234,700,796.

According to Centralized Cash Processing Supervisor Valorie Shepard, the new equipment also is used for meter reroutes which previously were accomplished on a 22-year-old optical scanner.

### Data Entry System

Also last August, Appalachian replaced a 17-year-old data entry system with a Personal Computer Local Area Network (PC/LAN) consisting of 12 PCs —



Ray Mullen, data processing operator A, checks the Data Entry PC/LAN monitor.

one as a file server and 11 as work stations configured to communicate electronically with Appalachian's mainframe computer. Under the old system, data were keyed on 8-inch diskettes which were processed on a special machine to produce computer tapes, which then had to be hand delivered to the Data Processing Section for processing on the mainframe computer.

As a direct result of the new data entry system's operating efficiency, Laurey reports a reduction (via retirement) of one employee in the Accounting Department's work force.

Data Entry Supervisor Sandra Bower notes that editing and uploading/downloading of data to and from the mainframe computer are two additional benefits of the PC/LAN. The system can edit certain data and notify the data entry operator of invalid input for correction before transmission of the data to the mainframe computer. Uploading/downloading of data also reduces redundant keying.

Based on Appalachian's success with the PC/LAN data entry system, Laurey says that two other AEP System companies will soon make a similar change. □



A view of Data Entry's new PC/LAN System.





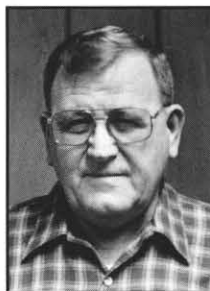
"When I joined Appalachian in 1946, the country and Appalachian both were recovering from problems caused by World War II. Appalachian was starting its rural line building program, which resulted in the company almost doubling its number of employees," recalls Huntington Human Resources Supervisor **Bob King**.

"Many things which we take as a matter of fact today I saw developed and introduced into the electric utility business," he notes. "Among these are the hard hat, radio communication between our operating center and the trucks, hydraulic booms on the trucks, our pony express, xerox machines, programmable telephones and, yes, the computer. In fact, the computer eliminated the centralized billing office where I started."

"My wife of 40 years, Jo Ann, and I are the parents of two sons, David and Dan, who are teachers and professional musicians and live in Columbus, OH, with their wives.

"Our plans for the future call for more world travel. We started traveling 15 years ago and have visited 39 countries. This month we will visit some South Pacific islands."

Bob concludes, "Upon retirement April 1, I will have more than 44 years of service and, would you believe it, I'm still retiring three years early." □



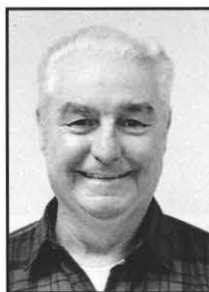
"It is a great company to work for as far as I am concerned," says Rainelle Line Crew Supervisor **Darrel Sanford**, who elected early retirement on April 1. "I loved my job ever since I started out the first day. I was in a different place just about every day, and it was all interesting.

"When I look back at all the things I've done and gone through, I'm proud that

## Retirements

I worked more than 34 years without a disabling injury. I enjoyed the work and the people."

Darrel concludes, "I'll do a little hunting and fishing and my 12-year-old grandson, who lives right around the corner from us, will keep me busy." Darrel is in his 13th year as a Rainelle city councilman. □

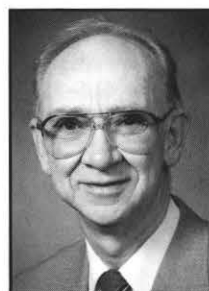


**Kenneth "Sport" Carter**, Philip Sporn Plant harbor boat operator, elected early retirement April 1 after more than 39 years' service.

"When I joined the plant in 1952, there was an opening in

the coal yard and that's where I've been ever since," he says. "It's been a good place to work, and I've made a lot of good friends. In fact, I never met anybody here I didn't like.

"Now I plan on doing nothing more than what I want to do — fishing, hunting, and carpentry work, which fills the biggest part of my time. We'll probably do more traveling since we enjoy that." An Army veteran, Sport is Sunday school superintendent and a trustee at the Church of Christ Christian Union, Hartford, WV. He and his wife Macy Lou have two daughters and four grandchildren. □



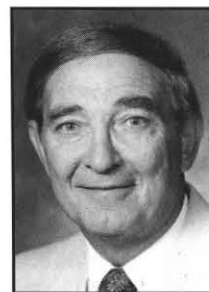
"Ever since I have been in Bluefield, I have had to deal with budgets and forecasts," says **Ron Meador**. "One of the most interesting things to me was seeing how close we came to what we had forecast."

Ron was transmission office supervisor, GO T&D Transmission, Bluefield, before electing early retirement on April 1 after 42 years' service.

He adds, "I have done quite a bit of work with different sections of the company, including special assignments in Roanoke. In 1967 I spent six or seven weeks in New York when we were setting up contracts on 765 kV line construction."

Ron, his wife Edna Mae, and son will be moving to a little town outside of Wilmington, NC. "Our daughter is down there so we'll be around our two grandchildren more — and close to good fishing," he adds.

A Navy veteran of World War II and the Korean War, Ron is a past deacon of College Avenue Baptist Church in Bluefield. He enjoys yard work and gardening. □



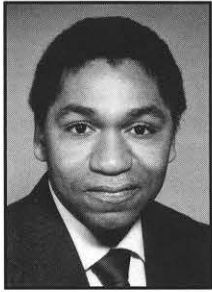
**Williamson Stores and Garage Supervisor Henry D. Hatfield**, who elected early retirement March 1, says he's enjoying his leisure time but misses the people. "They're a great bunch."

Henry D. survived three floods during his 41 years' service. "The one in 1977 was the worst," he recalls. "The water was about 7 feet deep in my office."

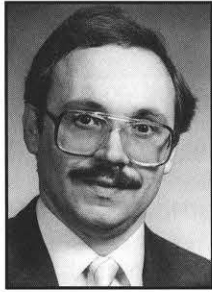
A great-great nephew of the infamous Devil Anse Hatfield, Henry D. competed on the television show, "Family Feud," some years ago against the McCoy's. "We won the most money, but they won the most games!"

Henry D. is a member of the First Methodist Church and Moose Lodge and a member of the board of directors of the Kiwanis Club. He enjoys playing golf and tinkering around the house. "Ernestine and I are not travelers at all," he concludes, "so we don't plan to go on any trips except to Richmond, VA, to visit our daughter." □

# Promotions



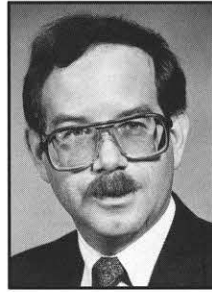
Wells



Mathews



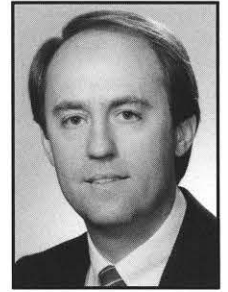
Doss



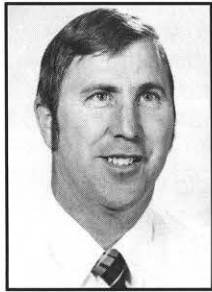
Heil



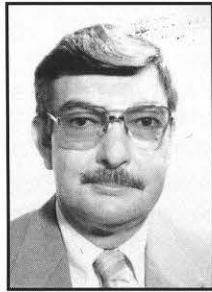
Carter



Martin



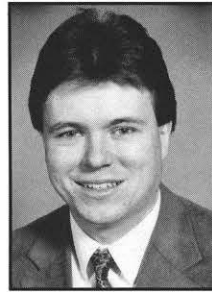
P. Smith



Dalton



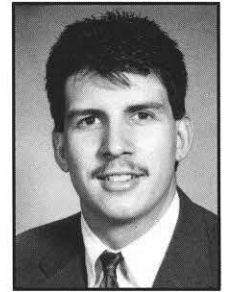
Phillips



Mann



Straley



Hutchinson

**J. E. "Butch" Wells**, Huntington electrical engineer II, was promoted to electrical engineer I on January 1. He holds a bachelor of science degree in electrical engineering from the West Virginia Institute of Technology.

**Charles Mathews**, Philip Sporn Plant human resources assistant, was promoted to Central Machine Shop human resources supervisor on March 1. He holds a bachelor of science degree in industrial relations and labor studies from West Virginia Institute of Technology.

**Susan D. Doss**, human resources assistant, GO Human Resources, Roanoke, was promoted to Abingdon human resources supervisor on March 1. She holds a bachelor's degree in behavioral science from Bluefield College. Doss also attended Virginia Polytechnic Institute & State University.

**Robert M. Heil**, Abingdon human resources supervisor, was promoted to Huntington human resources supervisor on March 1. He holds a bachelor of science degree in chemistry from West Virginia Institute of Technology and a master of administration degree in personnel management from Lynchburg College. He is accredited as a professional in human resources (PHR).

**Wayne L. Carter**, Amos Plant human resources supervisor, was promoted to Kingsport human resources director on March 1. He holds associate in arts and bachelor of business administration-management degrees from Marshall University.

**R. Dave Martin**, Central Machine Shop human resources supervisor, was promoted to Amos Plant human resources supervisor on March 1. He holds an associate in science degree in mechanical engineering technology and a bachelor of science degree in business administration from West Virginia Institute of Technology and a master of science degree in occupational safety and health from Marshall University.

**W. Paul Smith**, engineer II, was promoted to engineer I, GO Hydro, Winfield, on January 1. He holds a bachelor of science degree in electrical engineering technology from the University of Houston.

**Bob Dalton**, Wytheville customer services office supervisor NE, was promoted to customer services office supervisor E on March 1.

**Everett G. Phillips**, Huntington electrical engineer II, was promoted to electrical engineer I on January 1. He holds a bachelor of science degree in elec-

trical engineering from West Virginia University.

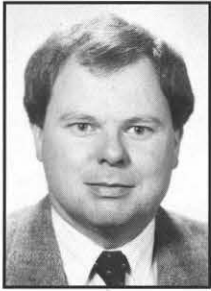
**J. Scott Mann**, Huntington energy services engineer II, was promoted to energy services engineer I on January 1. He holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology and a master's degree in engineering management from the West Virginia College of Graduate Studies.

**David E. Straley**, Huntington meter electrician supervisor NE, was promoted to meter supervisor E on March 1.

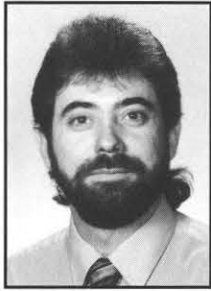
**Jeffrey S. Hutchinson**, Huntington customer services representative C, was promoted to department assistant-customer services on February 1. He holds an associate in science degree and bachelor of business administration degree from Ohio University.

**John A. Bigler**, engineer II, was promoted to engineer I, GO T&D Relay, Marmet, on January 1. He holds a bachelor of science degree in electrical engineering from West Virginia University.

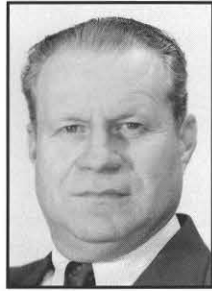
**Timothy J. Cooper**, Amos Plant equipment operator B, was promoted to unit supervisor on February 1.



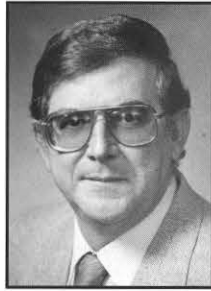
Bigler



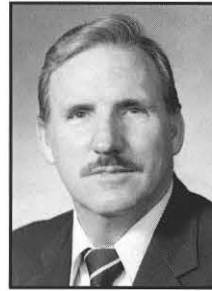
Cooper



J. Smith



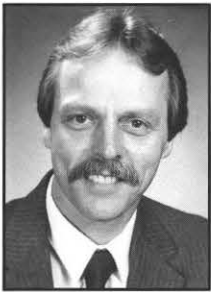
Chumbley



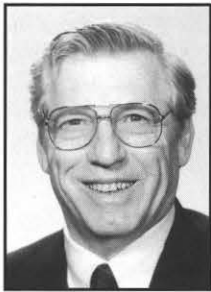
Turpin



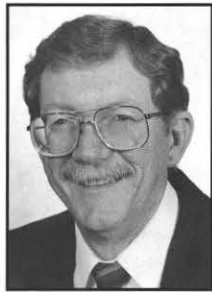
Wills



Tulloh



Ernest



White

**James H. Smith**, Glen Lyn Plant maintenance mechanic A, was promoted to maintenance supervisor on March 1.

**Dave M. Chumbley**, Bluefield meter supervisor NE, was promoted to meter supervisor E on February 1.

**Jim R. Turpin**, Bluefield power engineer, was promoted to power engineer senior on March 1.

**Karen Wills**, Pulaski engineering technician senior, was promoted to engineering technologist I on March 1. She holds an associate in applied science degree in electrical technology from New River Community College.

**David D. Tulloh**, Mountaineer Plant maintenance supervisor, was promoted to production superintendent-maintenance on January 1. He will receive an associate in applied science degree in business management from West Virginia University, Ripley branch, in May.

**William W. Ernest**, Amos Plant shift operating engineer, was promoted to production superintendent-operations at Amos Plant on February 1.

**Benny White**, Galax customer services office supervisor NE, was promoted to customer services office supervisor E on March 1.

**Ron Tucker**, Lynchburg electrical engineer II, was promoted to electrical engineer I on February 1. □

### John Amos

**Denver Kirtley** from equipment operator C to equipment operator B.

**Donald Pauley** from utility worker to equipment operator C.

### Bluefield

**Randy Vandyke** from line mechanic C to line mechanic B, Grundy.

### Charleston

**Calvin Woods** from meter electrician C to meter electrician B.

**Mattie Day** from meter clerk C to stenographer.

### Clinch River

**Cindy Kiser** from utility worker B to utility worker A.

### General Office

**Eric Hatter** from engineering technician assistant to engineering technician, GO Operating, Roanoke.

**Joan Matherly** from engineering technician assistant to engineering technician, GO Operating, Roanoke.

**Cindy Saunders** from clerk to intermediate clerk, GO General Services, Roanoke.

**Mike Lawson** from hydro mechanic B to hydro mechanic A, GO Hydro, Roanoke.

**Mike Jones** from station operator B to station operator A, GO Operating, Kingsport.

**Vicky Barker** from stenographer to purchasing entry operator A, GO Purchasing, Roanoke.

**Quinn Mongan** from environmental specialist II to environmental specialist I, GO Environmental, Roanoke.

### Glen Lyn

**Benny Skelton** from utility worker A to equipment operator C.

**Rickie Charlton** from utility worker A to equipment operator C.

**Dwayne Meadows, Jr.** from equipment operator C to equipment operator B.

**Mario Castillo** from maintenance mechanic D to maintenance mechanic C.

### Huntington

**Arnold Mitchell** from line mechanic D to line mechanic C, Ripley.

**Phillip Caldwell** from line mechanic D to line mechanic C, Ripley.

**Kimberly Maynard** from junior clerk to T&D clerk C.

### Lynchburg

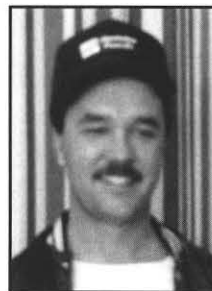
**Renea Harrison** from meter reader to collector.

### Roanoke

**Toni Henson** from T&D clerk B to T&D clerk A.

**Vickie Rutledge** from secretary-stenographer A to secretary. □

## Beane joins Tortoise Club



Because he was wearing a hard hat, **Eric Beane**, St. Albans line mechanic C, was not injured when a pilot pin on the end of a truck auger fell and struck his head. The 8-10 pound pin fell approximately 6 feet. Beane has been awarded membership in the South-eastern Electric Exchange's Tortoise Club. □

# Who's News

## Abingdon

**Steve O'Dell**, Marion customer services office supervisor, has been named to the Kiwanis major emphasis committee. The major emphasis program is a collective effort between the Marion Kiwanis Club, Pizza Hut, and Marion primary school to target children up to age 5, encouraging them to discover the world of reading. □

## Charleston



**Fred Friend**, electrical engineer (right), received the 1990-91 United Way of Kanawha Valley campaign award for outstanding service to the general campaign which attained 125 percent of goal. **Asa Fuller**, campaign chairman (left), presented the award.



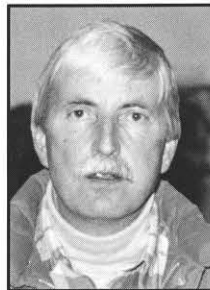
**Floyd H. Taylor, Jr.**, division manager and chairman of the 1991-92 United Way of Kanawha Valley campaign (left), received the traveling chairman's cup from the 1990-91 campaign chairman **Asa W. Fuller, Jr.**, senior vice president and trust investment officer of Charleston National Bank. The late Calvin O. Carlini, former Charleston division manager, was the first campaign chairman to receive the traveling cup introduced in 1980. The cup travels

from one campaign chairman to the next during a decade and awarded permanently to the chairman who attains the largest percent increase in contributions of the decade. □

## Logan-Williamson

**Zack and Catherine Browning** celebrated their 50th wedding anniversary on October 13, 1990. The couple, who has three sons, resides in Lakeland, FL. Zack, a retired Logan Plant guard, also has retired from fulltime pastoring but still does interim pastoring. □

## Lynchburg



**Jim Dalton**, station crew supervisor NE, was elected president of the New London Ruritan Club. He also was reelected secretary of the New London Club House Corporation. □

## Centralized Plant Maintenance

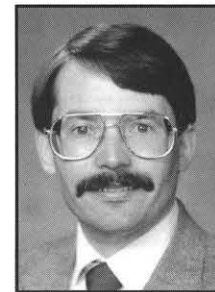
**Kurt Dailey**, human resources and office supervisor, coached the Green Elementary Dragon soccer team to a second place finish in the O. O. McIntyre

Fall League. The Dragons have lost only one game in the last four seasons. Kurt also coached the Green Elementary girls basketball team, the Celtics, to a third place finish in the Gallia County, OH, tournament. □

## Huntington

New officers of the APCo Vets, Huntington retiree organization, are: **Richard Gibson**, president; **John Bartholomew**, vice president; **Virginia Oakley**, treasurer; **Dorcas Moncer**, recording secretary; and **Sue Schwartz**, assistant treasurer. The board of directors is composed of **Alberta Lunsford**, **Sylbia Hinchman**, **Ed Yeager**, and **Dick Smith**. □

## Master's degree



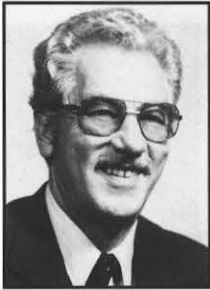
**Paul Turner**, engineer senior, GO T&D Station Engineering & Design, Roanoke, has earned a master of engineering degree in systems engineering from Virginia Polytechnic Institute and State University. □

## Retirees reminisce over breakfast

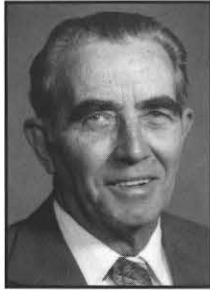


Several APCo retirees get together for breakfast each Wednesday morning at Lopez's Restaurant in Smithers, WV. **Fred Dooley**, Montgomery area servicer, originated the idea about a year ago, and attendance has run as high as 11 and as low as 3 or 4. Pictured at a recent breakfast are, l. to r., **Fred Dooley**, Montgomery; **Ed Hendrickson**, AEP Construction; **Archie Searls**, Kanawha River; **Jim Warden**, Kanawha River; non-employee; **Claude Smith**, Montgomery; **Jim Hanning**, Kanawha River; **Frank Gilliland**, Kanawha River; and **Jim Bostic**, Kanawha River.

# Friends We'll Miss



Spraker



Brewer



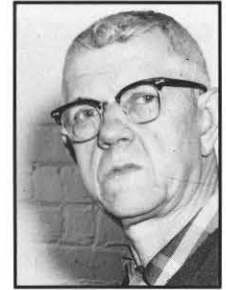
Myles



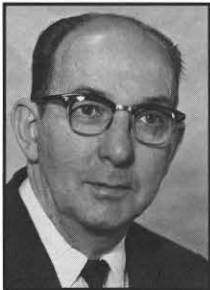
Bauknecht



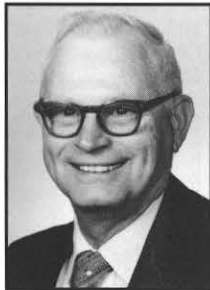
Bailey



Rupert



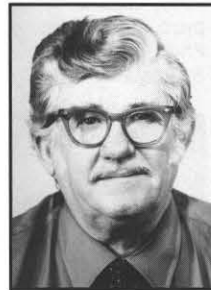
Wilshire



Williams



Main



Palmer

**Jack Spraker**, 58, Pulaski station crew supervisor, died unexpectedly March 16. A native of Falls Mills, Virginia, he began his career in 1956 as an axman in Bluefield. Spraker is survived by his wife Billie Jean, 1960 Peakland Road, Pulaski, VA; two sons; one grandchild; one sister; and four brothers. His brother, Maxwell Spraker, is a retired Welch line crew supervisor, and his brother, Cloyd Spraker, is a retired express driver, GO General Services, Grundy.

**Lon R. Brewer**, 75, retired Clinch River Plant shift operating engineer, died March 8. A native of Ronda, West Virginia, he was employed in 1942 as a laborer at Cabin Creek Plant and retired in 1980. Brewer is survived by his wife Louella, Box 551, Lebanon, Virginia; two sons; two daughters; eight grandchildren; and one great-grandchild.

**Thalia Belcher Myles**, 68, Bluefield secretary-stenographer A, died February 27. A native of Yards, Virginia, she was employed in 1945 as a PBX operator and retired in 1987. Myles is survived by two sisters and one brother.

**James F. Bauknecht**, 70, retired civil construction assistant III, Mountaineer Construction, died March 16. A native of Belmont, Ohio, he was employed by Ohio Power in 1947 as a clerk senior and elected early retirement in 1982. Bauknecht is survived by his wife Hope,

Amos plant clerk A, 103 Pennsylvania Avenue, St. Albans, West Virginia; one son; one daughter; three grandchildren; one sister; and three brothers.

**Ernest Lawson Bailey**, 68, retired marketing and customer services director, GO Marketing & Customer Services, Roanoke, died February 15. A native of Kincheloe, West Virginia, he began his career in 1945 as a residential representative junior B in Huntington and elected early retirement in 1983. Bailey is survived by his wife Mavis; 3329 One Oak Road, Roanoke, Virginia; one son; one daughter; and three grandchildren.

**Harter M. Rupert**, 85, retired Cabin Creek Plant performance engineer, died October 24, 1990. A native of Dawson, West Virginia, he was hired in 1951 as a mechanical engineer and retired in 1970. Rupert is survived by one son and two daughters.

**William Lyle Wilshire, Sr.**, 85, retired Kanawha River Plant maintenance supervisor, died March 8. A native of Marmet, West Virginia, he joined Cabin Creek Plant in 1943 as a maintenance man and retired in 1966. Wilshire is survived by one son, one daughter, two grandchildren, two great-grandchildren, and one brother.

**Golden C. Williams**, 67, retired production superintendent-maintenance at John Amos Plant, died March 1. A native of Kanawha County, West Vir-

ginia, he began his career in 1947 as a laborer at Cabin Creek Plant and elected early retirement in 1986. Williams is survived by his wife Leola, 1601 Myers Avenue, Dunbar, WV; two sons; one daughter; four grandchildren; one great-grandchild; his mother; and three sisters. His son, Terry Williams, is an equipment operator C at Amos Plant. His son-in-law, Scott Blizzard, is a maintenance mechanic A at Gavin Plant.

**Andrew Robert Main, Jr.**, 68, retired station designer, GO T&D Station Design, Roanoke, died February 23. A native of Roanoke, Virginia, he was employed in 1941 as a tracer in GO T&D R/e & R/w, Roanoke, and elected early retirement in 1983. Main is survived by his wife Grace, 3350 Crittendon Avenue, Roanoke, VA; two sisters; and one brother.

**James Harrison Palmer**, 70, retired surveyor assistant-rod, GO T&D Civil Engineering, Roanoke, died March 8. A native of Roanoke, Virginia, he began his career in 1957 as a rodman and elected early retirement in 1983. Palmer is survived by his wife Martenia, 315 Fleming Avenue, Roanoke, VA; one son; one daughter; and five grandchildren.

**Gregory Vincent Smith**, 32, Huntington real estate & right of way associate, died unexpectedly February 12. A native of Welch, West Virginia, he joined the company in May 1990. Smith is survived by his wife Brenda, 28 Sovine Road, Hurricane, WV; and one daughter. □

# Service Anniversaries



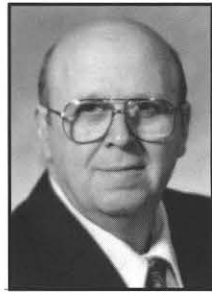
**Douglas Martin**  
cler. supv.-T&D  
Fieldale  
40 years



**Charlie Simmons**  
vp - con. & maint.  
GO-Roanoke  
35 years



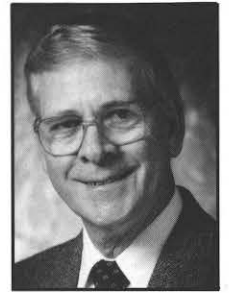
**Lewis Gilland**  
prod. supt.-op.  
Philip Sporn  
35 years



**John Blair**  
utility supv.  
Kanawha River  
35 years



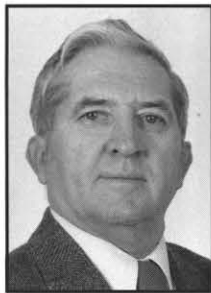
**J. C. Sutphin**  
shift op. eng.  
Glen Lyn  
35 years



**Roy Ferrell, Jr.**  
records supv.  
Kingsport  
35 years



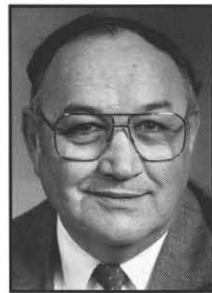
**George Thwaites**  
shift op. eng.  
Glen Lyn  
35 years



**James Vencill**  
eng. tech. sr.  
Lebanon  
25 years



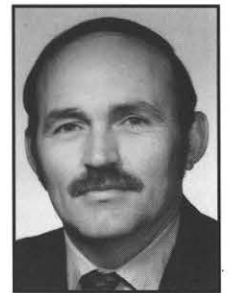
**Roy Maxey**  
control elec. A  
GO-Roanoke  
25 years



**Denver Osborne**  
line mechanic B  
Marion  
25 years



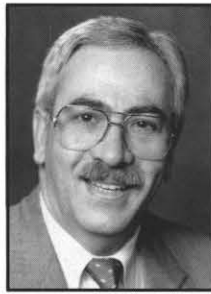
**Charles King**  
maint. mech. C  
John Amos  
25 years



**Kenneth O'Neal**  
asst. shift op. eng.  
John Amos  
25 years



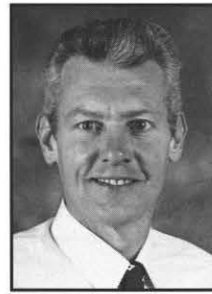
**J. B. Meadows**  
shift op. eng.  
Mountaineer  
25 years



**Stan Hill**  
data proc. supv.  
GO-Roanoke  
25 years



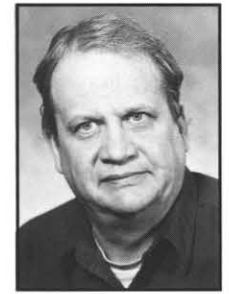
**Rusty Repass**  
trans. mech. A  
GO-Bluefield  
25 years



**William Woods, II**  
maint. mech. C  
Clinch River  
25 years



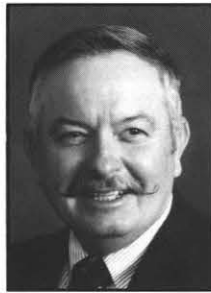
**Frank Mullins**  
line crew supv. E  
Rainelle  
25 years



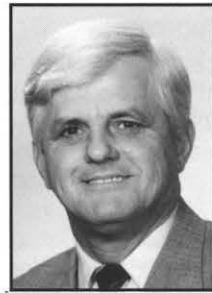
**Joe Patchell**  
auto. mech. B  
Charleston  
25 years



**Sandra Martin**  
meter clerk A  
Roanoke  
25 years



**Bill Brewer**  
line con. & maint. rep.  
Pulaski  
25 years



**Alva Kuhl**  
utility supv.  
John Amos  
25 years



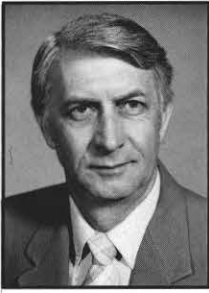
**Janie Jones**  
cust. serv. rep. B  
Galax  
25 years



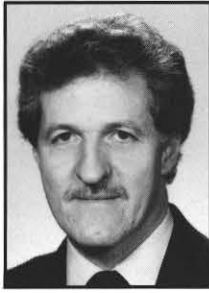
**John Hill**  
shift op. eng.  
Philip Sporn  
25 years



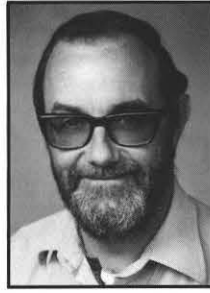
**Walter Kidd**  
maint. supv.  
John Amos  
20 years



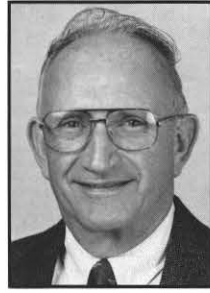
**Selvin Carroll**  
line mechanic A  
Wayne  
20 years



**Rodger Armstrong**  
control tech. sr.  
John Amos  
20 years



**Bob Taylor**  
meter reader  
Bluefield  
20 years



**Dennis Tomlin**  
reg. chief op.  
GO-Lynchburg  
20 years



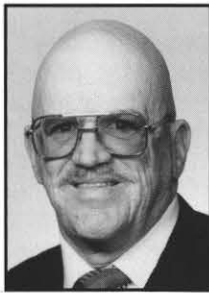
**Gail Copeland**  
plant clerk B  
Glen Lyn  
20 years



**Kim Wright**  
drafter B  
Roanoke  
20 years



**Roger McKinney**  
maint. supt.  
Mountaineer  
20 years



**Jocko Broyles**  
maint. mech. A  
John Amos  
20 years



**Arnold Martin**  
maint. supt.  
John Amos  
20 years



**Leland Looney**  
area T&D scheduler  
Grundy  
20 years

## Mountaineer

15 years: **Bill Roush**, maintenance mechanic A. **Cliff Wyatt**, maintenance mechanic A. 10 years: **Tony Sayers**, maintenance mechanic B. **Don Delong**, equipment operator B. **Rodney Pearson**, equipment operator B. **Ray Minnis**, equipment operator B. **Greg Price**, chemist senior. **David Grindstaff**, utility worker (LTD).

## Pulaski

10 years: **Carl Martin**, meter reader, Galax. 5 years: **Tommy Akers**, engineering technician.

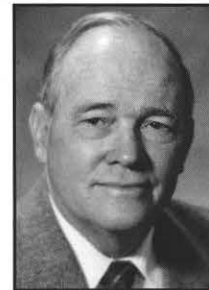
## Roanoke

15 years: **David Crouch**, line construction and maintenance representative. 10 years: **Dennis Roberson**, stores attendant B.

## Philip Sporn

35 years: **Marvin McFarland**, maintenance mechanic B. **Larry Lieving**, shift operating engineer. □

## Bannister earns Wise Owl award



**Clifford Bannister**, Montgomery area servicer, has been awarded membership in the Wise Owl Club of America, sponsored by the National Society to Prevent Blindness.

Bannister's eyes were protected from serious injury when he struck his glasses on the open side box door of his truck. The impact cut Bannister's left eyelid, requiring sutures, and broke his glass frames and scratched the lens. □

## Abingdon

10 years: **Gary Bunch**, meter reader, Clintwood.

## John Amos

20 years: **Herman Stone**, maintenance mechanic A. 10 years: **Reid Strader**, plant engineer I. 5 years: **Rubert Gale Sayre**, equipment operator C. **Merrold Perkins**, utility worker.

## Beckley

15 years: **Sherry Farley**, senior telephone operator. 5 years: **Cindy Hoover**, stenographer. **Herb Stover**, area T&D clerk B, Oak Hill.

## Bluefield

15 years: **Rodney McCoy**, line mechanic A, Welch. 5 years: **Randy Vandyke**, line mechanic B, Grundy.

## Charleston

10 years: **Henrietta Williams**, T&D clerk B. **Charles Ross**, line mechanic B.

## Clinch River

15 years: **Christine Nelson**, human resources clerk A. **Tommy Breeding**, maintenance mechanic B. **Emmett Addington, Jr.**, assistant shift operating engineer. **Willie Ring**, coal equipment operator.

## General Office

15 years: **Mike Jones**, station operator A, GO Operating, Kingsport. **Gary Hammons**, regional dispatcher, GO Operating, Huntington. **Nancy Payne**, secretary, GO Marketing & Customer

Services, Roanoke. 10 years: **Clarence Greenlee**, express driver, GO General Services, Point Pleasant. **Adonica Church**, stores accounting clerk A, GO Accounting, Roanoke. **Lynn Grayson**, forestry superintendent, GO T&D Distribution, Roanoke. **Dick Burton**, public affairs director, GO Public Affairs, Roanoke.

## Glen Lyn

15 years: **Wayne Fink**, maintenance mechanic A.

## Huntington

35 years: **Jackie Layne**, senior telephone operator. 15 years: **Elvin Epting**, electrical engineer senior. 10 years: **Judy Shafer**, secretary-stenographer B.

## Kanawha River

15 years: **Mike Howard**, human resources supervisor. 5 years: **Betty Riddle**, stores clerk C.

## Kingsport

15 years: **James McCann**, general servicer, 10 years: **Daniel Robinette**, meter reader.

## Logan-Williamson

15 years: **Rick Dean**, stores attendant A, Williamson. **Barbara Bailey**, customer services representative B, Logan. **Pat Prater**, T&D clerk B, Williamson. **Ron Fite**, electrical engineer II, Williamson. **Jim Lackey**, line crew supervisor NE, Logan. 5 years: **Brenda Ferrell**, customer services representative C, Williamson.

## On I&M 765, 345 kV systems

# Ice storm downs, damages 185 transmission towers

A severe ice storm barreled across central Indiana on March 12 and 13, delivering a near knockout punch to Indiana Michigan Power's transmission system by downing 95 765 kV towers and damaging 90 345 kV towers. Distribution systems were damaged, causing power outages in the Muncie and Marion Divisions. But, despite the devastation, electricity continued to flow to the rest of the I&M System.

The storm hit the area the morning of March 12, dropping freezing rain and five to six inches of snow in a region stretching from Lafayette through Anderson, Muncie and Marion. Just before 10 a.m., galloping wires caused the Pendleton-Tanners Creek 345 kV line to fail. By that afternoon, the DeSoto-Tanners Creek line also failed due to galloping conductors. "Galloping" starts when ice forms on wires and blowing winds cause them to rise and fall. Eventually, they strike each other and lock out of service.

Shortly after midnight March 13, ice and winds damaged towers on the double-circuit 345 kV Dequine-Olive line, which runs north to south near Lafayette, causing the circuit to fail.

Just before 7 a.m., three events occurred in rapid succession: the Greentown-Jefferson 765 kV circuit failed. The weight of a reported three inches of ice literally crushed the tow-

ers in an icy path, which stretched for 25 miles south from Greentown to Noblesville.

### APCo responds

When disaster struck I&M, help from its sister companies was only a phone call away.

Working through Ron Caldwell, material expeditor and stock controller, GO Purchasing & Stores, Roanoke, Appalachian Power quickly shipped a large quantity of material to I&M. According to Bob Biggs, purchasing and materials management director, Ron did a yeoman's job in locating the needed material throughout division storerooms.

Response by Charleston Stores Supervisor Larry Harper went beyond the call of duty. To ensure next day delivery, he sent some material by Federal Express, freight collect. The Federal Express driver returned shortly thereafter, explaining that Appalachian did not have an account with the company and it could not ship the material without advance payment. Learning that Federal Express would accept a personal check, Larry got out his own checkbook and the material was on its way! □

Unit 2 at Cook Nuclear Plant then tripped off line and remained down until the next day. Shortly after this happened, a Greentown-Dumont circuit reactor failed, producing over voltage and causing that 765 kV circuit to trip off.

Some 9,200 customers were left without power in Muncie. Marion reported 800 customers out. Elwood also was hit hard, reporting 13,000 customers without power. Power lines knocked down by the storm crossed streets and temporarily closed major highways in the area.

Simultaneously, the electricity produced by I&M's Rockport Plant automatically was routed to Ohio Power. That power was fed back to the I&M System through the Dumont-Marysville 765 kV circuit. I&M's Breed Plant was out of service at the time, and Tanners Creek Plant was unaffected by the massive weather catastrophe.

While it remains too early to provide an exact estimate of how long it will take to rebuild the system, I&M Transmission Manager Bill Dillehay said when he first saw the damage, "We'll be lucky if we can get the 765 kV system built by next winter. In my 40-year career, this is by far the worst damage I have ever seen. It looks like a giant hand came down and just squashed the towers." Initial damage estimates were being set at \$35 million. □

## ILLUMINATOR



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