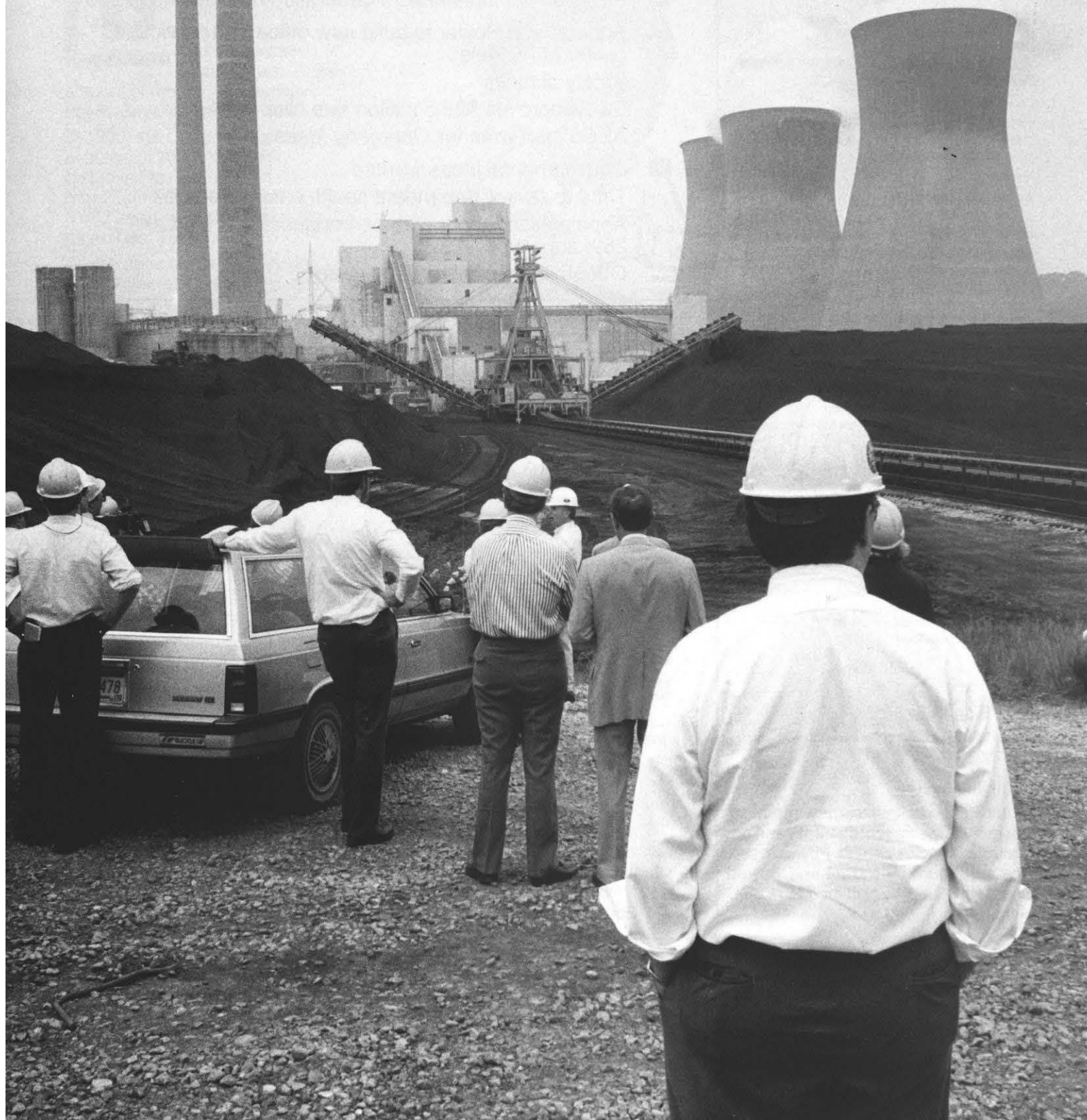


ILLUMINATOR

June 1991



THE INSIDE STORY

ILLUMINATOR

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IABC

International Association of Business Communicators

About the cover:

Amos Plant was host to a news seminar last month. Media representatives from throughout Appalachian Power's service area toured the plant and viewed videotapes on EMF and the Tidd PFBC plant.

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AEP SAVINGS PLAN FUNDS

Investment Rates of Return

For Period Ending March 31, 1991

	Last 12 Months
Fixed Income Fund	9.6%
Equity Fund	13.8%
AEP Stock Fund	4.2%

Corresponding future rates of return will be affected by stock market prices or, in the case of the Fixed Income Fund, the addition or replacement of fixed income limiting segments. Participants may change their investment fund choice twice in any calendar year. In addition, the percentage rate of matched and unmatched contributions may be changed twice in each calendar year. See the savings plan booklet in your Protection Program Manual for details.

Employee benefits

Your hidden wages

Because it doesn't show up on your paycheck stub, you probably aren't aware of the amount of money Appalachian Power pays for your benefits.

In 1990, the company paid an average of \$13,442.67 per employee for benefits. That's more than \$68,350,000 for the 5,085 fulltime employees on the payroll last year.

Where does all that money go? The following chart breaks down the average annual costs of benefits paid by the company per employee in 1990. The numbers may surprise you!



Type of Benefit	Average Annual cost per employee
I. Legally required payments (includes Social Security, State and Federal unemployment compensation, and worker's compensation insurance	\$ 3,122.50
II. Pay for non-productive time (includes vacation, holiday, sick leave, death in family, jury duty, etc.)	4,421.26
III. Company provided major benefits	
Medical insurance	3,368.79
Life insurance, Accidental Death & Dismemberment insurance, LTD insurance, Dental Assistance insurance	646.84
Retirement plan	675.91
Savings plan	708.27
IV. Miscellaneous benefits (includes educational assistance, educational awards, service awards, educational matching gifts, employee assistance program, social and recreational, etc.)	499.10
Total annual cost of benefits per employee	\$13,442.67

The total average annual company contribution toward your benefits program is approximately 42% of payroll.

APCo conventional hydro generation

1990 was a very good year for Appalachian Power Company's conventional hydro units, where generation of electricity was 21.9 percent above the company's long-term average for hydro. Production of electric energy from Appalachian Power's conventional hydro units (excluding the Smith Mountain pumped-storage project) totaled 786,418 megawatthours. While those plants benefitted from above-normal river flows, the effects on each plant varied considerably.

"The hydro plants operated by APCo are located in five different watersheds," said Jim Fariss, APCo's manager hydro generation, "and they each experienced different flow patterns throughout the year. Plus, several of these plants actually generate less energy at high river flows because of the increase in water levels below the dam. This reduces the amount of head (distance between the elevation of the water above and below the dam) available to drive the turbines. This was especially true at the three Kanawha Valley Power Company hydro plants and at Ohio

Power's Racine Hydro Plant, all of which are operated by APCo."

Helping individual hydro plants maximize production from existing water flows and providing centralized engineering services for plant improvements are two of the responsibilities of the Service Corporation's Hydro Engineering Section, according to Glenn R. Beachy, manager hydro engineering for the AEP Service Corporation.

"In 1990, AEP's hydro generation enabled the System to avoid burning over \$20 million worth of coal."

— Glenn Beachy

"Even though hydroelectric generation accounts for only about 1 percent of the System's total in a given year, we still feel that we make a substantial contribution," Beachy said. "In 1990, for example, the hydro generation en-

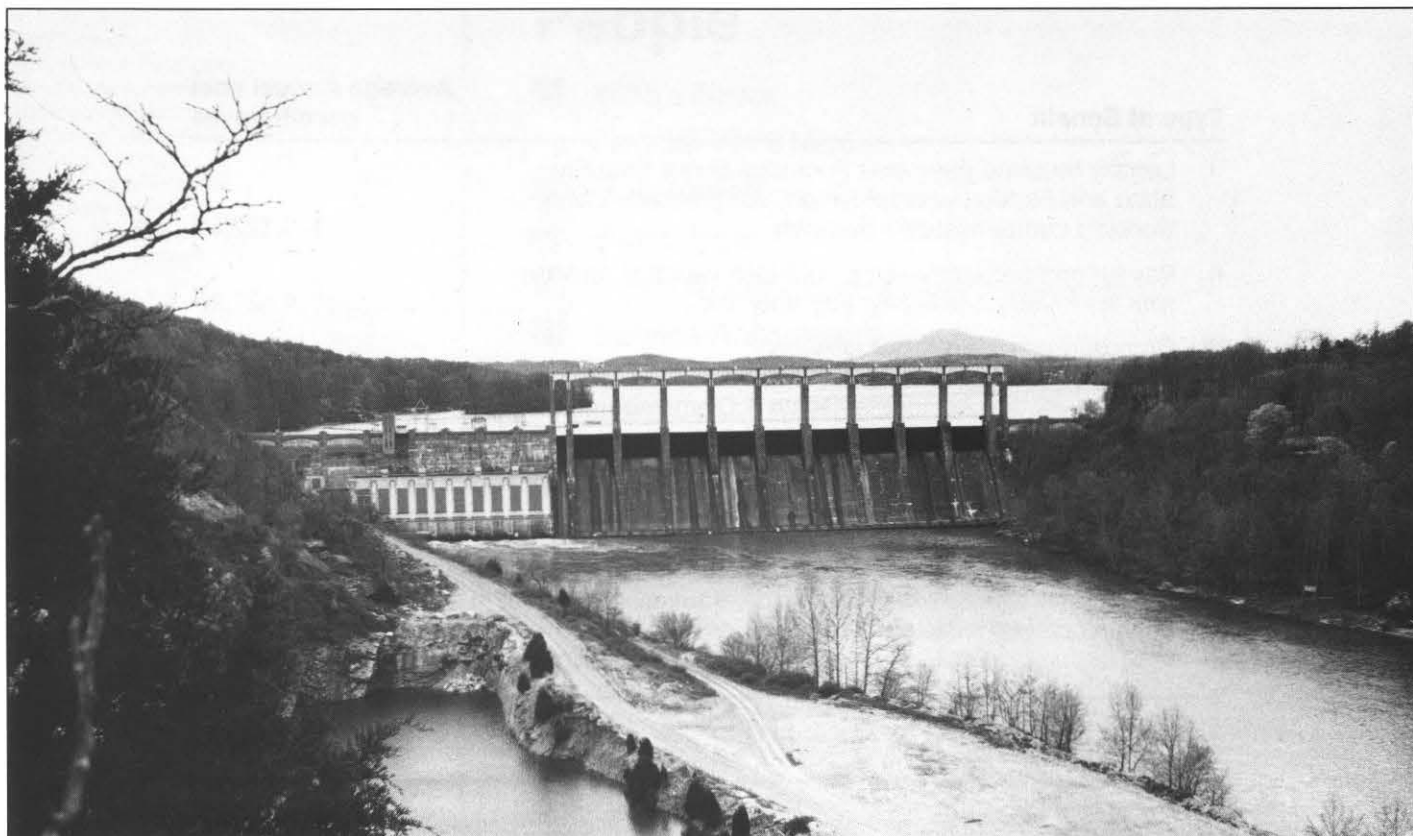
abled the System to avoid burning over \$20 million worth of coal. Those kinds of avoided costs are significant."

Proper water management, Beachy emphasized, means operating a hydro plant's units "so that you can extract as much electric power as you can from the existing water flows. It's our philosophy that, for maximum output, you operate as many units at maximum efficiency as possible, with one unit being used to handle any extra flow. That's far more efficient than running all of the units but having them run at less than maximum efficiency."

Operating the hydro plants in such a manner not only maximizes generation of electricity but also means preventive maintenance can be scheduled into low-flow periods when units are not generating power due to river conditions.

Upgrades for APCo

At Appalachian Power, controls and switchgear are scheduled to be upgraded next year at the Claytor Hydro, according to Fariss.



Controls and switchgear are scheduled to be upgraded next year at Appalachian Power's Claytor Hydro.

outstanding in 1991

"Two years ago, we completed upgrading the controls and switchgear at the London, Marmet, and Winfield hydros on the Kanawha River," Fariss said. "Since then we've seen a significant decrease in the number of forced outages at those plants."

Fariss also noted that a new trash rake recently has been placed in service at the London Hydro Plant. This equipment is used to remove riverborne debris from in front of the plant and keep it from blocking the water passage. "It's a new telescoping hydraulic-arm design that offers many advantages over the old cable-operated design. It's been working so well that other older rakes will be evaluated for replacement."

"Projects of this type have contributed to the improved performance of the hydro plants," said Beachy, whose section also is responsible for relicensing of the hydro facilities. "I see the whole hydro organization as one team. Although we do receive assistance from many other sections and groups, AEP's hydro operations essentially have 100 people responsible for 17 plants — six of us in the Service Corporation, 70 at Appalachian, 18 at I&M, and six at Racine.

"We have an exceptionally dedicated work force at the hydro plants," Beachy said. "We have very low turnover, and our people show a high level of interest in their jobs. These water-management practices would mean nothing if they weren't carried out on a day-to-day basis by the people who know these plants, who operate and maintain them.

"Operation of these plants means more than just running and maintaining the turbines," Beachy emphasized. "Many of the lakes formed by our dams and the streams on which they are located provide significant recreational resources to their respective regions. For that reason, we also are involved in sponsoring and promoting water safety, developing or improving recreational facilities, and encouraging their safe use. We operate the plants, but we don't own the river, and we are sensitive to our community responsibilities," Beachy added.

Appalachian's efforts in this regard have



Mike Thacker, left, and Edsel Johnson display the National Water Safety Congress regional award won by Appalachian Power.

included production of a boating safety video, implementation of an elementary school water safety program, op-



Jim Stamper, hydro mechanic B, prepares to operate the new trash rake at London Hydro Plant. Its new telescoping hydraulic-arm design offers many advantages over the old cable-operated design

erational changes to reduce stream fluctuations, and involvement in the formation and activities of a water safety council at Smith Mountain Lake.

Appalachian's program was recognized nationally last month when the company received one of eight regional awards from the National Water Safety Congress. Mike Thacker, hydro reservoir superintendent, cited the award as being a tribute to the company's commitment to providing for public safety at its hydro power projects. "That has involved a lot of people, all of whom can take pride in and deserve a lot of credit for our award," he said. "Special credit goes to Edsel Johnson, retired system operation manager, for providing the impetus to raise the level of awareness and activity that is now inherent in our program."

For the System as a whole, conventional hydro production during 1990 was 16.4 percent above the long-term average, noted Bruce H. Bennett, assistant vice president-civil engineering for the AEP Service Corporation. "We're now beginning to achieve the true potential of the System's hydroelectric units. And even though it's only a small part of the overall picture in terms of AEP's total generation, it's significant." □



Breaking ground for Appalachian Power's new Fieldale office and service center are, l. to r., Bob Webster, Roanoke division manager; Simon Spencer, chairman of the Henry County Board of Supervisors; Joe Higgins, Fieldale area manager; House Speaker A. L. Philpott; and Joseph Vipperman, president of Appalachian.

Appalachian Power to build new office and service center at Fieldale

Appalachian Power broke ground last month for a 52,000 square foot office and service center at the intersection of routes 57A and 683 near the U. S. 220 bypass between Fieldale and Bassett.

The one-story brick and masonry building and its 10-acre site will allow the company to consolidate its offices, shops, and storage area into a single, more efficient, and productive facility.

The new center will house offices and work shops for about 75 employees in the managerial, marketing and customer services, stores, automotive, engineering, records, drafting, line, meter and station sections. It also will provide facilities for inside storage of materials and maintenance of company vehicles as well as outdoor storage and staging for poles and transformers.

The contract for the \$7 million project was awarded to Shelco, Inc., of Winston-Salem, NC. It is hoped the facility can be occupied by July of next year. □

Safety plaudits

Employees of Beckley Division reached 4,000,000 safe work-hours on April 18. This is the first APCo division to work more than 11 years without a disabling injury. Their climb toward the record began in December 1979.

• • •

Employees in Charleston Division completed 500,000 workhours without a disabling injury on April 2. Their climb toward the record began July 7, 1990. □

SCC approves \$25.5 million rate hike in VA

The State Corporation Commission (SCC) has approved \$25,477,628 of a \$43.3 million rate increase Appalachian Power Company put into effect on an interim basis in Virginia last August 28.

The SCC allowed the company an opportunity to earn a rate of return on equity of 13.25 percent. The cost of equity is equivalent to the rate of return expected by investors on a firm's common stock.

Customers will be due a refund of the amount over-collected, with interest. The monthly bill for the average residential customer using 1,000 kilowatt-hours of electricity will be lowered by approximately \$1.88 to \$58.39. □

APCo men write for *Operating Ideas*

Five Appalachian Power employees had articles published in the May/June issue of *Operating Ideas*.

Bob Edwards, maintenance supervisor at John Amos Plant, wrote "Photoelectric Cell Reduces Maintenance on Progression Sled at Coal Car Dumper."

Gregory Adkins, assistant yard superintendent, and **Floyd Baier**, instrument maintenance supervisor, both of Amos Plant, collaborated on "Limit Switch Revision Simplifies Calibration on Coal Car Dumper Positioner Arm."

Ron Looney, transmission station mechanic A, GO T&D Station, Roanoke, authored "Jig for Scarf Joints Reduces Maintenance on Power Transformer Rim Gaskets."

Kevin Dennis, Mountaineer Plant chief chemist, penned "Sodium Analyzer Monitors Cation Resin of Makeup Water at Mountaineer Plant." □

Environmental ideas wanted

Operating Ideas wants to know about work-related improvements employees have made that directly or indirectly help the environment — and will reward the best submissions with cash and company stock. Contributors still must satisfy basic criteria of the *OI* program; but, if they can identify an environmental aspect of an idea, they enhance their chances of being rewarded. The addition reflects the company's interest in encouraging employees to take personal responsibility for how the company handles environmental concerns.

Ideas that provide indirect environmental benefits are primarily aimed at saving money in materials and labor but at the same time offer environmental benefits, such as avoiding the use of landfill, conserving fuel and water, or attaining other land, air, water, or wildlife enhancements. □

Time to review dependent health care coverage

One of the AEP System's long-standing benefits has been continuation of eligibility for health care coverage for dependent children who are 19-24 years old, unmarried, and still attending school full time.

Another option provides the opportunity for continued group coverage up to 36 months beyond the regular dependent eligibility period.

The employee (or dependent) should notify his or her Human Resources Department within 60 days of the date the dependent reaches 25, marries, or is 19 or older and no longer a full-time student. If continued coverage is desired, the employee (or dependent) must fill out an election form, which the company will provide within 14 days of notification.

The cost for continuing health care coverage is the full premium plus administrative costs. □

Appalachian Power commemorates Smith Mt. Lake's 25th anniversary



Appalachian Power Company last month commemorated a quarter century of "power, progress and pleasure" at Smith Mountain Lake. Participating in a ceremony at the Smith Mountain Lake Partnership's Welcome Center at Halesford Bridge were Joseph Vipperman, Appalachian president; Robert Hawk, president, Smith Mountain Lake Association; Edward Waters, Jr., president, Smith Mountain Lake Partnership; and Elizabeth Parcell, executive director, Smith Mountain Lake Policy Advisory Board. At the conclusion of the ceremony, Vipperman (left) presented a framed photograph of Smith Mountain Dam to Waters (right) for display at the Welcome Center.

OIP savings exceed \$2.2 million

Appalachian Power Company's Operations Improvement Program (OIP) had an exceptional first quarter, according to Personnel Services Manager J. Emmett Blackwell, who coordinates the program.

Fifty-six proposals with an estimated savings of \$2,271,682 were accepted, representing nearly half of the \$4,585,000 savings goal for 1991. In addition, 23 safety proposals were accepted.

Employees who made the top OIP proposals for the first quarter, and their prizes, are:

Division — first place, 10 shares of AEP stock, **Harry Ruloff, Jr.**, of Logan-Williamson; second place, 5 shares, **William Bradford** of Huntington.

Plant — first place, 3 shares each, **Vahik Manukian, Stephen Molick**, and

Harold Rulen of Central Machine Shop; second place, 5 shares, **Charles Carroll** of Kanawha River Plant.

General Office — first place, 10 shares, **Norris Belcher** of GO T&D, Roanoke; second place, 3 shares each, **Dane Giles** and **Wayne Sink** of GO T&D, Roanoke.

The first quarter safety winners, and their awards are:

Division — **Donald Ferguson** of Roanoke, \$50 bond. **Plant** — **Stephen Peay** of Kanawha River, \$50 bond. **General Office** — **Dennis Tomlin** of GO Operating, Lynchburg, \$50 bond. □

Bob Gilbert volunteers as family support coordinator for 38th Ordnance Group

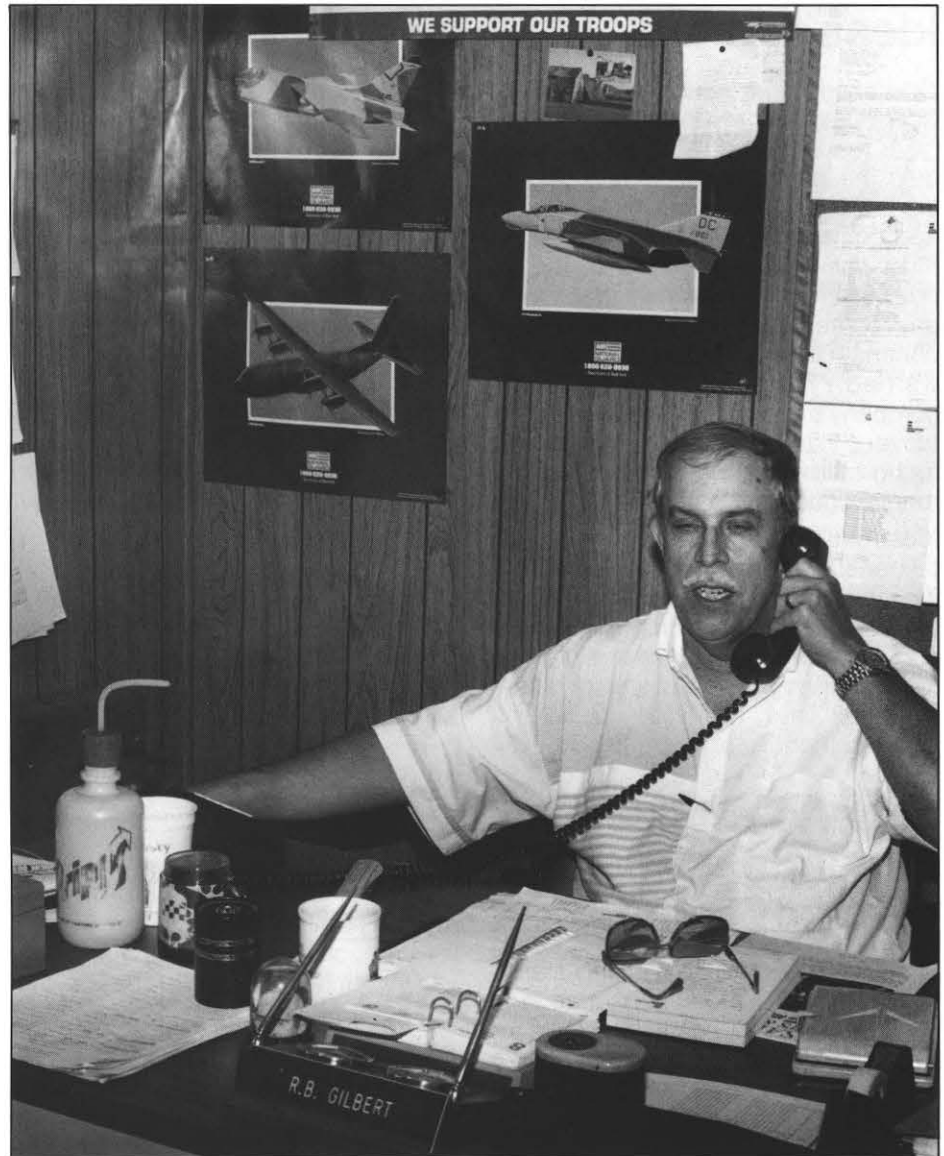
"After 27 years in the military, I still haven't learned my lesson never to volunteer," admits Bob Gilbert, Amos Plant training coordinator and a lieutenant colonel in the Army Reserves. Bob is serving as the Family Support Coordinator for the 38th Ordnance Group of the 99th Army Reserve Command of the State of West Virginia during Operation Desert Shield/Desert Storm.

Bob claims, "These past six months have been the most rewarding yet stressful of my life. Not knowing from day to day which units were going to be activated. Getting phone calls to set up meeting dates all over the state on short notice. Solving day-to-day problems for those left at home, such as a car not starting or the roof blown off a house. As I said, the advance notice on a lot of things was extremely short. One of our units was notified of impending activation at 8 o'clock one Friday night and on Saturday at 3 a.m. they were activated. Two weeks later they were in Saudi Arabia. That's fast!

"One of the most interesting phone calls I had came on a Wednesday afternoon. The caller said, 'Bob, they are going to activate the Romney-Martinsburg 351st Ordnance Company. I need you to arrange to have a meeting room set up in Romney on Saturday and Martinsburg on Sunday. I'll be there Friday night to tighten up the arrangements you make by phone.' The United Methodist Church in Romney allowed us to use its facilities on Saturday and the high school in Martinsburg on Sunday. There never was any discussion whatsoever about being charged for the facilities."

He continues, "My appointment as family support coordinator was, as the name implies, not with the individual soldier but with his or her dependents. For every one soldier, there are approximately 3.5 family members so when you activate a 100-man unit, you put 350 people in the Army. We had instances where the father in the family became the mother, too, because 100 ladies were activated out of the 99th Army Reserve Command."

Bob continues, "I talked to literally hun-



While serving as volunteer family support coordinator for the 38th Ordnance Group of the 99th Army Reserve Command of the State of West Virginia during Operation Desert Shield/Operation Desert Storm, Amos Plant Training Coordinator Bob Gilbert has talked to literally hundreds of people by phone.

dreds of people by phone — day and night — and it was very rewarding to be able to find them the assistance they needed. The local communities really supported the military families in every way possible. From the top down, everyone cooperated. We had plumbers, mechanics, and the like lined up to take care of equipment failures at home so that the spouse didn't have to write to his or her husband or wife in the military, asking what to do. If we needed to get enough groceries together to feed a family of four for a week, the

milkman didn't mind dropping off a gallon of milk or the grocer a loaf of bread. The American Red Cross and the mental health services were very helpful. I had folks ask me for help on their rent, but I don't recall any instance where anyone asked me for assistance on utility bills." (Appalachian Power was one of several utilities in the state which voluntarily offered to work out an extended payment plan for military families with reduced income.)

(please turn to page 16)

Abingdon

Phyllis Williams, Gate City customer services representative C, was awarded a lifetime membership in the Shoemaker Elementary School PTA.

Dan Wynegar, station mechanic A, used an eight iron to score a hole-in-one on the 148-yard, par 3 #16 hole at Holston Valley Golf Course. This is his second hole-in-one within eight months.



Jim Farmer, Lebanon area supervisor, was named volunteer of the year by the United Way of Southwest Virginia at a reception in March.

New officers of the Abingdon Employees Club for 1991 are: **Randy Cooper**, marketing and customer services advisor, president; **Dale Wood**, station operator B, GO Operating, vice president; **Brenda Price**, stenographer, secretary; and **Debbie Belisle**, engineering technologist I, treasurer. □

Beckley

Dave Kendrick, marketing and customer services manager, was elected to the board of directors of the Salvation Army. □

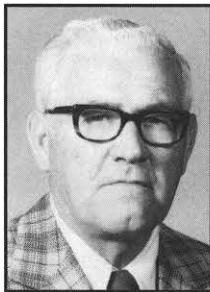
Pulaski

The spring golf tournament for Pulaski Division and Glen Lyn Plant employees was held April 20 at Wytheville Country Club. Nine teams and 33 employees participated in the captain's choice event. **Archie Parsons**, Wytheville area servicer, was captain of the winning team. Other members were **Stacy Hardin**, Wytheville line mechanic C; **Danny Richardson**, Glen Lyn equipment operator B; and **Ricky Miller**, Glen Lyn maintenance mechanic B. **Joe Weddle**, Pulaski division superintendent, won closest to the pin on the 148-yard, par 3 #13 hole. He used a 7 iron to come within three feet of the cup. □

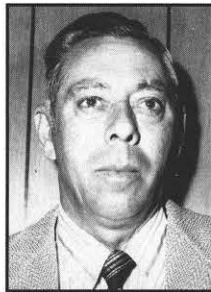
Roanoke

Carol Rae Huffman, marketing and customer services advisor, has been selected as an Outstanding Young Woman of America for 1991. □

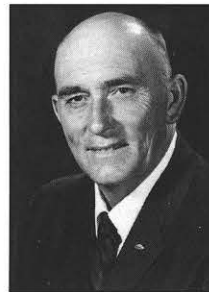
Friends We'll Miss



Poole



Crawford



Slater



Fleshman

George Poole, 76, retired Roanoke tractor trailer driver, died May 6. A native of New Castle, Virginia, he was hired in 1945 as a rodman and elected early retirement in 1977. Poole is survived by his wife Ruth, 904 Central Avenue, Salem, VA; one daughter; one grandchild; and three sisters.

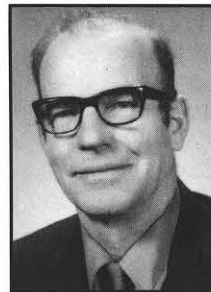
Everett Crawford, 70, retired Pulaski general line supervisor, died April 30. A native of Montgomery County, Virginia, he was employed in 1948 as a laborer and elected early retirement in 1983. Crawford is survived by his wife Goldie, P. O. Box 166, Pulaski, VA; one son; one daughter; one grandchild; two stepgrandchildren; six sisters; and two brothers.

Ernest Slater, 71, retired Williamson truck driver-groundman, died May 1. A native of Belfry, Kentucky, he began his career in 1943 as a clerk and elected early disability retirement in 1974. Slater is survived by his wife Ida, HC 61, Box 698, Turkey Creek, KY; one son; one daughter; and five grandchildren.

Glada Fleshman, 93, retired secretarial-stenographer, GO Accounting, Roanoke, died May 18. A native of Lindside, West Virginia, she was employed in 1926 as a voucher clerk and retired in 1963. Fleshman is survived by three sisters and one brother.



Capasso



Jackson

Michael Capasso, retired work order accounting supervisor, GO Accounting, Roanoke, died May 18. A native of Chicago, Illinois, he began his career in 1945 as a clerk senior and retired in 1977. Capasso is survived by his wife Hazel, 3230 Avenham Avenue, Roanoke, VA; and two sisters.

Calvin Jackson, 78, retired Lebanon area supervisor A, died May 20 of head injuries from a fall. A native of White Plains, North Carolina, he was hired in 1936 as a truck driver in the-then Clinch Valley District and retired in 1978. Jackson is survived by his wife Virginia, PO Box 81, Lebanon, VA; one son; two grandchildren; and one brother. □

Who's News

Retirements



When I was in high school, I started thinking I would like to work for the power company," recalls **Leonard Adams**. "Then I went into the Navy for four years, but Appalachian was the first place I ap-

plied when I got out. That was in 1953, and I've been here ever since." Leonard was an engineering technician senior in Welch before electing early retirement on June 1.

"I liked the jobs I've had, and I've made a lot of good friends. Without a doubt, I'll miss the people I've worked with. If I had it to do over, I would choose this company to work for," he states.

"I don't have a lot of plans, I'll just more or less take a day at a time. Our only son and grandson live across the road from us so we don't have anyone to visit. We have a camper trailer at Cherokee Lake, Tennessee, so we'll probably spend time there."

Leonard enjoys hunting and fishing and works with the Royal Rangers at his church. □



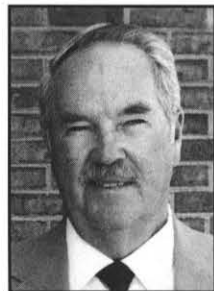
Stuart Meter Reader **Benton Wood** knows just about every nook and cranny in Patrick County. He's been reading meters there, and in portions of Carroll, Floyd and Henry, for 34 of his 38 years

with Appalachian. "I know a lot of the customers by name, and I've made some good friends," he says. After his retirement on June 1, Benton plans to "go back out and talk to some of them, which I didn't have time to do while I was on the job. I've met some mighty fine people — employees and customers.

"My wife Betty will work for a while yet," Benton says, "so I haven't made a lot of plans. I enjoy fishing and hunting, and I may take up golf again. But I'm not going to sit in a chair, that's for sure."

An Army veteran, Benton served with

the occupation troops in Germany during the Korean War. He is a member of the Meadows of Dan VFW and Patrick County American Legion. The Woods have one son. □



Pulaski Meter Reader **Roy Jennelle**, who retired June 1, likes to "get outside and walk and enjoy what mother nature put here for us — birds, beautiful colors, and everything in general." His hob-

bies include talking on his two-way radio and metal detecting.

Roy began his career in 1952 as a maintenance helper at the Radford Army Ammunition Steam Plant, then operated by Appalachian. When Hercules took over the operation, Roy stayed on at the plant while waiting to be recalled by Appalachian. "In 1974 I went to work as a meter reader at Christiansburg," he says. "I wasn't in love with the job, but I did like working outside since I had been in the plant for 22 years. Later on, I was offered jobs at Smith Mountain and Claytor; but, at that time my health wasn't too good, so I just decided to stay on as meter reader as long as I could." He has been on long term disability leave since January 1982.

Roy attends the Wesleyan Church in Blacksburg, where he lives, and is a member of Masonic Lodge #156 and the Kazim Temple in Roanoke. He and his wife Marie have three sons, one daughter, and five grandchildren.

During World War II, Roy served aboard the U. S. gunship Sardonis, which hit a Japanese mine near Okinawa on Easter Sunday 1945. The last sailor to leave the Sardonis before it went down, Roy had to fend for himself in the shark-infested waters. Last year, nearly a half century later, Roy got in touch with a Navy buddy, Austin Clark, who also survived. The two renewed their friendship and since have visited in each other's homes. □



"Forty-three years speaks for itself. If I hadn't liked it, I wouldn't have been here that long," says Huntington Marketing and Customer Services Supervisor **Carl Elkins**, who elected early retirement on

June 1.

"One of the things I particularly enjoyed was the friends I made throughout Appalachian. I also enjoyed the dealers and homebuilders I worked with. I represented the company as a member of the Tri-State Home Builders Association; and, after retiring, I will be working as executive officer of the organization."

Carl continues, "I enjoyed coming to work every morning because of the good people I had to work with. The Marketing Department was about all I have known, and I'll miss the different promotions and activities we had. Selling has been a challenge. We didn't reach our goal every year, but we did our best. Once you get selling in your blood, it carries over into everything else as far as goal setting."

Carl will continue to be active in the Hamlin Lions Club and plans on playing "a lot more golf." He and his wife Barbara enjoy traveling — but not too far away. They have one son, who is a doctor, and one granddaughter. □



Security is what Mountaineer Plant Utility Supervisor **Luther Smith** enjoyed the most about his career. "I haven't missed a paycheck in 39 years," he says. "I used to work construction and was

working on the old Muskingum units in 1952 when I quit and came directly to Sporn as a laborer. I transferred to Mountaineer in 1980.

"I've enjoyed working, but I have other things I want to do," he notes. "I love to play golf, fish, hunt, and travel. Already this year I have been to Florida and

Myrtle Beach on golf packages and trout fishing in the mountains for a few days. In June and again in October I'll be going to Myrtle and, hopefully, to Florida in January.

"Point Pleasant will be the base of our operations. My wife Sally works part time as an LPN, and I've taught Sunday School there at Hickory Chapel United Methodist for more than 30 years." The Smiths have two sons and one grandchild. Their son, Terry, works at AEP's Dolan Laboratory. □



"It has all been good," says **Pete Nease** about his more than 32 years with Appalachian. He was distribution supervisor in GO T&D Distribution, Roanoke, before electing early retirement on June 1.

"My first assignment with the company was a subtransmission line project in Huntington under Austin Neal (now retired senior staff engineer, GO T&D). It was really a learning experience because I found out what was going on in the company. One of the things that was most rewarding personally occurred during my time as Roanoke division superintendent. Employees started the climb toward 5 million safe workhours. I can't say I caused that, but I would like to think that I contributed to it.

"My wife Kitty tells me we are going to do a lot of things during retirement," Pete says. "Several of our offspring are involved in the airline industry and, as parents, we enjoy some pretty good flight privileges. We intend to make good use of that. There's an awful lot of these United States we haven't seen yet, and we would like to do that before we start going across the waters. I do a little bit of woodworking and auto mechanics on the side, and I have two or three projects to get started on. Kitty and I enjoy doing things separately as well as together — we're best friends — so I think we'll get along just fine." □



When it comes to careers, the third time was the charm for **Norris Clark**, Amos Plant custodian. He had gotten laid off from two Kanawha Valley plants before joining Appalachian in 1980. "I was 56 years old and fortunate to get on," he says. "That's what I like about Appalachian; they consider the old the same as the young. I loved working here from the first day. I made a lot of good friends, and everyone has been nice. I couldn't ask for any more.

"Now that I'm 67, I figure I ought to retire. I like to garden and do yard work, and later on I'd like to go to Virginia Beach and go deep sea fishing." He and his wife Betty have one daughter. A Navy veteran of World War II, Norris attends Teays Valley Christian Church. □



"I haven't any regrets whatsoever working for this company," says **Jack Collins**, Lynchburg engineering technician senior, who elected early retirement on June 1. "It has great dignity, great management, great people to work with, and the fringe benefits are terrific. I always tried to do 125% at whatever the company asked me to do. I especially enjoyed selling when I was a heating and builder sales representative. I've missed the people since I went on LTD leave in 1984. We had a great fellowship here. My wife Lindy has always been a part of this company, too. She always stood behind me in whatever responsibility I had."

Jack continues, "Years ago I started buying things at auctions and reselling them. When I got sick, it was a great thing to fall back on to take my mind off my health problems. I have sold about every conceivable thing you can think of. It's not a profitable business — more like a hobby — but it's a chal-

lenge to go to auctions and try to decide when you bid on something whether other people will want to buy it."

Active in the Marsh Memorial United Methodist Church, Jack is on the board of trustees. He also is a member of the Masonic Lodge, Scottish Rite, American Legion, and Disabled American Veterans. He enjoys playing golf and fishing. □



"When I was young," recalls **Bobby Clemons**, the Glen Lyn plant manager, L. E. Turner, told me that if I ever needed work to come see him. So about three weeks after I got out

of service, I took him up on his word." Bobby was hired in 1952 as a plant guard and was a unit supervisor at the time of his early retirement on June 1.

"Most of my work was in the Operations Department, which has been shift work since 1974. I never really minded shift work as it gave me time to keep up with my hobbies, especially hunting and fishing. When things would get really hectic around the plant, we would use our 'grinning post' to help relieve tension. It was a half moon figurine we hid behind the control room panels. When things got tough, we would go a grinning, and it would always grin back."

Bobby, who has been on LTD leave since July 1989, says retirement will give him an opportunity to devote more time to making gun stocks. "My current project is to refinish a German 98 Mauser for my grandson. We also hope to travel and sightsee. I'd like to fish in North Carolina, tour the state of Wyoming, and spend time with our two sons, daughter, and six grandchildren." □

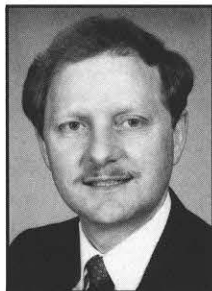
Promotions



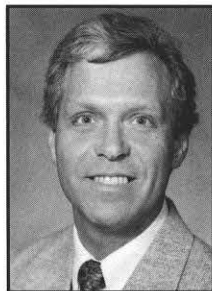
Buchanan



Mann



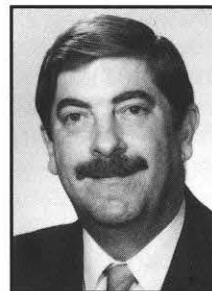
Waller



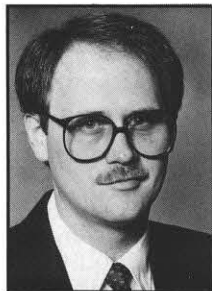
Reid



DeStefano



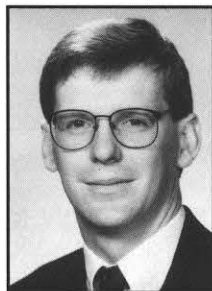
Grubb



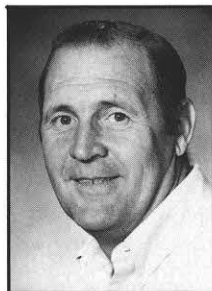
Dean



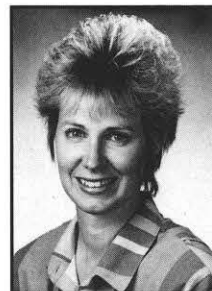
Gray



Fleming



Lester



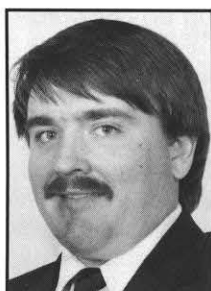
Tygrett



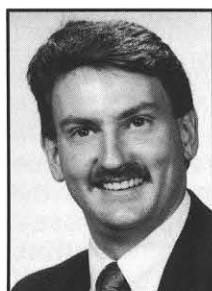
Bright



Amos



Hartsock



McMillion

Kathe Buchanan, customer services representative B, was promoted to Pearisburg customer services office supervisor NE on June 1. She holds a bachelor of science degree in business administration from Campbellsville College. Buchanan also attended the University of Kentucky.

Benny Mann, station crew supervisor NE, was promoted to station crew supervisor in Pulaski on April 16.

Jerry Waller, Logan marketing and customer services supervisor, was promoted to Huntington marketing and customer services supervisor on May 1. He holds an associate in science degree in electrical engineering and a bachelor of science degree in business administration from West Virginia Institute of Technology.

David Reid, engineer senior, was promoted to relay supervising engineer, GO T&D Relay, Roanoke, on May 1. He

holds an associate degree in electrical technology from Virginia Western Community College.

Frank DeStefano, plant engineer II, was promoted to plant engineer I at Amos Plant on April 1. He holds a bachelor of science degree in mechanical engineering from Pratt Institute.

Roger Grubb, plant engineer II, was promoted to plant engineer I at Amos Plant on April 1. He holds an associate in science degree in electronics from Capitol Institute of Technology.

Rick Dean, stores attendant A, was promoted to Williamson stores and garage supervisor on March 1. He is majoring in business at Pikeville College.

Charles Gray, maintenance supervisor, was promoted to production superintendent-maintenance at Philip Sporn Plant on April 1.

Robbie Fleming, plant engineer II, was promoted to plant engineer I at Amos Plant on April 1. He holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology.

Hubert Lester, line construction and maintenance representative, was promoted to Williamson service supervisor on March 1. He holds an associate of arts degree in accounting from Marshall University.

Debra Tygrett, plant clerk A, was promoted to plant staff accountant junior at Mountaineer Plant on March 1. She holds a regents bachelor of arts degree from Glenville State College.

Raymond Bright, records management supervisor, was promoted to office services and records management supervisor, GO General Services, Roanoke, on March 1. He holds an associate degree in business administration and management from National Business College.

Faye Amos, employee benefits coordinator, was promoted to employee benefits administrator, GO Human Resources, Roanoke, on March 1.

Lyle Hartsock, plant engineer II, was promoted to plant engineer I at Clinch River Plant on May 1. He holds a bachelor of science degree in mechanical engineering from Virginia Polytechnic

Institute & State University.

Austin McMillion, electrical engineer II, was promoted to electrical engineer I in Beckley on June 1. He holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology and a master of science degree in engineering management from the University of West Virginia College of Graduate Studies.

Abingdon

Donna Gentry from customer services representative C to customer services representative B.

John Amos

Danny Daniel from coal handler to braker.
Mike Lovejoy from utility worker to coal handler.
Sam Cunningham from utility worker to coal handler.
Bill Gillespie from utility worker to maintenance mechanic D.
Ronny Harris from utility worker to maintenance mechanic D.

Beckley

Patrick Richards from line mechanic D to line mechanic C.
Shirley Summers from human resources clerk B to human resources clerk.

Bluefield

Kimberly Helmandollar from stenographer to secretary-stenographer B.

Charleston

Terry Moore from meter electrician C to meter electrician B.
Nora Petry from customer services representative D to customer services representative C.

General Office

Grover Ham from custodian to head custodian, GO General Services, Roanoke.
Debbie Duncan from secretary-stenographer B to secretary, GO Environmental, Roanoke.
Shelia Farmer from human resources clerk B to human resources clerk A, GO Human Resources, Roanoke.
Mark Miller from station operator C to station operator B, GO T&D Station, Abingdon.
Gordon Warren from transmission station mechanic C to transmission station mechanic B, GO T&D Station, Roanoke.
Scott Fry from station operator C to station operator B, GO Operating, Roanoke.
Wayne Alexander from department assistant-land management to property representative assistant, GO Land Management, Roanoke.
Thomas Grubb from engineering technologist I to transformer specialist, GO T&D Station, Bluefield.
Gerald Tyzinski from engineering technician senior to designer, GO T&D Civil Engineering, Roanoke.

Huntington

Sharry Rossi from junior clerk to T&D clerk C, Point Pleasant.
Tina Michallas from marketing and customer services representative D to marketing and customer services representative C.

Kanawha River

Rebecca Hoover from plant clerk C to plant clerk B.

Lynchburg

G. A. Goolsby, III, from line mechanic B to line mechanic A.
Alexander John from department assistant-marketing and customer services to marketing and customer services advisor.

Janet Sosnowski from customer services representative C to customer services representative B.
James Mann from custodian to senior custodian.

Roanoke

Cathy Montgomery from secretary-stenographer B to human resources clerk B.
Steve Duncan from collector to customer servicer.
Jim Mills from collector to customer servicer.

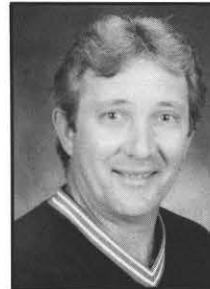
Philip Sporn

Jeff Darst from crane operator to harbor boat operator.
Mike Plymale from maintenance mechanic B to maintenance mechanic A. □

Congratulations, employee graduates



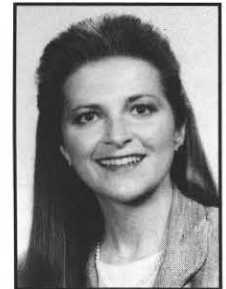
Goddard



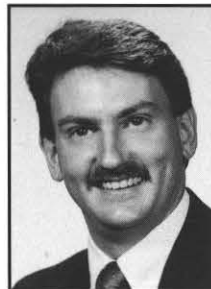
Webb



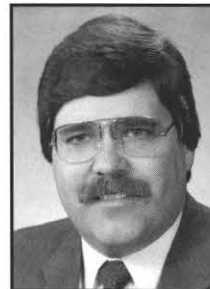
Williams



Hoover



McMillion



Roeser

Cynthia Hoover, Beckley stenographer, bachelor of science in business administration with concentration in management, Concord College (magna cum laude). She also holds a bachelor of science in business education (cum laude) from Concord.

Austin McMillion, Jr., Beckley electrical engineer I, master of science in engineering management, University of West Virginia College of Graduate Studies.

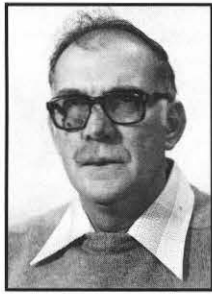
Bill Roeser, Abingdon administrative assistant, master of arts in applied organizational management, Tusculum College. □

Paula Goddard, Beckley records supervisor, master of business administration, University of West Virginia College of Graduate Studies.

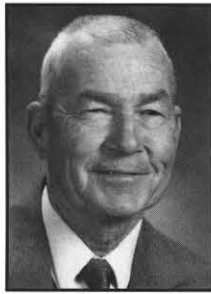
Michael Webb, Kingsport line mechanic C, associate of applied science in electrical technology, Northeast State Technical Community College.

Jim Williams, computer operations supervisor senior, bachelor of science in management human resource development, Averett College.

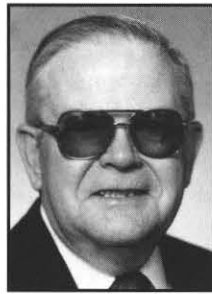
Service Anniversaries



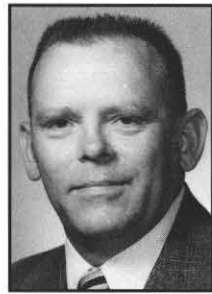
Walter Wade
maint. mechanic A
Glen Lyn
40 years



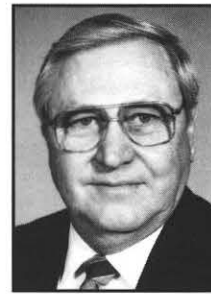
Bill Hager
area superintendent
Christiansburg
35 years



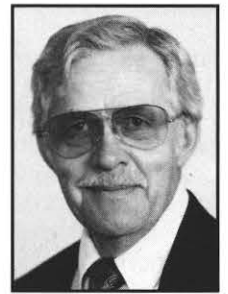
Al Turner
engineer senior
GO-Roanoke
35 years



K. G. Winter
shift op. engineer
John Amos
35 years



Fred Nibert
eng. technician sr.
Point Pleasant
35 years



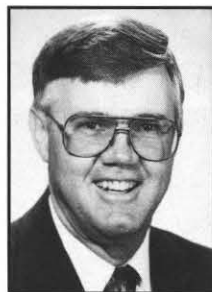
Joel Pugh
supv. drafter
Pulaski
35 years



Betty Lou Carter
editor of publ.
GO-Roanoke
35 years



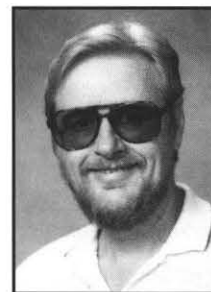
Darothy Via
cust. serv. off. supv.
Fieldale
30 years



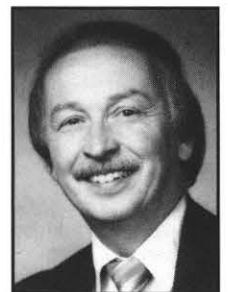
Terry Banks
line crew supv.
Charleston
25 years



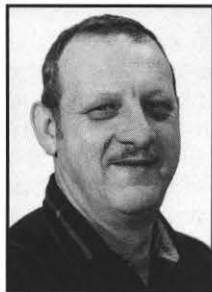
Kenneth Lambert
shift op. engineer
Clinch River
25 years



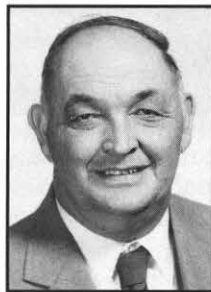
David Dodson
comm. specialist
GO-Bluefield
25 years



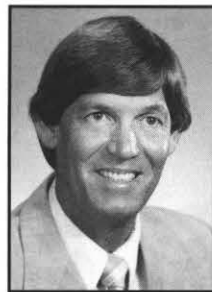
Bobby Ratcliffe
meter electrician A
Bluefield
25 years



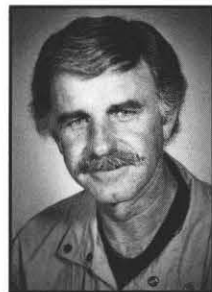
Roy Pendleton, Jr.
asst. shift op. eng.
Glen Lyn
25 years



George Via
line crew supv. NE
Christiansburg
25 years



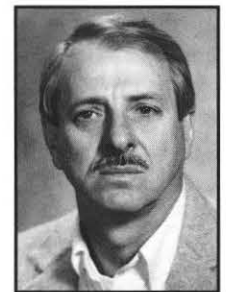
Jackie Rice
line crew supv. NE
Christiansburg
25 years



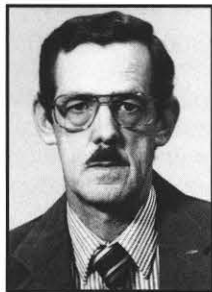
Dave Rood
driver-ground worker
Milton
25 years



Ron Hill
service supv.
Huntington
25 years



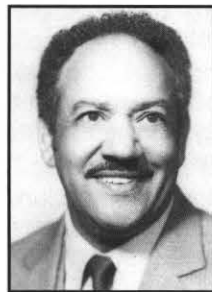
Charles Slack
shift op. engineer
Kanawha River
25 years



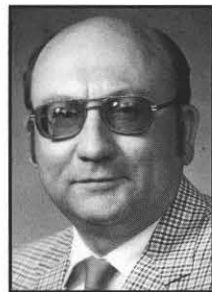
Doug Worley
meter reader (LTD)
Grundy
25 years



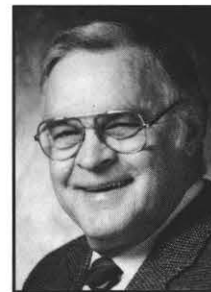
Harry Jennings
records supervisor
Pulaski
25 years



Buford Miller
property maintainer A
Pulaski
25 years



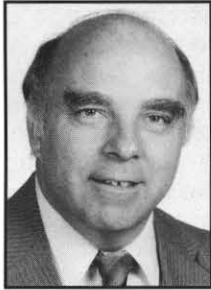
Clarence Breese, Jr.
T&D clerk A
Bluefield
25 years



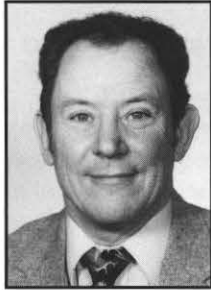
Charlie Anderson
sr. cust. serv. rep.
Kingsport
25 years



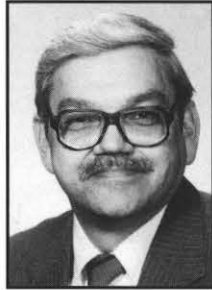
Lvonne Ferguson
cust. serv. rep. A
Rainelle
25 years



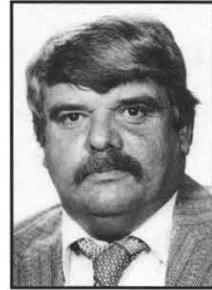
Buddy Blank
performance supt.
Mountaineer
20 years



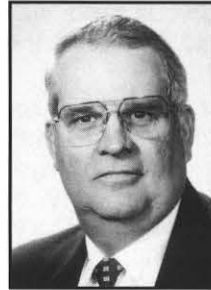
Gary Painter
prod. supt.-maint.
John Amos
20 years



Jackie Shaffer
stores attend. sr.
John Amos
20 years



Monty Stover
maint. mechanic A
John Amos
20 years



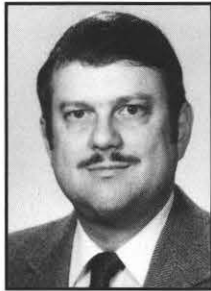
David Vannatter
maint. supervisor
John Amos
20 years



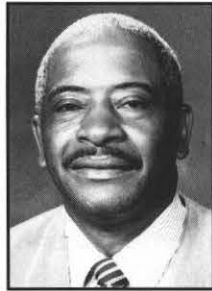
Jeffrey Hodges
control technician sr.
John Amos
20 years



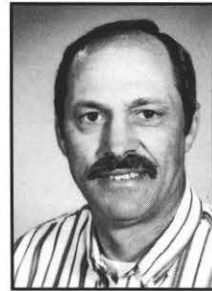
Lester Steward
harbor boat operator
John Amos
20 years



Tom Worstell
chief chemist
John Amos
20 years



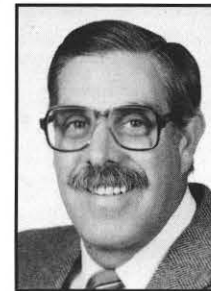
Herman Johnson
senior custodian
GO-Roanoke
20 years



Scott Whitt
line crew supv. NE
Wayne
20 years



Mike Bates
meter reader
Rainelle
20 years



Allen Downie
ash supervisor
Mountaineer
20 years

Abingdon

15 years: **William Ogle, Jr.**, line mechanic A, Marion. 5 years: **Michael Castle**, meter reader, Gate City.

John Amos

20 years: **Russell Browning**, maintenance mechanic A. 15 years: **Glenn Matheny**, stores attendant senior. **John McLaughlin, Jr.**, maintenance mechanic B. **Douglas Tyree**, unit supervisor. **Joseph Leffew**, coal equipment operator. **John Ragalyi**, coal equipment operator. **Kelly Chapman**, coal equipment operator.

Beckley

10 years: **Linzy Lattanzi**, engineering technologist. **Dave Shrader**, line mechanic A.

Bluefield

15 years: **Ed Whittaker**, station mechanic A. 5 years: **Kenny Lester**, line mechanic C, Welch. **Ron Killen**, meter reader, Grundy.

Central Machine Shop

15 years: **Allen Nesselrotte**, power equipment mechanic 1st class (LTD). **Deloris Williams**, stores clerk B. 10 years: **Charlie Shannon**, power equipment mechanic 1st class. **Gary Grigsby**, welder 1st class. **Cheryl Harris**, plant clerk B.

Centralized Plant Maintenance

15 years: **Bill Durst**, maintenance mechanic A. 10 years: **Larry Peck**, maintenance mechanic B.

Fred Surbaugh, maintenance mechanic B. 5 years: **David Ball**, maintenance mechanic B.

Charleston

15 years: **John Witt**, head custodian. **James Hudnall**, line mechanic A, Montgomery. 5 years: **Terry Buck**, custodian, St. Albans. **Mike Calhoun**, engineering technician. **Bill McDaniel**, engineering technician.

Clinch River

10 years: **Jimmie Saunders**, chemist I. **Rhonda Hale**, plant clerk A. 5 years: **Lyle Hartsock**, plant engineer I.

General Office

20 years: **Eralene Poindexter**, chief telephone operator-GO, GO General Services, Roanoke. 15 years: **Steven Bell**, transmission mechanic A, GO T&D Transmission, Kenova. **Albert Smith**, transmission equipment operator senior, GO T&D Transmission, Kenova. 10 years: **Judy Tamagni**, meter clerk B, GO T&D Meter, Roanoke. **Linda Hodges**, load research data processor C, GO Rates & Contracts, Roanoke. **Arthur Spangler**, transmission station mechanic A, GO T&D Station, Roanoke. **Richard Haley, Jr.**, hydro mechanic B, GO Hydro, Roanoke. **Alan Bays**, right of way agent senior, GO T&D R/e & R/w, Charleston. **Dane Giles**, laboratory supervisor, GO T&D Station, Roanoke. **Jim Maynard**, engineer senior, GO Operating, Roanoke. 5 years: **Mike McClagherty**, transmission station mechanic B, GO T&D Station, Bluefield. **Eddie Brown**, transmission station mechanic C, GO T&D Station, Roanoke. **Mike Humphrey**, building main-

tenance mechanic, GO General Services, Roanoke. **Mark Thomas**, clerk, GO General Services, Roanoke.

Glen Lyn

15 years: **Russell Lowe**, maintenance mechanic A. 5 years: **Angela Mann**, plant clerk B.

Huntington

10 years: **Robin Hale**, meter reader.

Kanawha River

15 years: **Jerry Sullivan**, maintenance mechanic B. **Roger Connard**, coal equipment operator.

Kingsport

20 years: **Jay Slagle**, general servicer. 10 years: **Hazel Addington**, senior telephone operator. **Michael Webb**, line mechanic C.

Logan-Williamson

15 years: **Jerry Thompson**, area servicer, Madison. 10 years: **Lisa Smith**, customer services representative A, Williamson.

Mountaineer

15 years: **Woody Hudson**, maintenance mechanic A. **Larry Norvell**, control technician senior.

Roanoke

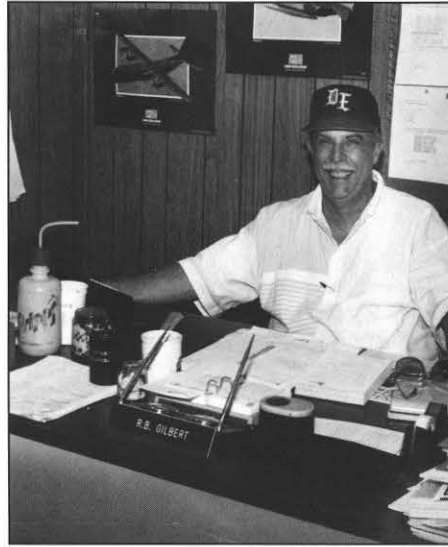
35 years: **Boyd Akers**, line mechanic C. 15 years: **Linda Atkinson**, drafter senior. □

Volunteer family support coordinator (continued from page 8)

One of Bob's most joyous tasks was arranging parades to welcome the troops coming home.

Bob says, "When I got a phone call that the 313th Military Police Company was coming home, I got in touch with Mayor Kapourles' office in the City of Williamson. The mayor wasn't there, but the clerk, Mrs. Blevins, said, 'No problem. What kind of parade do you want?' I said, 'I want as many flag-waving, red-neck Americans as you can get on both sides of the street. Involve the American Legion, the Veterans of Foreign Wars, Chamber of Commerce, and any other organizations you can think of.' I saw the parade on television, and it thrilled me. Many thanks to both Mayor Kapourles and Mrs. Blevins. My experience has been that the more rural the community, the more patriotism and the more community involvement. For instance, if you go to Romney, West Virginia, I guarantee you there's not a tree in that town without a yellow ribbon."

Bob admits, "This is a far cry from the homecomings experienced by the Vietnam veterans. I was sent to Korea during the Vietnam war, but when I got



Bob Gilbert

off the airplane after coming back from overseas, I had on my uniform and was spit on by a bunch of long-haired hippies. It just totally degraded me — and about landed me in jail. Does the fact that we won this war make the difference? Only time will tell."

Bob concludes, "What this experience did for me personally was get me totally involved in very unique circum-

stances. For the first time in a long while, I worked extremely close with the West Virginia National Guard. Being a Reservist and working with the National Guard is sort of uncommon, something like the Hatfields and McCoys," he jokes. "We've always gone down separate paths; but, all of a sudden, because of the activities of both groups, there was a bonding between the Reservists and the Guard. You can talk about all the big dogs you want, but the younger generation arose to the occasion. The Reserve and the Guard forces met or exceeded the support the Army was looking for in Saudi Arabia." □

From the eye of the storm

Stories from employees who served in Operation Desert Shield/Desert Storm as a member of the Reserve or National Guard will appear in a future issue of the Illuminator. □

ILLUMINATOR



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