

ILLUMINATOR

January 1992

Make it thru '92 accident free! Make it thru '92 accident free! Make it thru '92 accident free!
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**We will make it thru '92
ACCIDENT FREE!**

a task force in 1992 to develop methods to determine what today's customers' needs really are, how effectively we meet those needs, and whether improvements can be made to achieve greater customer satisfaction. The task force will welcome employee ideas and comments.

Maintain Productive Work Force

Employee Involvement Process. Twenty-four employee involvement teams are working in 8 locations. During 1992 we plan to implement the EIP in Sporn, CPM, Lynchburg, and Beckley. The process also will be expanded by 3 teams per location at existing sites. In Bluefield, we will implement a pilot task force team covering inter-department operations which will broaden the scope of projects considered.

Syn-Cronamics. A consultant, Syn-Cronamics, has been retained to initiate a planning and scheduling review process which focuses on division T&D departments. Emphasis will be placed on job planning and scheduling, monitoring the activity for problem areas, and encouraging feedback from all involved to improve productivity. Appalachian's initial involvement is scheduled for April 1992 in Roanoke Division, followed by Huntington and Charleston in October.

Random Drug Testing. To achieve our goal of a drug-free work place, the company will have three random drug testing programs in force during 1992. (See article on page 5 of this issue of the Illuminator.) Approximately 4,100 employees, including senior management, will be subject to random testing when all three programs are in effect. Every possible precaution will be taken to ensure fairness, security, privacy, and accuracy.

Employee Information System (EIS). During 1992 we will implement a new computer-based EIS which will enable our Human Resources Departments to track employee compensation, benefits, training, and enrollments on a real time basis. Employees will have an opportunity annually to view their current benefit eligibility and make sure that the proper dependents are covered under the appropriate plans.

Operations Improvement Program (OIP). Our 1992 OIP savings goal is \$4,535,000. Based on past experience, this goal is realistic and one I feel confident we can achieve. Approximately 12 percent or 650 employees participated in the OIP during 1991. Since I believe there are more employees with ideas, I have set a secondary OIP goal to increase employee participation to 15 percent of our work force.

Earnings. With regard to our earnings outlook for 1992, I must first note our disappointment with the West Virginia Public Service Commission's decision on our rate increase request. As of this writing, the company has petitioned the PSC for reconsideration of its decision, and an answer is anticipated near the end of December.

Regardless of the Commission's response, given the general state of the economy and other factors, our efforts to control expenses in 1992 will play a large role in determining whether we meet our earnings objective. That objective is to produce earnings sufficient to cover Appalachian's common dividend obligations and will allow a higher level of earnings retention for investment in the company. In this regard, a near term objective of earnings growth comparable to the rate of inflation will be a difficult challenge but not an unreasonable one.

Community. Our individual and company response to the needs of the communities in which we live and work remain at historically high levels. While the number of individual acts of our employees are too numerous to always properly recognize, we will continue to include articles in the Illuminator which will be representative of the many things you do to help our friends and neighbors and to contribute to the quality of life in the communities we serve.

Environmental. Appalachian has a long history of concern for and protection of the environment. We operate our facilities and conduct our business in full compliance with environmental regulations. Last year American Electric Power published a statement of its environmental philosophy which, among other things, included the encouragement of all AEP System employees to contribute ideas to improve our environmental stewardship. To help achieve that goal, we have revised our own OIP to include awards for work-related ideas which protect or improve the environment. Like safety-related ideas, these environmental ideas will not have to demonstrate a particular savings in labor, material, or other production costs but may be recognized for their environmental benefit alone. Where significant savings do result, the idea can compete with any other category on the basis of such savings. Finally, I know that the poor economy in which we find ourselves causes concern relative to continued employment. While our 1992 budget controls will likely be more stringent than in 1991 and we will need to continue our hiring freeze, Appalachian Power has no plans for layoffs.

Sincerely yours,



Vipperman shares company goals for 1992



Dear Fellow Employees:

Last year the company made good strides in partially recovering from a disastrous financial year in 1990. We also had our best safety year within recent memory: establishing a new AEP record of over 6-million safe work hours and only 7 disabling injuries. I want to express my personal appreciation to each of you for your individual contribution to both of these results.

We must continue to build upon these results in 1992 and beyond. To facilitate that building process, we have developed a number of goals which focus on the very important areas of safety, affirmative action, customers, productivity, earnings, community, and the environment. These objectives are outlined below.

Recordable Accidents

Even though, from a disabling injury standpoint, 1991 was an outstanding year, we must not be too complacent. We experienced over 300 accidents which required medical attention. The objective of our safety program is to prevent all accidents, not just those which are disabling. Our goal for 1992 is to reduce our recordable accident rate by at least 10 percent, giving us a rate of 5.78 per 100 employees. If we are successful, more than 30 employees will avoid injuries requiring medical attention.

Automotive

Our automotive record this year shows a marked improvement with under 4 accidents per million miles driven. A major concern, however, is that 40 percent of all our preventable accidents involve backing. Our goal for 1992 is to reduce these accidents by at least 50 percent.

Workers' Compensation

Our Workers' Compensation costs continue to rise at rates well above inflation. In 1990, such costs totaled \$1,610,178, a 43 percent increase over the previous year. Because of our excellent safety record in 1990, our Workers' Compensation costs will increase only 3 percent. However, Workers' Compensation costs can be reduced through the safety awareness of each employee. Our goal for 1992 will be a 10 percent reduction in total Workers' Compensation costs.

Affirmative Action

Appalachian has achieved affirmative action goals in five locations: Beckley, Logan, Kanawha River, Philip Sporn, and Glen Lyn. Our objective for 1992 is to achieve affirmative goals in 3 additional locations.

Customers

Our commitment. Our responsibility to customers is multi-faceted and includes, but is not limited to, assisting them in improving their standard of living through prudent use of our product, providing low cost reliable service, and providing as courteous and as prompt attention to their needs as possible. In 1992, let us renew our commitment to good customer service. We want our customers to think well of us, and I know of no better way to influence their opinions than through the thousands of telephone and face-to-face contacts that we make with them daily.

Energy Usage. In the past, we have implemented a number of programs to assist our customers in making wise and efficient use of electric energy. In 1992, we plan to seek approval of state regulatory commissions to undertake pilot projects which will encourage even greater efforts in energy conservation and load management. For example, we will urge the use of off-peak energy storage devices, improved insulation/weatherization of homes, and use of the highest efficiency electrical equipment, as well as other measures. We ask you, our employees, to set the example in our own facilities by identifying and eliminating wasteful practices and improving energy efficiency when the opportunity arises. We welcome your assistance in every area, from turning off unnecessary lights to recommendations for reduction in the energy needs of our buildings or operations.

Customer Relations. We're proud of our record of providing customers with a highly reliable supply of low cost energy. This achievement has benefitted our residential, commercial, and industrial customers alike. But, in today's world, we must be concerned not only with our customers' energy needs but also with our ability to deal effectively, fairly, and courteously with all matters of customer requests, expectations, questions, and concerns. For that reason, we will establish

Disbrow succeeds White as chairman of AEP



Disbrow

Richard E. Disbrow has been elected chairman of the board of American Electric Power Company Inc., succeeding W. S. "Pete" White Jr., who retired as chairman, effective December 31, 1991. White has been chairman of American Electric Power since 1976 and has served with the company since 1948. He will remain on the AEP Board of Directors.

Disbrow has served as chief executive officer of the company and its subsidiaries since January 1, 1991 and has served since 1979 as president of the company. He has been a member of the AEP Board of Directors since 1975 and serves as chairman of the board's finance committee.

Disbrow remains chief executive officer and now serves as both chairman and chief executive officer of the American Electric Power Service Corporation. He relinquished the title of president, which remains open.

"Pete White's leadership helped American Electric Power set a standard of excellence in technical innovation, energy efficiency and dedication to customers. He has left a lasting impact both on our industry and on those of us who worked closely with him for many years," Disbrow said.

Since joining AEP in 1954, Disbrow has held many key posts, including major assignments in engineering, system planning, operations, administration and finance.

"Richard Disbrow's command of electric utility operations, generation and transmission technology and the strategic issues facing the industry today comes from distinguished experience in our industry and valued service within our company," White said. "I know his management, leadership and commitment to quality service will provide strength and direction to our efforts during this exciting and challenging era."

Disbrow holds bachelor's and master's degrees in engineering from Lehigh University and New Jersey Institute of Technology, respectively. He also holds a master's degree in industrial management from the Massachusetts Institute of Technology.

He is a member of the Business Roundtable and a director of the Edison Electric Institute, the U.S. Council on Energy Awareness and National City Corporation, and has taken a leading role in many Ohio and national civic groups and industrial associations. □

Safety Plaudits

Bluefield Division employees completed one year without a disabling injury on November 27.

Beckley Division employees completed 12 years without a disabling injury on December 5.

Charleston Division employees reached 1-million safe work hours on December 10.

Appalachian Power employees reached the 1-million safe work hour mark on December 16. □

Advance directive becomes law

On December 1, 1991, a new federal law--the Patient Self-Determination Act--was enacted requiring every person beyond age 18, who is admitted to a hospital, to declare whether he or she has an advance directive.

An advance directive, sometimes referred to as a "living will" or "health care declaration," is a legal document. In it you inform your physician about the kinds of medical treatment you do and don't want in the event you have a terminal condition and can't communicate your wishes.

The law also applies to Medicare- and Medicaid-participating organizations such as skilled nursing facilities, home health care agencies, hospice programs and Health Maintenance Organizations.

The Patient Self-Determination Act encourages you to record your wishes while you have a sound mind. In addition to asking you if you have an advance directive, the law requires health-care facilities to:

- Provide you with written information about your rights, under state law, to accept or reject medical treatment. Laws vary from state to state.
- Inform you about your right to identify a person who will have "durable power of attorney." This person will act as your surrogate decision-maker if you can't make decisions for yourself.
- Document in your medical record whether you have completed an advance directive.
- Provide the same treatment options whether or not you have an advance directive.

For more help in understanding advance directives and deciding your position on them, you can request educational materials from a local health care facility, your lawyer, or your state hospital association. □

Drug-free work place is goal of APCo's drug testing programs

To achieve its goal of having a drug-free work place, Appalachian Power Company will have three random drug testing programs in effect by March 1, according to Human Resources Director Ed Bradley.

A Department of Transportation drug testing program for employees required to have a commercial driver's license went into effect on November 14, 1991. A similar Coast Guard testing program for employees who serve as pilots or deck hands was effective on October 1, 1991. And the third, a company random drug test for employees in job classifications involving public safety or the safety of others, will become effective on March 1, 1992. In addition, reasonable cause testing will be conducted in accordance with the company's drug and alcohol policy and may include post accident testing.

"All three testing programs will be administered with accepted safeguards to ensure privacy and accuracy," Bradley notes. "Approximately 4,100 employees, including senior management, will be subject to random testing when all three programs are in effect. Every possible precaution will be taken to ensure fairness, security, privacy, and accuracy."

Controlled substances for which employees will be tested include marijuana, cocaine, opiates, phencyclidine (PCP), and amphetamines.

A Roanoke CPA firm will handle the random selection of employees by computer for testing. Because of the testing frequency and selection process, an employee's chance of being selected continues to exist throughout his or her employment.

A medical review officer (MRO), who is a licensed physician with knowledge of substance abuse disorders, will review and interpret positive test results. Prior to making a final decision to verify a positive test result, the MRO will contact the employee directly, on a confidential basis, to determine whether he or she wishes to discuss the test result.

Employees who refuse to be tested or have a positive test result certified by the MRO will be discharged.

The CPA firm is totally independent of the medical review officer, and the CPA firm and medical review officer are independent of the testing laboratory, which is a National Institute on Drug Abuse (NIDA)

certified laboratory.

Bradley emphasized, "We want to remove drugs from the property and we want employees to be drug-free. An employee who presently has a drug problem is encouraged to seek counseling and assistance in taking care of the problem before March 1." □

Social Security, Medicare changes effective January 1

A number of changes in Social Security and Medicare provision became effective on January 1, including a cost-of-living increase of 3.7 percent for Social Security recipients and an increase in the taxable wage bases.

The 3.7 percent cost-of-living increase for the nation's Social Security recipients is based on an increase in the Consumer Price Index from the third quarter of 1990 to the third quarter of 1991.

The maximum monthly benefit for a person retiring at age 65 in 1992 is now \$1,088, compared with \$1,022 last year and \$975 in 1990.

The wage base subject to Social Security taxes has been increased to \$55,500 for 1992, up from the 1991 amount of \$53,400. That means an employee will be taxed on the first \$55,500 of earnings, with no Social Security tax on earnings exceeding that amount.

A separate, higher wage base for Medicare purposes was created by the Omnibus Budget Reconciliation Act of 1990. The 1992 Medicare wage base is \$130,200, an increase from the 1991 amount of \$125,000.

The combined tax rate on earnings remains at 7.65 percent, of which 6.2 percent funds Social Security and 1.45 percent goes for Medicare. The maximum employee tax in 1992 is \$5,328.90; the maximum withholding for Social Security is \$3,441.00 and the maximum withholding for Medicare is \$1,887.90. Last year's maximum employee tax was \$5,123.30. Each employee's Social Security and Medicare taxes are matched by equal payments by the company.

Social Security recipients who are 65 through 69 are now permitted to earn \$10,200 from a job with no reduction in benefits, up from \$9,720 in 1991. Recipients under age 65 are now allowed to earn \$7,440 without benefit reductions, an increase from \$7,080 last year. There are no earnings limitations for those 70 and over.

Medicare changes for 1992 include an increase from \$628 to \$652 in the deductible for inpatient hospital services, and an increase in the monthly premium for medical expense coverage, from \$29.90 to \$31.80. □

White reflects on 43-year AEP System career

"We mustn't allow ourselves to become satisfied."

That's the message that W. S. White, Jr., emphasized as he retired as chairman of American Electric Power and its subsidiary companies effective December 31, concluding a distinguished 43-year AEP System career.

"I hope that's the spirit within the Service Corporation and the whole AEP System today," White reflected. "When we become smug and satisfied, that's when we tend to let down, and we don't improve very much after that.

"We need to continue to search out new possibilities, better ways of doing things and never be satisfied with the status quo, even when the status quo is the state of the art," said White. "That's been an important part of our heritage here at AEP."

White's nearly 16 years as chairman of AEP added a great deal to that heritage. He assumed office as chairman and chief executive officer on February 19, 1976, and had relinquished his duties as CEO at the end of 1990. Only one AEP chairman, Sidney Z. Mitchell (1907-23, 1926-33) held the post longer.

In addition, since 1977 he's been president of Ohio Valley Electric Corporation, the company owned by a 15-member consortium of utilities that provides electric energy to the U. S. Department of Energy's uranium-enrichment plant near Piketon, Ohio.

Any list of the most important achievements during White's tenure as chairman would have to include:

- AEP's acquisition of what is now Columbus Southern Power Company and the subsequent move of AEP's headquarters from the nation's largest city, New York, to Ohio's and the AEP System's largest city, Columbus.
- Completion of the AEP System's 2,022-mile backbone 765,000-volt transmission network, as well as the addition of nearly 5.5-million kilowatts of new generating capacity to the System. That total includes the Rockport and Mountaineer Plants, Unit 2 at the Cook Nuclear Plant, a new unit at the Smith Mountain Project, the Racine Hydro Plant, and AEP's share of Zimmer Station.
- The unprecedented and successful conversion of the Wm. H. Zimmer Generating Station from an 800-megawatt



W. S. White, Jr., who retired as chairman of American Electric Power Company and its subsidiary companies on December 31, served 12 years in management positions at Appalachian Power Company. He was executive vice president and chief operating officer of Appalachian from 1966-1972.

nuclear design to a 1,300-megawatt coal-fired station.

- Start-up of the Tidd PFBC Demonstration Plant, one of the flagship projects in the nation's clean-coal technology program, following 15 years of research and development.
- Successfully steering the AEP System companies through the dire recession of the early 1980s, a period when sales of electricity to industrial customers fell by 25 percent.

"We mustn't allow ourselves to become satisfied."

"We have a stronger System today than we ever had before," White noted. "But this didn't just come about. It is the result of the work of many people over the years, who in the words of one of my predecessors, Philip Sporn, 'visualized it, built it and operate it' today. We've performed admirably, but I know of few people in our AEP System who are satisfied—I hope we'll never be satisfied."

White emphasized the importance of AEP's success in holding down the cost of electricity to its customers, noting that, "In a real sense, electricity prices in 1990 were no higher than they were in 1970.

"In 1970, the cost of a kilowatt-hour of electricity for the average AEP residential customer reached its low point, 1.81 cents," he pointed out. "If you adjust that 1.81 cents for inflation, that would be 6.15 cents in 1990, and yet our residential customers were actually paying only 6.03 cents per kwh in 1990.

"Although 'environment' wasn't a household word until the 1970s," he recalled, "we have invested vast sums on environmental improvements, and yet we've still been able to keep the increase in the cost of electricity under the inflation rate. Certainly, an electric plant today is not the equivalent of an electric plant of 1970."

Looking back, "Zimmer was probably the biggest, the most difficult matter that I had to deal with during my period as chairman. It was a very complex project with an unhappy beginning, added with the fact that we were working with two

partners. Today, in large measure to the substantial achievements of our engineering department, it's a very reliable and very efficient coal-fired plant."

Recalling the recessionary times of the early 1980s, White noted that, "The industry that we serve today is healthier than it was in 1982. In the early 1980s, we lost some industries, some jobs that will never be recovered. Others have come along since, but we still have a lot of work to do in terms of developing and improving the economy of our service area.

"Our own efforts in industrial and economic development have been successful, but I believe the price of electric energy on our System has been as great, or perhaps even a greater factor in keeping industries in our area and in keeping our economy as strong as it is."

And since the recession, of course, AEP has moved on to set new records for net earnings (reaching a high of \$628.9 million in 1989), sales of electric energy to retail customers (a high of 85.2-billion kilowatt-hours in 1989) and total energy sales (119.5-billion kwh in 1990).

White said that he expects increased emphasis on efficient utilization of energy, but he pointed out that, "AEP has always been interested in the efficiency with which electricity is used."

That interest, he said, begins with the production of electric energy at the power plant. "If we had just the average heat rate of the industry as a whole, we would have burned an additional 3.5 million tons of coal in 1990 to produce the same amount of electricity.

"One of the most significant changes over my 43 years in the business has been the improved efficiency with which we convert raw energy into electric energy," White said. "In recent years, of course, we haven't moved to a new series of generating units because load growth has slowed so much, but we made remarkable progress in that area between World War II and the 1970s."

Further progress in squeezing more electricity out of a ton of coal could come from the successful deployment of the PFBC process at some point in the future, he added. "I have very high expectations for pressurized fluidized bed combustion, and I fully expect our development work will come into fruition in the not-too-distant future."



White was born in Norfolk County, Virginia, a location which today is part of the independent city of Chesapeake. He enrolled at Virginia Polytechnic Institute and State University in 1943. In 1945, he enlisted in the U. S. Navy and served as an electronics technician for a year-and-a-half during and after World War II, then returned to VPI and was graduated in 1948 with a bachelor of science degree in electrical engineering.

Even in that era, White recalled, "Recruiters came to campus to interview young engineers for prospective employment." The American Gas & Electric recruiter was V. R. Peterson, who put White in touch with Harry St. Clair, then the head of AG&E's System Planning Department. St. Clair invited White to New York for an interview and offered him a job, which he started on October 1, 1948. White, as was the custom for newly hired engineers in those days, spent six months in the drafting room before moving to System Planning.

In the early 1950s, the company assigned White to temporary duty with the Defense Electric Power Administration in Washington. Upon his return from DEPA in 1952, he was named administrative assistant to the president, Philip Sporn. Then, in 1954, Sporn appointed White as AGE's first office manager. In 1957, he

was sent to Massachusetts Institute of Technology as a Sloan Fellow, where he earned his master's degree in industrial management. He then was named senior administrative assistant to Harold Turner, executive vice president-operations, in 1958.

In 1961, White was transferred to Appalachian Power Company, where his initial assignment was assistant manager of the former Lynchburg District. A year later he was promoted to district manager, then to Lynchburg division manager in 1964.

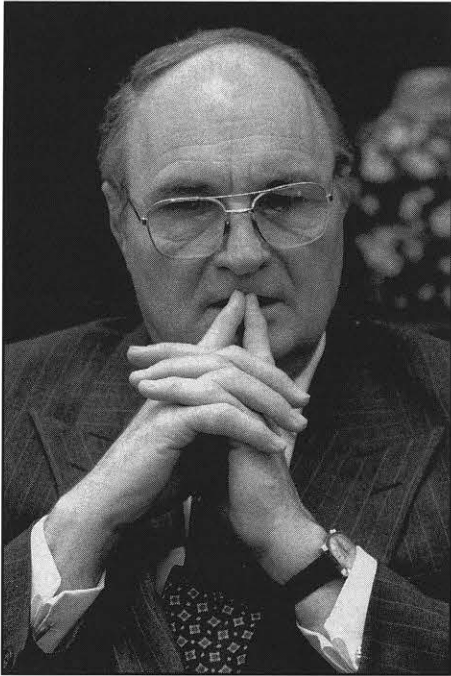
White was promoted to assistant general manager of Appalachian Power in Roanoke in 1966 and was elected an assistant vice president the following year. He was elected a vice president in 1969, and later the same year, at age 42, was elected executive vice president and chief operating officer of the company.

In 1973, he returned to the Service Corporation in New York as senior executive vice president-operations. In 1975, he was elected vice chairman-operations, one of five vice chairmen in Donald C. Cook's "Office of the Chairman" organization. Three-and-a-half months later, upon Cook's retirement in 1976, White became AEP's seventh chairman of the board.

An internationally recognized leader in the industry, White in 1984 became the first American to be elected president of CIGRE, the Paris-based International Conference on Large High-Voltage Electric Systems. CIGRE fosters the technical exchange of new information on literally every aspect of research, development and operation of high-voltage transmission systems throughout the world.

White's international credentials were again recognized in 1989, when he was named by President George Bush to a Presidential delegation to Poland to assist in that country's economic reform and to support its transition to a democratic government.

In 1989, he received the James H. McGraw Award for Electric Utilities from Electrical World magazine "for the continued leadership he provides for his company and the utility industry; for his championing of innovation; and for his high standards." In addition, the award stated, "Under his leadership, AEP has



continued and extended the company's long-held reputation for innovation in technical and management areas."

White has been elected to membership in the National Academy of Engineering, the seventh engineering executive from AEP to be elected through the years. Election to the National Academy is the highest professional distinction that can be conferred on an engineer and honors those who have made important contributions to engineering theory and practice. In White's case, he was cited for his "contributions to the establishment of a national energy policy and leadership in research and development of electric power supply."

There have been a host of other honors and awards, too, among them the MIT Corporate Leadership Award, several honors from Financial World magazine and recognition as a "Columbus Great."

He has served as rector or chairman of the Board of Visitors of his alma mater, VPI, and his central Ohio affiliations have included serving as a director and member of the executive committee of the Columbus Area Chamber of Commerce. He is currently chairman of the Greater Columbus Convention Center Board of Trustees and a trustee of Battelle Memorial Institute and Riverside Methodist Hospital. A former general chairman of the Franklin County United Way campaign, he is also a director of the Bank of

New York and of the Methodist Theological School of Ohio.

"Some of my friends say that they've been even busier since they retired than they were before," he chuckled. "I'm not going to overload myself, but I expect to stay busy with these boards and community activities."

Traveling figures into his plans, as well as more time for gardening, reading, snorkeling and perhaps an occasional game of golf. And, yes, the Whites will be staying in Columbus.

"I've lived in Columbus just about as long as I've ever lived in any community, and this is our home now," he said. "We'll be spending a few weeks or weekends in Virginia—I have a little place on Claytor Lake—but Columbus is a very good city, a very livable city."

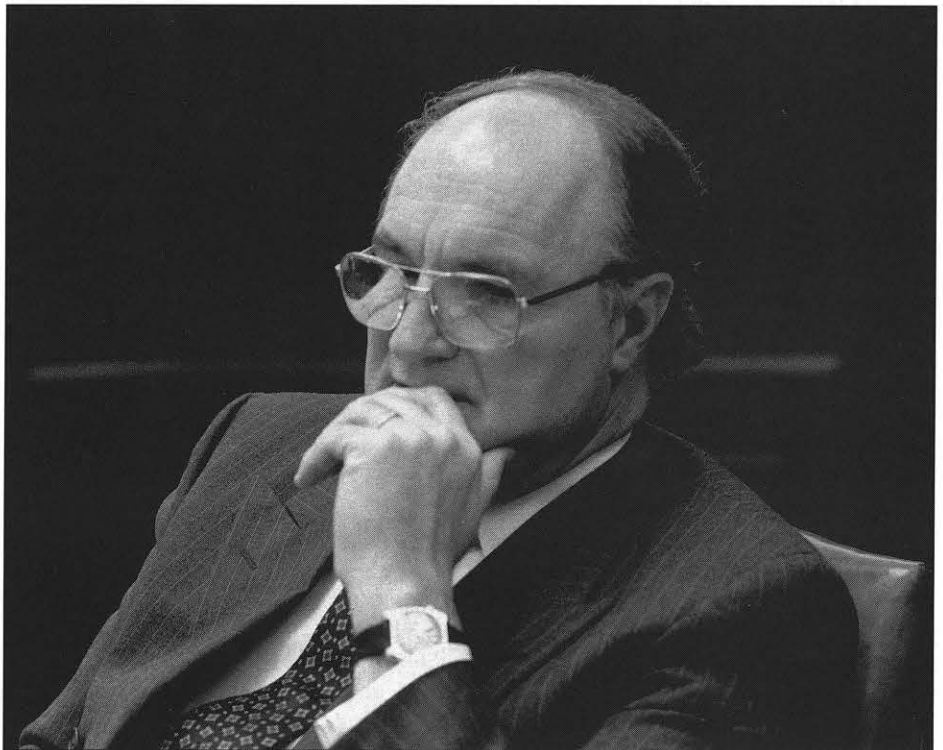
Asked to describe White, friends and associates tend to use the words "southern gentleman." Indeed, his deep but quiet voice has a trace of his Virginia heritage. But words such as "gracious" and "unpretentious" also are mentioned, and he receives high marks for warmth of personality and being a "people person." But, most importantly, underlying them all are the unquestionable integrity and honesty that even a first-time visitor can discern.

"I've always been proud to be a part of an electric utility company—have always recognized how important electricity is to modern life. I think you can feel good about being part of such an organization.

"And you can talk all you want about the physical attributes of the AEP System, but they have all come about because of the people. I've been very fortunate that I've been able to work with very able and conscientious people at every level of the AEP System.

"The people that we've attracted to the AEP System are quality people, a little higher than the average, and by far the biggest majority are eager to do a good job for their company and its customers. Many of them are active in their communities in one way or another. Many are community leaders.

"One thing that I hope we can keep alive, in the years to come, is this idea of never being satisfied. We can always improve. Mr. Sporn used to say that the Service Corporation is the locus of a great deal of ability—of people who are experts in every aspect of electric utilities. He also said the Service Corporation should be the locus of discontent—of never being satisfied with the status quo. I think that's a message that can be communicated across the generations." □



Expert assistance as close as your computer screen

When a unique problem occurs at an AEP generating plant, plant engineers have always known that they can receive expert assistance from a specialist at the AEP Service Corporation.

Now, however, that expert may be as close as their computer terminal or video display screen with the advent of "expert systems" developed by the Service Corporation.

Expert systems are computer programs that can capture and disseminate the knowledge and expertise of a company's brightest and more experienced employees. They can quickly sort through mounds of data, diagnose the problem, and offer a solution.

"We need to do whatever we can to maximize the availability, efficiency and life of AEP's assets," says Bruce A. Renz, chief electrical engineer and head of the Electrical Engineering Department. "The replacement cost of these physical assets is high. Expert systems and other diagnostic tools available today represent excellent investments which bring us closer to this goal."

"At AEP, our efforts have been directed toward a wider dissemination of our experts' knowledge," says Ray Hayes, senior engineer, Electrical Research. "There are several advantages to be gained by

putting this information into a computer program.

"First, an expert system can make Service Corporation expertise available even when the expert is not. Second, once the knowledge has been encoded, it cannot be lost by the employee leaving the company. And third, in some cases, the combined knowledge of several experts may be more powerful than a single expert working alone."

Developing such an expert system commonly takes several months, Hayes explains, because "usually there's so much background information that's related to the expert's ability to analyze or diagnose something." After the experts are interviewed, their knowledge has to be encoded, which normally entails separating it into a series of 'if...then' rules.

One of the expert systems presently being used in the AEP System is a portable advisory system that is configured to identify problems with voltage regulators.

"The system has been used at Breed Plant and has recently been introduced at Muskingum River Plant," says Tim Shuter, electrical engineer, Electrical Research.

"These types of failures don't occur often enough for power plant employees to

gain a lot of experience in diagnosing the problems," he said. AEP's expert system includes data from the manufacturers' troubleshooting guide, a database of failures of that type of equipment, and our own experts' knowledge.

Still another expert system that is being introduced in the AEP System is a generator cooling system monitor. Such a monitor was installed at Rockport Plant's Unit 2 when it went commercial, and another was completed at Mountaineer Plant in September. The monitors will be installed at Gavin Plant and Amos Plant's Unit 3 in 1992.

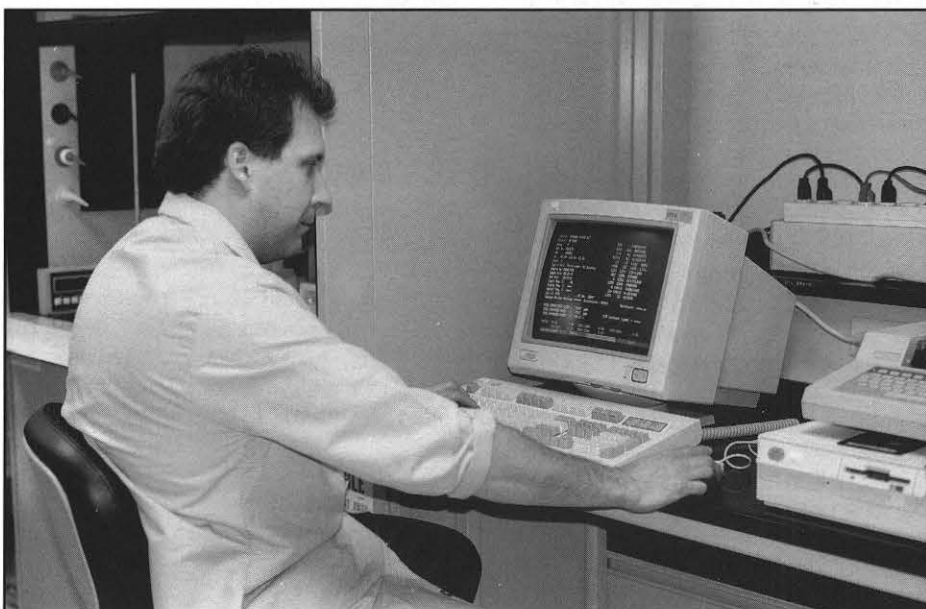
An expert system that is widely used throughout the System provides an analysis of dissolved gas in transformer oil. Labs at Appalachian Power, Indiana Michigan Power, Ohio Power, and Columbus Southern Power have this system, and Ohio Valley Electric Company is being added to the list.

An area being considered for the development of expert systems is that of turbine vibration monitoring. "Equipment has been installed for the long-term collection of vibration data at the 1,300-megawatt generating units," Hayes says. "This is a highly specialized field, as you can imagine. Again, an expert system could be developed to determine the severity of a problem and identify the cause."

Artificial intelligence is being used in one form or another in each of these expert systems. AEP also is working on other forms of artificial intelligence systems. One such system, known as model-based monitoring, uses adaptive mathematical models in its operation.

Hayes points out that AEP is not alone in exploring the applications of these expert systems. "Most electric utilities are involved in expert systems to some degree. We know of utilities working with expert systems to analyze boiler tube failures or to help control heat rate.

"With proper application, expert systems can help us protect the investment we have in our equipment, help us identify troubles before they become serious problems, and help us communicate and disseminate the unique knowledge of specialists in key areas." □



Tom Parr, engineering technician, GO T&D Laboratory, Roanoke, uses an expert system for an analysis of dissolved gas in transformer oil.

Peters EMF Study: What you didn't read in the newspapers

Considerable media coverage of the most controversial aspects of the new study of electric and magnetic fields (EMF) and childhood leukemia by Dr. John Peters, might give the general public the wrong impression of its results. The epidemiological, (or statistical population) project was predominantly a "negative" study--not supporting an association between EMF and leukemia.

The University of Southern California study was conducted on 232 children with leukemia in Los Angeles and an equal number of control cases. The study is more refined than earlier ones because it included actual 24-hour in-home field measurements. Previous studies relied, to a much greater extent, on a controversial wire coding system of exposure estimates.

As previously announced in the study's preliminary findings in April, investigators concluded their data show:

- no support for a relationship between measured electric or magnetic fields and leukemia risk
- some support for a relationship between power line wiring configurations (wire codes) outside the home and leukemia risk
- some support for a relationship between use of certain electrical appliances (specifically hair dryers and black-and-white televisions) and the use of indoor pesticides and incense with leukemia risk.

Most media coverage of the November 20 release of the final results focused on the alleged association between high current wire codes and leukemia--the only relevant finding that could possibly be interpreted as "positive." This seems significant because the earlier Wertheimer-Leeper and Savitz studies reached similar conclusions.

The Peters epidemiological study wire code findings suggest that EMF exposure could double the risk of leukemia from about one in 20,000 children to two in 20,000 children. This is classified as a "risk factor" of approximately 2.0.

When recently in Columbus, Dr. Imre Gyuk, program manager of Electromagnetic Research for the U.S. Department of Energy, had this to say about the epidemiological findings of the

Wertheimer-Leeper, Savitz and preliminary Peters studies. "The trouble is that you get a risk factor of 2 out of almost anything you might want to do. In fact, several of these studies show several co-factors.

"For example, the use of pesticides in the homes of children with leukemia (Peters study) resulted in a risk factor of about 2," Dr. Gyuk continued. "In the Savitz study, children who were not breast fed had a risk factor of about 2. In fact, a study of males who are not socially well integrated such as prisoners gives a risk factor of 2 for just about anything. One should remember that a risk factor of 2 is barely out of the 'noise' level, particularly when you compare it to something like lung cancer and smoking where you get a risk factor of about 20."

Several epidemiologists called attention to other aspects of the Peters study findings. Dr. Darwin Labarthe, professor of Epidemiology & Public Health at the University of Texas Health Science Center in Houston, noted that "when the authors adjust wire code results for other factors, including use of indoor pesticides, hair dryers, black-and-white television, fathers' occupational exposure (such as spray paint), and other chemical exposures, there is no statistically significant association between childhood leukemia risk and any specific wire code category."

Dr. Philip Cole, chairman, Department of Epidemiology, University of Alabama, noted the same point. "(The data indicate that) if extraneous factors could be eliminated entirely, there might be no apparent association between wire codes and leukemia risk."

Questions about the significance of wire codes have become central to EMF research. According to Brendan Ware, AEP's EMF Task Force chairman and manager, Electrical Research and Technical Services, "A 'positive' association between EMF and cancer has never been shown when fields have been measured, only in relation to wire codes. How could a problem exist in relation to wire codes that is absent with measured fields? Could certain wire codes be linked with lifestyle habits or environmental factors that might lead to a slightly increased cancer risk? After over 20 years of

following the EMF/health effects issue, my own opinion is that no relationship exists. If EMF were a true carcinogen, you would expect to see a stronger relationship between EMF and cancer as the newer studies improve. However, researchers such as Dr. Cole have noted that as EMF epidemiological studies have been refined, they appear to show less of a possible association between EMF and health effects."

So despite some alarming media coverage the Peters study is a milestone passed with little cause for alarm. As Dr. Cole commented, "The availability of 24-hour measurements in the homes of a majority of subjects makes this the first study in which there could have been a reasonable basis for relating leukemia risk to EMF and not merely to a surrogate for EMF. ...The findings also extend what can now be seen as a long term trend towards the reduction of the apparent relationship between wire codes and leukemia risk." □

Few customers inquire about adverse health effects from electric lines

Electric lines have made our lives easier for a century. But now, if you were to believe all that you read or hear in the media, these same electric lines can cause adverse health effects.

During 1991, Appalachian Power received only 78 customer inquiries regarding health effects from electric and magnetic fields (EMF).

"Usually the calls are received in local offices and then referred to me," says Dane Giles, laboratory supervisor in GO T&D Laboratory, Roanoke. "They give me the person's name, telephone number, and nature of inquiry, and I'll return the call the same day. We also have a packet of information which we send to every caller; and, after they look it over, we'll talk to them again. Sometimes I can answer questions to their satisfaction; but, if they still have concerns, I'll go to their home and take field measurements." According to

Giles, fifty-one of the inquires made in 1991 required measurements.

Giles continues, "Appalachian has state-of-the art test equipment which takes readings on both time and distance bases. If a customer is concerned about a transmission or distribution line, I take measurements at the corner of his property or where the line is located, then at the corner of the house to show him how the electric and magnetic fields drop off as the distance from the line increases. Since household wiring and appliances as well as all other electric equipment produces EMF, sometimes I'll be asked to take readings in the kitchen, especially for microwaves, televisions, and refrigerators. Once we have made a visit and discussed the facts, most of the customers' fears about the health effects issue are allayed," he concludes. □

1991 OIP savings nearly \$7.6 million

Appalachian Power Company's Operations Improvement Program (OIP) generated 276 proposals during 1991, resulting in savings of \$7,599,836 or 165.8 percent of goal. In addition, 119 safety proposals were accepted last year.

Pacesetter awards, presented annually to the locations which have the best overall performance in the OIP, went to Bluefield Division, Central Machine Shop, and General Office General Services.

The top OIP coordinators for the year were awarded shares of AEP stock -- 18 shares for first place and 14 shares for second. The winners are:

Division -- first place, **Charles Echols, Jr.** of Roanoke; second place, **Tom Glusich, Jr.** of Huntington.

Plant -- first place, **Teresa Rogers** of Amos Plant; second place, **Timothy Cox** of Philip Sporn Plant.

General Office -- first place, **Charles Rowe** of GO T&D; second place tie, **Jim Gregory** of GO Operation, Roanoke, and **Tom Puckett** of GO Purchasing & Stores, Roanoke.

Employees who submitted the top OIP proposals for the fourth quarter of 1991, and their prizes, are:

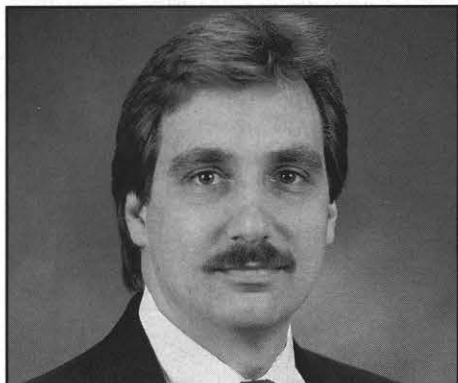
Division -- first place, 10 shares, **Billie Spraker** of Pulaski; second place tie, 3 shares each, **Steven White** and **Glenn O'Neal** of Beckley.

Plant -- first place, 10 shares, **Don Parsons** of Central Machine Shop; second place, 5 shares, **Ben Flurie** of Glen Lyn Plant.

General Office -- first place tie, 5 shares each, **Joel Kirby** and **Robert Blackburn, Jr.** of GO T&D, Bluefield; second place, 5 shares, **Clayton Prease**, GO Marketing & Customer Services, Roanoke.

The fourth quarter safety winners, and their awards, are: Division -- **Denzil Jones** of Charleston, \$50 bond. Plant -- **Roger Halstead** and **David Haynes** of Amos Plant, \$12.50 each. General Office -- **C. R. Francisco**, GO T&D Station, Marmet. □

Andy Hall wins AEP jacket of honor



Hall

Andy Hall, Kingsport staff engineer, was selected as the AEP jacket of honor winner for the third quarter of 1991. The first Kingsport Power employee to receive this prestigious award, Hall was selected from a group of approximately 400 marketing employees in AEP's seven operating companies.

At the end of the third quarter, Hall's year-to-date achievement was 163.7 percent of goal.

Due to Hall's efforts, three Kingsport elementary schools which were completely renovated during the past year utilized water source heat pumps for heating and cooling rather than natural gas heating and electric cooling which was originally specified by the school system. In addition, a new 85,000 square foot, 500-pupil elementary school described as the "school of the future" will be all-electric when it opens in the fall of 1993.

Hall also worked with the architect and engineers for a new 11,000 square foot medical office, resulting in an all-electric facility. □

Employees, community help young tumor victim



Pam Hayes, left, and daughter Alena

"I trust the Lord more than anything to take care of her because I know he works miracles," says Pulaski Customer Services Representative Pam Hayes about her eight-year-old daughter Alena. A brain tumor discovered last year has affected Alena's movements and strength on her right side. To remove the tumor she would need surgery on the left side of her brain, which controls speech and memory, but surgery poses too many risks. Therefore, doctors have recommended treatment, including a bone marrow transplant, which will be done sometime this year.

Alena, a third grader at Claremont Elementary School, receives monthly chemotherapy at Duke University Hospital in North Carolina. "When the tumor shrinks to a small enough size, doctors can perform the transplant," Pam says.

"They will take out her bone marrow and freeze it, then give her several days of very strong chemotherapy to get rid of the rest of the cancer cells. When her bone marrow is put back in, it will start reproducing her real blood."

Dickie Hayes, Alena's father, works at Hercules, Inc., where the insurance carrier is Blue Cross Blue Shield. Because the bone marrow transplant, which doctors have said will cost in excess of \$100,000, is considered "investigational," Blue Cross Blue Shield will not cover the operation. Appalachian's insurance carrier, Aetna, has agreed to pay as primary carrier. "When Wayne Hurt (human resources supervisor) told me that Aetna would help pay, we were very thankful," Pam adds.

Friends at the church which the Hayes' attend sponsored a "Love Alena Run," which raised \$5,500, and a trust fund to help pay Alena's medical and travel expenses has been set up at Signet Bank in Pulaski. "Not only has the community helped, but the folks here at Appalachian have, too," Pam notes. "The Benevolent Association has raised money for her twice. In just 16 months, Alena's bills are already over \$175,000, but we haven't had to pay hardly anything out of pocket. We're managing to keep our bills paid up."

Pam concludes, "Alena has a fantastic outlook. She's a fighter and has the attitude that she's going to make it. I know the Lord will take care of us." □

Employees join Habitat building mission

Several Appalachian Power employees and retirees are among volunteers across the nation working with Habitat for Humanity, an ecumenical, grass-roots Christian ministry with the goal of eliminating poverty housing.

Houses are built or renovated using as much volunteer labor and donated materials as possible. Then they are sold to a family in need (too poor to secure a bank loan) at no profit and no interest. The cost of a house is repaid over a fixed time period; these payments are then recycled to build more houses. The homeowners are required to participate in the construction of their own new home and to help other prospective homeowners build their homes.

Bluefield T&D Superintendent Isaac Webb was project manager for the first Habitat home in Bluefield. He says, "Our local Habitat started a couple years ago. I was involved in the group that did the initial organization and have been on the board of directors ever since. Early last year we got a commitment from a church for some money that would allow us to go ahead and build a house. Once we decided to do that, they needed somebody to get the project organized and I ended up doing it.

"Swope Construction of Bluefield donated an individual to be construction manager for the job. He handled most of the material buying, and I set up the accounts and coordinated getting volunteers to the job



Fieldale employees who helped rough wire a Habitat home are, l. to r., Bob Wilson, Barry Burnette, Randy Keys, and Frank Stone.

site. We broke ground on June 26 and dedicated the house in early October. We spent pretty much every weekend between those two dates building the house."

Isaac adds, "Eric Leef (formerly of Bluefield and now engineer I in GO T&D, Roanoke) worked with me in selecting the family to put in the house." The family consists of a mother, 13-year-old daughter, and 5-year-old twin boys. They previously rented a home that was rundown and inadequately heated. In the winter, they lived in one room and wore layers of clothing to keep warm.

The new Habitat home is heated and cooled with an electric heat pump. "Our Marketing & Customer Services people did that," Isaac notes. "They worked with a local HVAC dealer and got the equipment and installation donated so we were able to put in the heat pump for a fairly small amount of money."

Joe Higgins, Fieldale manager, has served on the board of directors of the Habitat organization in Martinsville and Henry County for the past two years. Four other Fieldale employees -- Bob Wilson, marketing and customer services advisor; Barry Burnette, line mechanic B; Randy Keys, line mechanic B; and Frank Stone, line mechanic A -- recently spent three Saturdays rough wiring a five-room house being built by Habitat for a family of four. Barry says, "We were all glad to be able to help somebody."

The money for Habitat's second home in Huntington, West Virginia, was raised by the Fifth Avenue Baptist Church. Several Huntington employees were very much involved in that project. Volunteers included Roger Sizemore, meter electrician A; Mike Fotos, division superintendent; Fred Helm, retired division manager; and Charles Pope, Kentucky Power retiree. Fred also helped trim and hang doors on the fourth Huntington Habitat house.

According to Isaac Webb, "Once you have been involved in Habitat and see the people and their needs, you can't stop with just one house. It pushes you, but it really makes you appreciate what you have and what is important in life." □



Volunteers with the Huntington Area Habitat include, l. to r., Fred Helm, Roger Sizemore, and Charlie Pope.

Abingdon

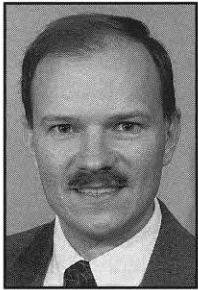
Division Manager **Pete Montague** has been named to the newly created Abingdon Tourism Advisory Board.

Marshall Hughes, Clintwood line crew supervisor, was recognized at the 30th anniversary celebration of the Clintwood Rescue Squad as a charter member. □

Charleston

Wayne Pugh, marketing and customer services manager, was presented the presidential award from the West Virginia Home Builders Association for "continuous dedication and service to the home building industry." He has served as chairman of the Associate Member Council, award committee member, and emcee of the annual "Best in West Virginia" awards banquet. Wayne has been on the state board for the past three years and recently was elected to a fifth term in the Charleston area organization, serving as secretary. □

General Office



Jim Maynard, engineer senior, GO Operation, Roanoke, served as a loaned executive to the United Way of Roanoke Valley during the 1991 fund raising campaign. He provided support to major firms in the valley

by conducting meetings, assisting in fund raising, and coordinating United Way activities. □

Huntington

The team of **Bart Taberner**, **Randy Hefner**, **Scott Chambers**, and **Steve Reynolds** won the nine hole scramble for division employees and guests at the Sugarwood Golf Course. □

Who's News

Lynchburg



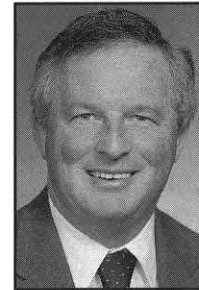
Retired Division Manager **Bob Davenport**, left, is the recipient of the G. Everett Bond Award, presented annually by the Center for Economic Education at Lynchburg College to an individual in the business community who has made significant contributions to improving economic education in Central Virginia schools. Davenport was recognized for his active and enthusiastic support of the

Center for Economic Education. He was president of the Greater Lynchburg Chamber of Commerce at the time the Center was established, and in this role he played a major part in raising funds to support the Center. □

Logan-Williamson

Teresa, daughter of Gary Hall, Williamson stores attendant B, was selected as female Mountaineer, West Virginia University Student Foundation's highest honor. She is a senior, majoring in both political science and sociology. □

Roanoke



Station Crew Supervisor **Bill Loope** was elected to the Botetourt County Board of Supervisors, representing the Valley District. He moved to the board of supervisors from a position on the Botetourt County

Planning Commission, where he represented the Valley District for the past two years. □

Atchley wins use of '98 Olds



Jon Atchley, Huntington administrative assistant, won the use of a new '98 Oldsmobile for achieving the greatest percentage of increase in his assigned accounts for the week. He was known as "loaned executive of the week" for the United Way of the River Cities.

APCo employees share with others at Christmas

For the ninth consecutive year, employees at the Mountaineer Plant provided Christmas gifts for underprivileged children.

Employees prepared and sold pancake breakfasts and hot dog lunches at the plant throughout the year, raising nearly \$1,080 for the project.

Names of six children were secured through the Mason Elementary School's Share-a-Christmas Program. The Cooperative Parish of Meigs County, Ohio, provided the name of a needy family of four. Since Mountaineer employees live in both Ohio and West Virginia, care is taken to ensure that the recipients come from both states.

Female employees on the sixth floor of Appalachian Power's headquarters building in Roanoke made Christmas brighter for two needy children. Departments represented were General Office Hydro, General Office Environmental; General Office General Services Building Services (PBX); and General Office Operation.

"Happiness to us was fulfilling some little child's Christmas wish," explained Joyce Ross. "We felt we could make two little children much happier on Christmas morning by giving them some of the items they wanted for Christmas instead of exchanging gifts among each other. We chose the names of a boy and girl from an Angel Tree in a local shopping mall."

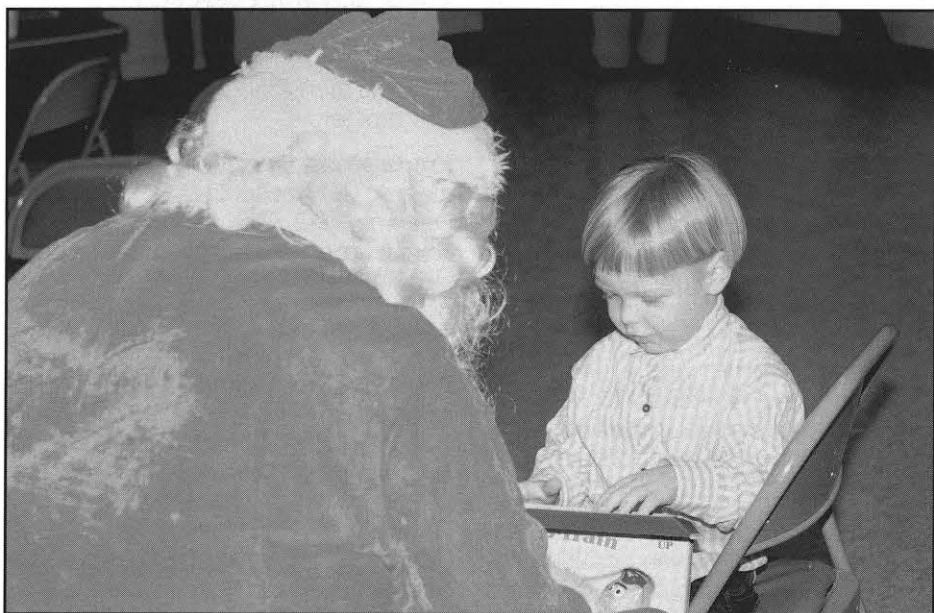
The headquarters office again this year served as a collection point for donations made by employees and customers to the annual U. S. Marine Corps Reserve's annual Toys for Tots campaign.

The Abingdon line crew adopted two needy Washington County families for Christmas. The families, selected from names provided by the Lutheran Church, included a mother, father, and eight children and a single mother with one child. They received groceries as well as gifts.

The project was spearheaded by B. L. Ballard and Jimmy Stewart, assisted by Jim Hill, Mike Stevens, and Susan Doss. Several other company employees made contributions. Also assisting was Blevins Greenhouses, Abingdon; Sam's Flowers, Damascus; and the Basket Connection, Abingdon. □

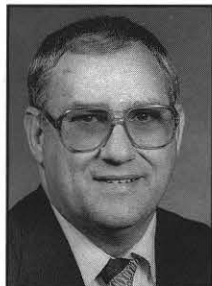


Pictured with the gifts they purchased for two needy children are, front row, l. to r., Jeanne Leftwich, Mina Dillion, Martha Worrell, and Carmen Agra-Boitnott. Back row, Joyce Ross, Judy Emery, Joan Matherly, and Hazel Harman. Not pictured are Sheryl Cobbs, Eralene Poindexter, Mary Nelson, Debbie Duncan, Vicki Martin, and Claudia Banner.

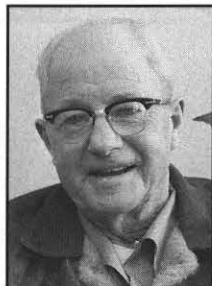


Santa Claus (Mike Stevens) paid a pre-Christmas visit to a party at the Abingdon Service Center for two needy Washington County families.

Friends We'll Miss



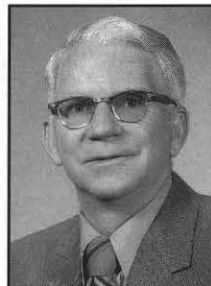
Reedy



Jordan



Smith



Houchins



Meadows



Hornbeck



White



Pullen

Arthur Orvall Reedy, 50, Central Machine Shop production assistant, died November 29 at home from injuries received when he was struck by a tree limb. A native of Nitro, West Virginia, he was employed in 1972 as a maintenance man B at John Amos Plant. Reedy is survived by his wife Yvonne, 102 Moorefield Place, Scott Depot, W, Va.; two daughters; five grandchildren; four step-grandchildren; his mother; two sisters; and two brothers.

Claude Edward Jordan, 81, retired Lynchburg lineman A, died November 30. A native of Campbell County, Virginia, he began his career in 1932 as a groundman and retired in 1974. Jordan is survived by his wife Laura, 1163 Sheffield Drive, Lynchburg, Va.; two daughters; one stepdaughter; five grandchildren; three great-grandchildren; and one sister.

Elvin Smith, 95, retired Charleston general foreman, died November 26. A native of Frame, West Virginia, he was hired in 1919 as a groundman and retired in 1961. Smith is survived by one sister.

Luther Houchins, 74, retired Clinch River Plant personnel supervisor, died December 7. A native of Hinton, West Virginia, he joined Logan Plant in 1955 as plant personnel supervisor and retired in 1983. Houchins is survived by his wife Frances, Route 3, Box 23B, Lebanon, Virginia; one son; one granddaughter; one sister; and one brother.

Freda Meadows, 55, general records clerk A, GO Accounting, Roanoke, died December 13 after a long illness. She was hired in 1975 as a general accounting clerk senior. Meadows is survived by one son, three grandchildren, her father and stepmother, and one sister.

Frederick Hornbeck, 77, retired methods engineer, GO Miscellaneous, Roanoke, died December 10. A native of Binghampton, New York, he was employed in 1938 as an assistant chemist at Cabin Creek Plant and retired in 1981. Hornbeck is survived by his wife, Marguerite, 229 Moser Road, Louisville, Kentucky; one son; and one daughter.

Carol White, 71, retired Logan secretary-stenographer, died December 19. A native of Man, West Virginia, she began her career in 1953 as a clerk-stenographer and elected early retirement in 1982. White is survived by one son and one grandson.

James Pullen, 85, retired Lynchburg custodian, died December 18. A native of Bedford County, Virginia, he was employed in 1942 as a janitor and retired in 1971. Pullen is survived by his wife Lena, 1833 Second Street, Lynchburg, Va.; two sons; one daughter; one sister; one brother; seven grandchildren; and one great-grandchild. □

Births

Huntington

Andrew L., son of **Bill Rogers**, Milton energy services engineer I, December 8.

Caillin M., daughter of **Dale Chatterton**, electrical engineer I, November 5.

Lynchburg

Tyler Anthony, son of **Brian Lecik**, engineering technician senior, December 15.

Pulaski

Scott Richard, son of **Jim Alouf**, power engineer, August 28.

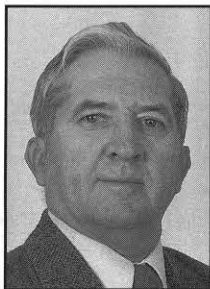
Tinsley Elizabeth, daughter of **Barry Long**, marketing and customer services manager, November 12.

Kendall Alyse Bilbrey, daughter of **Danny Bilbrey**, line mechanic B, Wytheville.

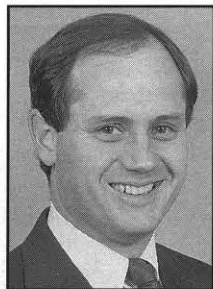
Roanoke

Justin Thomas, son of **Greg Curry**, department assistant-marketing and customer services, August 25. □

Promotions



Vencill



Hartman



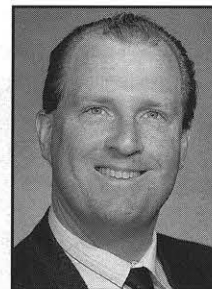
Riggs



Hale



Pielocik



Hines

James Vencill, Lebanon engineering technologist I, was promoted to engineering technologist supervisor in Abingdon on January 1. He studied power line design and construction through International Correspondence Schools.

Sam Hartman, Mountaineer Plant human resources supervisor, was named training supervisor in GO Human Resources, Roanoke, on January 1. He holds a bachelor of arts degree from Bridgewater College and a master of science degree in education from James Madison University.

Rodney Riggs, shift operating engineer, was promoted to production superintendent-operations at Philip Sporn Plant on December 1.

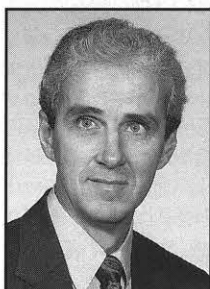
Robin Hale, meter reader, was promoted to meter reader supervisor NE in Huntington on November 9. She holds an associate in applied science degree from Marshall University.

Joe Pielocik, engineering technician senior NE, was promoted to engineering technologist I E, GO T&D Measurements, Roanoke, on October 1. He holds an associate degree in electronics from Southwest Virginia Community College.

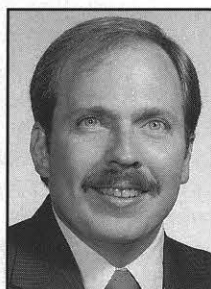
Jim Hines, Jr., Rocky Mount area supervisor, was promoted to Lynchburg line and station superintendent on January 1. He holds a bachelor of science degree in electrical engineering from North Carolina State University.

Darrell Allen, Beckley stores and garage supervisor, has been promoted to human resources supervisor. He holds a bachelor of science degree in business administration from Morris Harvey College and a master of science degree in industrial relations from the West Virginia College of Graduate Studies.

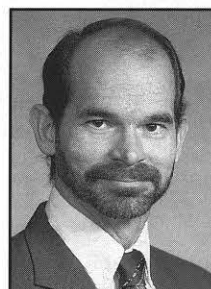
Larry Darnell, Beckley stores attendant B, has been promoted to stores and garage supervisor. He holds a bachelor of science degree in business administration from Concord College.



Allen



Darnell



Wilson

Floyd "Skip" Wilson, Jr., station mechanic A, was promoted to station crew supervisor NE in Bluefield on December 2. He holds an associate of science degree in electrical engineering technology from Bluefield State College.

David Lee Eades, maintenance mechanic A, was promoted to maintenance supervisor at Philip Sporn Plant on November 1.

Abingdon

Patsy Emerson from drafter to drafter senior.

Martha Farmer from customer services representative B to customer services representative A, Marion.

Helen Findley from customer services representative B to customer services representative A.

Beckley

Serena Bishop from T&D clerk C to T&D clerk B.

Bluefield

Calvin Belcher, Jr. from meter reader to collector, Welch.

Mark Hartley from station mechanic C to station mechanic B.

Charleston

Dawnette Watts from Charleston customer services representative D to Montgomery meter reader.

General Office

Calvin Robertson from classification and accounts payable clerk B to classification and accounts payable clerk A, GO Accounting, Roanoke.

Bryon Joyce from station operator B to station operator A, GO Operation, Roanoke.

Darrell Guill, Jr., from station operator B to station operator A, GO Operation, Charleston

Richard Harvey from transmission station mechanic B to transmission station mechanic A, GO T&D Station, Bluefield.

Martin Jarrell from transmission mechanic D to transmission mechanic C, GO T&D Transmission, Bluefield.

Jon Painter from human resources assistant to personnel services coordinator, GO Human Resources, Roanoke.

Kevin Sarver from engineer III to engineer II, GO T&D Measurements, Roanoke.

Huntington

Sam Cutler, III, from station mechanic B to station mechanic A.

Sharon McMillion from customer services representative D to customer services representative C, Huntington.

Logan-Williamson

Chris Chafin from line mechanic D to line mechanic C, Logan.

Pete Burgess from station mechanic C to station mechanic B, Logan.

Barbara Bailey from customer services representative B to customer services representative A, Logan.

Pulaski

Jessica Park from electrical engineer III to electrical engineer II.

Philip Sporn

Micheal DeHart from utility worker B to utility worker A.

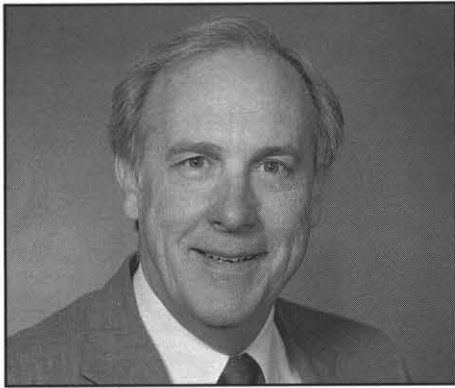
Monty Hart from utility worker B to utility worker A.

Shane White from utility worker B to utility worker A.

Marc Vance from utility worker B to utility worker A. □

Retirements

Bob Webster



Roanoke Division Manager Bob Webster, who elected early retirement on January 1, is looking forward to a change of pace. "The thought of not having to make formal plans and follow a firm schedule is the beauty of retirement," he says. Bob's 43-year career was divided into three distinct work areas: 14 years in the Huntington Division, 12 years in General Office Customer Services (the old Commercial Department), Roanoke, and 17 years in Roanoke Division. "I have worked with a lot of different people, mostly employees and customers; but, in the latter years, I also worked with various organizations which have a social or business impact on the area. To be a part of many organizations which contributed to the community was certainly satisfying and rewarding." Bob was the recipient of the Roanoke Jaycees' Distinguished Citizen of the Year award in 1990.

He notes, "There have been many, many changes in the company's operations over this period of time. One of the more significant changes is the use of electronics and computers. There is hardly a job today that isn't affected by computers -- there weren't any 43 years ago."

When Bob transferred to Roanoke, Smith Mountain Lake was just beginning to fill up. "The project is located for the most part within the operating boundaries of the Roanoke Division; and, as a result, the division has been active in many organizations which pertain to lake development, environmental concerns, subdivision development for permanent residents, and the like," Bob says. "I have been a board member of the Lake Partnership since it was organized six years ago, and today it functions as a group to

promote business development. It now has a welcome center which provides information for tourists.

"Smith Mountain has become more than just a company project to me. It is now part of my personal life. During the 28 years my family and I lived in Roanoke, we used the lake for boating, camping, and fishing. Now my wife and I have built a retirement home there."

Although Bob looks forward to a change of pace, he still intends to remain active in some community affairs at the lake. "I also plan to devote more time to golfing and fishing and plan to do some wood-working," he adds. "There'll be traveling, of course, and I have a few improvements to make to the new house."

The Websters have three children and four grandchildren. □

Bill Wiseman



"Some friends who worked for the power company told me about an opening here so I put in my application," recalls Bill Wiseman, Beckley engineering technician senior and a 43-year veteran. "At the time, I was making a little more money than what Appalachian offered, but I wanted a better future and benefits."

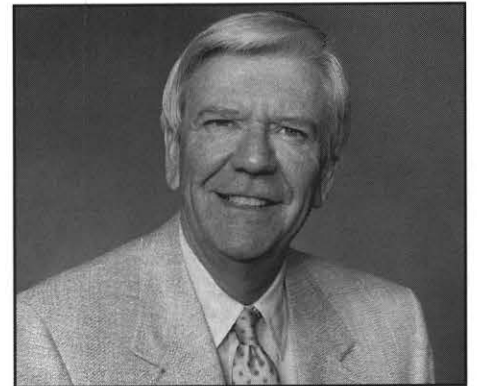
He adds, "I really enjoyed being with the type of people who work for the power company. In the early years you knew employees, their wives, and children by name. Now there's just not that much socializing.

"Since I've had three heart attacks in the last ten years, I decided to take early retirement (on January 1) and enjoy life a little bit. The wife and I camp a lot in the summer months, and I want to fish, golf, and hunt more. Since I won't have to

worry about spreading out my vacation, we can go when we want to."

The Wisemans have three sons, two daughters, three grandchildren, and four step-grandchildren. Bill served in the U. S. Army during the Korean War. □

Marion Paitzel

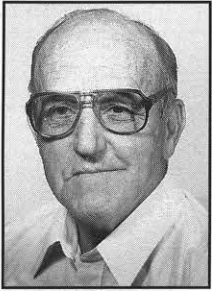


"All in all, I've thoroughly enjoyed my time with the company," says Marion 'Pony' Paitzel, Roanoke right of way agent, who elected early retirement on January 1 after more than 43 years' service. "I especially enjoyed working in the old Commercial Department in what we called 'dealer sales' or 'white goods,' he recalls. "We worked with dealers in the promotion of appliances, home economists in putting on demonstrations, and radio stations in setting up advertising so there was a good variety of things to do."

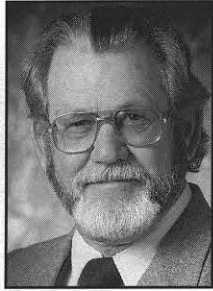
Pony's plans are uncertain since his wife Elnora has not yet decided whether she will retire this year. "When she does, we would like to do some volunteer work together, maybe at one of the hospitals," he says. Pony's main hobby is collecting old 33 1/3 records, transferring the music to tape, and making his own programs. He also enjoys stamp collecting.

The Paitzels go to Myrtle Beach twice each year and enjoy taking two- or three-day trips with friends. "We've visited friends in England," he says, "but now we'd rather travel at home. We've been in quite a few states." They have one daughter, who was an AEP educational award winner, and two grandsons. □

Service Anniversaries



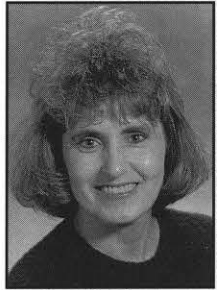
Speed Young
gen. line crew supv.
Charleston
45 years



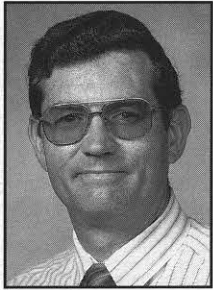
Hoyett Morrison
line mechanic A
Kingsport
35 years



Mavis Weaver
cust. serv. off. supv.
Ripley
30 years



Audrey Pauley
secretary
Kanawha River
25 years



Doug Cameron
meter elec. A
Bluefield
25 years

Abingdon

15 years: **Connie Jackson**, customer services representative A.

John Amos

20 years: **William Frazier**, maintenance mechanic A. **Richard Thomas**, maintenance mechanic A. 15 years: **Joseph Conkle**, maintenance mechanic A. **Daniel Meddings**, equipment operator B. **Joseph Willard**, performance technician.

Bluefield

15 years: **John Weaver**, automotive mechanic A.

Charleston

40 years: **Lewis Duff**, meter clerk A. 5 years: **Gloria Hall**, customer services representative C.

Clinch River

15 years: **Larry Sullivan**, maintenance mechanic B.

General Office

30 years: **Billy Hughes**, transmission construction representative senior.

Huntington

5 years: **Reba Stewart**, custodian, Milton. **Gary Derenberger**, line mechanic C, Point Pleasant.

Pulaski

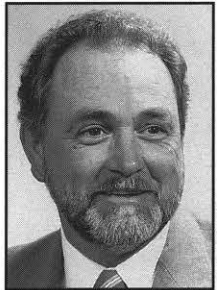
10 years: **Mike Wilson**, area supervisor, Wytheville. 5 years: **David Ramos**, meter reader (LTD), Pearisburg.

Roanoke

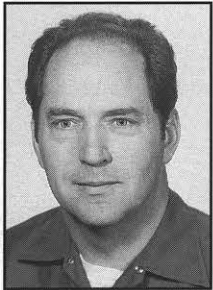
25 years: **Joyce Carter**, T&D clerk A. 20 years: **Abbie Martin**, customer services representative B, Fieldale. 10 years: **Dan Kepner**, T&D clerk B. 5 years: **Rosemary Barger**, senior visitors center attendant.

Philip Sporn

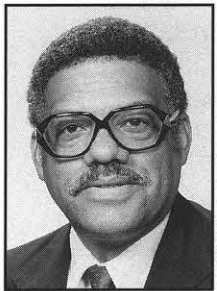
15 years: **Michael Athey**, unit supervisor. □



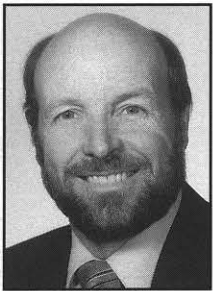
Jack Williams
line crew supv. NE
Wytheville
25 years



Henry Cline
auto. supv. NE
Charleston
25 years

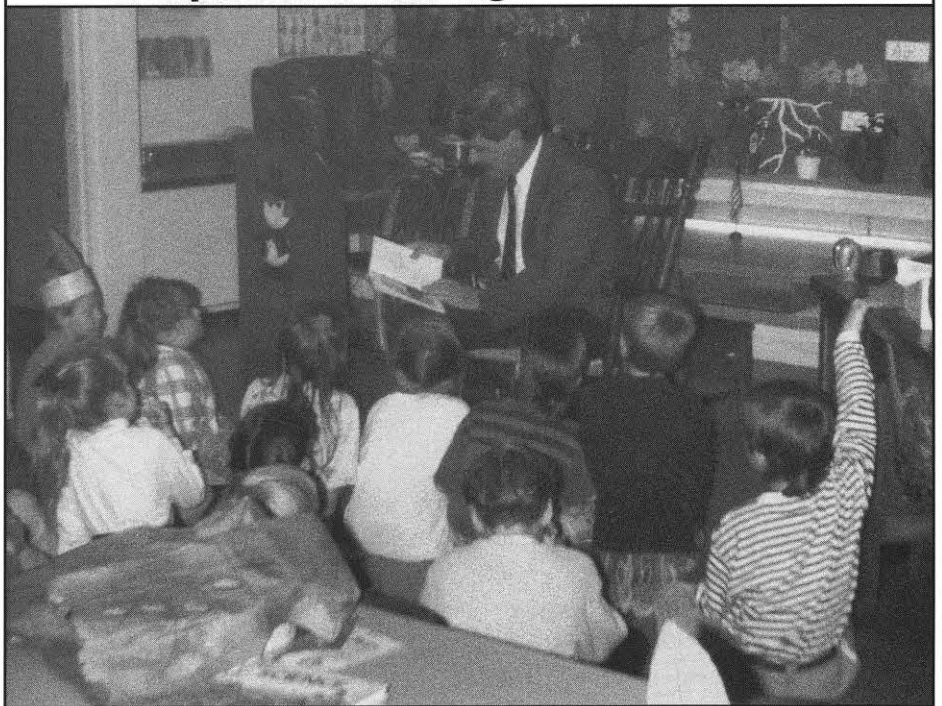


Thomas Toliver
material coordinator
John Amos
20 years



Ray Stricklin
NDE inspector 1st class
Central Machine
20 years

Bush speaks to first grade class



Huntington Division Manager Dave Bush participated in "story time" at Davis Creek Elementary's first grade class during National Education Week. Ann Vest, wife of Huntington Customer Services Supervisor Jerry Vest, is the first grade teacher.

THE INSIDE STORY

ILLUMINATOR

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**KINGSPORT
POWER**

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International Association of Business Communicators

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Andy Hall wins AEP jacket of honor

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About the cover: Appalachian Power's new safety slogan is "Make it thru '92 accident free!"

ILLUMINATOR



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