

# ILLUMINATOR

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# T HE INSIDE STORY

## ILLUMINATOR

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# IABC

International Association of Business Communicators

## Benefits

- 3 AEP announces modifications to major employee benefits plans
- 6 New prescription drug plan introduced

## News

- 7 Draper elected AEP president, member of board PFBC process wins approval from U. S. Department of Energy
- 8 PSC grants APCo small increase in West Virginia APCo 1991 earnings increase 35.1% Safety plaudits

## Features

- 9 TranstexT<sup>®</sup> pilot program a winner with test customers
- 11 With employees' help Youngs start over after fatal fire
- 20 The Expressions: a musical ministry

## People

- 12 Who's News
- 13 City of Roanoke Neighborhood Partnership honors Poindexter
- 14 Promotions
- 15 Births
- 16 Retirements
- 18 Service Anniversaries
- 19 Friends We'll Miss

**About the cover:** The family of Tom Jobes, assistant Roanoke division manager, is one of the 'friendly' participants in the TranstexT<sup>®</sup> pilot program. Please turn to story on page 9. Pictured l. to r., are Pam, Ronni, and Tom Jobes.

## Illuminator now printed on recycled paper

Beginning in 1992, the *Illuminator* demonstrates its environmental consciousness by being printed on recycled paper. The new paper stock is LaSierra, made by the Silver Leaf Paper Corporation of Kalamazoo, Missouri. Today's recycled papers are becoming economically competitive as the result of consumer demand, and the change was made at no increase in cost.

Reducing the number of trees needed for making paper is only one reason for using recycled paper. (A month's issue of the *Illuminator* uses about 1,680 pounds of paper.) Use of recycled paper also can greatly reduce the burden on landfill space.

Other recycling benefits include the fact that processing requires less chemical treatment than does making virgin paper from wood. Thus, there is less air and water pollution. Each ton of paper requires 17 trees, 4,100 kwh of energy, 7,000 gallons of water, and creates 60 pounds of air pollutants.

\* \* \*

Also noteworthy is the fact that the size of the *Illuminator* has been increased from 16 pages to 20 pages in 1992. The type for the *Illuminator* is now being set in-house on an IBM PC, eliminating time-consuming steps from the production process and thus decreasing costs. □

## AEP announces modifications to major employee benefit plans

American Electric Power began 1992 with the announcement of important modifications to several of its major employee benefit plans.

"These changes to our retirement, life insurance, long-term disability, and health care plans are designed to help strengthen the security of our employees and retirees and their families while continuing to address the problem of health care cost containment," says Ronald A. Petti, senior vice president-human resources.

"AEP has always had an excellent pension plan. Now we have improved our early retirement benefits to soften the financial penalties of early retirement. This moves these provisions more in keeping with the trend of other companies—utilities and non-utilities," says Petti. "Earlier retirements will help create more promotional opportunities within the company, and during periods of hiring restrictions will help reduce the workforce and related payroll costs through attrition.

"The increase in retiree pensions is an effort to restore part of the purchasing power loss that most retirees inevitably suffer over time as a result of inflation. Our last pension increase was in 1985," says Petti. "We have looked at our retirees' situation annually since then and it was timely and appropriate to provide an increase this year.

"Other recently introduced changes in our AEP employees' 'Protection Program' are aimed at strengthening that protection.

"For instance, the retirement plan now credits employees for their first year of service and for service before age 20, and it provides larger survivor benefits in the event an active employee dies. We have also eliminated the one-year waiting period for long-term disability coverage; and a reduction in the employee contribution for supplemental life insurance makes it more affordable to buy additional coverage.

"In our efforts to address the continuing problem of health care cost containment, the medical plan now pays most covered expenses at 80 percent," says Petti. "Also, employees may choose to be covered or not under the dental plan separate and apart from their coverage decision regarding the medical plan. In addition, we have instituted a maintenance of benefits provision that changes the manner in which benefits are paid for families covered under two group plans.

"Finally, our new prescription drug plan is a simpler plan that features an identification card and the opportunity for paperless transactions. We also believe that we have negotiated excellent discounted prices through the network of pharmacies in the program.

"All of these benefit changes have been made to provide protection and security for our employees, their dependents and our retirees—and to help keep our employees' financial contributions at reasonable levels."

### Retirement Plan

#### *Waiting Period/Age 20 Eligibility Requirement*

The retirement plan now credits service from the date of hire once a one-year waiting period is satisfied. The plan also allows participation for employees of any age, not just those age 20 or older. These improvements are being made retroactive to hire dates for all active and disabled employees, and for all retirees whose pensions commenced on or after January 1, 1991. Active and disabled employees and employees who retired in 1991 with continuous service under the AEP System Retirement Plan will receive an additional year of credited service (not exceeding a maximum of 45 years), and those hired prior to age 19 will receive more than one additional year.

#### *Pension Increase for Retirees*

Effective with March 1992 pension checks, retiree and survivor spouse pensions will be improved. The increase will apply to those individuals whose pensions commenced prior to January 1, 1991, and will be equal to one percent of the current monthly pension amount for each year of retirement through February 1992, with no maximum. The minimum increase will be three percent or \$10 per month, whichever is greater.

#### *Full Pension as Early as Age 62*

The plan now allows retirement as early as age 62 without any reduction in benefit. Prior to this improvement, pensions were



reduced three percent per year from age 65 for employees retiring between ages 60 and 65. That reduction has been eliminated for employees retiring at age 62 or older.

#### *Retirement as Early as Age 55 with five years of service*

The plan has also lowered the age and reduced the number of required years of service to be eligible for early retirement. Employees may now retire as early as age 55 with five years of service. The minimum requirements before this change were age 60 with 10 years of service. While employees may retire with five years of service, the service requirement to be eligible for medical and life insurance coverage after retirement remains at 10 years of service.

Because employees who retire early can expect to receive their earned pensions for a greater number of years than those who retire at later ages, pensions for early retirees are adjusted to compensate for this longer time period. Employees retiring between ages 55 and 62 will have their pensions reduced three percent per year (one quarter percent a month) between ages 60 and 62, and twice that or one-half percent per month between ages 55 and 60.

Employees also may elect to postpone receiving their pensions to a later date. If the pension is postponed, the reduction in pension is to the date the pension commences, even though actual retirement occurred earlier.

#### *Company-Provided Spouse Benefit in Event of an Employee's Death*

The plan provides that in the event an employee with five or more years of service dies prior to retirement, the employee's surviving spouse will receive a surviving spouse's benefit. This benefit is equal to the monthly benefit that would have been paid to the spouse had the employee retired immediately prior to death, elected a 60 percent Joint and Survivor benefit and then died. The cost of providing the 60 percent survivor benefit is charged to the employee's retirement benefit.

The spouse benefit has been improved so that if an active employee dies after age 55 with at least five years of service, one-half of the cost of providing the 60 percent survivor benefit will be paid by the plan with only the other half of the cost charged to the employee's retirement benefit. This improvement provides a larger survivor benefit since the plan will now be paying for one-half of the cost.

### **Group Life Insurance**

#### *Active Employee Life Insurance Contribution Reduced*

Basic life insurance, equal to one times annual base pay, is provided at no cost to employees. If employees elect to carry supplemental life insurance which is in excess of the basic amount, they contribute toward that coverage. This supplemental contribution is being reduced from 40 cents to 35 cents per \$1,000 of coverage per month.

### **Long-Term Disability (LTD)**

#### *No Waiting Period for LTD Coverage*

The long-term disability plan has required new employees to wait a year before becoming eligible for the LTD coverage. This waiting period has been eliminated and new employees will be covered on the first of the month following employment. Employees hired prior to January 1, 1992, with less than one year of service, are covered by the plan as of January 1, 1992.

### **Comprehensive Medical and Dental Assistance Plans**

#### *Dental Assistance Plan Eligibility*

In the past, employees were eligible for the dental plan only if they were covered by the medical plan. Also, the employee contribution of 20 percent of medical plan cost was determined without regard to the cost of the dental coverage. In other words, the dental plan coverage was provided automatically, and without employee contribution.

Effective March 1, 1992, employees may choose to be covered or not under the dental plan apart from their decision regarding the medical plan. However, there will be a separate employee contribution for the dental plan. Employees may choose coverage just for themselves or add dependents under either plan—or choose not to be covered under either plan.

#### *Employee Contributions for Medical and Dental Coverage*

The new dental plan employee contribution will be 20 percent of the cost of the plan, with the company paying 80 percent.



This 80/20 cost-sharing practice also is followed in determining the employee medical plan contribution. Effective March 1, 1992 through February 28, 1993, the employee contributions will be:

**Employee Monthly Contributions**

	Medical	Dental
Employee Coverage	\$26.02	\$1.95
Employee and One Dependent	\$45.44	\$3.94
Employee and Two or More Dependents	\$65.06	\$6.27

Employee contributions for both plans will be made on a pre-tax basis. This means that contributions will be made before federal and Social Security taxes are withheld. In some locations, depending on local law, contributions also will be free from state and local taxes. Making contributions pre-tax reduces the net cost of employee contributions by reducing employee taxes.

**Most Medical Plan Benefits Payable at 80 Percent**

The plan has paid the first \$2,500 of covered hospital and related expenses incurred in a calendar year at 100 percent. The plan then reimbursed at an 80 percent level until an employee's out-of-pocket costs were \$1,000 in the same year, and then reimbursed 100 percent for the remainder of that year.



Effective January 1, 1992, reimbursement on the first \$2,500 of hospital and related expenses is at 80 percent, as are most other covered medical expenses in the plan. Exceptions to the 80 percent reimbursement are expenses for outpatient pre-admission testing and second surgical opinions which continue to be paid at 100 percent, and outpatient psychiatric and substance abuse treatment expenses which are paid at 50 percent.

**Coordinating Coverage Under Two Group Plans**

When an employee or retiree has dependents covered under the comprehensive medical plan, and those dependents also are covered by another group (not Medicare) plan, the comprehensive medical plan will be the secondary payor for spouse claims and possibly claims for covered dependent children depending upon birth dates.

A secondary payor plan always pays benefits after the primary plan has paid its level of benefits.

AEP's medical plan has had a method of coordinating with another plan (called coordination of benefits) so that 100 percent of covered expenses could be reimbursed by both plans paying the same claims.

Effective January 1, 1992, this provision was changed to a method of coordinating called maintenance of benefits so that with both plans combined, the payments are made up to only the level of AEP's comprehensive medical plan. In other words, if the spouse's plan is the primary plan, and benefits from the spouse's plan are at least equal to what AEP's comprehensive medical plan would have paid, AEP's plan will pay nothing on a secondary basis. However, if the spouse's plan pays something less, then AEP's plan will pay the difference between the spouse's plan and AEP's plan level of benefits.

This change in the method of coordinating coverage under two plans does not affect anyone covered by both AEP's comprehensive medical plan and Medicare. Coordination between these two plans will continue as in the past.

**New Prescription Drug Plan**

Effective March 1, 1992, prescription drug coverage will no longer be handled by Aetna or Express Pharmacy, and a new prescription drug plan will be implemented. This new plan will be part of the comprehensive medical plan, but it will be administered by a different contracting agency.

Details of this new prescription drug plan are covered in the story on page 6. □

# New prescription drug plan introduced

On March 1, 1992, AEP will institute a new prescription drug plan which will be administered by a new contracting agency. Because this prescription drug program is part of AEP's comprehensive medical plan, all medical plan participants are eligible.

Previously, the procedure for filing claims for prescription drugs purchased through a retail pharmacy had been to submit prescription drug receipts and proper information to Aetna. And, since 1985, employees and retirees have had the option of obtaining maintenance (long-term) drugs through Express Pharmacy's mail-order program.

Effective March 1, the prescription drug benefit will be consolidated through a single provider, Medco Containment Services.

According to Richard D. Shock, manager-employee benefits, System Human Resources, "Medco is the nation's leading provider of funded prescription drug benefit programs. AEP selected Medco because of its commitment to quality and customer service."

Medco will provide both mail and retail pharmacy services through its subsidiaries—National Rx Services, Inc. and PAID Prescriptions, Inc.

• **Mail Service Prescription Drug Program** — administered by National Rx Services. This mail service program is for maintenance medications and allows you to receive up to a 90-day supply of medication at one time. You may pay by credit card or check.

• **Retail Prescription Drug Program** — administered by PAID Prescriptions. This retail program is for initial and short-term prescriptions. It allows you to receive up to a 30-day supply of medication at one time. The PAID Prescriptions program is accepted at a large network of retail pharmacies throughout the AEP service area and in most states across the country.

During late February, covered employees and retirees will receive a kit that gives more details about the new prescription drug program. Included in the kit will be a PAID Prescriptions identification card, a mail service order envelope,



a brochure explaining the retail and mail service programs, and toll-free numbers to call.

The new prescription drug plan will have its own deductible and out-of-pocket maximum. There will be a \$50 deductible (\$150 family maximum) per calendar year for prescription drugs purchased at retail pharmacies. After the deductible is satisfied, the plan will pay 80 percent (50 percent for psychiatric drugs) of the cost of the drugs. Once the out-of-pocket maximum for drug costs (retail and mail-order combined) reaches \$300 in a calendar year, the plan will reimburse 100 percent for the balance of that year. There will be no deductible for prescription drugs obtained through the mail-order program, and the plan pays 80 percent (50 percent for psychiatric drugs) of the cost—100 percent if the out-of-pocket maximum is reached.

Because the new plan will be implemented on March 1, the 1992 deductible will be only \$40 (\$120 for family) and the out-of-pocket maximum will be \$250.

According to Shock, "Special discounts have been negotiated for both the retail and the mail-order drug programs. However, there may be some local price competition where a drug in a non-network store could be priced less than it would be with our negotiated discount in the network store. So we recommend that everyone in the plan shop for the

lowest possible cost. Also, generic drugs should be substituted whenever possible which will help save even more money for the employee and the company."

When employees or retirees present their prescription drug identification card to the network pharmacist along with the regular 20 percent co-payment (once the deductible is satisfied), it is not necessary to file a claim. However, when they fill their prescription at a non-network pharmacy, they must pay the full amount and then file a claim form with PAID Prescriptions for reimbursement.

Once the new prescription drug plan takes effect on March 1, all pharmacies must have original prescriptions on file in order to dispense medication. This applies to both the network of retail pharmacies as well as the mail-order division. "Those employees and retirees participating in our current mail-order program should also be aware of the fact that they cannot refill a prescription before it is scheduled to be refilled," says Shock. "So they cannot place an advance order to see them through the changeover."

Please call Medco with questions about the new prescription drug program. The toll-free number for National Rx Services is 1-800-888-7010. The toll-free number for PAID Prescriptions is 1-800-272-7243.

□

**Save with generic alternatives**





Draper

## Draper elected AEP president, member of board

E. Linn Draper Jr., has been elected president of American Electric Power Company, Inc., and a member of its board of directors.

The announcement was made by Richard E. Disbrow, AEP chairman and chief executive officer, following a special January 6 meeting of AEP's board of directors. "We look forward to Dr. Draper joining us on March 1," Disbrow said.

Draper is currently chairman, president and chief executive officer of Gulf States Utilities Co. in Beaumont, Texas. He joined the utility in 1979 as technical assistant to the CEO and assumed his present duties in 1987. From 1969 to 1979, he taught nuclear engineering at the University of Texas at Austin. He earned a Ph.D. in nuclear engineering from Cornell University in 1970. He has bachelor of arts and bachelor of science degrees from Rice University in chemical engineering.

"I am delighted to join AEP," Draper said. "It is a company with a long history of accomplishment in the industry and of service to its customers and shareholders. These are interesting and difficult times in our industry. I relish the opportunity to work with the board and the management at the AEP Service Corporation."

Disbrow, who became chairman of AEP January 1, 1992, said, "Dr. Draper is a proven executive who has led Gulf States out of a troubled period with solid results. We are pleased to have him join us." □

## PFBC Process wins approval from U. S. Department of Energy

The U. S. Department of Energy last month approved Appalachian Power Company's application to continue with development of a 340,000 kilowatt commercial-size Pressurized Fluidized Bed Combustion (PFBC) Plant. The approval will allow American Electric Power to continue with the design of a commercial demonstration PFBC plant through at least January 1994.

The original agreement with DOE, signed in April 1990, was to build a commercial-scale version of the technology at the Philip Sporn Plant in New Haven, West Virginia. AEP's current planning includes building a PFBC commercial demonstration project adjacent to Mountaineer Plant in New Haven.

In PFBC technology, coal is burned with dolomite, a type of limestone. Sulfur dioxide released by the burning of coal is captured by the dolomite during combustion, eliminating the need for flue gas desulfurization scrubbers and also reducing nitrogen oxide emissions.

"It is important to continue development of this promising clean coal technology so that it is ready to come on line as demand grows for electric power in our service territory," said AEP Chairman and Chief Executive Officer Richard E. Disbrow.

"The approval of our application to continue work on PFBC gives us added confidence that coal will play a strong role in our planning for new generation. We believe this technology will be viable and available as we move toward replacing older generating units and adding new capacity during the next century," Disbrow added.

According to Dr. James J. Markowsky, senior vice president and chief engineer at the AEP Service Corporation, "We are very encouraged by the support shown by the Department of Energy in recognizing the importance of developing and commercializing PFBC technology by approving this application."

Under terms of the approval, construction of a PFBC plant would begin by 1999 or up to three years earlier if growth in

demand for electricity accelerates in Appalachian Power's service area. In any case, Appalachian will need public utility commission approval at the time an application for plant construction is filed.

The four-year effort to refine the commercial PFBC design will cost an estimated \$16-million, and the Department of Energy will share 48% of that cost. The Department of Energy's share of the total \$918-million commercial project is \$185-million.

The first two years of AEP's proposed four-year program will focus on scaling up PFBC technology to ensure its best performance and explore incorporating hot gas clean-up into the design, using Ohio Power Company's Tidd PFBC Demonstration Plant and other operating PFBC plants in Europe as the basis for development.

In the second two years, the program's focus will shift to improving the economy, efficiency, and reliability of commercial-sized PFBC generating units. Those two years would also include development of an optimal design and cost estimate package for the PFBC unit at New Haven.

AEP launched its PFBC research and development work in 1976, and in late 1990 the Tidd PFBC Demonstration Plant in Brilliant, Ohio, began operation. The Department of Energy is providing \$60.2 million toward the \$185-million program cost at Tidd, and the Ohio Coal Development office is providing \$10 million. □

## PSC grants APCo small increase in West Virginia

On January 10 the Public Service Commission of West Virginia issued an amendatory order allowing Appalachian Power Company an increase of \$265,000 in its rates for electric service. For a residential customer using 1,000 kilowatt-hours a month, the increase will be approximately 3 cents.

Appalachian had filed a petition with the Commission on November 12 for rehearing, reargument, correction, and reconsideration of its general rate case order of November 1. □

## APCo 1991 earnings increase 35.1%

Appalachian Power last month reported earnings of \$126,558,088 for 1991, an increase of 35.1% from 1990 earnings of \$93,702,514.

Earnings for the fourth quarter were \$37,582,884, an increase of 45.3% from earnings of \$25,861,741 for the same quarter of 1990.

Appalachian's operating revenues for 1991 were \$1.378 billion, a 6.1% reduction from restated revenues of \$1.468 billion in 1990. Operating revenues for the fourth quarter were \$357,397,976, down 0.7% from restated revenues of \$359,740,183 in the same quarter of 1990.

The increase in Appalachian's earnings for 1991 tends to be distorted when compared to the very poor financial year of 1990. However, the earnings improvement reflects (a) an increase in residential sales during 1991; (b) a full year of operation under a modest rate increase which went into effect in 1990; and (c) the company's success in reducing expenses. □

## Safety plaudits

General Office Operating employees completed 26 years without a disabling injury on January 17.

Pulaski Division employees reached the one million safe work hour mark on January 6. □

## Open house held at Vaughan Center Service/Transportation Building



Approximately 300 employees and family members attended open house on January 19 at the Service/Transportation Building in the John W. Vaughan Center in Roanoke County, Va. This is the second of three buildings planned for the site. Located here are offices for employees in the General Office T&D Laboratory, Transformer, Telecommunications, Station Maintenance, Circuit Breaker, Civil Engineering, and Transmission Line Sections as well as the General Office General Services Garage and Building Services Section.

## Huntington is first division to receive excellent rating on garage audit



Huntington is the first division in Appalachian Power to receive an excellent rating on an audit of its garages. The audit of the division's Huntington and Point Pleasant facilities, conducted by General Office General Services Transportation Services personnel, covered such items as vehicle and garage housekeeping, parts inventory, vehicle maintenance, and operation costs. Garage employees pictured above are: front row, l. to r., Dave Moore, automotive mechanic A; Paul Dornon, automotive mechanic A; Kim Maynard, T&D clerk C; Clarence Brown, automotive supervisor NE; and Steve Smith, automotive mechanic B. Back row, l. to r., Larry Blain, automotive mechanic A; Bill Harless, automotive mechanic B; Loren Michels, automotive mechanic A; Gary Holbrook, garage supervisor; and Clyde Adkins, automotive mechanic B.



## TranstexT<sup>®</sup> pilot program A winner with test customers

Will consumers change their habits to save money on electricity? AEP wanted to know.

The answer — a resounding "yes." Recently published survey results show that since its trial introduction in October of 1990, 92 percent of TranstexT<sup>®</sup> test participants are satisfied and interested in continuing its use.

"We wanted to know how flexible our residential customers could be when it came to their electricity usage," says Joseph E. McDonald, AEP's assistant controller. "Would they be willing to change the way they used electricity, or the time of day when they used the most electricity, if it meant they could save money?"

"Survey results indicate that customers are willing to adjust their load patterns to coincide with certain time-of-day pricing especially when it's combined with an automated energy-management system," says McDonald. "The result has been a very impressive shift in load shape coupled with substantial savings to the pilot program participants.

"In addition, nearly two-thirds of the participants reported experiencing 'about the same comfort' in their home this past cooling season with the TranstexT<sup>®</sup> system compared to previous cooling seasons. An additional one-quarter of the participants believe their home was more comfortable with the TranstexT<sup>®</sup> system," says McDonald, who also is chairman of the Executive Committee of Integrated Communication Systems Inc., a privately held, Atlanta-based company.

ICS developed TranstexT<sup>®</sup> AEM with The Southern Company, ABB Power T&D Co. Inc. and Johnson Controls. Each company designed and manufactured components of the system. The Southern Company, ABB Power T&D Co. Inc. and AEP also are investors in ICS.

This new energy-management system couples TranstexT<sup>®</sup> Advanced Energy Management (AEM) and Variable Spot Pricing (VSP) to offer customers lower rates for electricity used at specific times. VSP identifies the least expensive time of

day to use electricity providing customers the choice to buy less expensive energy by shifting use to periods of lower demand. The special rates have four price levels: low, medium, high and critical.

The critical, or unscheduled, rate can go into effect at times of extremely high demand, such as midafternoon on a hot summer day when air conditioners are working overtime, or when sudden ice storms affect the delivery of electricity.

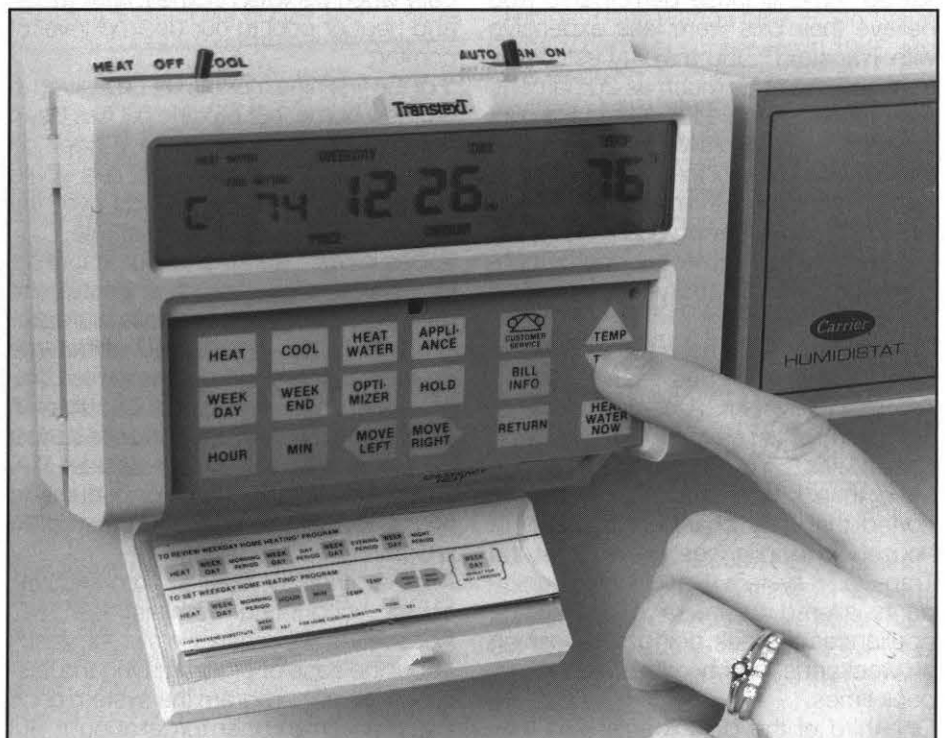
The key elements of the system include a programmable thermostat, a house controller, appliance relays, a communications modem and a remote meter. Telephone lines link a billing computer with the house controller via modem which converts telephone communications to powerline communications using the house wiring system. Rates are transmitted over the phone lines for storage in the meter's memory. Customers use the thermostats to directly program automatic

operation of the heating and cooling systems and other appliances in response to changing prices.

Approximately 475 residential test customers from Columbus Southern Power Company in Dublin, Ohio; Appalachian Power Company in Roanoke, Va.; and Indiana Michigan Power Company in Muncie, Ind., are participating in the pilot. These three companies were chosen for the test to provide diverse weather, demographic and economic conditions. Recruitment of participants was restricted to residential customers with electric heat pumps and electric water heaters.

Participants also included a group of 'friendly' installations which consisted primarily of AEP employees. For purposes of evaluating the overall impact of the program, however, this group was not included in any analyses.

"Our customer satisfaction rate is outstanding," says McDonald. "While other companies have offered time-of-use



Customers use the thermostat to directly program automatic operation of the heating and cooling systems and other appliances in response to changing prices.

rates, in order to benefit from these rates, their customers had to be conscious of the time and go around their homes and adjust their major electric appliances any time the price changed. TranstexT<sup>®</sup>, on the other hand, knows the price at any given time and makes these adjustments automatically."

According to the survey findings, more than three-quarters of the participants reported that having the TranstexT<sup>®</sup> system in their homes altered the way in which they cooled their homes during the cooling season. Specifically, participants altered their cooling habits by raising the temperature setting during peak periods and utilizing the pricing schedule, by programming a higher temperature setting when away from home, by programming the system and leaving it alone or adjusting the thermostat less frequently, or by only running the cooling when home.

Ninety percent of the participants believe that their average cooling season electric bills using the Variable Spot Pricing rate were lower than the average cooling season electric bills they experienced before the TranstexT<sup>®</sup> system was installed. Among those participants who believe their bills were less expensive with TranstexT<sup>®</sup>, the majority estimated that they saved as much as 20 percent. After experiencing a full year in the pilot program, participants were asked to identify which features of the TranstexT<sup>®</sup> system appeal to them the most. Responses included money-saving possibilities, the programmable thermostat, energy conservation, and the ability to control and monitor energy costs.

Respondents were asked to identify the single most important feature of the TranstexT<sup>®</sup> system. A clear majority of the participants selected "money-saving possibilities."

More than half of the participants reported that they changed their use of household appliances because of the TranstexT<sup>®</sup> system. Specifically, participants altered their usage by running appliances off-peak, doing their washing on weekends, and heating water at off-peak times.

One-third of the participants said they would be interested, if it were possible, in controlling other appliances with the

TranstexT<sup>®</sup> unit, including lights, dishwasher, refrigerator, and freezer. The TranstexT<sup>®</sup> system already has most of this capability although it was not highlighted for the pilot project.

McDonald is one of the test group's 'friendly' participants. His family is home most of the day and has not noticed any real lifestyle change. "The big advantage is that it automatically controls our largest electric appliances by price — our heat pump and water heater. Pre-programming the system in response to price is really very convenient," he says. "When the price goes up we reduce load and keep it low until the price changes. The savings have been significant for us."

Tom Jobes, assistant Roanoke division manager, also has been a 'friendly' participant in the TranstexT<sup>®</sup> pilot program. "We see TranstexT<sup>®</sup> as having double benefits," Jobes says. "It allows us to take further advantage of APCo's low electric rates by adding the ability to control our usage automatically.

"My wife Ronni and I both work, and the variable spot pricing is great because it allows us to get the benefit of lower prices at night and on weekends, which is typically when we wash clothes, heat water, and heat or cool to our desired level of comfort.

"For the first nine months we have lived in our new home, our electric bill has been 4.6% lower than it would have been on the employee residential rate. This would be equal to a 13.6% savings over the company's regular residential rate."

Jobes adds, "Ronni and our daughter Pam are able to adjust their lifestyles to their 'bean counter' husband/father's programmed plan — well, most of the time anyway! Demand side management programs are becoming more important in the electric utility industry and are a must for the future of the AEP System. My family is happy to have the opportunity to help in testing one of the important DSM programs."

Another 'friendly' user is Tom Mitchell, senior accounting administrator, GO Accounting, Roanoke. He's enthusiastic about the ease of programming the system. "I usually program the system once each season and then forget about it. But the thermostat is easy to override if it gets too hot or too cold." Since Mitchell and his

wife both work, they, too, get the advantage of lower prices at nights and on weekends when they normally do household chores. But Mitchell admits that sometimes, for the sake of convenience, they don't worry about the cost. "With two children, ages 4 and 7, we wash clothes when they get dirty rather than wait until off-peak periods. Yet, we're still saving about \$5 a month over what we would be paying on the employee residential rate." According to McDonald, "The idea for this type of system has been around for a long time. However, the ability to let customers respond conveniently has only arrived with the availability of low cost microprocessing which has made the system possible. Advanced communications technology will only add to the system's capabilities.

"The next generation of residential electric customers will expect to have more control, more choices," says McDonald. "Ultimately, the TranstexT<sup>®</sup> system will be the 'gateway' to other electronic home services. Because energy management in their homes gives customers real incentive to save money, they'll search out and accept other opportunities to make choices and save money."

The TranstexT<sup>®</sup> pilot program is being extended at least through May through another winter season. "The big questions remaining are 'What is it going to cost to bring TranstexT<sup>®</sup> to customers on a large scale?', and 'What is the sustainability of customers' reactions to price over a long period of time?'" says McDonald.

The next phase of the TranstexT<sup>®</sup> pilot program will be to collect all final data and analyze customer response, VSP rate effectiveness, TranstexT<sup>®</sup> AEM equipment performance and, ultimately, the potential for a full-scale TranstexT<sup>®</sup> program across the AEP System. □

## With employees' help Youngs start over after fatal fire

During the past 47 years, Glen 'Speed' Young, Charleston general line crew supervisor, and his wife Wanda have opened their hearts and home to almost 90 foster children, many of them physically and mentally handicapped.

A fire in mid-November completely destroyed their home near Elkview and took the life of 28-year-old Dwight Hannon, a man with Downs Syndrome who had lived with the Youngs since early childhood.

Wanda was wakened in the early morning by an adopted son, Jamie, 18. In a panic, she ran to the bedroom of Brian Dennis, 24, who is severely mentally handicapped and sleeps in a cage bed for safety. An adopted daughter, Lisa, 15, and Terry Qualls, 43, who is blind, also escaped. Speed and another son, Randy, who lives nearby, tried to climb back through a window to rescue Dwight but were forced back by flames, heavy smoke, and falling debris.

Services were cancelled the following Sunday at Little Sandy Baptist Church, where Dwight served every week as greeter and keeper of the Bibles and hymnals.

"It seemed to me like the whole Kanawha Valley responded to our dilemma," Speed recalls. "The power company and employees gave me 120 percent. They brought food, clothes, money, and volunteered to help in every way, shape, and form. One guy even brought me some chewing tobacco! Even people in Roanoke — people I didn't even dream of — sent money and condolences. There is no way under the sun I can thank every one individually, but we appreciate all that has been done for us."

Speed adds, "I have a little water system up here, and the power company sent people up to get my water back on. Since our house was just a charred shell, they had to install a meter base and meter so we could get the water running again.



Wanda, left, and Speed Young in their new home.

"All we got out of our house and furniture was just about enough to pay for a double wide mobile home. We were going to move in and buy one piece of furniture at a time, but then some employees came and delivered furniture up to my son's garage. You name it, they brought it. We were able to move into our new home the Saturday before Christmas."

The Young children marvel at their parents, who have shared their home and love with so many needy children. "I grew up thinking it was natural for there to be all these kids in a house and for a mother to carry retarded children around all day until her back ached," Patricia Riley, one of the Youngs' natural children, told a *Charleston Daily Mail* reporter.

Son Glen recalls that "Dad started by building two rooms, then just kept adding on. It seemed like every year he'd announce he was going to build a new front porch. Every time I'd say, 'But Dad, you have a front porch,' he'd say, 'I know, but now it's going to be a bedroom.'"

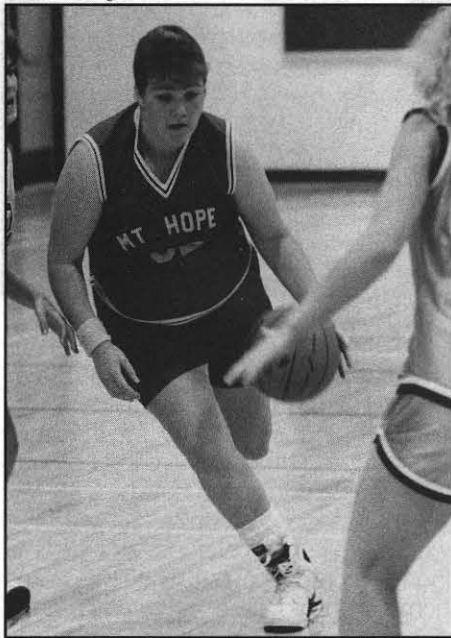
"This has been Wanda's life," Speed says. "When I came out of service in 1946, she was keeping a little boy for the state Welfare Department. The blind boy was 11 when he came and now he's 43. We were supposed to keep him for just three weeks while his foster parents went to Florida on vacation; but, when they came home, they didn't want him any more. I guess you might say our home has sorta been a dumping place for children other people didn't want. If the Welfare needed someone to keep children in an emergency, they'd call us. I remember once going over on the West Side and picking up five kids. When I left for work, my wife was working on the last one, trying to get the lice off."

How do the Youngs cope? "No problem," Speed says quietly. "My sister-in-law lives across the road, and we hire her to help out during the day. And the Elks Club takes the children on outings from time to time." □

## Abingdon

**Jackie**, daughter of General Line Crew Supervisor Hunter Thayer, is a member of the King College volleyball team which participated in the District II volleyball tournament of the NCCAA held in West Palm Beach, Florida. Jackie was honored by being named to the All-District and All-Tournament teams. At the NCCAA national tournament in Marion, Indiana, the King College team finished third in the nation, and Jackie was named All-American for the 1991 season. She also was named to the All-District and All-Conference teams of the NAIA, Division 24. □

## Beckley



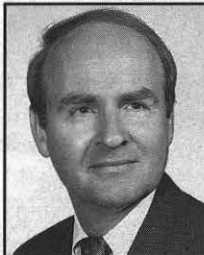
**Michelle**, daughter of Jim Linkswiler, Oak Hill line crew supervisor exempt, was honored by the town of Mt. Hope and the student body of Mt. Hope High School for her basketball achievements. During her basketball career, she scored 1,242 points, set a state record for three point goals by making 13 in one game, and averaged 23.5 points per game during her senior year. She was named to the sectional All-Tournament team each of her three years and to the Class A girls All-State team in both her sophomore and senior seasons. She is the only female in Mt. Hope High School history to score more than 1,000 points during a career. The school honored her by having her jersey number officially retired

## Who's News

and presenting her with a trophy for her achievements.



**Dianna Gwinn**, Oak Hill customer services office supervisor, was elected president of the Fayette County Chamber of Commerce for 1992.



Division Manager **Larry Gearhart** was named "outstanding division chairman" for 1991 by the Beckley/Raleigh County Chamber of Commerce. He served as chairman of the governmental

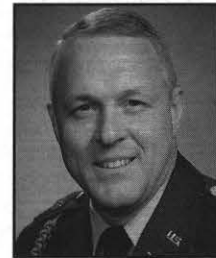
affairs division. Gearhart has been named chairman-elect for 1992 by the chamber's board of directors.

Beckley Division employees placed first in Division I of the Corporate Cup Competition sponsored by the Beckley/Raleigh County YMCA. Appalachian captured the overall competition by placing first in the volleyball, tug-of-war, 3 on 3 basketball, and ping pong events. Employees participating included **Lee Venable**, Rainelle area supervisor; **Bernie Lough**, line crew supervisor NE; **Jeff Maynor**, electrical engineer I; **Bob Shiflett**, **Jeff Athey**, and **Dave Shrader**, line mechanics A; **Bob Jarrell**, line mechanic B; **Susie Hall**, station mechanic C; **Lou Prunesti**, stores attendant B; **Evelyn Martin**, drafter; **Randal Robertson**, engineering technician senior; and **Greg Shamblin**, engineering technician. □

## Bluefield

Officers of the Bluefield Girls' Service Club for 1992 are: **Jerri Murphy**, stenographer, president; **Pat Banks**, customer services representative A, vice president; **Beverly White**, junior clerk, GO T&D Transmission, secretary; and **Beth Ann Blankenship**, marketing and customer services advisor, treasurer. Officers of the Employees' Benevolent Association are: **Tracy Weiss**, customer

services office supervisor, chairman; **Sandi Snead**, stenographer, treasurer; and **Teresa Belcher**, stenographer, secretary. The board of directors includes **Mike Reed**, Princeton line mechanic C; **Donnie Bailey**, line mechanic A; **Joe Ryder**, engineer senior, GO T&D Transmission; **Ken Green**, engineering technologist I; and **Brent McMillion**, energy services engineer I.

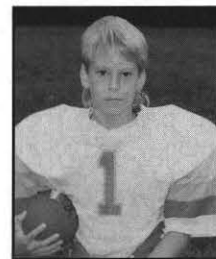


**Roger Jones**, marketing and customer services supervisor, has been appointed Battalion Executive Officer for the First Battalion, 116th Infantry, 29 Infantry Division (Light) of the VaANG, headquarter-

ed in Roanoke. Major Jones served two years' active duty with the 82nd Airborne Division and holds the expert Infantry Badge and Parachute Badge. An honor graduate in leadership from Officers Candidate School, he also has been commander of both a signal company and light infantry company, battalion signal officer, intelligence officer, operations officer, and Brigade assistant operations officer.

Division Manager **Ted White** has been elected a board member for the Development Authority of Mercer County. □

## Charleston



**Nathan**, son of Terry Shrewsbury, line mechanic A, plays defensive safety on the Sissonville Redskins which won first place in the West Virginia Southern Conference Midget

League.

**Sheila Painter**, human resources supervisor, was elected treasurer of the Charleston Chapter of the Society for Human Resources Management.

Division Manager **Floyd Taylor** was re-elected to a three-year term on the Charleston Regional Chamber of Commerce and Development board of directors. □

## General Office

**Alan Mizeras**, industrial hygienist senior, has completed requirements for certification in comprehensive practice by the American Board of Industrial Hygiene. As a diplomate of the ABIH, he is entitled to use the designation of "certified industrial hygienist" (CIH). □

## Pulaski

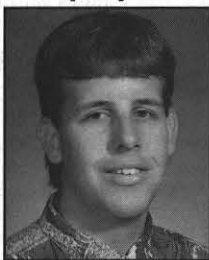
**Charlie Smith**, retired Christiansburg meter reader, and his wife **Ruby** celebrated their 50th wedding anniversary on October 4.

Division Manager **Bob Kilgore** has been elected vice president of community development for the Pulaski County Chamber of Commerce.

**Rebecca**, daughter of Kathy Bopp, secretary-stenographer A, was chosen as student of the month at Critzer Elementary School. Recognition is based on the student's exhibiting good citizenship and outstanding classroom performance.

Two employees were winners in the indoor-outdoor Christmas lighting contest sponsored by the Sunset Hills Garden Club of Pulaski. First place in the traditional-outside category went to **Gene Coletrane**, hydro reservoir and building supervisor, and his wife **Grace**. Second place in the same category went to **Olen** and **Barbara Marshall**, T&D clerk A. □

## Philip Sporn



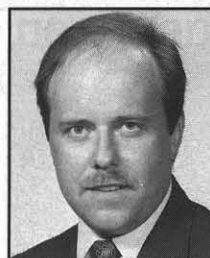
**David**, son of Cecil Duncan, maintenance mechanic B, received the Arrowman of the Year Award for 1991 from Arrow Lodge 457 of the Tri-State Area Council Troop 259, Point Pleasant.

**Clifton Gordon**, performance supervising engineer is Scoutmaster, and **Gary Jones**, assistant plant manager, is assistant Scoutmaster. □

## Roanoke

**Karim**, son of Andrea Thompson, customer services assistant, was awarded a trophy for being the most improved player on the Northside Vikings football team. A quarterback for the junior varsity squad, Karim also played on a special team kickoff for the varsity. During the latter part of the season, he made first string defense at the cornerback position. □

## Master's degree



Graduate Studies. □

**Stevie Ray Meadows**, Beckley energy services engineer I, received a master of science degree in engineering management from the University of West Virginia College of

## City of Roanoke Neighborhood Partnership honors Poindexter



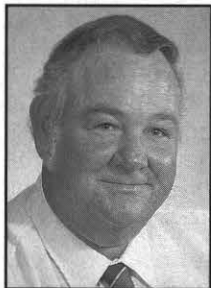
Poindexter

**Earlene Poindexter**, chief telephone operator-GO, GO General Services, Roanoke, has been honored by the City of Roanoke Neighborhood Partnership

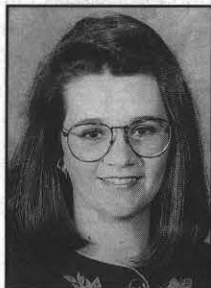
for her outstanding leadership and service to the community through her involvement in the Southeast Action Forum. At a reception held at the Mountain View Recreational Center, the Assistant City Manager presented Earlene with a framed certificate, lapel pin, and photograph of the City of Roanoke.

Earlene helped organize the Southeast Action Forum in 1979 and has served as treasurer ever since. "Some of us who live in Southeast wanted to see what we could do to better the neighborhood," Earlene says. "We have secured mini-grants and sponsored bake sales and other fund raisers. Some of the money has been used to refurbish the old #6 firehouse. The Forum meets there once a month, and sometimes we rent out the building for such things as showers. The Southeast Diners, affiliated with the League of Older Americans, eat lunch there five days a week so it's a place where senior citizens can get hot meals. "Also as a result of the Forum, some of the older houses in the neighborhood have been fixed up." □

# Promotions



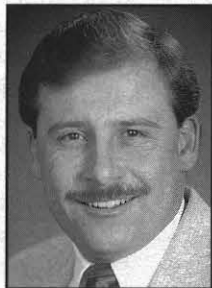
Carter



Cook



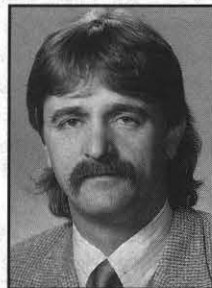
Coffey



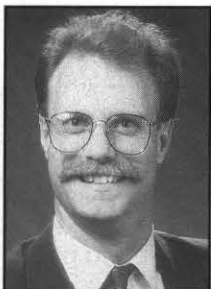
Calfee



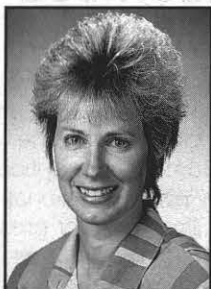
Wright



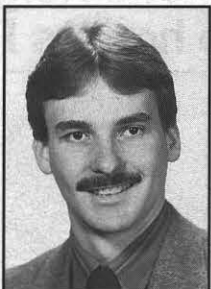
Spencer



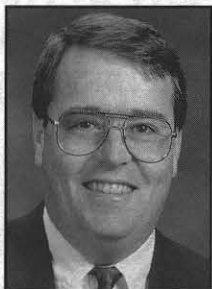
Dailey



Tygrett



Shaffron



Aaron

**Thomas Carter**, engineering technician senior nonexempt, was promoted to engineering technologist I exempt in Marion on January 1. He holds an associate in applied science degree in electrical engineering technology from Virginia Western Community College.

**Kathy Cook**, Pineville customer services representative B, was promoted to Welch customer services office supervisor on January 1. She holds an associate of science degree in general business from Southern West Virginia Community College.

**John Coffey, III**, Roanoke electrical engineer I, was promoted to Rocky Mount area supervisor on January 1. He holds a bachelor of science degree in electrical engineering from Tennessee Technological University.

**Russell Calfee**, human resources assistant, was promoted to station general supervisor in Bluefield on January 1. He holds an associate of science degree in electrical engineering from Bluefield State College.

**Philip Wright**, Oak Hill area supervisor, was promoted to Bluefield engineering supervisor on January 1. He holds a bachelor of science degree in electrical

engineering from West Virginia Institute of Technology.

**Robert Spencer**, equipment inspection supervisor, was promoted to equipment inspection superintendent at Central Machine Shop on January 1.

**Kurt Dailey**, Centralized Plant Maintenance human resources and office supervisor, was named human resources supervisor at Mountaineer Plant effective February 1. He holds a bachelor of science degree in forestry and a master of science degree in safety studies from West Virginia University and is accredited as a senior professional in human resources (SPHR).

**Debra Tygrett**, Mountaineer plant staff accountant junior, was promoted to human resources and office supervisor at Centralized Plant Maintenance on February 1. She holds an associate in applied science degree in accounting from Parkersburg Community College and a regents bachelor of arts degree from Glenville State College.

**Andrew Shaffron, Jr.**, Charleston electrical engineer senior, was promoted to Oak Hill area supervisor on January 1. He holds a bachelor of science degree in electrical engineering from West Virginia

University.

**Ted Aaron**, line crew supervisor exempt, was promoted to Christiansburg area superintendent on February 1. He holds a bachelor of science degree in electrical engineering from Tennessee Technological University.

**Tom Stephens, Jr.**, supervisor of fuel regulation, was promoted to fuel and federal rate regulation manager, GO Rates, Tariffs, and Contracts, Roanoke, on November 1. He holds associate in business administration and bachelor's in political science and accounting degrees from Virginia Tech.

## John Amos

**Ronny Harris** from maintenance mechanic D to maintenance mechanic C.

**William Gillespie** from maintenance mechanic D to maintenance mechanic C.

## Beckley

**Dave Miles** from line mechanic D to line mechanic C, Rainelle.

## Central Machine Shop

**Jackie Adkins** from non-destructive examination inspector 2nd class to non-destructive examination inspector 1st class.

**Robin Margolis** from non-destructive examination inspector 3rd class to non-destructive examination inspector 2nd class.

**Danny Romaca** from power equipment mechanic 2nd class to power equipment mechanic 1st class.

**David Painter** from welder 2nd class to welder 1st class.

**Doug Currence** from welder 2nd class to welder 1st class.

## Charleston

**Eric Beane** from line mechanic C to line mechanic B, St. Albans.

**Kenneth Looney** from line mechanic C to line mechanic B.

**Laben Prowse** from line mechanic C to line mechanic B.

## Clinch River

**Kathy Johnson** from utility worker B to utility worker A.

**Willard Parker** from coal handler to utility coal attendant.

## General Office

**Eddie Brown, Jr.**, from transmission station mechanic C to transmission station mechanic B, GO T&D Station, Roanoke.

**David King** from transmission station mechanic D to transmission station mechanic C, GO T&D Station, Roanoke.

**Ann Choudhury** from meter electrician C-GO to meter electrician B-GO, GO T&D Measurements, Roanoke.

**Bill Gammon** from meter electrician C-GO to meter electrician B-GO, GO T&D Measurements, Roanoke.

**John Walters** from surveyor assistant to surveyor-instrument, GO T&D Civil Engineering, Roanoke.

**Jack Fields** from transmission mechanic C to transmission mechanic B, GO T&D Transmission, Bluefield.

**Daryl Vaught** from station operator C to station operator B, GO Operation, Abingdon.

## Logan-Williamson

**Leah Brock** from customer services representative D to customer services representative C, Logan.

**Dorothy Price** from parttime custodian to custodian, Madison.

**Gary Starr** from department assistant-marketing and customer services to marketing and customer services advisor, Logan.

**Raymond Blackburn** from marketing and customer services advisor to marketing and customer services representative, Logan.

## Pulaski

**Wayne Armbrister** from line mechanic D to line mechanic C.

**Adair White** from line mechanic D to line mechanic C.

**Doug Ratcliff** from line mechanic D to line mechanic C.

## Roanoke

**Sandra Carr** from customer services representative C to customer services representative B.

**Judy Mills** from customer services representative C to customer services representative B.

**Shelby Howell** from stenographer to secretary-stenographer B.

**Teresa Mitchell** from junior clerk to T&D clerk C, Fieldale.

## Philip Sporn

**Matthew Matics** from equipment operator B to equipment operator A.

**Kevin Knight** from maintenance mechanic B to maintenance mechanic A.

**Gary Bumgarner** from maintenance mechanic D to maintenance mechanic C.

**David Miller** from maintenance mechanic D to maintenance mechanic C.

**David Carpenter** from maintenance mechanic D to maintenance mechanic C.

**Steven Kinzel** from maintenance mechanic D to maintenance mechanic C.

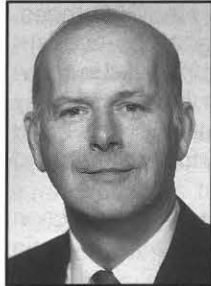
**Robert Dolin, Jr.**, from maintenance mechanic D to maintenance mechanic C.

**Kevin Divincenzo** from maintenance mechanic

D to maintenance mechanic C.

**David Foreman** from control technician junior to control technician. □

# Craddock, Stoots take new management posts at Central Machine Shop



Craddock



Stoots

Samuel F. Craddock was promoted to manager of Central Machine Shop on February 1, succeeding Harold L. Rulen, who elected early retirement. Succeeding Craddock as assistant manager was Frederick A. Stotts.

Craddock took vocational education courses at both West Virginia Institute of Technology and Marshall University. He has attended the American Electric Power

System Management Program at Ohio State University College of Administrative Science.

Craddock worked as a maintenance man at John Amos Plant prior to becoming welding instructor for the Putnam County Board of Education in 1972. In 1974 he returned to Appalachian Power as a welder at Central Machine Shop. He was promoted to production supervisor in 1974, production superintendent in 1979, production coordinator in 1985 and assistant manager in 1987.

Stotts, who attended Mountain State College, was employed by Kanawha Manufacturing Company before joining Central Machine Shop in 1974 as welder 2nd class. He was promoted to welder 1st class in 1977, production supervisor in 1978, production assistant in 1985, and production coordinator in 1991. □

## Births

### Bluefield

Brittney Reann, daughter of **Donnie Bailey**, line mechanic A, December 26, 1990.

Kara Michelle, daughter of **Tim Brammer**, electrical engineer senior, January 2, 1991.

Lindsey Noel, daughter of **Gary Cordie**, energy services engineer II, January 17, 1991.

Trevor Daniel, son of **Roger Jones**, marketing and customer services supervisor, January 18, 1991.

Tyler Harrison, son of **Keith Reese**, Peterstown line mechanic A, January 28, 1991.

Trenton Lee, son of **Brent McMillion**, energy services engineer I, February 14, 1991.

Keith Andrew, son of **George Filer**, electrical engineer II, March 9, 1991.

Jennifer Lauren, daughter of **Larry Mahood**, line mechanic C, March 19, 1991.

Christopher Allen, son of **Keith Wiley**, Princeton engineering technician, March 20, 1991.

Alexander Stephen, son of **Barry Vaughn**, engineering technician, April 11, 1991.

Miranda Danielle, daughter of **Eddie Spencer**, automotive mechanic A, April 16, 1991.

Cory David, son of **David Andrews**, drafter senior, May 14, 1991.

Andrew Michael, son of **Mike Neel**, Tazewell general servicer, May 29, 1991.

Leslie Claire, daughter of **Kathy Cook**, Welch customer services office supervisor, June 3, 1991.

Tom E., III, son of **Tom Bland, II**, Pineville line mechanic C, June 24, 1991.

William Eugene, Jr., son of **Bill Hudson**, Tazewell marketing and customer services representative, June 27, 1991.

Ahsley Nicole, daughter of **David Stepp**, Pineville line mechanic A, July 15, 1991.

Benjamin Isaiah, son of **Joe Walker**, Princeton line mechanic A, August 5, 1991.

Christopher Boyd, son of **Tammy Puckett**, T&D Clerk B, and Roger Puckett, line mechanic B, October 13, 1991.

Maegan Dawn, daughter of **Jeff Whittaker**, automotive mechanic A, October 27, 1991.

Jordan LeAnn, daughter of **Carmen Stuart**, human resources clerk B, November 27, 1991.

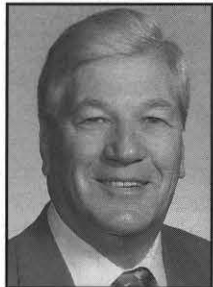
Cody Walker, son of **Jerry Blessing**, station mechanic A, December 19, 1991.

### Clinch River

Joseph Warner Frechman, son of **Tommy Breeding**, maintenance mechanic B, January 8. □

# Retirements

## Harold Rulen



Harold Rulen, manager of Appalachian Power's Central Machine Shop since its formation in 1973, elected early retirement February 1. He began his AEP System career in 1954 as a maintenance

helper at Kyger Creek Plant and from 1959-1966 was maintenance foreman at I&M's Breed Plant. Harold spent four years as an I&SE field engineer with General Electric Company, returning in 1970 as maintenance superintendent at Amos Plant.

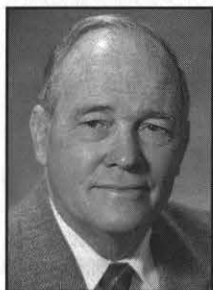
"I wanted the best maintenance department on the AEP System, with tooling and personnel to do all facets of maintenance work," Harold recalls. "Mr. Moore (then Amos Plant manager) allowed me to put machine tools in the Amos shop that hadn't previously been in power plants on the system. The company bought out a motor rewinding shop in Pomeroy, Ohio, and hired the owner, Art Reedy, and his employee, Henry Arnold. That gave us the capability within the Amos Plant maintenance department to do motor repair and some motor rewind. From time to time, Big Sandy Plant had need for specialized help; and, if we could accommodate them and still maintain our work at Amos, we did so. About that time, Al Mehlman and Tom Serry at AEP favored developing a central machine shop as a separate entity to support plant maintenance efforts, so that's how it all started." In 1974 Central Machine Shop began operation in a new facility on the Amos grounds and by 1978 expanded its operation by leasing space in a former ordnance plant in South Charleston. Today CMS employs 138 people on three shifts and provides support for all the AEP System power plants, including some aspects of Cook Nuclear. The generator stator rewind and turbine rotor repair programs provide significant savings systemwide.

Harold bought a motor home two years ago in anticipation of retirement. "Jessie and I expect to spend two or three of the

winter months in a warmer climate, probably Florida, because we have a daughter there," he says. "We plan to enjoy life, taking in some of the NASCAR races, Cincinnati Reds training camps, and fishing. Chances are I'll get involved in some community activities in the Teays Valley area where we live, but I'll spend more time doing things for my four children and eight grandchildren."

Harold, who has an extensive collection of antique radios, expects to do radio repair as a paying hobby. □

## Clifford Bannister



"I couldn't have worked for a better company than Appalachian," says Montgomery Area Servicer Clifford Bannister, Jr., who elected early retirement on February 1.

"The company's been good to me, I've worked with some good people, and I've made a good living."

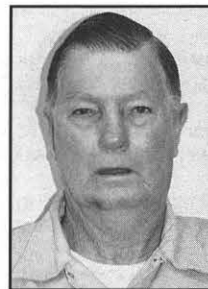
Bann began his career in 1950 as a groundman and, during the next 20 years, progressed through the ranks of line mechanic C, B, and A. He was promoted in 1970 to the position he held at retirement. "I never had any trouble with my customers; we always got along good," he notes.

Bann plans to spend the winter learning to use the new computer he just bought. He enjoys woodworking and will be helping his son, who purchased an older home. He and his wife Delores will continue to live in Glasgow, West Virginia, but may sometime in the future lease a place down south in the colder months. □

## James Jones

"I loved the work here at Sporn, and I loved working with the people," says Coal Equipment Operator James Jones, who retired on February 1.

James spent 23 years in the Army, retiring as a sergeant. During that time he served in Europe during World War II, 17 months in Korea and three tours of duty in Vietnam. "The military gives you the

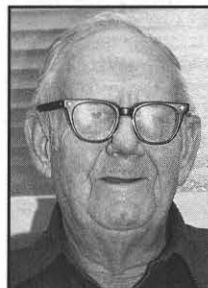


advantage of travel," he notes, "but during wartime that's no good."

Hired at Sporn in 1973 as a utility man B, he since has worked as a coal handler, barge attendant, tripper operator, and conveyor operator.

James' retirement plans include working around the house, bowling, and traveling. He and his wife Amy have three sons and four grandchildren. They will continue to live in Point Pleasant, West Virginia, where they attend the Gospel Light-house Church. □

## Charles Cunningham



Fellowship with his co-workers at Sporn Plant is what Charles Cunningham will miss the most following his retirement on February 1.

Charles was employed by an amusement company in Point Pleasant prior to joining Central Operating in 1973 as a junior maintenance man. "I was looking for better wages and working conditions," he recalls. Charles was promoted to instrument mechanic A in 1977, the position he held at retirement.

Much of Charles' retirement will be spent traveling with his wife Myrtle, who is an evangelist with the Apostolic Church. They have two sons, four daughters, 14 grandchildren, and 12 great-grandchildren.

He is a past master of Minturn Lodge #19, A. F. & A. M. and past commander of the Commandery. □

## Bill Hager

"I have been very fortunate to work for Appalachian Power. The company has always had good people, and I've enjoyed working with all the different ones through the years. As far as I'm concerned, a person couldn't find a better place to work," says Christiansburg Area





Superintendent Bill Hager, who elected early retirement on February 1.

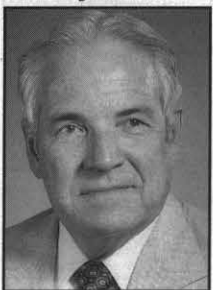
Bill, who was a TVA co-op student at Virginia Tech, went to work for the Lawrenceburg (Tenn.) Electric System following graduation. The opportunity for advancement and better benefits, plus the desire to return home to southwest Virginia, led him to seek a job at Appalachian Power. He was hired in 1956 as an area sales representative and was promoted to agricultural sales engineer in 1958. He moved to Christiansburg as area supervisor in 1969 and became area superintendent in 1990.

"When I was growing up on the farm, we didn't have electricity," Bill recalls. "When I came home from college that first Christmas, they were wiring the house. I knew from experience what electricity could do to help people so I always enjoyed working with customers, helping them get service. In the early days, a lot of people didn't believe what all electricity could do so we not only had to convince them but also convince them they could afford to use it."

Bill plans to continue helping his son on the farm. "I don't think we'll travel," he says. "I've built two houses and probably will build one more. I used to do woodworking, and a couple of years ago another employee and I built some kitchen cabinets."

Bill and his wife Marilyn have one son, three daughters, and five grandchildren. They attend the Christiansburg Church of Christ. □

### Grady Parker



Lynchburg Line and Station Superintendent Grady Parker, who elected early retirement on February 1, will never forget the March day he went to Bluefield to interview for a job with Appalachian

Power. "I ran into a blizzard and had to buy a set of chains to get back out," he recalls.

Grady began his career in 1958 as an electrical engineer in Bluefield and was promoted to commercial sales engineer two years later. He moved to Princeton as area supervisor A in 1965 and returned to Bluefield as senior electrical engineer in 1968. He was made power sales engineer the following year and promoted to Roanoke sales supervisor in 1971. He became Roanoke customer services supervisor in 1974 and moved to Lynchburg as line supervisor that same year. He has been line and station superintendent since 1975.

"I used to tell people I was back and forth so many times that either everybody wanted me or nobody did!"

Grady will spend some of his time in retirement promoting a ground rod driver he invented. "Several utilities, including Appalachian, have shown a lot of interest. We have one here in Lynchburg, and I have written an OIP on it. It would be a tremendous savings company wide.

"Other than promoting the ground rod driver, we'll just take a day at a time. We don't have anything planned, although we'll probably take some trips. I do a lot of woodworking and furniture making for myself and other people."

Grady and his wife Cecelia have two sons. The oldest is working on his doctorate at Yale, and the youngest is working on the staff of a junior senator from Minnesota. □

### Dan Hall



Dan Hall, Glen Lyn Plant shift operating engineer, elected early retirement February 1 after nearly 40 years' service.

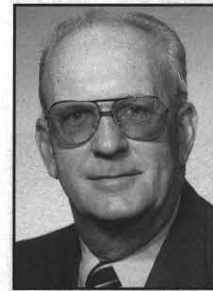
"I worked for my father hauling timber and spent a good bit of time on the road,"

Dan recalls. "I decided I wanted something closer to home so in 1952 I applied for work at Glen Lyn. They told me they were only hiring 200 lb. men. Since I've never weighed 200 pounds, I went back to hauling timber and figured that was it. About six months later they called and told me to take a physical and report to work, and I've been here ever since. Most of my years were spent on shift work, which takes it toll.

"In my opinion, the management and employees at the plant now are the best I've been associated with. I'll miss them," he says.

Dan plans to raise cattle and help his son on the farm. "But if that doesn't keep me busy, I'm sure my 17 grandchildren will find something for me to do." He and his wife Leora, who have three sons and three daughters, will continue to live in Peterstown, West Virginia. □

### Frank Scholl

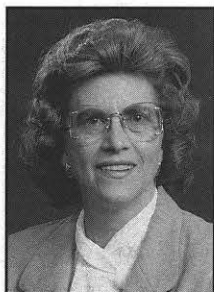


"I enjoyed my job, and I've had a great time here for the past 42 years," says Frank Scholl, St. Albans meter service mechanic A, who elected early retirement on February 1.

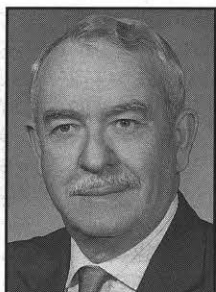
Frank began his career in 1949 as a meter helper in Charleston. He served in the U. S. Air Force from 1951-54, returning to work as a meter serviceman C. He transferred to St. Albans in 1965.

"We have a travel trailer and do a lot of camping. In fact, I already have reservations for seven weeks at Myrtle Beach this summer. We'll go as soon as the grandchildren get out of school," he says. Frank enjoys trap shooting, playing golf, and working around his house. He and his wife Joanne have three sons and attend St. Peters United Methodist Church in St. Albans, West Virginia. □

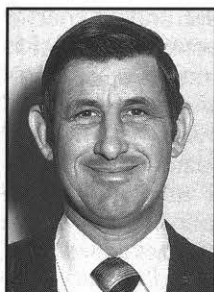
# Service Anniversaries



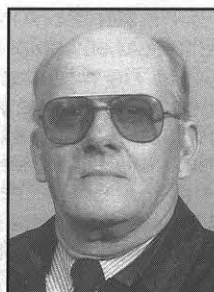
**Peggy Edwards**  
cust. serv. off. supv.  
Rocky Mount  
40 years



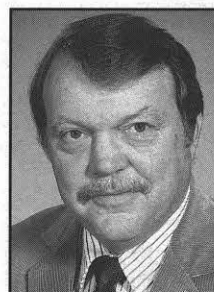
**Dwight Williams**  
M&CS rep. sr.  
Beckley  
40 years



**Dwight Meadows**  
general servicer  
Pineville  
35 years



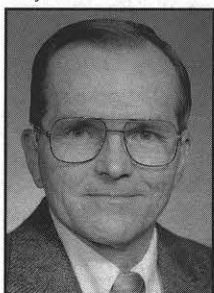
**Morris Barbour**  
hydro mechanic A  
GO-Smith Mt.  
35 years



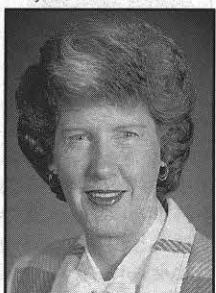
**Larry King**  
asst. reg. chief disp.  
GO-Huntington  
35 years



**Frank Queen**  
right of way agent  
Logan  
35 years



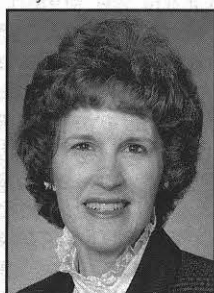
**Bobby Ragland**  
supervising drafter  
Roanoke  
35 years



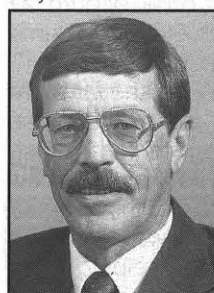
**Gail Shaffer**  
cust. serv. off. supv.  
Princeton  
30 years



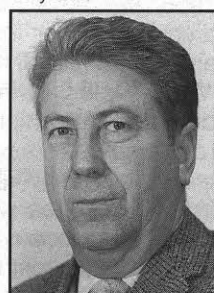
**Naomi Sampson**  
T&D clerk A  
St. Albans  
30 years



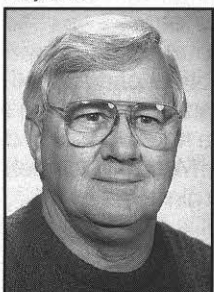
**Jackie Scruggs**  
human resources asst.  
GO-Roanoke  
30 years



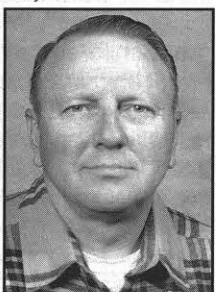
**Roger Law**  
C&A pay. supv.  
GO-Roanoke  
30 years



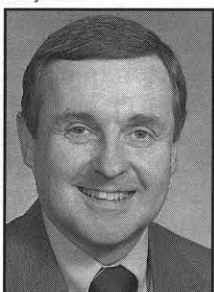
**Hunter Bradley**  
maint. mech. B  
Glen Lyn  
30 years



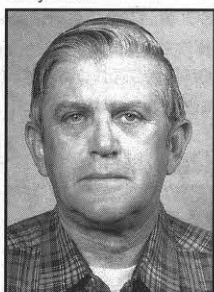
**Carl Francisco**  
trans. sta. supv.  
GO-Marmet  
30 years



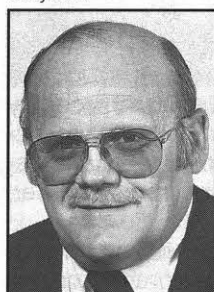
**Benny Litteral**  
hydro mechanic A  
GO-Byllesby/Buck  
25 years



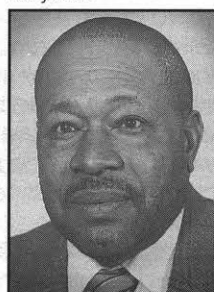
**Jack Cummings**  
cust. serv. rep. A  
Roanoke  
25 years



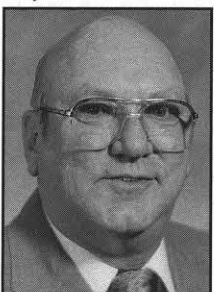
**Wesley Eversole**  
hydro mechanic A  
GO-Byllesby/Buck  
25 years



**Ronald Wilson**  
customer servicer  
Charleston  
25 years



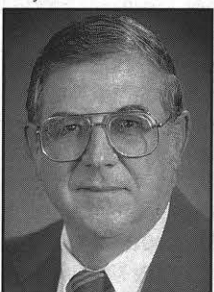
**Bill Harmon**  
sta. crew supv. NE  
Charleston  
25 years



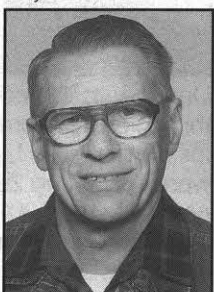
**Ron Surbaugh**  
maintenance supv.  
Kanawha River  
25 years



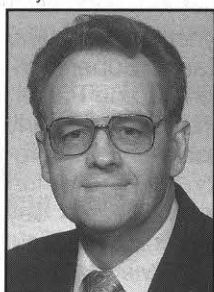
**Mary Randan**  
hum. res. clk. A  
Logan  
25 years



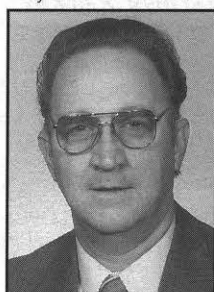
**Dave Chumbley**  
meter supervisor  
Bluefield  
25 years



**Raymond Clark**  
equip. op. A  
John Amos  
20 years



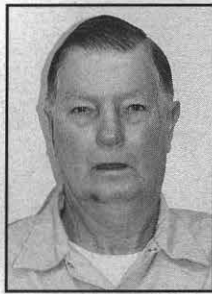
**Paul Coleman**  
maint. mech. A  
John Amos  
20 years



**Paul Whitt**  
maint. mech. A  
John Amos  
20 years



**Fredrick Brown**  
maint. mech. A  
Kanawha River  
20 years



**James Jones**  
coal equip. op.  
Philip Sporn  
20 years

### Abingdon

5 years: **Tommy Herron**, line mechanic B, Gate City.

### John Amos

20 years: **Daniel Harrison**, maintenance mechanic A. 5 years: **Donald Pauley**, equipment operator C. **Rondal Godfrey**, equipment operator C.

### Bluefield

10 years: **Tim Ellison**, meter reader, Pineville. 5 years: **Steve Browning**, meter reader.

### Central Machine Shop

15 years: **Ben Jackson**, power equipment mechanic 1st class.

### Charleston

15 years: **Dennis Green**, meter reader.

### Clinch River

25 years: **Alvin Harrison**, equipment operator A. **Robert Mutter**, maintenance mechanic A.

### General Office

15 years: **Charles Drastura, III**, engineer senior, GO T&D Telecommunications, Huntington. **Rob Givens**, engineer senior, GO T&D Station Engineering & Design, Roanoke. 10 years: **Ricky Barbour**, hydro mechanic A, GO Hydro, Smith Mountain. **Billy Carroll**, hydro mechanic A, GO Hydro, Smith Mountain. **Mike McKinney**, engineer senior, GO T&D Measurements, Roanoke. **Jim Cook**, engineer senior, GO T&D Relay, Roanoke. 5 years: **Carl Burks, Jr.**, hydro mechanic C, GO Hydro, Byllesby/Buck. **Gordon Warren**, transmission station mechanic B, GO T&D Station, Roanoke.

### Huntington

15 years: **Steve Chambers**, engineering technologist I, Point Pleasant.

### Kingsport

10 years: **Andy Hall**, staff engineer. 5 years: **James McConnell**, line mechanic C.

### Logan-Williamson

10 years: **Toby Hatfield**, meter reader, Williamson. **Jeff Vaughan**, stores attendant A, Williamson. **Diane Bias**, customer services office supervisor NE, Madison. **Cliff Freeman**, engineering technician, Williamson. 5 years: **Jay Gore**, line mechanic B, Logan. **Kevin Bates**, line mechanic C, Logan.

### Lynchburg

5 years: **Lee Tolley**, meter reader. **Alan Trollinger**, electrical engineer II.

### Roanoke

25 years: **Ronald Horne**, drafter senior. 15 years:

**Wayne Sink**, electrical engineer senior, Fieldale. **Janet Craighead**, meter electrician B. 5 years: **Jeffrey Kennedy**, station mechanic C.

### Philip Sporn

5 years: **Pamela Sullivan**, plant engineer I. □

## Friends We'll Miss



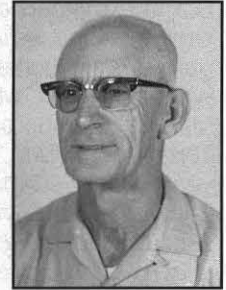
Whitmore



Thompson



Wirt



Pierson

### John Beville

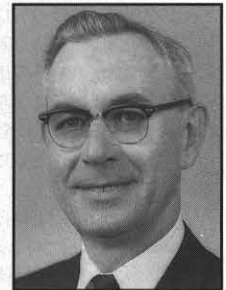
**Whitmore, 81**, retired senior appraisal engineer, GO Accounting, Roanoke, died December 23. A native of Wellville, Virginia, he began his career in 1935 as a meter reader and retired in 1975. Whitmore is survived by three sons.



Deakins



Slade



Givens

**Cecil Thompson, 81**, retired Glen Lyn Plant equipment operator, died December 29. A native of Glen Lyn, Virginia, he was employed in 1936 as a laborer and elected early retirement in 1972. Thompson is survived by his wife Pauline, P. O. Box 135, Glen Lyn, Va.; two daughters; one son; 14 grandchildren; 15 great-grandchildren; and five sisters.

**Mary Lou Wirt, 93**, retired Roanoke cashier senior, died December 28. A native of Blacksburg, Virginia, she joined Roanoke Railway and Electric Company, a predecessor of Appalachian, in 1918 and elected early disability retirement in 1958.

**Samuel Pierson, 86**, retired Kingsport meter serviceman A, died December 27. A native of Scott County, Virginia, he was hired in 1941 as a serviceman and retired in 1969.

**Mae Deakins, 81**, retired Kingsport mer-

chandise order and bill clerk senior, died December 20. A native of Knoxville, Tennessee, she was employed in 1943 as a clerk junior and retired in 1975. Deakins is survived by her husband James, 2005 Tallwood Drive, Kingsport, Tenn.

**George Slade, 72**, retired Bluefield general line supervisor, died December 28. A native of Shawver's Mill, Virginia, he began his career in 1937 as a laborer and retired in 1979. Slade is survived by his wife Marie, 304 Edgewood Road, Bluefield, Va.; one son; one stepson; two grandchildren; two stepgrandchildren; and two sisters.

**John Givens, 89**, retired Charleston utility clerk senior, died January 11. A native of Charleston, West Virginia, he was employed in 1918 as a general utility clerk and retired in 1966. Givens is survived by one daughter, five grandchildren, three great-grandchildren, and one sister. □

When Tommy Tyree is not carrying out his duties as transmission line crew supervisor in GO T&D Transmission, Roanoke, you'll likely find him singing tenor with *The Expressions*, a southern gospel music group.

"We didn't set out to be a gospel group. We just started singing at weddings and funerals and every now and then at revivals. But when people heard us and liked us, they wanted us to come to their churches and sing, and that's the way we got our start," Tommy recalls. "We started out with my wife Brenda; her sister, Beverley Clark; and their mother, Carol Frango. The Lord has added people to our music ministry as He saw fit. We have always prayed about it, and the people were there. Brenda's mother no longer sings with us because of our heavy schedule, but we've added Cory Hayslett, who plays bass guitar; Buck Burks, rhythm guitar; Phillip Jones, drummer; Wayne Bennett, who sings bass; and our newest member, Mike Correl, who plays steel guitar and banjo."

Tommy continues, "When we first started out more than eight years ago, we didn't have anyone to play the piano for us. Brenda said that, with the Lord's help, she wanted to learn. She sent away for a manual, and the first time we sang as a group she played with one hand. Needless to say, we've come a long way since then!

"We've never advertised and never asked to sing anywhere. All invitations come from referrals by people who have heard us. We now average better than 70 dates a year and have sung in Virginia, West Virginia, Ohio, and North Carolina. We have sung as a warmup group for Jim Ed Brown, Little Jimmy Dickens, and LeRoy VanDyke. And we're the only gospel group who has ever sung at the Patsy Cline Memorial Foundation Weekend.

"When we first started traveling, we used my pickup truck. After a while that didn't work out, and we purchased a van for the family. Then my sister-in-law also purchased a van so we had two. About five years ago, we bought an old Greyhound bus, which is what we have now. We're willing to travel about anywhere, but sometimes it's difficult due to my work schedule. The power company, of course, is my livelihood. But since we've been singing as *The Expressions*, we've only had to cancel four times because of work. Sometimes we sing three



Tommy and Brenda Tyree (standing in middle) sing with *The Expressions*.

## *The Expressions* a musical ministry

or four times a weekend."

Tommy adds, "Personally, we don't get a dime from the music ministry. The love offerings and donations we get go to pay expenses. We even purchase our own clothing to wear when we sing. My home church, Eagle Rock Baptist, has been a tremendous help to us. If it hadn't been for those people, we wouldn't be where we are today. The church has helped financed the three tapes we have made, and we've always paid them back."

He concludes, "We like to sing songs that have a simple message about the Lord and his love for his children. We're just simple folk and don't like complicated things. We just try to serve the Lord and go where He would have us go." □

## ILLUMINATOR



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