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POWER**

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International Association of Business Communicators

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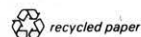
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Friends We'll Miss

About the cover: Chris Wiley, Lynchburg line construction and maintenance representative (third from left) enjoys making history come alive through "first person" interpretation. See story on page 10.



Nine AEPSC vice presidents elected to AEPSC board

Nine AEP Service Corporation vice presidents have joined the AEP Service Corporation's board of directors for 1992 as a result of a change in the composition of the board.

New directors of the AEP Service Corporation for 1992 were elected at the annual meeting on February 11. One-half of the Service Corporation vice presidents now will rotate membership on the board each year.

Service Corporation vice presidents newly elected to serve on the board for 1992 are:

- Bruce A. Beam (governmental affairs);
- Dr. Charles A. Falcone (system transactions);
- E. E. "Gene" Fitzpatrick (nuclear operations);
- John R. Jones, III (project management and construction);
- W. Robert Kelley (system operations);
- Armando A. Pena (finance);
- Andrew P. Varley (rates);
- Charles A. Ebetino, Jr. (fuel procurement and transportation); and
- James K. McWilliams (mining planning engineering).

Reelected to the board was another vice president, John R. "Jack" Corbett (purchasing and materials management). Leaving the board was David H. Crabtree (marketing and customer services). All other Service Corporation officers who are AEPSC directors were reelected, including all senior vice presidents.

In another change related to the board's operation, the AEPSC board of directors established a 16-member Executive Committee when it met on February 27. Members of the Executive Committee include Richard E. Disbrow, chairman and chief executive officer; E. Linn Draper, Jr., president and chief operating officer; David H. Williams, Jr., senior executive vice president-engineering and construction; Peter J. DeMaria, executive vice president-administration and chief accounting officer; William J. Lhota, execu-

tive vice president-operations; Gerald P. Maloney, executive vice president and chief financial officer; A. Joseph Dowd, senior vice president and general counsel; Luke M. Feck, senior vice president-public affairs; and J. E. "Jack" Katlic, senior vice president-fuel supply. In addition, the Executive Committee also includes the presidents of AEP's operating companies.

The full AEP Service Corporation board of directors will meet quarterly (March, June, September, and December) in the future, while the Executive Committee will meet in lieu of the full board in the other months.

"The abbreviated number of attendees not only will facilitate and reduce the expense of such meetings, but it also will permit a more concentrated effort in addressing the problems confronting AEP management," Disbrow said.

"On the other hand, the quarterly meetings of the full board of the Service Corporation will permit all members of management from throughout the AEP System to be included in, and benefit from, the discussions and deliberations undertaken at the board meetings," he said. Directors representing each of AEP's major operating companies also were elected at the Service Corporation's annual meeting.

Reelected to the Service Corporation board from Appalachian Power Company were Joseph H. Vipperman, president, as well as vice presidents Richard E. Northup, H. E. "Butch" Rhodes, Jr., and Charles A. Simmons. Outgoing board members from Appalachian Power were R. D. "Dan" Carson, Jr., executive assistant; J. T. "Tobie" Eaton, Roanoke division manager; and S. K. "Sandy" Pennington, Glen Lyn plant manager. The elections maintained the practice of rotating a portion of the largest operating companies' representation on the 43-member Service Corporation board. □

AEP Savings Plan Funds

Following are investment rates of return for the period ending December 31, 1991.

	Last 12 months
Fixed Income Fund	9.1%
Equity Fund	29.8%
AEP Stock Fund	32.3%

Corresponding future rates of return will be affected by stock market prices or, in the case of the Fixed Income Fund, the addition or replacement of fixed income funding segments.

Participants may change their investment fund choice twice in any calendar year. In addition, the percentage rate of matched and unmatched contributions may be changed twice in each calendar year. See the savings plan booklet in your Protection Program Manual for details. □

PAYSOP distributes 1991 dividends

Employees who have American Electric Power Company stock in the PAYSOP Plan have received a check from Ameritrust representing the 1991 dividends allocated to their accounts.

Interest earned on the dividends is retained in the employees' accounts, but the dividends are distributed. Dividends have been distributed to participants since 1985, but dividends allocated to employees' accounts prior to 1985 remain in the trust.

The PAYSOP Plan originally called for the dividends to be retained in the plan. However, because of tax law changes since the plan began, dividends subsequent to 1985 can be, and are distributed. □

President's accident prevention award winners named

Beckley Division, Amos Plant, and GO Operating have been presented President's Accident Prevention Awards for 1991. The awards are given annually to the division, plant, and general office department with the largest accumulation of safe work hours as of December 31.

Beckley Division employees have worked over 12 years, since December 6, 1979, without a disabling injury, accumulating 4,258,470 safe hours.

Amos Plant won the award for the first time, with employees completing 2,376,852 safe work hours by the end of 1991. Their record began September 30, 1989.

GO Operating set an all-time consecutive calendar month record with 25 years and 11 months since the last disabling injury. During that time they have worked 4,561,589 hours safely.

Appalachian Power had only seven disabling injuries last year for an incidence rate of .1354, setting an all-time low record. In addition, the accidents were the least severe in the company's history. The lost workday rate was 3. □

7 locations win transportation safety awards

Seven Appalachian Power locations have received President's Transportation Safety Awards for 1991: Abingdon, Beckley, Bluefield, Charleston, Pulaski, and Roanoke Divisions and GO T&D. The awards are presented annually to the divisions including GO T&D whose driving performance during the year equals or exceeds preset accident frequency goals. The 1991 goals were a frequency of 2.75 for preventable accidents and 4.90 for all automotive accidents.

Abingdon Division completed 1991 without a single preventable accident and

with an overall frequency of 1.76.

Bluefield Division had a preventable frequency rate of .40 and an overall frequency rate of 2.0.

Pulaski Division had a preventable frequency rate of .48 and an overall frequency rate of 1.45.

Beckley Division had both a preventable frequency rate and an overall frequency rate of .69.

GO T&D had a preventable frequency rate of 2.38 and an overall frequency rate of 3.46.

Charleston Division had a 2.83 preventable frequency rate and an overall frequency rate of 4.71.

Roanoke Division completed 1991 with a preventable accident frequency rate of 3.08 and an overall frequency rate of 5.09. □

Customer Services employees earn awards of merit

Customer Services employees in 30 Appalachian Power offices have been awarded certificates of merit for efficiency in 1991. They are: Abingdon Division -- Abingdon and Marion; Beckley Division -- Beckley, Oak Hill, and Rainelle; Bluefield Division -- Bluefield, Grundy, Pineville, Princeton, Tazewell, and Welch; Charleston Division -- Charleston, Montgomery, and St. Albans; Huntington Division -- Milton, Point Pleasant, and Ripley; Logan-Williamson Division -- Logan, Madison, and Williamson; Lynchburg Division -- Lynchburg; Pulaski Division -- Christiansburg, Galax, Hillsville, Pearisburg, Pulaski, and Wytheville; and Roanoke Division -- Fieldale, Rocky Mount, and Stuart.

The awards program recognizes Customer Services offices which exceed 85 percent of required standards of office operation. Categories include safety, customer account delinquency, meter reading, cashing, and no bill condition memos. □

APCo men write for *Operating Ideas*

Four Appalachian Power employees had articles published in the January/February issue of *Operating Ideas*.

Jerry Bowen, maintenance supervisor at John Amos Plant, wrote "New Procedure Effective for Machining Control Valve Crossheads and Guides." His idea will help reduce valve operating and maintenance costs and is applicable to most of AEP's GE turbine-generator units.

Tim Wamsley, maintenance mechanic-welder for Centralized Plant Maintenance, authored "Tool Compresses Spring for Work on Coal Pulverizer Hydraulic Jack." The spring tension tool he describes significantly improves work safety.

Richard Stocker, maintenance mechanic B, and Roger Clark, maintenance supervisor, both of Mountaineer Plant, collaborated on "Cart Reduces Pump Removal Work." Employees fabricated a pump-pulling cart which greatly eases removal and installation of ash water pumps and provides a holding device for transporting the pumps by forklift to the machine shop. □

6 APCo locations pass safety audits

Six Appalachian Power locations have received president's certificates of excellence for successfully completing a safety audit during 1991. They are Lynchburg, Bluefield, and Abingdon Divisions; John Amos and Mountaineer Plants; and Central Machine Shop. Four locations--Lynchburg, Bluefield, Abingdon, and Amos Plant--scored 4.5 out of a possible 5.0.

Mountaineer Plant scored 4.4 and Central Machine Shop 4.2.

Five of these locations had a zero accident rate for the year immediately preceding the audit. The other location had an incidence rate one-fourth of the AEP average for the preceding 12 months. □

Five APCo men among *Operating Ideas* winners



Caudle



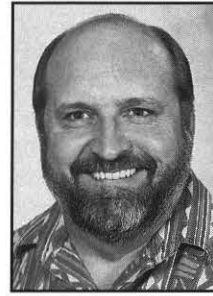
Phlegar



Stocker



Perdue



Campbell

Innovative use of fly ash proved to be the common denominator for the two top ideas in the AEP System's 1991 *Operating Ideas* stock awards competition.

The 25 winners of the *Operating Ideas* annual stock awards will receive a total of 1,600 shares of American Electric Power Company common stock worth approximately \$50,000--one of the largest amounts granted in the history of the competition. The authors submitted 16 ideas which saved the AEP companies approximately \$5.9 million last year.

The first prize, 250 shares of stock, will be divided among the five Service Corporation employees responsible for the development of Flash Fill, the flowable back-fill product made from fly ash. The Flash Fill idea was developed by Gary J. Jablonski, section manager, Ash Management; Bruce H. Bennett, assistant vice president-civil engineering; Paul R. Stodola, section manager, Civil Engineering Laboratory; Michael Bahleda, section manager, Hydro Engineering; and C. W. "Bill" Frishette, group supervisor for concrete and repair, Civil Engineering Laboratory.

Second prize, 200 shares of stock, will be divided among S. Von Caudle and Duane T. Phlegar, manager and assistant plant manager, respectively, of Appalachian Power's John Amos Plant, and Joseph Piccininni, AEP Service Corporation principal engineer, Ash Management.

Their article, "Fly Ash Helps Clean Up Ponds That Contain Metal Waste," was developed from the use of conditioned fly ash to help solidify sludge in a pond being cleaned at Amos Plant.

Two third prizes of 175 shares each are being awarded. One of the ideas selected for a third prize award is "Right of

Way Policies Improve Services and System Reliability" authored by H. Edward Brooks, right-of-way maintenance supervisor for Indiana Michigan Power Company.

A way to improve the efficiency of power plant precipitators won the other third prize for A. Elwood Lewis, outage coordinator at Ohio Power's Gavin Plant, and Glenn S. Davis, senior engineer, Mechanical Engineering, of the Service Corporation. Their idea, "Fabric Expansion Joints Installed Inside Precipitator Gas Ducts," dramatically slashed--from 90,000 to 27,000--the work hours required to replace worn expansion joints in the precipitator gas ducts for Gavin Units 1 and 2. Donald A. Anderson, engineering technologist in Ohio Power's Canton Division, will be given 125 shares for the concepts in his article, "New Enclosure Eliminates Old Method of Stub Splicing Cable Transformer." Gavin Plant Engineer H. Frank Fetty won 100 shares for developing a safer way of handling a highly volatile liquid, which he described in his article, "Hydrazine Bulk Feed System Improves Safety."

Two employees at the Cook Coal Terminal will divide 100 shares of AEP stock. Coy G. Womble, rail car maintenance supervisor, and John P. Watkins, repairman, developed a highly efficient maintenance method in their article, "Invention Helps Detect Faults in Rail Car Wheel Bearings."

Richard E. Stocker, maintenance mechanic B at Appalachian's Mountaineer Plant, has won 90 shares of AEP stock for a time-saving idea detailed in his story, "Jig Supports 600-Volt Power Breaker During Maintenance."

The late Kerry L. Willard, former mainte-

nance supervisor at Indiana Michigan Power's Rockport Plant, was awarded 80 shares of stock for "New Tool Removes Stuck Valve Cages." The award will be given to his widow.

For their development of a "New Tool Used to Repair Wicket Gate Grease Lines," Ronnie R. Perdue and Charles W. Campbell will divide 80 shares of stock. The men are, respectively, hydro crew supervisor and hydro mechanic A at Kanawha Valley Power's Marmet hydro. The remaining winners are:

Charles E. Jones, electrical engineer, AEP Service Corporation, 55 shares for "SVC Monitor Protects Thyristor Valves"; Robert E. Lause, circuit breaker specialist, Ohio Power, 50 shares for "Procedure Rebuilds Bushings for 765-Kv Circuit Breakers"; George P. Summers, line mechanic A, Ohio Power, 30 shares for "Bracket Provides Better Method for Carrying Robo-Pak Battery and Drill Up Poles"; William H. Evans, station mechanic A, Indiana Michigan Power, 30 shares of stock for "Relocating Door Hinges Simplifies Maintenance on Air Compressors"; Samuel A. Manderine, station maintenance specialist, Ohio Power, 30 shares for "Oil Sampling Adapter Provides Method to Perform Gas Analysis"; Carl M. Archer, production superintendent, Conesville Plant, Columbus Southern Power, 30 shares for "Air Bags Provide Lifting Capability for Conesville Power Plant Equipment." □

Appalachian Power has good marketing year

Despite rapidly declining economic conditions, Appalachian Power Company achieved 78.84% of its marketing goal during 1991, according to Marketing and Customer Services Director Glenn Reynolds. "Considering that AEP increased Appalachian's assigned goals by 13% over 1990, this was a fine accomplishment, and I'm proud of the contribution that everyone made," he said.

The Abingdon and Bluefield M&CS residential sections exceeded their goals by 110.1% and 104.3%, respectively. Twenty-six residential marketers throughout the company achieved 100% of their goals.

In addition, three energy services marketers achieved 100% of their goals.

Bud Hutton of Abingdon was the top achiever in the residential section, and Ralph Bird of Lynchburg was the top achiever in the energy services section. Both received Appalachian jackets of honor for their accomplishments.

Reynolds noted that more emphasis is being placed on extra-high-efficiency heat pumps. "A new class of heat pumps has been established by AEP. The new class, called DSM, includes all units with Seasonal Energy-Efficiency Ratios (SEER) of 10 or above. Our goal for 1991 was to see that 50% of all heat pump installations would be in the DSM category," he explained. "In the residential section, 57% of all heat pumps installed met or exceeded DSM standards, and in the energy services section, 56%."

Last year 9,447 residential heat pumps were installed as well as 12,195 kw of heat pumps in the commercial and industrial sector.

The ACE program continues to play a very important part in the company's marketing program. Last year employees turned in 3,896 prospects, resulting in 1,867 sales.

Nine Appalachian marketers were among the AEP System's 1991 "Top Achievers," who were honored at a two-day conference in Columbus that provided an op-



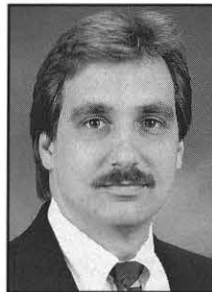
Glenn Reynolds, marketing and customer services director (far right), poses with the AEP System's top achievers from Appalachian Power: l. to r., Ralph Bird, Pen Read, Tony Woodall, David Watson, Gary Cordie, Mary Kessinger, Jerry Lester, Bucky Buchanan, and Bud Hutton.

portunity for them to share ideas and make recommendations concerning future AEP marketing efforts. They are: Bud Hutton, Jr., Abingdon; Bucky Buchanan, Abingdon; Jerry Lester, Pulaski; Pen Read III, Lynchburg; Ralph Bird, Jr., Lynchburg; Tony Woodall,

Lynchburg; Mary Kessinger, Logan; David Watson, Huntington; and Gary Cordie, Bluefield.

Buchanan also was selected as the AEP jacket of honor winner for the fourth quarter of 1991. □

Kingsport Power leads nation's utilities in electric heat saturation



Hall

"1991 was a year of challenges, but Kingsport Power managed to achieve 103.7% of its assigned marketing goals," reports Marketing & Customer Services Director Jim Nisbet.

Kingsport Power's major accomplishments were:

- heat pumps (commercial)--140%
- add-on heat pumps (commercial)--274%
- security lighting (commercial)--148%
- high pressure sodium lighting (commercial)--114%.

For the second consecutive year, Andy Hall was Kingsport's outstanding marketer with 166% of his assigned goal. He received the AEP jacket of honor for the third quarter of 1991. He also was hon-

ored as an AEP System 1991 "Top Achiever" in marketing at a two-day conference in Columbus last month. Kingsport Power continues to lead the nation with a 76% saturation of electric heat. □

Retail customers increase in 1991

Appalachian Power had the largest net gain of retail customers of any AEP operating company during 1991. The number increased from 807,404 to 816,418.

Kingsport Power achieved the largest percentage increase in customers, 1.7 percent, growing from 38,737 at the end of 1990 to 39,385 at the close of 1991.

The number of APCo residential customers with electric heating climbed from 282,348 to 293,108.

□

New SMART theme + new spokespersons = **winning ad campaign**

The AEP System's 1992 advertising program is clever, creative, informative and persuasive. But most of all, it's SMART. That's because AEP's 1992 ad campaign introduces the System's new theme,

television advertising into videotapes, radio and print advertising, brochures and even the billboards that our trade allies sponsor," explained David H. Crabtree, vice president-marketing and

be aired throughout the AEP System service area this month will kick off the campaign and introduce the SMART theme.

"These three opening commercials tie the efficient use of energy together with good stewardship of the environment, and show that it's possible to enjoy the modern conveniences that electricity brings without sacrificing the quality of the environment," Feck said. "Today's energy in harmony with the environment is a common element of these messages."

The two new spokespersons for the AEP System will debut in a pair of TV commercials, airing in late February or March, that will encourage customers to make SMART energy choices by employing energy-efficient practices in their homes. The new spokespersons are Dean Johnson and Susanne Egli, co-hosts of public television's *Hometown* home improvement series, which is beginning its sixth season.

Hometown is aired by numerous public broadcasting stations across the AEP System, including those in Ft. Wayne, Muncie and South Bend, Indiana; Ashland, Hazard and Pikeville, Kentucky; Athens, Cambridge, Columbus and Portsmouth, Ohio; Roanoke, Virginia; and Beckley and Huntington, West Virginia. In addition, other AEP System customers may be able to view *Hometown* on public stations located in Indianapolis; Kalamazoo, Michigan; Akron, Alliance and Toledo, Ohio; and Pittsburgh.

"Dean and Susanne were selected because we needed a credible, believable source—people who know home improvement," Crabtree indicated. "We're pleased that they've agreed to work with AEP because they are already known to the viewing public, their show enjoys rising popularity, and because they are truly experts in home improvement.

"They possess a type of neighborliness and friendliness that make them seem like residents of one of the communities in



Hometown hosts Dean Johnson and Susanne Egli make their debuts as the AEP System's new spokespersons.

"Save Money and Resources Together" (SMART), a theme which will serve as a common element throughout AEP's public information and marketing programs. It also introduces two new spokespersons for the System.

"This represents the first time in recent history that the AEP System has had a totally coordinated look for product advertising, and for energy-efficiency, conservation and environmental messages," said Luke M. Feck, senior vice president-public affairs for the AEP Service Corporation.

The SMART theme is a "fully orchestrated program that will carry over from

customer services.

"SMART" suggests a customer-company partnership in saving customers' financial resources, conserving natural resources, and, potentially, using the System's existing resources even more efficiently, he said.

"We want to help establish a mindset that says energy efficiency is good for everyone—the customer, the company and the environment—and that encourages customers to make purchasing decisions based on SMART energy choices," Feck explained.

Three television commercials which will

our service area. And they also get involved in remodeling commercial buildings, not just houses."

In addition, the Hometime co-hosts write a home improvement column that is published in dozens of newspapers.

"Having a couple serve as our spokespersons brings a different dimension to our commercials that we didn't have before," Feck noted. "It gives us more versatility. It allows a more conversational style between the two, rather than a single spokesperson speaking directly to the audience all the time."

In April, four new television commercials featuring Dean and Susanne and geared toward the summer cooling season will begin airing across the AEP System. These commercials will promote high-efficiency heat pumps as a SMART energy choice for customers.

Two more commercials--geared toward the winter heating system--will be produced later for broadcast in the fall. In addition, a series of six specialized videotapes featuring the Hometime couple will be produced in the coming months. "These videotapes will cover customized subjects such as the new generation heat pump, adding on a heat pump to your existing furnace, how to operate your heat pump most efficiently, security lighting, energy-saving tips, off-peak electric water heating, and tips to see if your home needs more insulation," Crabtree illustrated.

"We can foresee these videotapes being made available to our trade allies, who, in turn, can give or loan them to their customers. Each of the programs will be educational and instructional and no more than eight or ten minutes long."

Consequently, you can expect to see the Hometime couple on AEP operating companies' print ads, in bill inserts and hear

them in radio commercials once the campaign is in full swing. "With the SMART theme, and the use of Dean and Susanne as spokespersons, we have a common thread to tie our messages together with the same look and feel," Crabtree emphasized.

"The SMART concept provides an excellent 'umbrella' theme that brings together AEP's marketing thrust with its public affairs thrust," Feck added.

be embraced by all the operating companies within the AEP System is also a "smart" use of advertising dollars, Feck pointed out. In fact, AEP hopes to license the commercials featuring the Hometime duo to other companies as a means of defraying its own expenses.

Pointing out another benefit of this public information program, Feck said, "Our opinion research clearly shows that customers today want their utilities to dem-



Dean Johnson appears in new television commercials introducing AEP's SMART theme.

Heating, ventilating and air conditioning contractors, builders and other trade allies were informed of the new advertising campaign at a series of dealer meetings.

Looking ahead to the likely expansion of demand side management and other energy efficiency programs throughout the AEP System, Crabtree said that the SMART program "makes an excellent tie between the existing programs that are offered today and the programs that are on the horizon or that may be developed in the future. It's an excellent theme that can also include the types of non-marketing messages that need to be communicated." Creating a single theme that can

onstrate that they care about their customers and other public concerns, rather than just viewing themselves as energy suppliers. The SMART program shows that we care for our customers, their energy service, the price of that service, and the environment."

"We've always emphasized the wise and efficient use of energy," Crabtree concluded. "But with the development of the SMART program and the selection of our new spokespersons, we're taking it to a new dimension, with a totally coordinated approach, and I believe we'll see tangible results." □



Thanks, folks, for jobs well done

An Amherst customer was complimentary of the help she received from **Snookie Withers**, Lynchburg line crew supervisor NE, and **Fred Clarkson, Jr.**, line mechanic A:

"Just a note to say thank you for the fast service I received last week when I called about my lights. Bet you would never believe you saved a pound cake. I really appreciate Mr. Withers' and Mr. Clarkson's service and advice concerning the breaker box. Folks in Appalachian Power have a friend just on the other side of a phone call. Thank you so much."

The assistance provided by **George Murphy**, Lynchburg marketing and customer services representative senior, prompted this letter from a Madison Heights customer:

"On Friday we called George Murphy to request operating cost on a dwelling which is under contract with us. Within the hour of us talking to him, he responded to our call and returned with the much needed information we had requested."

"Just a quick note of thanks to APCo for this quick response."

A cable TV company expressed appreciation for the help of **Barbara Cantline**, Christiansburg customer services representative B:

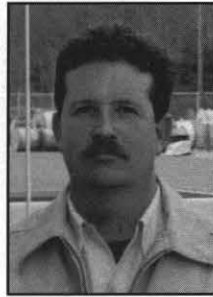
"...Thank you for allowing Mrs. Cantline to assist me in the updating of our meter records. I found her to be very knowledgeable and friendly and quite willing to assist me."

A Fola customer sent this complimentary letter to **Mo Ahangardezfooli**, Montgomery area supervisor:

"I cannot say thank you enough for putting in our new dusk to dawn light. It was



Ahangardezfooli



Trump



Murphy



Withers, left, and Clarkson



Totten



Cantline



Adams, left, and Courtney

or quality care you have given us in the past, and you've only enhanced that service..."

After Beckley Customer Servicer **Vici Totten** responded to an Ansted customer's high bill

complaint, the customer called to express her appreciation for Vici helping her to realize why her kilowatt-hour consumption had gone up. She said, "Vici is a beautiful person and an asset to your company."

A grateful Beckley customer sent this letter of thanks for assistance by Parttime Meter Reader **Kelly Trump**: "...My baby was in the car and my doors locked. Kelly was reading meters, and he unlocked my door for me. I just wanted you all to know you have a very good employee."

When **Jim Adams** and **Deborah Courtney**, Lynchburg marketing and customer services advisor and energy services engineer II, respectively, presented a demonstration on electrical safety to a 4-H club, they received this letter of gratitude:

"... Club members, leaders, and parents enjoyed your presentation and learned a great deal about electrical safety. The electrical setup was fascinating to the audience. Your delivery was most effective in involving the audience as participants and in sharing good information."

□

an emergency request for a baby shower, and no other outside light was adequate for our needs. I've yet to doubt the service

With Chris Wiley

A stroll through the Victorian era

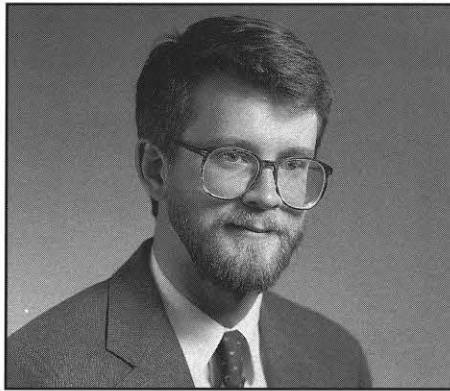
One evening last summer, visitors to the Appomattox Court House National Historical Park had an opportunity to step 126 years back in time and view life as it was the summer after General Robert E. Lee's surrender.

The idea for the special program originated with Chris Wiley, Lynchburg line construction and maintenance representative, who serves as a park volunteer. "I called up the park historian and asked if I could do an evening program. Since they had never done anything like this, it had to go through the approval process. I wound up writing a script for 17 people," he recalls.

During the hour and fifteen minute walking tour of the village, civilians and soldiers reminisced about the Civil War and told about its effects on their lives. Visitors "met" many of the village residents, such as Wilmer McLean, George Peers, Mr. and Mrs. Francis Meeks, Wilson G. Hix, and soldiers from the 188th Pennsylvania Volunteer Infantry on provost duty.

"Some friends of mine from Florida, who do this kind of first person interpretation, were passing through on vacation so they helped out. My dad portrayed McLean, and I portrayed Thomas Isbell. I tried to match up each volunteer's personality with that of a particular historical person. Since there had never been a program at Appomattox like that, we had no idea how many people would be interested, but we had 175 people that night. The Park Service liked the program as a supplement to their regular one, and we will be doing several more this summer."

Chris continues, "When I was at Virginia Tech, I worked one summer at Harper's Ferry, and we did first person interpretations of politicians involved in the election of November 1860. We had campaign posters around the town, and people gave speeches. What we tried to do was



Chris Wiley

get visitors to step out of the present back into time.

"I try to make history interesting and come alive," Chris emphasizes. "I'm really fascinated with the Victorian era. During that time, the founding fathers of the U. S. were passing out of the picture. Young whippersnappers, who thought they knew it all, were appearing on the scene. It was a time of more social than political conflicts, more an interpretation of the constitution."

Chris has done first person interpreta-

tions of both union and confederate soldiers and upper and lower class civilians. He also has participated in Civil War reenactments and was an extra in the television mini-series on Lincoln.

"The biggest thing I got out of battle reenactments was an understanding of the confusion. You never can portray war, but a participant can understand the importance of firing by the drum and all the different cadences. I prefer first person interpretation because I can convey historical information in a way that people can understand, therefore making it more exciting for them," he says.

Chris' interest in history is also reflected by his membership in the Lynchburg Civil War Roundtable, the Virginia Canals and Navigation Society, and the Chesapeake and Ohio Historical Society. He has researched information on transportation through the James River Valley (including the James River and Kanawha Canal, Richmond & Alleghany Railway Company, and C&O Railway) and has been approached to do a book on the subject. □



Chris Wiley (seventh from left) at Appomattox Court House.

Lynchburg line crew builds deck for co-worker on LTD

When Lynchburg Ground Worker Joe Austin went on long term disability leave last year, he left co-workers with some pleasant memories. "We've really missed Joe since he had to stop working after he lost a leg," says Tommy Bondurant, line mechanic A. "Every morning he would bring someone a sandwich or biscuit, and sometimes he'd take us out for lunch. Working along side of us over the years, Joe showed us how to enjoy the work no matter how difficult it might be. He left us with many great feelings because he is such a good Christian man."

Tommy continues, "Joe called one afternoon to see if he could hire my brother and me to build a deck on his house so he could enjoy being outside like he did when he was on the crew. I figured the guys at work would like to help Joe since we all think a lot of him." Once the word spread, there was no shortage of volun-



Pictured following work on the new deck are, l. to r., Roger Shepherd, line mechanic C; John Bullock, line mechanic B; Joe Austin, LTD; Smith Fletcher, line mechanic B; Tommy Bondurant, line mechanic A; Ricky Fortune, line mechanic C; and Harry Hughes, line crew supervisor NE.

teers. The crew not only built a deck but also a handicap ramp so Joe could get in and out of the house easily without using

the steps. "Joe enjoyed the camaraderie of us being there as much as the new deck," Tommy concludes. □

Veronica McCall uses CPR skills to save woman's life



With less than six months on the job, Veronica McCall used her company-taught CPR skills to save a woman's life.

Using CPR skills she learned on-the-job, Veronica McCall saved the life of a woman in Giles County recently.

Veronica, a meter electrician C in GO T&D Measurements, Roanoke, was visiting in the Rich Creek area with her hus-

band when the incident occurred.

When Veronica stopped to make a phone call at a convenience store, she noticed several people around a parked automobile. A woman sitting on the passenger side was having difficulty in breath-

ing. Veronica asked the bystanders if everything was under control and was told that an ambulance was on the way.

"I could see her through the store window, and her breath got shorter and shorter. Just as I hung up, she stopped breathing. Somebody ran over to another car and got a sheet to lay her on. I checked for a pulse and started breathing procedures while another person did compressions," Veronica adds. "We continued until the rescue squad arrived and took over.

"I asked the woman's sister if I could assist her in any way. Since she was so distraught and unfamiliar with the area, I drove her to the hospital and helped her give the admitting office the necessary insurance information."

Veronica concludes, "It was scary, but I knew somebody needed help so I just had to jump in.

"A day or so after that, I recognized the woman's name in the obituary column in the newspaper. That was sad but not unexpected." □

Abingdon

Joyce, wife of Warren Lindsey, line mechanic A, was named "classified employee for fall semester 1991" at Virginia Highlands Community College, where she is secretary to the director of academic and instructional support. The award recognizes deserving classified employees whose work and contribution to the college is exemplary.

Kristy Renee, daughter of Ron Poe, meter electrician supervisor NE, was second runner-up in the Junior Miss Chilhowie pageant. □

Beckley

Wesley, son of Records Supervisor Paula Goddard, was elected vice president of the Sunset Mountaineers 4-H Club for 1992.

Philip, son of Trina Griffith, customer services representative A, won first place and best of show for his science project, "The Ozone - Will It Die?". He is a sixth grader at Central Elementary School.

David Ransom, Rainelle engineering technician senior, and his son **Aaron**, won third place in the cake bakeoff sponsored by the Rainelle Cub Scouts. □

Bluefield

Nick Comerose, Princeton area supervisor, was elected to serve on the Princeton Rotary Club board of directors for 1992-93. □

Charleston

Mike King, Montgomery area servicer, was commended by the West Virginia Department of Health and Human Resources for his "industry and the dedication" that was necessary to complete the training required for certification as an emergency medical technician (EMT). □

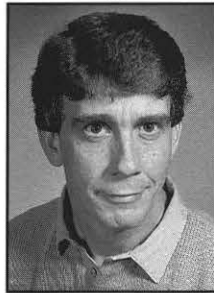
General Office

Tim, husband of Rhonda Maxey, electric plant clerk A, GO Accounting, Roanoke, received an appreciation award of \$100 from his employer, Standard Parts Corporation, for going the extra mile to help a customer.

Joseph H. Vipperman, president of Appalachian Power, has been reappointed chairman of the Savings Bonds Campaign for the Roanoke Valley for the second consecutive year. □

Who's News

Huntington



Jerry Rhodes, Ripley line crew supervisor nonexempt, was reappointed to serve a three-year term on the Ripley Planning and Zoning Committee. □

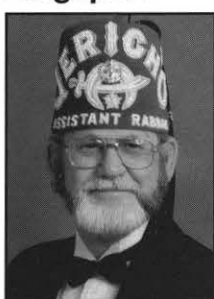
Kanawha River



Chanda Kay Brown, a junior at Fayetteville High School, has a distinguished basketball career. The daughter of Fredrick Brown, maintenance mechanic A, Chanda is a Kodak All-American nominee and

was named All-Tournament in Region V, Section II; All-State special honorable mention; and first team All-Fayette County, All-New River Valley Conference, and All-Coalfield Conference. □

Kingsport



Ralph Morrison, line mechanic A, was elected assistant Rabban of Jericho Shrine Temple. □

Pulaski

Several employees and members of their families raised \$519 for Junior Achievement of Southwest Virginia by participating in the Superbowl-A-Thon. Participants were **Al Taylor, Joe Gardner, Chris Foggy, Karen Wills, Glenda Wohlford, Barry Long, Ken Roberts** and his wife **Joyce, Jon Fitzwater** and his son **Marc, Debbie Grubb, Shirley Moon, Vanessa Black, and Nancy Phillips.**

Opal and Red Newland celebrated their 50th wedding anniversary on January 29. They retired in 1977 as T&D clerk A and personnel supervisor, respectively. □

Philip Sporn



Annette, daughter of Denver Gibbs, maintenance mechanic A, was honored by The Honor Society of Phi Kappa Phi at West Virginia University as an outstanding freshman scholar for 1990-91.

Students so honored must have a GPA of 3.90 with at least 29 credit hours earned. The scholars were greeted by President Neil Bucklew at a brunch and awards ceremony. While the national constitution of Phi Kappa Phi does not permit admission of students to the society until they are juniors, the outstanding students are recognized for their exceptional scholarship and encouraged to continue their efforts so they will be eligible for membership later.

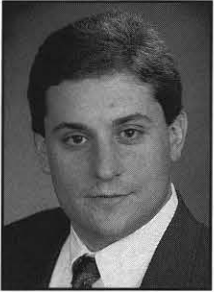
Richard, son of Richard Warden, maintenance mechanic A, placed second in his weight class of 83 pounds at the annual Point Pleasant Junior High School Wrestling Invitational. The two-day event hosts 24 schools from West Virginia and Ohio. □

Wed 50 years



Samuel and Arbutus Brown celebrated their 50th wedding anniversary on December 6 with a reaffirmation of vows and a reception given by their children. He is a retired tractor operator at Kanawha River Plant. The Browns have four daughters and eight grandchildren.

Two attain PE status



Griffith



Yazdani

Two Bluefield employees have passed the examination to become registered professional engineers. John Griffith, administrative assistant, is registered in the State of Virginia; Alex Yazdani, electrical engineer senior, is registered in both Virginia and West Virginia.

An electrical engineering graduate of Virginia Polytechnic Institute and State University, Griffith began his career in 1987 as an energy services engineer. He was promoted to energy services engineer I in June 1991 and to administrative assistant two months later.

Yazdani holds an electrical engineering degree from Virginia Polytechnic Institute and State University and is working towards a master's degree in electrical engineering from Marquette University and a master's in engineering management from the West Virginia College of Graduate Studies. He was employed in 1977 as an electrical engineer and was promoted to engineering technologist supervisor in 1984 and electrical engineer senior in 1985. □

APCo receives business/education award



Appalachian Power Company is the recipient of the Outstanding Business/Education Partnership Award for the American Vocational Association Region One, covering the eastern United States. Appalachian was nominated for the award by the West Virginia Vocational Teachers Association, which was presented the award at a national conference in Los Angeles, California. Joe Jones, Charleston marketing and customer services supervisor (left), presents the award to Jim Fawcett, department assistant-marketing and customer services, and Sandy Myers, marketing and customer services representative. Fawcett and Myers coordinated seminars for West Virginia home economics and vocational education technology teachers.

Milton sponsors Christmas float



Children of employees in the Customer Services, T&D, and Meter Reading Sections of the Milton office rode on the Appalachian Power Company float in the Town of Milton Christmas parade.

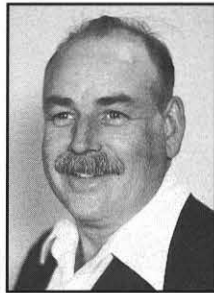
Promotions



Johnson



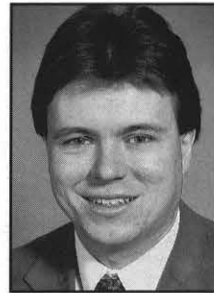
Thornton



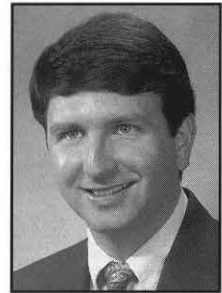
Skeens



Phillips



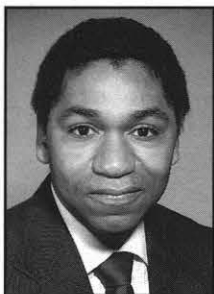
Mann



Miller



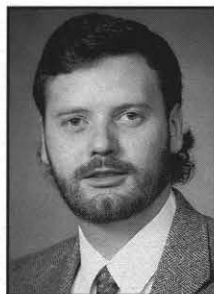
Adkins



Wells



Brammer



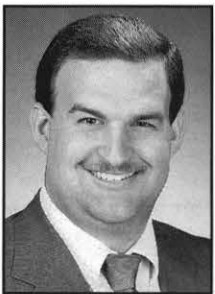
Myers



Wright



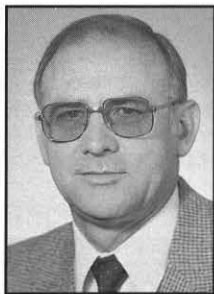
Carter



Daugherty



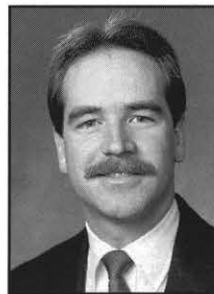
Woolwine



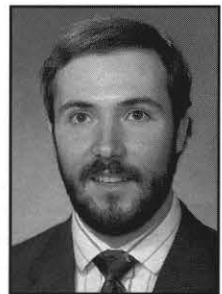
Shields



Clemo



Motheral



Knox

Thomas Johnson, Ripley area supervisor, was promoted to Bluefield energy services supervisor on February 1. He holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology.

Earl Thornton, assistant shift operating engineer, was promoted to shift operating engineer at Glen Lyn Plant on February 1.

James Skeens, unit supervisor, was promoted to assistant shift operating engineer at Glen Lyn Plant on February 1.

Everett Phillips, electrical engineer I, was promoted to electrical engineer senior in Huntington on January 1. He holds a bachelor of science degree in electrical engineering from West Virginia University.

Scott Mann, energy services engineer I, was promoted to power engineer in Huntington on January 1. He holds a bachelor of science degree in electrical engineering and a master of science degree in engineering management from West Virginia Institute of Technology.

Frederick Miller, III, electrical engineer I, was promoted to electrical engineer senior in Abingdon on February 1. He holds a bachelor of science degree in electrical engineering from North Carolina State University.

Bernard Adkins, Milton line crew supervisor nonexempt, was promoted to Huntington line crew supervisor exempt on January 1.

J. E. "Butch" Wells, electrical engineer I, was promoted to electrical engineer senior in Huntington on January 1. He

holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology.

Timothy Brammer, electrical engineer I, was promoted to electrical engineer senior in Bluefield on January 1. He holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology.

Chris Myers, electrical engineer I, was promoted to electrical engineer senior in Bluefield on January 1. He holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology.

Dave Wright, electrical engineer I, was promoted to electrical engineer senior in Pulaski on January 1. He holds a bachelor of science degree in electrical engineering from Lawrence Institute of Tech-

nology.

Russell Carter, electrical engineer I, was promoted to electrical engineer senior in Pulaski on January 1. He holds a bachelor of science degree in electrical engineering from Virginia Polytechnic Institute & State University.

Jim Daugherty, plant engineer I, was promoted to plant engineer senior at Mountaineer Plant on January 1. He holds a bachelor of science degree in mechanical engineering from West Virginia Institute of Technology.

Don Woolwine, line crew supervisor nonexempt, was promoted to line crew supervisor exempt in Christiansburg on February 1.

T. Randall Shields, engineer II, was promoted to engineer I, GO T&D Telecommunications, Roanoke, on December 1. He holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology.

Brad Clemo, electrical engineer I, was promoted to electrical engineer senior in Roanoke on January 1. He holds a bachelor of science degree in electrical engineering from Georgia Institute of Technology.

John Motheral, electrical engineer I, was promoted to electrical engineer senior in Roanoke on January 1. He holds a bachelor of science degree in electrical engineering from Murray State University.

Jamie Knox, electrical engineer I, was promoted to electrical engineer senior in Roanoke on January 1. He holds a bachelor of science degree in electrical engineering from North Carolina State University.

Ron Payne, drafter senior nonexempt, was promoted to right of way agent exempt in Roanoke on January 1.

Abingdon

Paul Shortt from line mechanic B to line mechanic A, Clintwood.

Anthony Adkins from electrical engineer II to electrical engineer I.

Tracie Campbell from department assistant-customer services to customer services assistant.

Steve Dillow from line mechanic B to line mechanic A.

Mark Smith from line mechanic B to line mechanic A, Lebanon.

Bluefield

Danny Neely from Grundy marketing and customer services advisor to Bluefield marketing and customer services representative.

Charleston

James Hudnall from line mechanic A to area servicer, Montgomery

Kenneth Burdette from line mechanic D to line mechanic C.

Danny McNeal from line mechanic D to line mechanic C, Montgomery.

General Office

Linda Naff from T&D clerk A to secretary, GO T&D Administrative, Roanoke.

M. A. Williams from station operator C to station operator B, GO Operating, Turner.

Glen Lyn

Danny Mitchem from maintenance mechanic D to maintenance mechanic C.

Kanawha River

Lori Watkins from plant engineer III to plant engineer II.

Kingsport

Billy Pyle from station mechanic C to station mechanic B.

Logan-Williamson

Oliver Kitner from energy services engineer III to energy services engineer II, Logan.

Lynchburg

Kim Brinn from T&D clerk C to T&D clerk B.

Mike DeLoach from electrical engineer III to electrical engineer II.

Mountaineer

Steve Jenkins from performance technician junior to performance technician.

Alice Weiss from plant clerk C to plant clerk B.

Pulaski

Jeff Achauer from electrical engineer III to electrical engineer II.

Philip Sporn

Michael Meadows from equipment operator C to equipment operator B.

Brian Adkins from utility worker B to utility worker A.

Kathy Roese from utility worker B to utility worker A.

Joe Roush from maintenance mechanic C to maintenance mechanic B.

Gary Short from maintenance mechanic C to maintenance mechanic B.

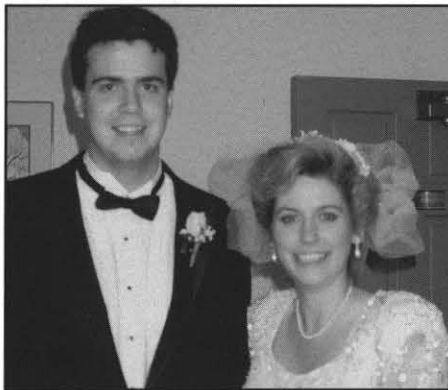
Peter Brooker from control technician to control technician senior.

Timothy Burnette from barge handler to coal equipment operator.

Richard Sines from coal handler to barge handler. □

Weddings

Bledsoe-Custer

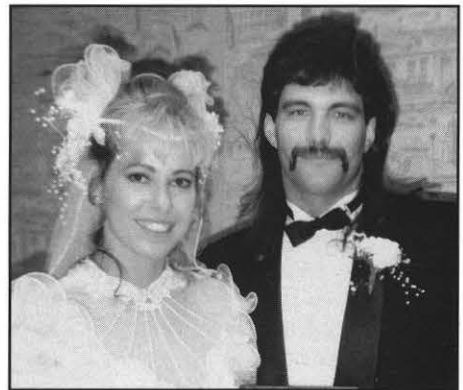


Diana Lynne Custer, Roanoke marketing and customer services advisor, to **James Kelly Bledsoe**, engineer III, GO T&D Civil Engineering, Roanoke, December 21.

Jordan-Fleenor

Sandra Fleenor to **Jim Jordan**, Kingsport T&D clerk A, December 17.

Bailey-Knight



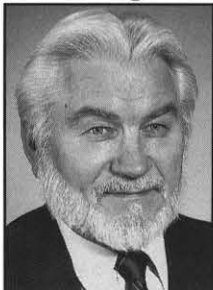
Jennifer Lynn Knight, Philip Sporn Plant utility worker A, to **Stephen Jeffrey Bailey**, January 18.

Spencer-Muck

Dixie Lee Muck to **Elmer Spencer**, retired Charleston line construction and maintenance representative, December 14. □

Retirements

Lee Hodges



"The company has been good to me. I've enjoyed working here, and I've never missed a paycheck. If I had it to do over again, I would," says Huntington Line Crew Supervisor Lee Hodges, who elected early retirement

on March 1.

"I was working as a foreman for an electrical contractor when I took a cut in pay to come here because I wanted to stay home with my family," Lee recalls. Hired as a lineman A, he was named Wayne area servicer in 1965 and line crew supervisor NE in 1978. He was promoted in 1985 to the position he held at retirement. Lee adds, "I got into a 34.5 kV line in 1969 and consider it a miracle I'm still here. The electricity went in my hands and came out my feet, so I thank God I have two legs.

"The Bible says 'let every day provide for itself' so that's what I'm going to do," Lee says. After his wife retires in July, there'll be more time to visit with their son, three daughters, seven grandchildren, and four great-grandchildren.

Lee, who has won three Kenny Rogers look-alike contests, is often asked for his autograph by people who mistake him for the famous entertainer. But looks are where the resemblance stops because Lee isn't a singer. □

Lewis Puckett



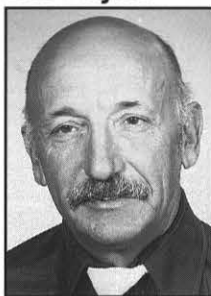
A utility career spanning nearly 45 years came to a close on February 1 when Lewis Puckett, Lebanon driver-ground worker, elected early retirement. Lewis joined Appalachian in 1947 as

an axman in the survey crew at Bluefield. He served in the U. S. Army from 1951-53, returning to work as a groundman.

For the past 36 years, he has worked in Russell County.

"Some years were better than others," Lewis says, "but overall I enjoyed my work or I wouldn't have stayed so long." He and his wife Josephine, who retired in 1976 as a customer representative B, plan to take one day at a time. "We'll probably take some short trips," he says. Lewis is a member of the Lebanon Baptist Church and Lebanon Masonic Lodge. □

Bill Payne



Bill Payne, Charleston station crew supervisor, traded in his hard hat for a fishing rod when he elected early retirement on March 1.

"We have a cabin in Pocahontas County, and I figure on

spending about 70 percent of my time up there. My wife doesn't fish, but she enjoys the cabin," he says.

An Air Force veteran, Bill began his career in 1955 as a station man helper. "I have been in construction ever since I've been in the substation and really enjoyed it," he notes. "Years ago, when Beckley, Bluefield, and Huntington were still districts, we used to work there, too. In fact, we stayed out of town more than we did in."

The Paynes have twin sons, two daughters, and four grandchildren. □

Nolan Perry



"I probably won't miss the shift work, but I'll certainly miss my friends greatly. I'll stop by and see them occasionally," says Nolan Perry. He was a shift operating engineer at Kanawha River Plant before

electing early retirement on March 1.

Nolan, an Air Force veteran, recalls that a good friend who worked at Cabin Creek

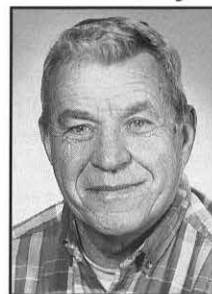
Plant was instrumental in getting him hired as a laboratory attendant there. "In 1958, they were having a layoff; and, since I was the youngest one in the lab at the time, I was going to be out of a job. It so happened that one of the guards at Kanawha River got killed in an accident off-the-job, and I transferred over here without missing a day's work.

"Many employees have made the statement that you may not get as large a wage as at some of the industrial plants in the Kanawha Valley, but with Appalachian you can always count on a paycheck every two weeks. That is important, especially when you are raising a family."

Nolan and his wife have two sons, two daughters, and three grandchildren. "Since three of the children live out of state, we'll be traveling around visiting them. And we'll try to go to Florida for a while each winter."

Nolan enjoys hunting, fishing, and raising his own plants for his garden. "I do woodworking projects for my granddaughter to sell for her school, and I plan on taking up golf again so it looks like I'll have plenty to keep me busy." Nolan also is an elder in the Belle Church of Christ. □

Dick Bradley



"I liked the service work and the fellows I worked with," says Dick Bradley, Charleston meter service mechanic A, who elected early retirement on March 1. "The time (37 years) went by fast."

An Army veteran of the Korean War, Dick joined the company in 1955 as a groundman and transferred to meter service in 1969. Several years ago when Dick and another employee went out on a job to upgrade service to a customer's home, they possibly saved a life. The customer, who had emphysema, stayed on oxygen 18 out of 24 hours. While her husband had gone out to play golf, the

oxygen tank hose had slipped out of her nose and she was unable to put it back. The woman, too weak to get out of bed, called out to the two power company employees for help when they knocked on her door.

Dick has no big retirement plans since his wife Freda will continue to work for a while. "I'll do a little fishing," he says, "and we'll go to Cincinnati several times a year to watch the Reds play."

The couple has four sons and one granddaughter. □

Dave Salisbury



"After being with a small job shop in Charleston for 19 years, I became part of the AEP System in 1977 as a machinist first class at Central Machine Shop," recalls Dave Salisbury. "Here I saw machines that I previously had seen only in magazines. With the help and guidance from supervisors and fellow employees, I began servicing many of the plants in the AEP System, doing portable machine work they weren't capable of doing, meeting and working with a lot of enjoyable people. So, after spending almost eight years in the U. S. Air Force as a photographer, I found myself 'on the road again'."

Since they have seven children and nine grandchildren scattered across the United States, the Salisburys plan to do a lot of traveling following his retirement on March 1.

"We both enjoy fishing and boating," Dave says. "In years past, I have done mechanical and restoration work on many different sports cars and raced an Austin "Mini" Cooper on road courses in Ohio, Indiana, and West Virginia as a member of the Sports Car Club of America. Now I enjoy watching NASCAR racing."

He concludes, "To the members of the Central Machine Shop that I have worked with and been around for 14 years, I thank you for making them my most enjoyable years." □

Don Landreth

Don Landreth, Abingdon engineering



technologist supervisor, elected early retirement on March 1 after 43 years' service.

"The company has been good to me, and I've really enjoyed my years here," Don says. He

began his career in March 1949 as an axman in the-then Bluefield District.

"We had about nine crews in Bluefield back then, and they were split up in June of that year. For about three or four hours, I didn't have a job. One of the fellows backed out, however; and, by the time I got home, they called and asked if I would be interested in going to Abingdon and I said yes.

He continues, "Soon after I got to

Abingdon, I had an automobile accident and my supervisor fired me. I was out on the road hitchhiking back to Bluefield, and the district manager, Joe Gills, sent Jim Davis out to pick me up. He said, "You're not fired, come on back to work!"

Don met his wife Shirley at the power company, where she was a secretary in the old Commercial Department. The couple has two sons. "Shirley now is clerk of the Washington County school board and administrative assistant in charge of finance," Don says. "She will continue to work for a while yet."

An Air Force veteran, Don enjoys playing golf and expects to take up fishing since he lives close to Holston Lake. He is on the advisory council of the Sequoyah Council, Boy Scouts of America, and the administrative board of Abingdon United Methodist Church. □

Montgomery gets excellent audit rating



Montgomery customer services employees, who earned an excellent rating on an audit of their operations, are: seated, l. to r., Kim Isaacs, Frances Holmes, Ruby Wright, and Judie Elswick. Standing, l. to r., Ken Roberts, Dawnette Douglas, Wayne Toler, and Kenny Smith. Not pictured, Kenneth Williams.

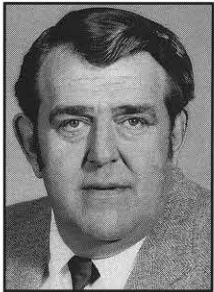
The Montgomery office in Charleston Division has received an excellent rating on an audit of its customer services operations for the period July 1, 1987, through October 31, 1991.

The audit by AEP Service Corporation personnel covers items such as cash in drawer, meter reading, petty cash, confirmation of expense accounts, verifica-

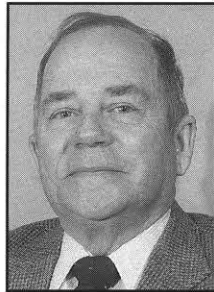
tion of accounts receivable, delinquent accounts and collection procedures, investigative forms and procedures, service orders, and employee discounts.

Ratings given are excellent, good, acceptable, and unsatisfactory. This is the second consecutive excellent rating for the Montgomery office. □

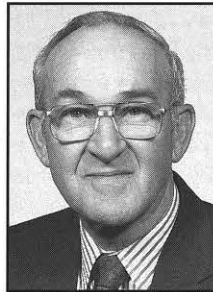
Service Anniversaries



Linwood Stone, Jr.
customer servicer
Fieldale
35 years



Norris Belcher
sta. gen. supervisor
GO-Roanoke
35 years



Paris Hatcher
fleet maint. supv.
GO-Beckley
35 years



Dick Bowman
M&CS rep. sr.
Bluefield
30 years

Abingdon

15 years: **Robert Triplett**, line mechanic A, Clintwood. 10 years: **Brian Hinchey**, line mechanic A. **Mark Lowe**, line mechanic A, Gate City.

Bluefield

25 years: **Harold Cutlip**, right of way agent senior. 5 years: **Darrell Havens**, line mechanic C.

Charleston

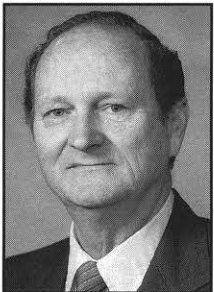
15 years: **Kenneth Wines**, meter electrician A. 5 years: **Fred Friend**, electrical engineer I.

Clinch River

20 years: **Larry Barton**, instrument mechanic B. **Carl Amburgey**, maintenance mechanic B. 5 years: **Michael Long**, equipment operator C.

General Office

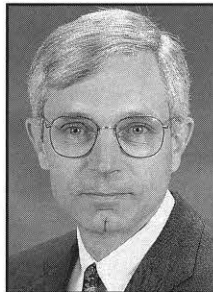
20 years: **Luggam King**, senior data entry operator, GO Accounting, Roanoke. 15 years: **James White**, station operator A, GO Operating, Danville. **Kenneth Croghan**, regional dispatcher, GO Operating, Abingdon. 10 years: **Kitty Adams**, purchasing clerk A, GO Purchasing, Roanoke. **Eddie Francisco**, load research data processor B, GO Rates, Tariffs, and Contracts, Roanoke. **Fred Reed**, customer accounting clerk B, GO Accounting, Roanoke. **James Arnett**, engineer I, GO T&D Station, Huntington. **David Steckel**, engineer senior, GO T&D Station, Marmet. 5 years: **Norwood Turner**, custodian, GO General Services, Roanoke. **Higginbotham Cosby**, transmission station mechanic B, GO T&D Station, Marmet. **Michael Ferguson**, transmission mechanic B, GO T&D Transmission, Roanoke. **Charles Strickland**, transmission station mechanic C, GO T&D Station, Marmet. **John Lackey**, transmission station mechanic B, GO T&D Station, Marmet. **Rondal Bell, Jr.**, transmission station mechanic B, GO T&D Station, Marmet. **Robin Lambert**, human resources clerk B, GO Human Resources, Roanoke. **Paul Jones**, real estate and right of way associate, GO T&D R/e & R/w, Roanoke. **Randy Spenger**, real estate and right of way associate, GO T&D R/e & R/w, Roanoke.



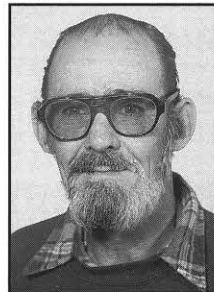
Thomas French, Jr.
eng. technologist I
GO-Bluefield
30 years



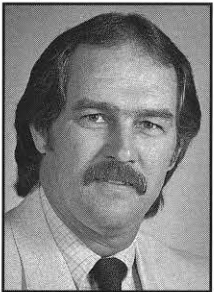
Carolyn Hawkins
cust. serv. rep. C
Lynchburg
25 years



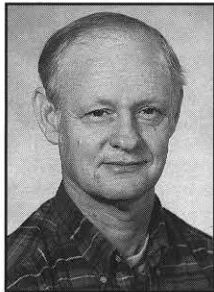
Wayne Carter
human res. director
Kingsport
25 years



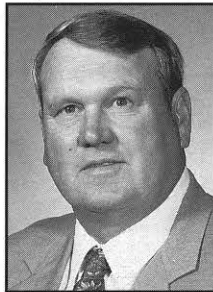
Millard Jeffers
station mechanic A
Charleston
25 years



Charles Burke
gen. line crew supv.
Kingsport
25 years



Ronnie Perdue
hydro crew supv.
GO-Kan. Valley Power
25 years



Glenn O'Neal
sta. crew supervisor
Beckley
25 years



Joe Sayre
instructor-op. trg.
GO-Amos
25 years

Huntington

10 years: **Debbie Loomis**, meter reader, Point Pleasant. 5 years: **Kristi Casto**, area T&D scheduler, Ripley.

Kanawha River

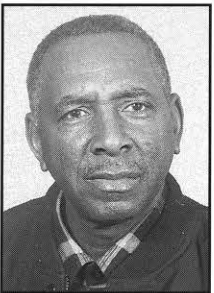
10 years: **James Baldwin**, maintenance mechanic B. 5 years: **Lewis Prete**, maintenance mechanic C.

Logan-Williamson

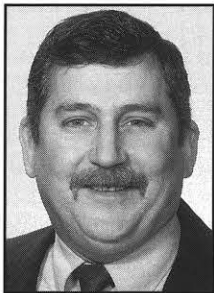
10 years: **Diane Bias**, customer services office supervisor NE, Madison. **Jeff Vaughan**, stores attendant A, Williamson. **Cliff Freeman**, engineering technician, Williamson. 5 years: **Kevin Bates**, line mechanic C, Logan.

Lynchburg

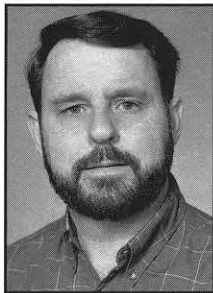
15 years: **Alec Goolsby, III**, line mechanic A. 5 years: **Samuel Jones, Jr.**, line mechanic D.



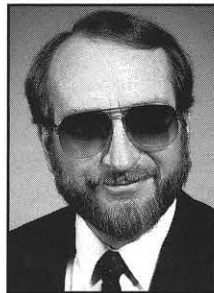
Jesse Woodson
station mech. B
Charleston
20 years



Lester Lusher
instructor-op. trg.
GO-Amos
20 years



Leon Woods
meter electrician A
Roanoke
20 years



Ron Edwards
sta. equip. operator
GO-Huntington
20 years

Mountaineer

15 years: **Sherman White**, control technician senior. **Bruce Adams**, stores attendant. **Rich Kent**, control technician. 10 years: **Bob Jarrell**, plant engineer I.

Pulaski

15 years: **Pam Hayes**, customer services representative A.

Roanoke

15 years: **Barry Graham**, meter electrician B. 5 years: **Carol Huffman**, marketing and customer services advisor.

Philip Sporn

15 years: **Richard Brownlee**, unit supervisor. **Jeffrey Darst**, harbor boat operator. □

Births

John Amos

Thomas Dennis, son of **Paul Gunnoe**, maintenance mechanic B, January 16.
Sarah Elizabeth, daughter of **William Meester, Jr.**, performance technician, February 4.
Emily Denise, daughter of **Franklin Pifer**, plant engineer II, January 30.

Clinch River

Maranda J., daughter of **David Stamper**, utility coal attendant, January 5.

General Office

Samuel Clayton, son of **Clayton Preas**, heating and air conditioning engineer, GO Marketing & Customer Services, Roanoke, December 25.

Glen Lyn

Amber Pauline, daughter of **Gregory Lee**, maintenance mechanic C, January 13.

Logan-Williamson

Arielle Elizabeth, daughter of **David Stone**, Logan service supervisor, December 20.
Gloria Kristen, daughter of **Chris Chafin**, Logan line mechanic C, December 23.
Antonia Shea, daughter of **Joe Carrasco**, Williamson customer services office supervisor, November 3.

Lynchburg

Ryann Leigh, daughter of **Lee Mason**, meter electrician C, January 16.

Mountaineer

Kasdan Drew, son of **Dave Tulloh**, production superintendent-maintenance, January 2.

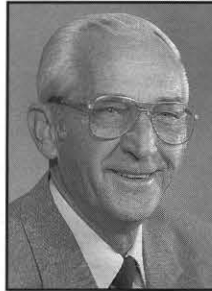
Roanoke

Kyle David, son of **Cheryl Humphries**, customer services representative B, December 22.

Philip Sporn

Tyler Richard, son of **Rick Sanders**, harbor boat operator, November 10.
Viloris Gabrielle, daughter of **Pamela Sullivan**, plant engineer I, December 11.
Annisha Gabrielle, daughter of **Anthony Kopec**, performance superintendent, December 12. □

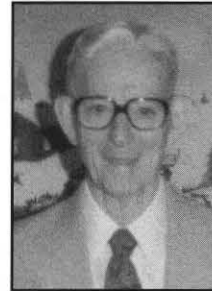
Friends We'll Miss



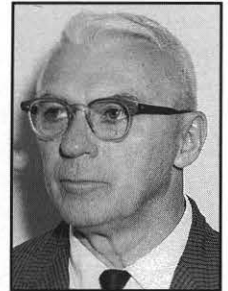
Settle



Lemar



Slack



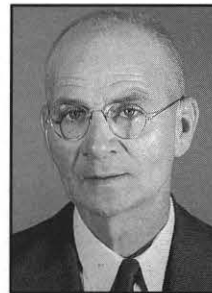
Curtis

Glenn A. Settle, 67, retired Abingdon office supervisor, died February 3. A native of Russell County, Virginia, he was hired in 1953 as a groundman and elected early retirement in 1985. Settle is survived by his wife Ruth, Route 2, Box 178, Cedar Bluff, Va.; two sons; two daughters; two grandchildren; six sisters; three brothers; and his mother.

Billy Ray Lemar, 58, retired Lynchburg line construction and maintenance representative, died January 20 after a long illness. A native of Pennington Gap, Virginia, he was employed in 1955 as a groundman and elected early retirement on January 1, 1992. Lemar is survived by his wife Ruth, 33 Homewood Drive, Lynchburg, Va.; one son; and one daughter.

George H. Slack, 76, retired Cabin Creek Plant boiler operator A, died January 27. A native of Chelyan, West Virginia, he joined the plant in 1939 as a laborer and elected early retirement in 1977. Slack is survived by his wife Anna, 13534 Nancy Avenue, Chesapeake, W. Va.; two sons; two daughters; 12 grandchildren; 3 great-grandchildren; three sisters; and one brother. His son, Charles, is a shift operating engineer at Kanawha River Plant.

Robert Curtis, 89, retired Lynchburg lead draftsman, died January 23. A native of Syracuse, New York, he began his career in 1927 as a draftsman and retired in 1967. Curtis is survived by one son, one daughter, five grandchildren, and five great-grandchildren.



McClain



Julian

William A. McClain, 89, retired Charleston truck driver-groundman, died February 2. A native of Scott, West Virginia, he was hired in 1927 as a groundman and elected early retirement in 1964. McClain is survived by two sons.

Charles L. "Chuck" Julian, 54, Amos Plant maintenance superintendent, died following a short illness on January 27. A native of Knox County, Indiana, he was employed in 1960 as a maintenance helper at Breed Plant. Julian is survived by his wife Sharon, 54 Riverview Drive, Winfield, West Virginia; one son; and one daughter. □

Helicopter aids crews in rebuilding line

The sound of the helicopter could be heard as it approached the staging site where Appalachian Power workers stood among utility poles. The four men on the ground waited to hook a pole to a line being trailed beneath the helicopter. The site was the mountainous terrain near Byllesby Dam between Ivanhoe and Fries, Virginia.

Bill Brewer, Jr., Pulaski line construction and maintenance representative who supervised the operation, said, "We're replacing poles from the Byllesby Dam to Buck Dam, about a three mile stretch across the mountain." The area is virtually inaccessible by land vehicle.

Bill explained the operation, saying, "This is my first experience in 25 years in using a helicopter to install poles. I have flown in helicopters while inspecting lines but have never worked with them in this capacity. We're doing maintenance on this section and are cutting down on the number of poles. When we're done, 65 poles will replace between 80 and 85 that were put in when the hydro plant went into operation in the early 1900's."

The average service life of the replaced poles was 58 years, with one found dated 1920.

"The helicopter has saved us tremen-



Carson Helicopter of Perkasie, Pa., was used to set 35 replacement poles in the Byllesby-Buck-Ivanhoe 13.2 kV line in Carroll County, Virginia.

dous manhours. Today we'll set 35 poles. Had we not used the helicopter, it would have taken us 12 weeks to accomplish the same thing. I have a total of seven four-man crews out here. Six crews are on the mountain, the seventh crew does the hookups from the staging area. Each crew on the mountain has a 4' x 4' swath of colored cloth up there with them. The poles are painted on the end with the same color for that crew. The helicopter

picks up a pole and takes it to the designated crew on the mountain, then comes back to get another pole for a different crew. The turnaround time for the helicopter is about six minutes."

While Bill was talking, the helicopter returned, trailing its empty drag line. Its tail dipped, and it hovered in place as line-men below attached another pole to the end of the line. Each pole, with crossarms and hardware, weighs about one ton. (The heaviest lift of the day was almost two tons.) With its load attached, the helicopter rises slightly and heads for a crew waiting for it on the mountain. The holes for the poles have been pre-dug.

On the mountain, the crew readies itself for the helicopter and its dangling cargo. The pole is guided into its hole.

Bill said, "By increasing the height of the poles and lengthening the spans, we're able to use fewer poles. After the poles are set and the power lines strung, we'll remain behind to clean and restore the terrain to as close to nature as possible."

The area in which the work was taking place is slated to be a federal camping area and runs adjacent to a section of the New River Valley Trail. □

Story and photos courtesy Bill Byrum, Southwest Virginia Enterprise.

ILLUMINATOR



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