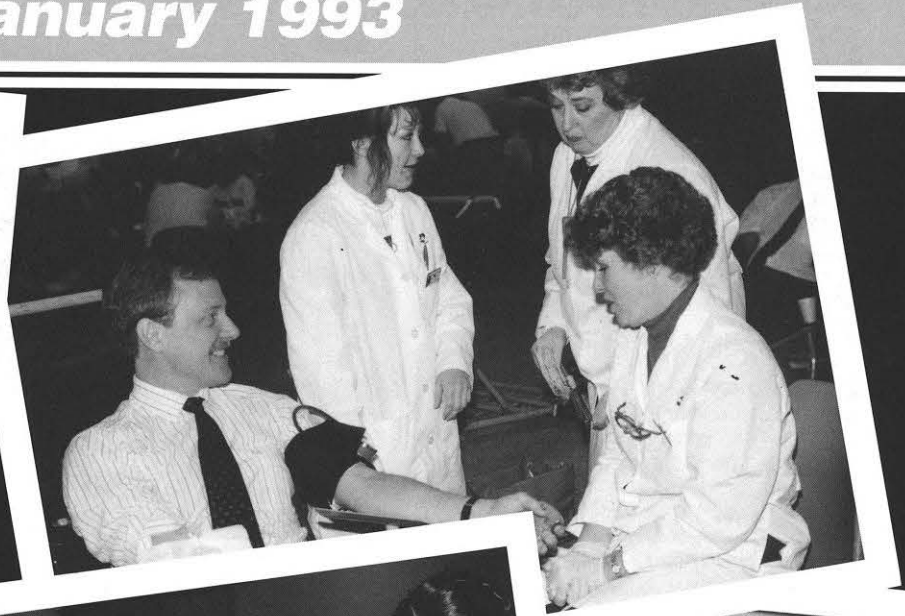
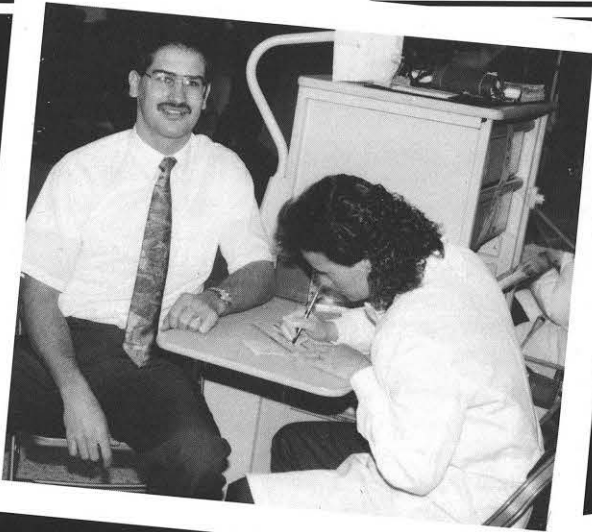
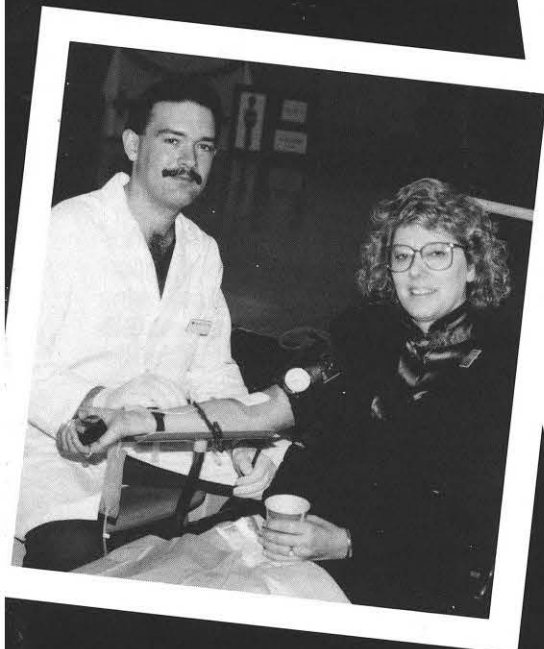
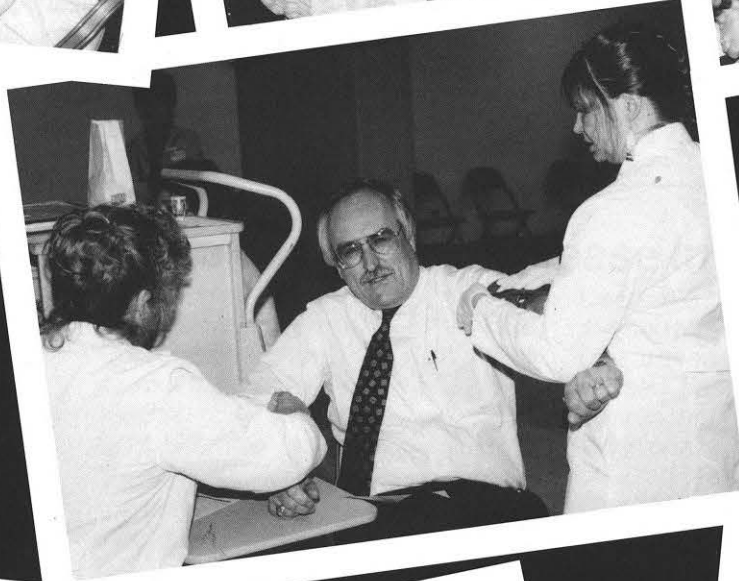


ILLUMINATOR

January 1993



DONORAMA
sponsored by
Appalachian
Power
employees



T HE INSIDE STORY

ILLUMINATOR

Vol. 44, No. 4, January 1993

Published for the employees of:



**APPALACHIAN
POWER**



**KINGSPORT
POWER**

Editorial Office: Public Affairs Department, Appalachian Power Company, P. O. Box 2021, Roanoke, Virginia 24022.

Articles may be reprinted with proper attribution.

We are equal opportunity employers.

Editorial Staff

Richard K. Burton, public affairs director
B. Don Johnson, public affairs information manager
Betty Lou Carter, editor of publications

Associate editors

Bill Roeser, Abingdon
Tom Cloer, John Amos
Ray Vest, Beckley
Karen Simmons, Bluefield
Metzel Turley, Central Machine Shop
Saybra Pearson, Centralized Plant Maintenance
Jack Shaver, Charleston
Chuck Perdue, Clinch River
Earl Smith, General Office
Randy Nicewonder, Glen Lyn
Barbara Collins, Huntington
Audra Pauley, Kanawha River
Leta Dingus, Kingsport
Jerry Greene, Logan-Williamson
Mel Wilson, Lynchburg
Janice Adkins, Mountaineer
Glenda Wohlford, Pulaski
Vickie Ratcliff, Roanoke
Jill LaValley, Philip Sporn

IABC

International Association of Business Communicators

News

- 3** SCC staff says proposed 765-kV line is needed
Kingsport Power rate hike okayed
APCo seeks rate increase in Virginia
- 4** Disbrow announces plan to retire, Draper to succeed
Changes in Social Security, Medicare to become effective January 1
- 5** Madison, Stuart, and Fieldale get excellent audit ratings
- 6** Vipperman shares company goals for 1993
- 8** AEP joins U. S. EPA's Green Lights as program's largest coal-fired utility ally
- 20** Webb to succeed White as Logan-Williamson manager
Glen Lyn donates plant water system

Feature

- 12** Copying the Bible increases Hale's faith

Benefits

- 9** New health care program underway

People

- 13** Huntington hosts invitational bowling tourney
- 14** Promotions
- 15** Who's News
- 17** Weddings
Births
Friends We'll Miss
- 18** Service Anniversaries
- 19** Retirement
Beam awarded Legon of Merit

About the cover: Appalachian Power employees were one of the sponsors of the Blood Donorama held at the Roanoke Civic Center on December 15. Appalachian employees donated 47 of the total pints collected that day. Pictured are: top row, l. to r., John Galatic, engineer I, GO T&D Engineering; George Keller, staff engineer, System Operation. Middle row, l. to r., Allen Mizeras, industrial hygienist senior, GO Human Resources; Jim Fariss, manager hydro generation, and Mike Thacker, hydro reservoir superintendent, GO Hydro. Bottom row, l. to r., Hazel Harman, secretary, System Operation; Claude Hylton, general office human resources supervisor, GO Human Resources; Joyce Ross, operations clerk A, System Operation; and Larry Dougan, retired general office human resources supervisor.



Printed on Recycled Paper

SCC staff says proposed 765-kV line is needed

The staff of the State Corporation Commission (SCC) last month stated there is a "clear need" for a high voltage power line from West Virginia and called Appalachian Power's proposal the best available alternative to meet customers' power needs.

SCC Hearing Examiner Howard Anderson held hearings last summer on the company's proposed power line. The staff's comments were contained in a posthearing brief filed in connection with that hearing.

While the staff's report generally supported the company's application, it did say that further study of the environmental impact of the line is needed in certain areas. The staff brief also expressed the belief that such studies would not substantially delay the application.

Among the alternatives reviewed by the staff were construction of new generating plants, generation by independent power producers, demand side management, increased conservation, and reinforcement of existing lines.

The hearing examiner is expected to make a recommendation to the commissioners sometime this winter. □

Kingsport Power rate hike okayed

The Tennessee Public Service Commission approved a rate increase of about \$4.625 million annually for Kingsport Power Company customers, effective November 3, 1992.

Residential customers using an average of 1,350 kilowatt-hours per month will see an increase in their monthly bill of approximately \$4.55 or 6.66 percent.

The increase was necessary to offset an increase in purchased power costs by Appalachian Power, Kingsport Power Company's supplier. The purchased power cost is subject to refund, pending a final order from the Federal Energy Regulatory Commission (FERC). □

Bluefield receives excellent UTR audit



The Bluefield Division Stores Section has received an excellent rating on an audit of unified transformer records. The UTR audit is conducted once every three years by an AEP stores auditor. Making the excellent rating possible were these employees: (kneeling, l. to r., Stuart Thomason, stores supervisor; Carlos Manning; Eulalia Foot; Robert Gruver; and Frank Cline. Standing, John Hurt; Jess Franklin; Tom Newberry; Judy Meade; Frank Cline; and Larry Jeffries. Not pictured are Larry Sigmon; Gary Cunningham; Mike Thompson; Dana Ashley; Bill Hankins; Leland Looney; Tim Goodman; and Tammy Adkins.

APCo seeks rate increase in Virginia

Appalachian Power Company on December 4 filed a request with the State Corporation Commission (SCC) to increase the overall rates it charges its Virginia retail customers by 5.5 percent, effective January 3, 1993.

The requested increase would provide the company with about \$31.4 million in additional annual revenues.

If approved, the proposed rates will result in an increase of \$4.05 a month for a residential customer using 1,000 kilowatt-hours (kwh) of electricity.

Appalachian's last base rate increase in Virginia, 4.8 percent, was effective in August 1990.

"Since that time, we have seen our costs of doing business steadily increase despite cost control measures taken by the company," said Joseph H. Vipperman, president of Appalachian. "An indication of these increases is provided by the Consumer Price Index, which has risen by more than 11 percent since the end of the test period in our last case in December 1989," he explained.

"To keep this increase request in perspective, we need to remember that

since 1987 the company has implemented three base rate decreases and one increase which together have caused base rates to remain essentially unchanged over the last five years. Additionally, since 1986, we have decreased the amount of our fuel-related charges by a net \$29.2 million. Even with the current request, our rates on the average will remain below what customers paid in 1986," Vipperman noted.

The low level of Appalachian's rates compared to other utilities is obvious from a recent ranking of residential rates of 60 utilities across the nation by the Jacksonville, Florida, Electric Authority. In the October 1992 report, Appalachian's rates ranked 57th or third from the bottom.

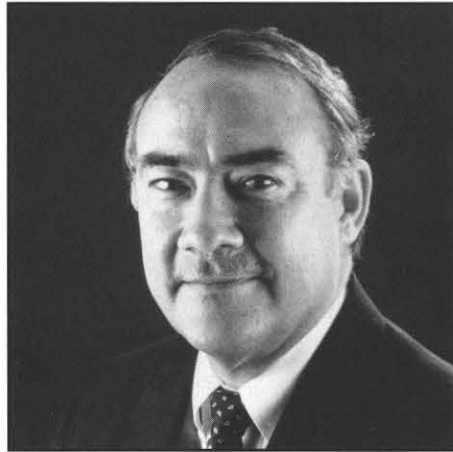
Vipperman concluded, "Appalachian continues to be one of the most efficient and lowest cost electric utilities in the country, and we plan to retain this enviable position. Nevertheless, we must change our rates to ensure our company's continued economic health and, thereby, to maintain the quality of service our customers have enjoyed." □

Disbrow announces plan to retire, Draper to succeed



Disbrow

Richard E. Disbrow, chairman of the board of American Electric Power Company, Inc. and CEO of its various operating subsidiaries, last month advised



Draper

the AEP board of directors of his intent to retire following the April 1993 annual meeting of shareowners.

The board accepted his decision with

deep regret and indicated its intention to elect Dr. E. Linn Draper, Jr. to succeed Disbrow as chairman and CEO of the company at the board's meeting immediately following AEP's annual meeting of shareowners on April 28, 1993.

Draper, who joined AEP as president on March 1, 1992, was formerly chairman, president and CEO of Gulf States Utilities Co.

Disbrow, a 38-year veteran of the AEP System, said, "Given my age at the time of accepting the responsibilities of CEO, I advised the board that my first priority would be to position the company for the next management transition. This has been accomplished."

Disbrow also said, "The company faces a number of new challenges and opportunities; and, in my view, it would be preferable to step aside now and let those who will manage the company through the 1990s and beyond have free rein in establishing the needed policies and programs. I will be leaving the company in strong hands, and retirement will allow me more time to pursue other interests."

Toy Reid, chairman of the Human Resources Committee of the AEP Board, commended Disbrow on behalf of the board for his many years of devoted service and effective leadership to the AEP System. "The board is particularly appreciative of Mr. Disbrow's strong leadership in identifying and positioning his successor in order to achieve a smooth transition," Reid said. □

Changes in Social Security, Medicare to become effective January 1

A number of changes in Social Security and Medicare benefits and taxes became effective on January 1, including a cost-of-living increase of 3.0 percent for Social Security recipients and an increase in the taxable wage bases.

The 3.0 percent cost-of-living increase is based on a increase in the Consumer Price Index from the third quarter of 1991 to the third quarter of 1992. The maximum monthly benefit for a person retiring at age 65 in 1993 is \$1,128, up from \$1,088 in 1992.

The average monthly benefit for the nation's Social Security recipients has increased to \$653 from \$634. The average benefit for an elderly couple who both receive Social Security has increased to \$1,106 from \$1,074. The 3.0 percent increase is the lowest annual adjustment since 1987.

The 1993 wage base subject to Social Security taxes has increased to \$57,600, up from the 1992 amount of \$55,500. That means an employee will be taxed on the first \$57,600 of earnings, with no tax on earnings exceeding that amount.

The Omnibus Budget Reconciliation

Act of 1990 created a separate, higher wage base for Medicare purposes. The 1993 Medicare wage base has been increased to \$135,000, up from the 1992 amount of \$130,200.

The tax rate on earnings remains at 7.65 percent, which represents 6.2 percent for Social Security and 1.45 percent for Medicare. The maximum employee tax in 1993 is \$5,528.70 — \$57,600 x 6.2 percent, plus \$135,000 x 1.45 percent — compared with \$5,328.90 in 1992. Each employee's Social Security and Medicare taxes are matched by equal amounts from the company.

In 1993, Social Security recipients who are 65 through 69 are permitted to earn \$10,560 from a job with no reduction in benefits, up from \$10,200 in 1992. Recipients under age 65 are allowed to earn \$7,680 in 1993 without benefit reductions, an increase from \$7,440 in 1992. There are no earnings limitations for those 70 and over.

Medicare changes for 1993 include an increase in the monthly premium for coverage of medical expenses, from \$31.80 to \$36.60. □

Madison, Stuart and Fieldale get excellent audit ratings



Madison customer services employees are, l. to r., Andy Singleton, meter reader; Charlotte Bell, customer services representative B; Dianne Bias, office supervisor NE; and Minnaugh Hill, meter reader.



Stuart customer services employees are, l. to r., Guy Norton, meter reader; Greg Wilkinson, meter reader; John Bell, customer services representative A; Dottie Via, office supervisor; and Gail Cassady, customer services representative A.

Appalachian Power Company's Madison, Stuart, and Fieldale offices have received their first excellent ratings on audits of customer services operations. The Madison audit covered the period July 1, 1987, through December 31, 1991, and the Stuart and Fieldale audits covered the period December 1, 1988, through June 30, 1992.

The audit by AEP Service Corporation personnel covers items such as cash in drawer, meter reading, petty cash, confirmation of expense accounts, verification of accounts receivable, delinquent accounts and collection procedures, investigative forms and procedures, service orders, and employee discounts. □



Fieldale customer services employees are, center, Dottie Via, customer services office supervisor. Front row, l. to r., Kathy Clark, customer services representative A; Abbie Martin, customer services representative B; Debbie Adams, customer services representative A; Don Nance, meter reader; and Carol Hill, customer services representative D. Second row, Nell Hughes, customer services representative A; Frances Harville, customer services representative A; Lynn Stone, customer servicer; Vonronstead Wright, meter reader; Keith Elliott, meter reader; Benny Shuff, collector; and Mike Lawless, meter reader. Back row, Robert Turner, meter reader, and Bernard Byrd, meter reader. Not pictured, J. M. Coulson, meter reader.

Vipperman shares company goals for 1993



Dear Fellow Employees:

After a good year in 1991, last year held tragedy and some disappointment for us. Our lowest moments occurred when two of our fellow employees were fatally injured on the job, one due to a fall and the other to a vehicle accident. There are no words that can make these terrible events any easier to accept, and we all mourned their occurrence.

We must rededicate ourselves to even greater safety awareness for ourselves and our fellow employees so that there are **no** compromises in any aspect of our overall safety program.

Financially, our earnings eroded to a level which barely covered dividend payments. Mild weather and a soft outside sales market were major contributors to that disappointing result. Because those conditions prevailed for much of the year, we restricted the filling of vacancies that occurred and will continue these restrictions for the foreseeable future.

1993 gives us a clean slate. We must all strive for notable improvement this year. To that end, the following objectives will serve as our road map.

Safety

Divisions, plants, GO T&D, and GO Hydro will conduct quarterly internal safety audits. These will be forwarded to the safety manager for review and appropriate action.

The GO Safety Section will condense the safety manual to a more readable format, making it easier to use.

Safety training will be expanded for first line supervisors.

Twenty backing accidents last year represented one-third of our preventable accidents. In 1993, remedial driver training will be conducted for anyone responsible for a backing accident.

Earnings

The two major negatives affecting earnings during 1992, mild weather and lower outside sales, were partially offset by a strong rebound in industrial sales. Additionally, our marketing efforts yielded good results. Both factors should contribute to better financial results this year.

We reluctantly sought a rate increase of approximately \$31 million in Virginia. The request was largely a result of factors beyond our control, such as a mandated change in funding of post retirement benefits.

Reasonable regulatory treatment from this application, a return to more normal weather, and a strong economy can, together, put our earnings back on track. None of those things may happen so our best recourse is hard work coupled with new ideas.

Efficiency/Cost Control

Improved efficiency and cost control is not someone else's job but the responsibility of each and every one of us.

Reducing and holding down costs benefit our customers, our communities, our investors, and us personally. On the other hand, higher costs make it tougher for industries to locate and stay in our area, harder for everyone to pay for service, lower earnings for stockholders (we employees own about 5% of the company), and make our jobs less secure. Our formal objectives for this very important area are listed below. Be sure to participate!

Employee Involvement

Forty-six achievement teams and one inter-departmental team are functioning in eight divisions, four plants, and one GO department. Over 400 employees are serving as team members, facilitators, and steering committee members.

Our 1993 goal is to expand the process in one additional division, plant, and GO department. This will result in approximately 60 achievement teams and 10 to 15 task force teams by the end of 1993.

OIP

Our monetary goal will remain the same as 1992 — \$4,535,000 in savings. During the past five years, an average of nine units has failed to achieve at least 75% of their goal. A secondary goal for 1993 will be for each unit to reach **at least** 75% of their monetary goal.

Benefits

American Electric Power and Appalachian Power have joined the Aetna Preferred Provider Organization and the Preferred Health Care Program to provide comprehensive network-based medical and mental health coverage. This action may cause some inconvenience for employees.

In the long run, however, we believe managed medical care to be the best source for controlling costs while maintaining our current level of coverage and quality care. I ask your full support in this transition.

Planning and Scheduling

In an effort to provide better tools for efficient planning and scheduling of T&D personnel, the Syn-Cronamics program which was introduced in Roanoke, Charleston, and Huntington Divisions during 1992 will be expanded to the remaining divisions.

Customers

An in-depth survey to determine how well customer services employees deal with customer requests revealed that a majority were satisfied with the response they received. But we need improvements in courtesy, friendliness, prompt attention to complaints, and ease of reaching offices by telephone.

Our Customer Service Task Force will soon make final recommendations for improvements to be implemented in 1993. Remember, service to customers is the reason we're in business. Each of us has a role to play in customer satisfaction.

Energy Usage

In 1993 the company will further demonstrate its long-standing commitment to efficient use of energy. We are seeking regulatory commission approval of six demand side management (DSM) pilot programs in Virginia and seven in West Virginia. These programs will allow us to determine in real life situations the challenges and opportunities inherent in DSM and will provide direction for future planning.

Our proposed programs are structured to conserve energy and reduce demand requirements or move energy consumption and demand to off-peak periods. In this manner we can help hold down rates and have capacity available to accommodate increased economic development in our service area.

The marketing program will continue to stress the use of high efficiency electrical equipment for heating/cooling, lighting, process heating, and other appropriate applications.

The company, through AEP, will participate in the United States Environmental Protection Agency "Green Lights" program. (See story on page 8 of this issue). If E-Lamp commercial units become available in 1993, we hope to see some application of this revolutionary light source in the Green Lights program and other installations as well.

We will continue to urge a balance of the three "E's" in public policies; responsible **E**nergy use, a healthy **E**conomy, coupled with protection for the **E**nvironment.

Community

From increased volunteering to higher United Way/Benevolent contributions to food and clothing drives, your individual and collective generosity continues at a high level.

The company helps through the preparation of no-cost economic development videos, educational support, and philanthropic donations. These efforts help make our hometowns better places in which to live and are appreciated by our neighbors.

Tom Rotenberry, vice president of West Virginia operations, will investigate ways that we as a company can help you in these very worthwhile activities.

Environmental

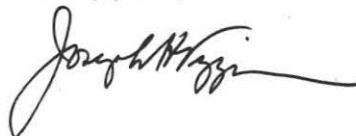
The Green Lights, Demand Side Management, and E-Lamp programs are significant efforts to help improve our environment while balancing our customers' needs for energy.

Other efforts under way include a project, in conjunction with wildlife groups in our two states, of releasing 4,000 pheasants into the wild.

We already have environmental coordinators at each power plant and are reviewing the establishment of such positions within the T&D organization.

Let me close by expressing my appreciation for each of your efforts in 1992 and wish you and your families a safe and prosperous 1993.

Sincerely yours,



AEP joins U.S. EPA's Green Lights as program's largest coal-fired utility ally

The seven-state American Electric Power System has joined the U.S. Environmental Protection Agency's Green Lights program as a Utility Ally. The voluntary, corporate leadership program encourages the nationwide use of energy efficient lighting.

Under the EPA program, the AEP companies will launch a five-year project to survey and upgrade lighting systems in facilities that they own and operate throughout AEP's service territory. Those 2,200 facilities include buildings, power plants and substations.

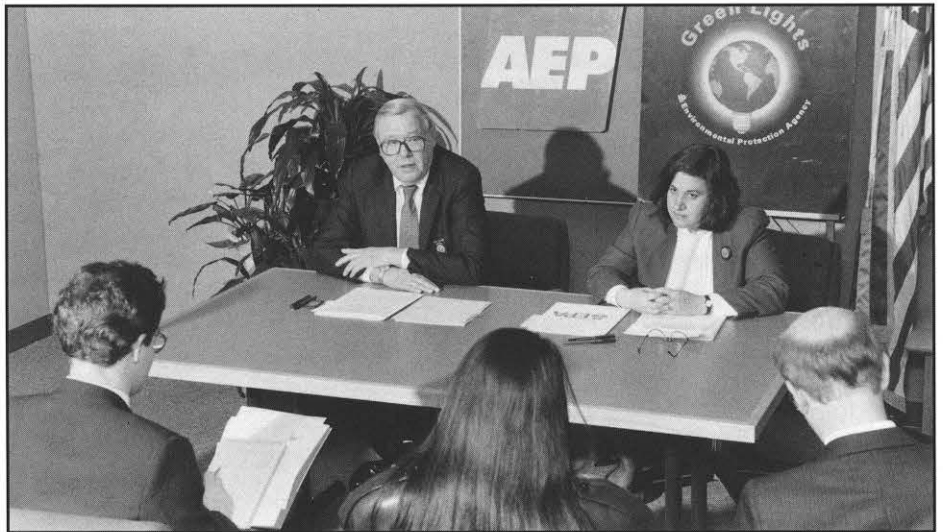
AEP also will promote the benefits of the program to its major industrial and commercial customers and urge them to become Green Lights Partners.

"Today AEP continues a proud history of using and promoting energy efficient lighting systems by becoming a Green Lights Ally," said Richard E. Disbrow, AEP's chairman and chief executive officer, at a December 3 ceremony held in the U.S. EPA's Washington, D.C., office. "We are pleased to join with the U.S. Environmental Protection Agency in this voluntary pollution prevention program. We believe it makes good energy, economic and environmental sense."

At the ceremony, officials from AEP and U.S. EPA signed a voluntary Memorandum of Understanding outlining each party's obligations.

Under the Green Lights program, facilities are upgraded with energy efficient lighting technologies wherever they are cost effective and maintain or improve lighting quality. Corporations and other organizations that make a commitment to Green Lights benefit from improved lighting quality, increased worker productivity, increased energy efficiency and lowered electricity consumption. They also help reduce air emissions and other effects on the environment associated with the generation of electricity.

"The Green Lights program is a perfect complement to AEP's demand side



AEP's Richard E. Disbrow and U. S. EPA's Eileen Claussen participate in a December 3 ceremony in U. S. EPA's Washington, D. C., office. The officials signed documents that made AEP the largest coal-fired utility to join the agency's Green Lights program, which encourages nationwide use of energy-efficient lighting.

management strategy to improve our customers' — and our own — energy efficiency in an environmentally responsible manner," Disbrow said. "It underscores our commitment to encourage the wise use of electricity, as outlined in AEP's Environmental Principles and as promoted by our SMART program."

SMART (Saving Money And Resources Together) is an AEP customer service and information program aimed at saving customers' money, while conserving natural resources and using AEP's existing resources even more efficiently.

"We are particularly proud to be the first utility in six of the seven states that our operating companies serve to make this commitment to Green Lights," Disbrow said. "We will encourage our customers and others to join us in this significant program."

"Lighting accounts for nearly 25 percent of the electricity used annually in the United States," said Eileen Claussen, director of the U.S. EPA's Office of Atmospheric Programs. "If energy efficient lighting were used everywhere that it is cost effective, electricity for lighting would be reduced by 50

percent and national electricity demand cut by 10 percent. That reduction could also save as much as \$16 billion annually in national electricity costs.

"In addition," Claussen said, "we improve the quality of lighting, save money, help make better use of available resources used to produce electricity and reduce various forms of emissions — all without sacrificing quality of lighting or lifestyle."

"Green Lights is our flagship in a whole fleet of voluntary energy efficiency programs aimed at satisfying the United States' obligations under the new global climate change treaty. We are confident that by the year 2000 those initiatives and other existing regulatory requirements will result in a significant reduction of U.S. greenhouse-gas emissions."

"Together," Disbrow said, "we believe these types of investments in energy efficiency can reduce energy costs to our customers, enhance environmental quality, maintain and even improve our standard of living, and promote a strong economy." □

New health care program underway

The beginning of the new year also means the beginning of AEP's new network-based health care program. The network — which includes Open Choice, Open Access, Help Connection and Prescription Drug Coverage — is part of AEP's Comprehensive Medical Plan.

Open Choice is a preferred provider organization. When employees in an Open Choice location see network providers, they receive an enhanced level of benefits. Open Access is designed for those employees who do not reside in a network location. Help Connection is a network of providers who offer mental health and substance abuse treatment. The Prescription Drug Coverage psychiatric drug benefit level has increased from 50 percent to 80 percent.

Special meetings were held last November to introduce employees to the network-based arrangements. Since then, a number of questions have been asked about various aspects of the new plan. Last month's issue of the *Illuminator* answered some of those questions — additional questions are answered here.

Q. Did the introduction of the new network-based program mean that the lifetime maximum calculation started over at zero on January 1, 1993?

A. No. Although the lifetime maximum has been increased from \$750,000 to \$1 million per covered person effective January 1, 1993, expenses incurred under the medical plan prior to January 1, 1993, will still be included in the lifetime maximum calculation.

Q. Why aren't all hospitals in the network?

A. When a hospital joins the network,

the hospital agrees to accept discounted payments in return for the potential of increased patient volume. If every hospital were in the network, the potential for increased business would be lost.

Q. What level of benefits apply for services provided by a non-network radiologist, pathologist or anesthesiologist in a network hospital?

A. As long as the services provided by these specialists are received in a network hospital, the preferred level of benefits will apply. If the hospital is a non-network facility, the non-network level of benefits will apply.

Q. What level of benefits apply to chiropractic services?

A. Currently, there are no chiropractic providers in any networks. Therefore, if an employee lives in an Open Choice area, in-network levels of benefits will apply. However, because chiropractors are not yet under contract with Aetna, their charges will be subject to reasonable and customary guidelines. Also, the employee will have to file a claim with Aetna. If the employee does not live in a network area, chiropractic services — no matter where received — will be subject to the regular Open Access benefit structure, i.e., \$200 deductible and 80 percent coinsurance.

Q. Will chiropractors ever be included in the network?

A. AEP is requesting that as soon as practicable, Aetna solicit chiropractors to be network providers. Once there are network providers, the above liberalization will end, and in- and out-of-network rules will apply.

Q. In 1993, benefits for chiropractic care are limited to \$500 per person per year. Do expenses incurred over this amount apply towards an employee's out-of-pocket maximum?

A. No. In addition, the same rule applies for preventive care expenses in excess of relevant plan limits.

Q. What happens when a network provider decides to close his practice and not accept additional participants?

A. Network providers may reach a practice threshold that prevents them from accepting new patients. Providers must notify Aetna when this is the case. In a "closed practice" situation, employees will be advised to seek care from another network provider. Providers who have closed practices will be identified in the provider directory with an asterisk.

Q. What recourse does an employee have if the only doctor located near the employee has a closed practice?

A. If another doctor cannot be located for the employee, Aetna will assist the employee in recruiting a doctor of his or her choice, as long as all provider credentialing requirements are met. In addition, the doctor who has the closed practice will be encouraged to accept the employee on a temporary basis until a new doctor is found.

Q. If an employee switches to an in-network doctor, how will the employee's medical records be transferred?

A. A Medical Records Transfer Request form, which is included with the User's Guide, should be completed and sent to the prior doctor. Employees should be aware that a small fee for copying costs may be charged by the doctor.

Q. Who is responsible for pre-certifying a hospital stay?

A. If the employee's doctor is in the network, the doctor is responsible for calling Aetna's Healthline number and obtaining pre-certification for the con-



finement. If the doctor is not in the network, the employee is responsible for calling Healthline at 1-800-243-1809.



Q. What happens if an employee uses out-of-network providers and fails to pre-

certify an out-of-network hospital confinement?

A. If the employee fails to pre-certify, a \$300 penalty will be imposed. This penalty will be in addition to any deductible and coinsurance payments which apply, and will be imposed each time the employee fails to pre-certify a confinement.

Q. Is pre-certification required for a true medical emergency?

A. In a true emergency situation, calling ahead to initiate pre-certification is not required. However, if admission results, the employee, the employee's doctor or someone on the employee's behalf must call member services within 48 hours of admission.

Q. What is the difference between a true medical emergency and non-postponable medical care under Open Choice?

A. Examples of a true medical emergency include unconsciousness and severe bleeding. This type of care is paid at in-network levels regardless of whether the provider is a network provider, or whether the Open Choice person is in his or her home area or traveling. A hospital confinement which occurs as an immediate and direct result of the medical emergency will also be covered at the in-network level.

Examples of a non-postponable medical situation include strep throat and a sprained ankle. To receive an in-network level of benefits, employees in Open Choice must use a network provider if the employees are in their home area. If an employee is traveling, any

provider may be used and the in-network benefit level would apply. Employees are encouraged to call Aetna Member Services at 1-800-243-1809 if medical services are needed while traveling. There may be network providers available to provide treatment, which could result in savings for both the employee and the company.

Q. For out-of-network providers, will reasonable and customary rates be the in-network "negotiated" rates or will they be the prevailing fee level for services provided in that geographic location?

A. Reasonable and customary rates for out-of-network providers will continue to be based on the prevailing fee level for services provided in that particular geographic area.

Q. When determining reasonable and customary rates as described in the previous question, are the in-network "negotiated" rates included with prevailing fee levels in determining what is reasonable and customary for a geographical location?

A. Even though in-network doctors have agreed to lower rates, they still initially submit their regular fee to Aetna. For reasonable and customary purposes, the reasonable and customary determination is based on the submitted fee, rather than the lower rate.

Q. Is the \$15 office visit co-payment for in-network providers applied to an employee's deductible and/or out-of-pocket maximum?

A. No. The \$15 copayment is not applied to the deductible or out-of-pocket maximum.

Q. Once an employee meets the out-of-pocket maximum, is the \$15 office visit copayment still required?

A. Yes. Network doctors have been instructed to collect the \$15 copayment every time there is an office visit.

Q. What service provided by a network doctor will be considered as part of an office visit so as to be reimbursed at 100 percent after the \$15 copayment?

A. An office visit is generally defined as a patient/doctor encounter where services are rendered in an office setting. Services included under this definition include blood pressure checks, injections, and x-rays taken in the doctor's office. However, minor surgery such as lesion removal, laceration repairs (stitches), or scope procedures done by the doctor will not be considered as part of the office visit. As a result, these charges will be reimbursed at 85 percent.

Q. Will allergy injections received periodically in a network doctor's office be subject to the \$15 office visit copayment?

A. Because these injections are typically given by a nurse rather than a physician, they are not considered as services received during an office visit as defined in the preceding answer. As a result, the \$15 copay does not apply and these services will be reimbursed at 85 percent.

Q. If an employee's permanent residence is in a network area but that employee is on temporary location in a non-network area, will the employee be treated as if in Open Choice or Open Access?

A. Network eligibility is determined based on the employee's permanent address. Therefore, the employee referred to in this question would be considered to be an Open Choice employee.

Q. Is it possible for one employee working at a particular location to be in Open Choice while another employee working at that same location is in Open Access?

A. Yes. Employees are assigned to Open Choice or Open Access by their

residence location, not by their work location.

Q. For Open Choice, the annual out-of-pocket maximum is \$1500 in-network and \$3000 out-of-network. Are these amounts accumulated on a separate basis?

A. No. Expenses that apply to the out-of-pocket maximum for in-network care are also counted toward the out-of-pocket maximum for out-of-network care, and vice versa.

Q. Does Help Connection apply to only employees in Open Choice?

A. No. All employees and retirees enrolled in the comprehensive medical plan are eligible for Help Connection.

Q. When employees who are suffering from mental illness or drug or alcohol dependency call Preferred Health Care's Help Connection, who will be their contact?

A. Initially an employee will talk to a Preferred Health Care customer service representative who will ask for basic information such as the patient's name, social security number, address, telephone number and a brief description of the reason for the call. The employee will then be transferred to a clinical professional who will ask about the problem, the symptoms, relevant mental health and medical history and the current family situation, as appropriate. After this information is discussed, the employee will be given the names of appropriate network providers who can help meet the employee's needs.

Q. Under Help Connection, how can employees be assured that a network provider will be available at his or her particular location?

A. Preferred Health Care has an extensive network of mental health and substance abuse providers throughout the country. However, if a case arises where no providers are available in a particu-

lar area, as long as the employee calls Help Connection and follows PHC's recommendations before receiving treatment, benefits will be paid at the in-network level, even if the treatment is provided by a doctor not currently in the network.

Q. What qualification standards are required by Preferred Health Care for its clinical professionals?

A. All PHC clinical professionals are licensed psychiatric nurses, social workers, or clinical psychologists and are supervised and supported by board-certified adult and child psychiatrists.

Q. How are network providers selected by PHC?

A. PHC maintains a formal practice for screening and credentialing providers considered for inclusion in the network. Individual and group practitioners are asked to submit a resume, license, and proof of malpractice insurance. Facilities must submit copies of their most recent Joint Commission on Accreditation of Health Care Organizations (JCAHO) inspection, health and safety inspections, current state license and proof of malpractice insurance. PHC also conducts on-site reviews of facilities and certified facilities on a program specific basis.

Q. Are the mental health/substance abuse deductibles and out-of-pocket amounts separate from the deductibles and out-of-pocket amounts under Open Choice and Open Access?

A. Yes.

Q. The mental health substance abuse coverage contains a separate out-of-network lifetime maximum of \$50,000. Does the calculation of this amount start at zero on January 1, 1993?

A. Yes. Because of the specialized nature of this lifetime maximum, an employee's balance will start at zero

for this calculation, but the \$50,000 is included in the \$1 million overall lifetime maximum.

Q. If an employee has received inpatient treatment for substance abuse prior to January 1, 1993, will this treatment be counted against the inpatient treatment limits for substance abuse under Help Connection?

A. Yes. Under Help Connection, an employee is limited to two 21-day treatments per lifetime for inpatient substance abuse treatment received at an in-network facility, and one 21-day treatment per lifetime at an out-of-network facility.

If an employee has already had an inpatient confinement prior to January 1, 1993, this confinement will eliminate his or her ability to receive any additional inpatient treatment for substance abuse at an out-of-network facility and will also mean that he or she can receive only one additional treatment for substance abuse at an in-network facility.

Q. Are the inpatient 21-day treatment limits for substance abuse applied separately for in-network and out-of-network treatment under Help Connection?

A. No. Each covered person is limited to a maximum of two inpatient substance abuse treatments per lifetime.

Q. Is the limit of 20 visits per year for outpatient treatment for out-of-network care combined for mental health and substance abuse?

A. Yes



Copying the Bible increases Hale's faith

This is a story that could easily fit in Ripley's Believe It Or Not. Thomas Hale, Logan meter reader supervisor NE, has spent the last 12 years hand writing the Bible, not once but twice. And he may even start on a third copy.

Tom first began writing out the Bible on 8½x11 sheets of notebook paper in longhand around 1980. He started with the Gospel of John and worked his way through the New Testament. When that was done, he went to the first book of the Bible and started the same process with the Old Testament.

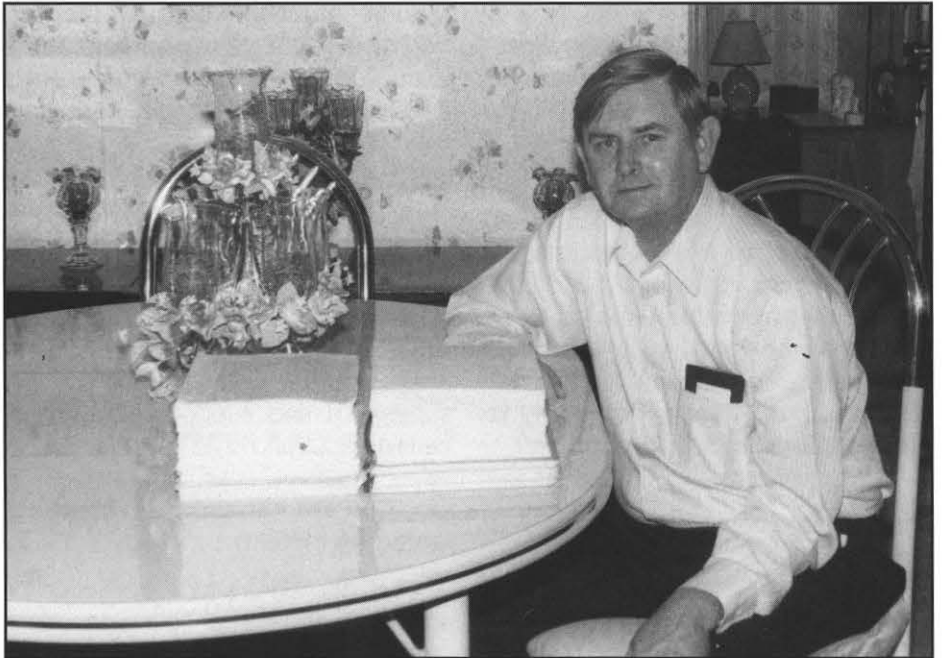
At first Tom wasn't sure what specifically motivated him to write out the Bible; but, as he continued talking about this unique project, the reasons for his efforts became more clear. One was his desire to know God better. "I learned more about God, but I also realized there is much I don't know," he said.

After becoming a Christian in 1974, Tom said, "As a new convert it was my desire to study the Bible thoroughly and to know its author more intimately. Writing out the Bible became a part of my personal relationship with God. It just seemed a better way to know the Bible was to write it out.

"I know many people would look at what I've done as a waste of time," he said. "But there have been others at work and church who have told me what an inspiration it is to them. However God wants to use this to speak to people is fine with me."

Upon finishing the first copy, Tom realized there was more to learn about God and the Bible so he wrote a second copy. Both copies of the Bible were finished on Memorial Day, the first in 1984 and the second in 1992.

Tom said he would often write between the hours of midnight and daylight when he couldn't sleep. He also worked on it in the morning and evening when he would return from work. "I averaged writing between 11 to 13 pages a day."



Writing out the Bible became a part of Tom Hale's personal relationship with God.

As a 'lefty,' all of this writing has given Tom four callous-like knots on the inside palm of his hand.

The two copies of the Bible that Tom has written will go to his two children, Mark and Michelle. "It's something to leave to them and to my grandchildren," he said. "A legacy of sorts."

Michelle said she will definitely keep her copy, but added, "I don't think writing out the Bible is something I could do." Both of his children cite the Christian example Tom has set for them. "In my opinion, not one man or woman could have set a better example for me than my father did," wrote Michelle in a Father of the Year card she gave him. She wrote of her father's self-sacrifice, his faith, his listening ability, his honesty, and the time he spends with his family.

Tom's wife Hazel equally praises the modest man and says, "I'm not sure why he wrote out the Bible, but the commitment and dedication he showed in doing it has been an inspiration to me."

Through copying the Bible, Tom said he learned "God is a reality. He continues to amaze me. I'm still learning new things about Him."

Knowing God better has sustained Tom and his family through difficult times. His wife recently had kidney transplant surgery. Two years ago she was clinically dead for ten minutes, and the doctors are still not sure why. "I consider her a walking miracle," Tom said.

Tom's favorite section of the Bible is the New Testament. For inspiration he turns to the Book of Psalms. He has attended the Gospel Center Tabernacle for as long as he can remember and is also a Sunday School teacher.

Tom has worked for Appalachian since 1970 when he left the military service. As for writing out the Bible again, Tom is considering it. "I still see things I don't know," he said. "It's true what is often said of Him: "God is large enough to hold the world in His hands, yet small enough to live in the heart of a man." □

Story and photo courtesy Hometown News, Madison, W. Va.

Huntington hosts invitational bowling tourney

The 1992 Huntington Invitational Bowling Tournament was held October 3 and 4 at Ted's Imperial Lanes, Huntington, West Virginia. Eight mixed teams, 12 teams of doubles, and 16 people in the singles participated in the event. Locations represented were Amos Plant, North Charleston, Charleston/St. Albans, Big Sandy Plant, Huntington, Lynchburg, and Milton.

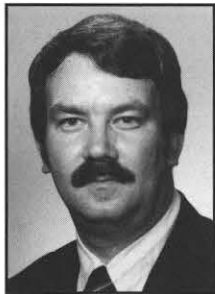
The Kentucky Splitters from Big Sandy Plant captured the team event with 2,466 pins. The team of Arnold Bailey, Gloria Johnson, Don Sexton, and Doug Jones won \$120.

All Mixed Up from Huntington/Milton rolled 2,416 pins to take second place in the team event. Dividing the prize of \$80 was the team of Judy Shafer, Ray Ridgeway, David Brinkerhoff, and George Dewees.

Fumble Finger 4 from Milton/Huntington took third place in the team event with 2,406 pins. The team of David Radcliff, Joyce Radcliff, Bill Joseph, and Lisa Napier won \$40.

The team event individual winners for high game were Judy Shafer from Huntington with 237 and Paul Massie from Amos Plant with 244. They won \$10 each.

The doubles event was captured by Ewell Fykes and Ray Ridgeway from Huntington/Milton. They rolled 1,290 pins to win \$80.



Lorn Walker from Amos Plant won the singles event.

Second place in the doubles went to Karen and Wes Fizer of Huntington. They rolled 1,264 pins to win \$40.

Jerry Holt and Mike Spencer from Charleston/St. Albans divided the \$20 third prize in the doubles. They rolled 1,246 pins.

The doubles event individual winners for high game were Karen Fizer with 238 and Ewell Fykes with 268. They won \$10 each.

Lorn Walker from Amos Plant rolled



Ewell Fykes, left, and Ray Ridgeway of Huntington/Milton won the doubles event.



Members of Big Sandy Plant's Kentucky Splitters, who won the team event, are (l. to r.), Ron Sexton, Gloria Johnson, Doug Jones, and Arnold Bailey.

736 to win the singles event prize of \$65.

Second place in singles was captured by Wes Fizer from Huntington. He rolled 654 to take the \$30 prize.

David Radcliff from Milton won the third place singles prize of \$20 with 640 pins.

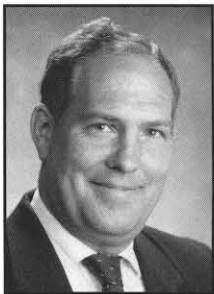
The singles event individual winners for high game were Ann Carter from Huntington with 250 and Lorn Walker from Amos Plant with 266. They won \$10 each.

A bowling ball donated by Ted's Imperial Lanes was raffled off, raising \$100 for the prize fund. The winner was a Huntington resident, Kimmie Ward.

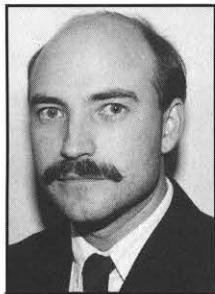
According to Tournament Coordinator Judy Shafer, the tournament will be an annual event. "Hopefully next year more people will be able to participate," Shafer said. "It is not only a challenge to all bowlers but a chance to meet people you talk to every day on the phone — putting names and faces together.

Rules of the tournament were governed by Shafer, Karen and Wes Fizer, Ray Ridgeway, and April Adkins. □

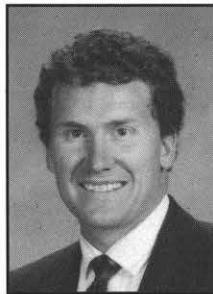
Promotions



Haddox



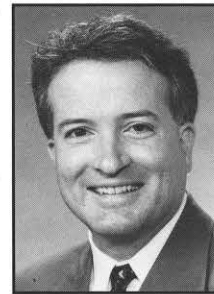
Davidson



Kelly



Thompson



Oliverio

Donald Haddox, Huntington electrical engineer senior, was promoted to Milton area supervisor on November 1. He holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology.

Michael Davidson, plant clerk B nonexempt, was promoted to associate staff accountant II exempt at Glen Lyn Plant on November 1. He holds a bachelor of science degree in business administration from Bluefield College.

Rick Kelly, engineering technician senior, was promoted to engineering technologist I, GO T&D Telecommunications, Roanoke, on October 1. He holds an associate in applied science degree in electrical engineering technology from Virginia Western Community College.

Andrea Thompson, Roanoke customer services assistant, was promoted to Rocky Mount customer services offices supervisor on December 1. She holds a bachelor of science degree in business administration from Radford University.

David Oliverio, building construction assistant, GO General Services, Roanoke, was promoted to Pulaski building supervisor on January 1. He holds bachelor of science degrees in landscape architecture and industrial engineering from West Virginia University.

Abingdon

Katherine Widener from customer services representative B to customer services representative A, Marion.

John Amos

Patty Parsons from junior clerk to human resources clerk C.

Rich Harless from ash technician junior to ash technician.

Beckley

Casey Smith from line mechanic C to line mechanic B, Rainelle.

Bluefield

Bobby Hamilton from line mechanic A to general servicer.

Frankie Blankenship from line mechanic D to line mechanic C, Grundy.

Joan Leftwich from secretary-stenographer A to secretary.

Billy McGough from electrical engineer III to electrical engineer II.

Jerry Peyton from energy services engineer III to energy services engineer II, Grundy.

Charleston

Edna Hamm from customer services representative D to customer services representative C.

Clinch River

Jimmy Akers from chemist assistant to industrial hygiene technician junior.

General Office

Lynne Testerman from tape librarian B to tape librarian A, GO Accounting, Roanoke.

Steven Viars from transmission mechanic D to transmission mechanic C, GO T&D Transmission, Turner.

Scott Fry from station operator B, GO T&D Station, to station operator A, System Operation, Roanoke.

Earnie Price from transmission mechanic D to transmission mechanic C, GO T&D Transmission, Bluefield.

Tim Amos from transmission mechanic D to transmission mechanic C, GO T&D Transmission, Bluefield.

Rick Perkins from station operator C to station operator B, System Operation, Roanoke.

Brenda Koch from transmission station mechanic D to transmission station mechanic C, GO T&D Station, Marmet.

Mark Whitley from transmission station mechanic D to transmission station mechanic C, GO T&D Station, Roanoke.

David Street from transmission mechanic D to transmission mechanic C, GO T&D Transmission, Bluefield.

Jodie Neuse from hydro mechanic D to hydro mechanic C, GO Hydro, Roanoke.

Stan Hagerman, II, from station operator C to hydro operator I, System Operation, Roanoke.

Gordon Warren from transmission station mechanic B to transmission station mechanic A, GO T&D Station, Roanoke.

Mark Wray from transmission station mechanic D to transmission station mechanic C, GO T&D Station, Roanoke.

Earnie Akers from transmission mechanic C to transmission mechanic B, GO T&D Transmission, Bluefield.

Steven Murphy from transmission mechanic D to transmission mechanic C, GO T&D Transmission, Kenova.

Gail Dingess from hydro mechanic D to hydro mechanic C, Kanawha Valley Power.

Glen Lyn

Gregory Helm from maintenance mechanic C to maintenance mechanic B.

Huntington

April Adkins from T&D clerk C to T&D clerk B, Milton.

Jean Harrison from meter clerk B to T&D clerk A.

Pulaski

Mike Cox from automotive mechanic B to automotive mechanic A.

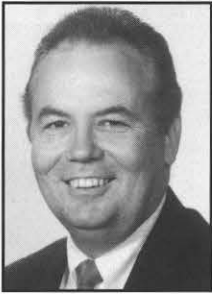
Ted Williams from line mechanic D to line mechanic C, Hillsville.

Roanoke

Terry Francisco from customer services representative C to customer services representative B.

Sandra Holland from customer services representative D to customer services representative C, Rocky Mount. □

John Amos

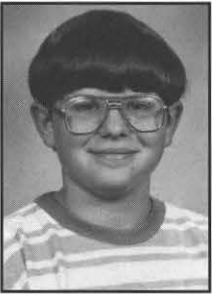


Joe Haynes, public affairs coordinator, has been elected to a one-year term as chairman of the Putnam County Chamber of Commerce. □

Bluefield

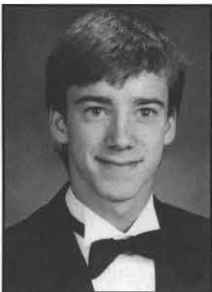
Beth Farley, a member of the Princeton High School Junior Civitan Club and governor of the West Virginia District, will participate with other governors in the 18th annual Junior Civitan Sno-Do. The event, an all-day snowmobile marathon, will be held January 31 in Barrie, Ontario, Canada. Contributions will benefit the Civitan International Research Center. She is the daughter of Fred Farley, customer services representative A. □

General Office



Roy Shannon Prusak was a member of the Blue Ridge II soccer team which won the Botetourt Division I regular season title and tournament championship. The team also was runner-up in the VRPS

Virginia Regional Tournament. He is the son of Anita Hollins, engineering clerk A, GO T&D, Roanoke.



Paul, son of George Laurey, accounting manager, GO Accounting, Roanoke, was named a commended student in the National Merit Scholarship Program. He scored in the top five percent

of students who took the preliminary scholastic aptitude test in 1991. Paul is a senior at Patrick Henry High School, where he has lettered in six varsity sports. He also is a student at The Governor's School of Science & Tech-

Who's News

nology and at The CITY (Center for Instructionally Talented Youth) School.

Todd Blackwell was selected national account manager of the year by Friden Alcatel, a manufacturer of mailing and shipping systems based in San Francisco. The award recognizes his achievement as the organization's top sales representative. Todd is the son of Emmett Blackwell, personnel services manager, GO Human Resources, Roanoke.

Wayne Alexander, property representative assistant, GO Land Management, Roanoke, competed in the 17th annual Marine Corps Marathon. His finishing position for the 26.2 mile event was 2,832 out of 11,208 with a time of 3 hours 37 minutes. □

Huntington



Appalachian Power employees were presented a plaque in recognition of their volunteer work in connection with the 1992 Summerfest. Accepting the award were **Judy Phillips**, meter electrician C, and **Mike Runyan**, line crew supervisor NE, co-chairmen of the 1992 Tri-State Fair and Regatta Committee. □

Lynchburg

Barry Snodgrass, division manager, was elected to a three-year term on the board of directors of Central Virginia Industries.



Ruthie McGinn, customer services representative C, was appointed co-chairperson of the Central Virginia Disaster Team for the American Red Cross. She is a certified standard first aid/CPR instructor

who helped to recertify EMTs from the Concord Rescue Squad for adult, child, and infant CPR.



Jeff, right, and **Randy**, left, were members of the trumpet trio selected to play the national anthem prior to each Brookville High School girls basketball game this season. They are the sons of Ralph Bird, power engineer. □

Pulaski

Dennis Cox, Galax area T&D scheduler, will represent Grayson County on the Galax-Carroll-Grayson Chamber of Commerce board of directors for a three-year term. □

Philip Sporn



Annette, daughter of Denver Gibbs, maintenance mechanic A, was among those honored at a reception by the Golden Key National Honor Society. Membership is by invitation only and is extended

to the top 15 percent of juniors and seniors. Annette is a junior at West Virginia University, majoring in accounting. □

Breakfast for Neighbor fund



The Appa-Mo employee social club in the Roanoke General Office headquarters sponsored a breakfast last month, raising \$112 for Appalachian Power's Neighbor-to-Neighbor Fund. The fund assists needy customers in paying their electric bills during the winter months.

Salvation Army donation



Roanoke Division and General Office employees donated money and canned goods for admission to a concert of Christmas music by the William Fleming High School Magnet Choir. The food and \$100 were given to the Salvation Army, while another \$100 went to Appalachian Power's Neighbor-to-Neighbor Fund. Bill Mashburn, GO marketing and customer services associate, left, makes the presentation to Captain Dan Delaney of the Salvation Army.

Gifts for needy children



Children of some of Roanoke's needy families had a merrier Christmas because of the generosity of Roanoke Division and General Office employees. Names and sizes of the children were posted on Angel Trees located in the headquarters office. The Appa-Mo, Jolly Watt, and Reddi-Lite social clubs collected the gifts, which were distributed by the Salvation Army.

Huntington hosts party for 50 needy children



Huntington employees hosted a Christmas party for 50 needy children. Employees raised money throughout the year for the annual event, and local merchants donated many items. Each attendee received clothing, food, and toys.

Weddings

Groff-Taylor



Kristy Taylor, meter clerk C, GO T&D Measurements, Roanoke, to Garry Groff, November 14.

Doss-Persinger

Lisa Persinger, general records clerk B, GO Accounting, Roanoke, to Richard Doss, December 7, 1991. □

Smith-Richardson



Jennifer L. Richardson to **Michael Todd Smith, Jr.**, Amos Plant utility worker, November 2. Jennifer is the daughter of Sandra Manning, Amos Plant stores clerk A. Todd is the son of Michael Smith, Sr., Tidd Plant shift operating engineer.

Dalton-Newman

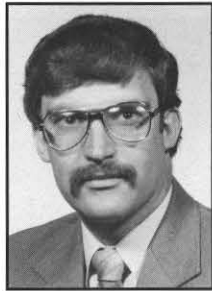


Helena Beth Newman to **James Robert Dalton**, July 18. Jamie is the son of Ralph Dalton, Galax line crew supervisor NE.

Friends We'll Miss



Russell



Brown

Samuel E. Russell, 61, retired Kingsport line crew supervisor NE, died December 2. A native of Roane County, Tennessee, he was employed in 1952 as a lineman C and elected early retirement on October 1 of this year. Russell is survived by his wife Beulah, 1004 Spring Valley Drive, Kingsport, Tenn.; one son; two daughters; four grandchildren; and three brothers.

James Larry Brown, 35, Beckley engineering technologist supervisor, died November 27. A native of Bluefield, West Virginia, he began his career in

1977 as an engineering technician. Brown is survived by his wife Rebecca, P. O. Box 319, Cool Ridge, W. Va.; one son; one daughter; and his parents. □

Wed 50 years



Lanzy and Alma Mabe celebrated their 50th wedding anniversary on November 28 with a reception given by their four children in the Coulson Church of the Brethren fellowship hall. Lanzy is a retired Galax meter reader.

Births

Abingdon

Jessie Renee, daughter of **David Garrett**, Lebanon line mechanic A, November 5.

Rachel Rene, daughter of **David Coulthard**, stores attendant B, November 5.

Beckley

Julie Ann, daughter of **Gene Jones**, building supervisor, November 27.

Bluefield

Amanda Lynn, daughter of **Beth Ann Blanton**, marketing and customer services advisor, December 5.

General Office

Jordan Andrew, son of **Kenny Boggs**, regional dispatcher, System Operation, Turner Regional Dispatching Center, October 30.

Morgan Marie, daughter of **Raylene Barr**, secretary-stenographer B, GO Rates, Roanoke, November 2.

Lindsay Leigh, daughter of **Carolyn Divers**, general records clerk A, GO Accounting, and **Jay Divers**, property representative B, GO Land Management, Roanoke, September 11.

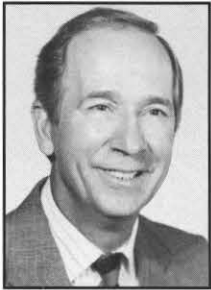
Huntington

Larissa M. and Lindsey N., twin daughters of **Connie Shaffer**, customer services representative C, October 22.

Lynchburg

Benjamin Perry, son of **Roger Shepherd**, line mechanic C, November 27. □

Service Anniversaries



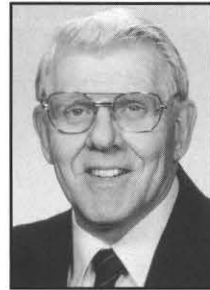
Jim Webb
M&CS representative
Charleston
35 years



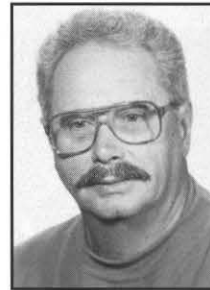
Jerry Scott
maint. mechanic A
Philip Sporn
35 years



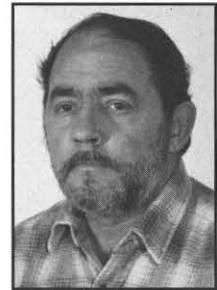
Tom Allen
supv.-load research
GO-Roanoke
35 years



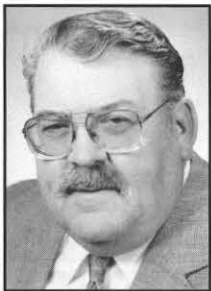
Bob Herndon
prod. supt.-maint.
John Amos
35 years



Ham Hammon
eng. technician sr.
Charleston
35 years



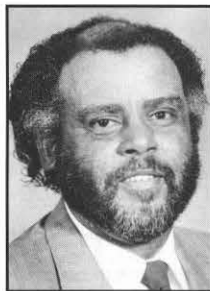
Bob Roach
maintenance supv.
Mountaineer
35 years



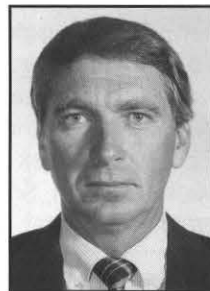
Jerry Arnold
utility supervisor
Mountaineer
35 years



Joyce George
cust. serv. rep. A
Huntington
30 years



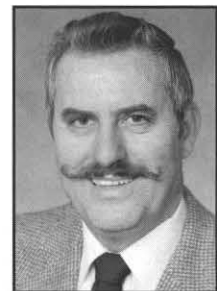
Rudy Pilson
line crew supv. NE
Fieldale
25 years



Tommy Alderman
line crew supv. NE
Hillsville
25 years



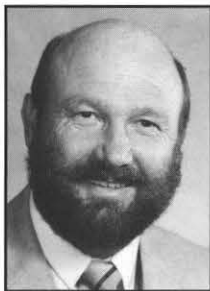
Roger Manuel
maintenance supv.
CPM
25 years



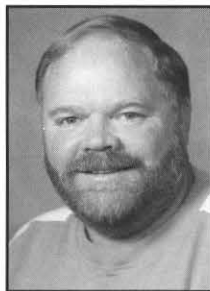
Bill Hagerman
right of way agent
Roanoke
25 years



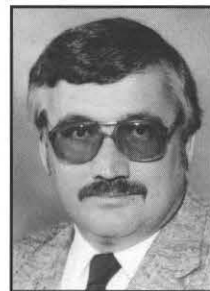
Brenda Campbell
stores acctg. clerk A
GO-Roanoke
25 years



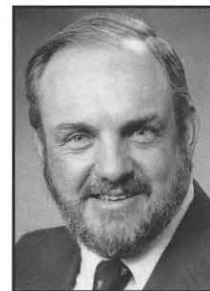
David Coulthard
stores attendant B
Abingdon
25 years



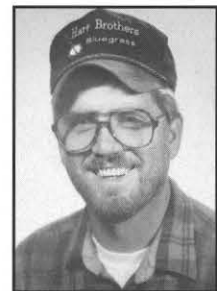
Richard Hill
trans. inspector
GO-Bluefield
25 years



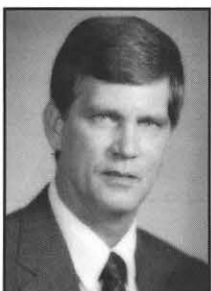
Bennett Shuff
collector
Fieldale
20 years



Phil Arrington
line mechanic A
Bluefield
20 years



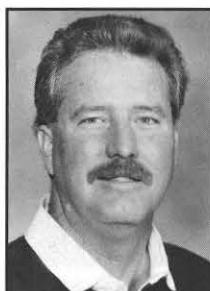
David Conley
trans. mechanic A
GO-Huntington
20 years



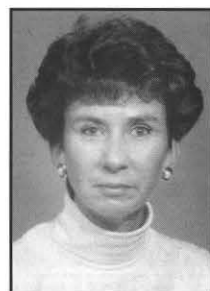
Tom McConaghy
eng. technician sr.
Lynchburg
20 years



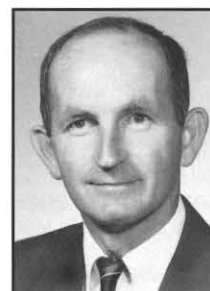
Don Howell
meter supv. engineer
GO-Roanoke
20 years



Steve Neely
line mechanic A
Fieldale
20 years



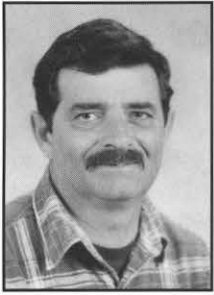
Charlotte Collins
cl. & A/P clk. A
GO-Roanoke
20 years



J. C. Gwinn
general servicer
Beckley
20 years



Sue Hankins
sec.-stenographer B
GO-Bluefield
20 years



Gary Williams
line mechanic A
Kingsport
20 years

Abingdon

15 years: **Paul Hill**, area T&D scheduler, Clintwood. **Russell Fields**, automotive mechanic A.

John Amos

15 years: **Rudy Kanth**, chief chemist.

Beckley

5 years: **Melissa Mooney**, customer services representative C, Oak Hill.

Central Machine Shop

5 years: **Bill Brown**, winder 1st class. **Mike Loving**, winder 1st class.

Centralized Plant Maintenance

15 years: **Dave Walter**, maintenance mechanic-welder. **Paul Curtis**, tool crib attendant. 5 years: **John Ranegar**, maintenance mechanic.

Clinch River

15 years: **Michael Monk**, equipment operator A.

General Office

25 years: **George Lowe**, accounts payable supervisor, GO Accounting, Roanoke.

Huntington

15 years: **Joe Day, II**, line crew supervisor NE, Milton.

Kanawha River

10 years: **G. D. Hill**, equipment operator B.

Logan-Williamson

10 years: **Debbie Marcum**, stenographer, Williamson.

Mountaineer

20 years: **Lew Nazarewycz**, maintenance mechanic A. 15 years: **Jim Pyle**, control technician.

Pulaski

15 years: **Nancy Malley**, meter electrician A. 5 years: **Chris Martin**, station mechanic C. **Steve Dove**, line mechanic B, Christiansburg.

Roanoke

5 years: **Keith Hartman**, line mechanic C, Rocky Mount.

Philip Sporn

5 years: **Richard Sines**, barge handler □

Beam awarded Legion of Merit



Beam

Bruce A. Beam, vice president-governmental affairs for the AEP Service Corporation, has been awarded the Legion of Merit, presented by the Chief of Naval Operations on behalf of the President of the United States. The Legion of Merit is the fifth highest medal that can be awarded to a member of the U.S. Armed Forces.

Beam, a captain in the U.S. Naval Reserve, received the Legion of Merit for his exceptionally meritorious conduct in the performance of outstanding service to the U.S. Navy from May 1990 through April 1992.

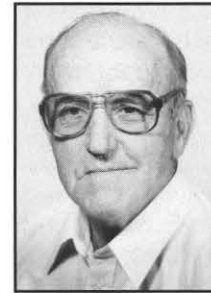
According to the citation, "Beam provided superior advice to the CEP members and staff on broad issues confronting the Navy and the nation. His astute and insightful guidance was central to the success of the annual Navy Long Range Planners Conference and first-ever combined Cooke Conference/Long Range Planners Conference. . . Captain Beam's positive leadership, perceptive judgment, and inspiring devotion to duty reflected great credit upon himself and were in keeping with the highest traditions of the United States Naval Service."

Beam, who served on active duty as an officer with the U.S. Navy in the Western Pacific from 1957 to 1961, began his AEP System career in 1964 with Appalachian Power Company as tax counsel and senior attorney. He was named director-governmental affairs in Washington, D. C., in 1978 and vice president-governmental affairs in 1981.

AEP's office of governmental affairs serves as the federal liaison office for the corporation, representing the corporation before the U. S. Congress and all federal agencies.

Captain Beam also has served as military aide-de-camp to the past five governors of the Commonwealth of Virginia. □

Retirement



"When I applied at Appalachian, I said I was looking for a job with a future," recalls **Glenn 'Speed' Young**. "The man who interviewed me said, 'young man, you came to the right place.'" When

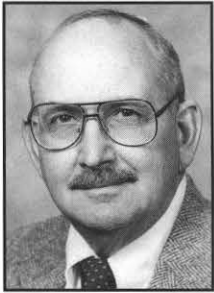
Speed retired on January 1, 1993, he was Charleston general line crew supervisor.

Speed says, "I had 46 years of wonderful work and a steady paycheck. Now I'm just going to piddle around home and keep myself occupied. My oldest boy has a place of business, and I watch his shop sometimes. I also have rental property to keep up. My biggest hobby is taking old cars and trucks and making them into 'new' ones. Right now I'm working on a Bronco/Datsun truck."

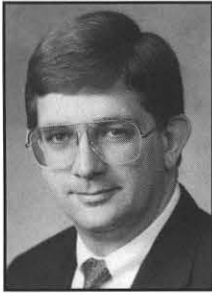
Over the years, Speed and his wife Wanda have opened their hearts and home to almost 90 foster children, many of them physically and mentally handicapped. When a fire completely destroyed their home in November 1991, Appalachian employees were among those who rushed in to help out. "All the people at the power company were really wonderful to help me, and I thank everybody," Speed concludes.

An Army veteran of World War II, he attends Little Sandy Baptist Church. □

Webb to succeed White as Logan-Williamson manager



White



Webb

Maurice A. "Sonny" White, Logan-Williamson division manager, has announced plans to elect early retirement effective March 1. He will be succeeded by Isaac J. Webb, III, who is currently Bluefield T&D superintendent.

White holds a degree in electrical engineering from International Correspondence Schools. He also attended the Huntington School of Business and the American Electric Power System Management Program at the University of Michigan Graduate School of Business Administration.

White was employed in 1948 as a groundman in Logan and advanced through the positions of working foreman, engineering aide, service foreman, line and station supervisor, and line and station superintendent. He was promoted to assistant Lynchburg division superintendent in August 1978 and to division superintendent in December of that year. White has been

Logan-Williamson division manager since 1985.

Webb holds a bachelor of science degree in electrical engineering from Virginia Polytechnic Institute and State University. He also attended the AEP Management Program at Ohio State University College of Administrative

Science.

Webb began his career in 1980 as an electrical engineer in Roanoke Division and was named Gate City area supervisor in 1983. He was promoted to Bluefield line superintendent in 1987, engineering supervisor in 1989, and T&D superintendent in 1991. □

Glen Lyn donates plant water system



Appalachian Power Company has donated the Glen Lyn Plant water system to the Town of Glen Lyn, Virginia, which has faced the problem of a reliable, potable water source for some time. The system includes a large capacity spring, a small parcel of land, approximately 2½ miles of water line, a holding tank, and a chlorine station. Glen Lyn Plant now is a customer of the town's new water system and wastewater treatment facility. Plant Manager Sandy Pennington, left, presents the water system deed to Glen Lyn Mayor Howard Spencer. Photo courtesy Virginian-Leader.

ILLUMINATOR



Post Office Box 2021
Roanoke, Virginia 24022

DO NOT FORWARD
ADDRESS CORRECTION REQUESTED
RETURN POSTAGE GUARANTEED

Bulk Rate
U. S. POSTAGE
PAID
Roanoke, Virginia
Permit No. 241