

ILLUMINATOR

May 1993



T HE INSIDE STORY

ILLUMINATOR Benefits

Vol. 44, No. 8, May 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.

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International Association of Business Communicators

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About the cover: Fleet maintenance mechanics at work in Appalachian's new General Services Garage in the John W. Vaughan Center, Roanoke. The facility is responsible for performing all major repairs, overhauls, and rebuilds of heavy duty trucks and hydraulic equipment which previously has been performed by outside vendors. See story on page 12.



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Long Term Care Plan enrollment under way

During May, employees who are not enrolled in the Long Term Care (LTC) Plan will have an opportunity to do so. Enrollment will be contingent on proof of good health.

Those not included in this enrollment period are employees' parents and parents-in-law and retirees who were given a one-time opportunity to enroll when the program was introduced System-wide in 1991.

The Long Term Care Plan offers AEP employees and their families protection against the high cost of having someone take care of them when they can no longer take care of themselves. The plan helps cover custodial care whether it is provided by a family member or a trained care provider.

With the Long Term Care Plan, a person doesn't have to be confined in a nursing home beforehand to receive benefits — a major advantage over many other LTC plans. Care can be received where it is most convenient — whether that is in an eligible nursing facility, at home, or in an adult care center. Those enrolled in the plan also can decide who can give them the best care — a relative, a friend, or a health care professional.

When they enroll in the Long Term Care Plan, employees can select a \$60, \$80 or \$100 daily benefit option. The home care/adult day care benefit will be half of the daily benefit amount.

The Long Term Care Plan is guaranteed renewable. Insurance coverage will continue as long as the premiums

are paid, and cannot be cancelled on the basis of employment, the insured person's age or if that person uses the plan.

For individuals already enrolled, the LTC Plan offers an inflation adjustment feature to protect against the possible erosion of benefits that time and inflation can cause. This option is available to all enrollees, including parents, parents-in-law, and retirees.

Individuals electing the \$60 nursing facility benefit/\$30 home care benefit or the \$80 nursing facility benefit/\$40 home care benefit can increase their coverage in \$20 increments, up to the daily benefit maximum of \$100 for nursing facility care/\$50 for home care — subject to evidence of insurability. The \$20 increase applies to the nursing facility benefit. The home care benefit will increase to half of the new coverage amount.

In making the decision to apply for additional coverage, it is important to remember that the premium for existing Long Term Care coverage will not change. The premium for the new amount of coverage will be based on the age of the person insured as of the effective date of the increased coverage.

The effective date of additional coverage will be the first of the month following the date the application is approved by Aetna, which administers the plan, but not before July 1, 1993.

Anyone receiving Long Term Care claim payments, or in the waiting period to

receive payments, may not increase coverage at this time.

If an employee and his or her spouse are enrolled in the plan and the employee wants to increase coverage, both the employee and the spouse must increase coverage to the same level. Enrolled parents and in-laws may have coverage equal to or less than the employee.

Employees who would like to enroll in the Long Term Care Plan or increase their coverage should contact their Human Resources office for an enrollment form and premium information. The form includes a medical questionnaire which must be completed by the employee and approved by Aetna in order for coverage to become effective. Aetna must receive the completed form by May 31, 1993.

Any questions can be answered by calling Aetna's LTC hotline at 1-800-537-8521. □

AEP Savings Plan amended

Two amendments have been made to the AEP System Employees Savings Plan, effective January 1, 1993.

The Savings Plan now accepts rollover distributions from other qualified plans. This allows employees to roll over distributions they receive from a prior employer's qualified plan into the AEP Savings Plan. New employees who have not met the eligibility requirements for participation in the Savings Plan also may roll over contributions.

The second amendment allows the surviving spouse of a deceased participant to defer receipt of the deceased participant's remaining account balance until the calendar year in which the participant would have attained age 70½, at which time mandatory distributions must commence. Until the mandatory distribution date is reached, the surviving spouse may request annual partial distributions from the Savings Plan. Previously, the Savings Plan provided for mandatory distributions to the surviving spouse when the participant died. □

Aetna no longer returning drug receipts

Aetna Health Plans is no longer responsible for processing prescription drug claims and will no longer return any prescription drug receipts sent to them for processing. The only notice that covered employees and retirees will receive is a brief statement to that fact on their Explanation of Benefits.

Anyone who continues to submit prescription drug claims to Aetna rather than through the new prescription drug arrangement — National Rx Services,

Inc. for mail service and PAID Prescriptions, Inc. for prescriptions purchased at a retail pharmacy — will be instructed to have his or her pharmacy complete a claim form which must be mailed to PAID Prescriptions, Inc. for reimbursement. Drug store receipts are not part of the PAID claim procedure.

Employees or retirees who cannot remember the pharmacy used will be instructed to call Aetna, which stores that information on microfiche. □

Appalachian introduces Job Start program

Appalachian Power last month announced a new program to take advantage of the company's extensive economic development experience and expertise.

The program is named "Operation Job Start" to emphasize the company's commitment to create jobs in its two-state service area by tightly focusing attention on a variety of efforts that will stimulate long-term growth in the economy of the area it serves.

Thomas A. Rotenberry, the company's West Virginia vice president, will head Operation Job Start in the company's West Virginia operating territory, and H. E. Rhodes, an Appalachian vice president in Virginia, will head the program there. John J. Smolak, the economic development consultant on Rotenberry's staff, will implement and coordinate the West Virginia program. A second economic development consultant, who will work out of the Beckley office, will be added in May. Economic development consultants Charles R. Saul, who is located in Roanoke, and Franklin E. Crockett, whose office is in Pulaski, will implement and coordinate the program in Virginia.

Operation Job Start will serve as an umbrella program for many long-standing economic development activities that will be continued. Additionally, the company plans to implement a series of new efforts that will enhance the job development program in both states. The vice presidents described some of the new features of Operation Job Start:

- A new "shell" building program will allow the company to assist local development authorities in constructing buildings with a minimum size of 20,000 square feet. These are partially completed structures that can be readily finished and occupied by manufacturers. Appalachian will help pay the finance carrying charges from a \$25,000 a year fund in each state that will make interest-free loans for up to three years.
- A Job Start mini-grant program through which the company will provide up to six annual grants in each state. These grants will provide up to \$950 to selected economic develop-

ment authorities for specific development projects and training programs.

- Advertising programs and direct mail campaigns to promote the benefits of the company's service area, specific industrial sites, and available facilities. Where appropriate, these programs will be conducted in cooperation with local development authorities. Up to \$50,000 will be made available in each state for this program.

- An Industrial Park Feasibility Study with an annual budget of \$10,000 will be available to assist local development authorities in West Virginia in evaluating potential new industrial parks. The feasibility studies, to be conducted by West Virginia engineering firms, will determine, in general, the parks' estimated development costs, provide proposed industrial park layouts, and suggest financial strategies.

- Calls by local operating division managements on existing large business firms to discuss ways Appalachian may assist in improving job-retention possibilities.

These new programs will complement many existing development efforts that Appalachian is now conducting, including a number provided by American Electric Power, Appalachian's parent firm. Among these is a monthly direct mail campaign to more than 15,000 national and international business decision makers, a national corporate marketing program that visits eight U.S. cities, an international program in Japan, and a program of providing initiatives in export promotion for our customers.

Appalachian's construction programs will be continued as necessary to maintain and expand the company's trans-



- Appalachian will cosponsor a domestic or international industry trade show in cooperation with the West Virginia Development Office.

- A computerized data base to assist community economic development groups in their preparation of materials for prospective employers.

- An export assistance program for small and medium businesses to improve export business potential. This program will include special workshops for interested businesses.

- Use of the "Purchasing Pipeline" computer data base developed by the Virginia Economic Bridge Initiative to ensure that whenever practical, Appalachian will deal with area suppliers.

mission and distribution system and other facilities. This will ensure that Appalachian remains able to provide both present and future industrial customers with an adequate and reliable supply of electrical energy. In 1993, the company has budgeted \$128 million for construction projects in West Virginia and Virginia.

The power company vice presidents emphasized, "It is important to note that this is only the initial program for Operation Job Start. We anticipate that, as we move forward through 1993 and beyond, more new ideas will be developed and where practical added to the program." □

Disbrow: Proposed energy tax could adversely affect growth in electricity sales

American Electric Power expects continued growth in electricity sales to industrial customers in 1993, unless such growth is derailed by new tax initiatives, such as the Btu tax proposed by the Clinton Administration.

That was the view that outgoing AEP Chairman and Chief Executive Officer Richard E. Disbrow presented to shareowners April 28 at AEP's 86th annual shareowners meeting. This year's meeting, held in Ashland, Ky., was the first AEP shareowners meeting ever to be held in the Bluegrass State.

The strong point of AEP's sales performance in 1992 was industrial sales, which increased 4.7 percent to a record 41.3 billion kilowatt-hours, Disbrow told the shareowners. "During the recent recession, the region's industrial economy held up extremely well when contrasted to the recession of the 1980s, when industrial sales plummeted," he said.

The proposed energy tax, however, could cost AEP customers \$250 million annually, and energy intensive companies could experience rate increases of between 7 and 12 percent. "If you couple the energy tax with the pending impact of clean air costs and a proposed increase in the corporate tax rate, the result cannot be good for jobs or economic growth," Disbrow warned.

Disbrow said the System's biggest problem in 1992 was a very mild summer that reduced residential and commercial sales. Cooling degree days in 1992 were down 47 percent from 1991 and were 26 percent below normal.

Assuming normal weather in 1993, Disbrow said, AEP anticipates internal sales growth of 2.4 percent this year, including a 2.0 percent increase in industrial sales.

Costs of AEP's clean-air compliance program, Disbrow said, will be ameliorated by an innovative financing program whereby a non-affiliated party will own the scrubber system being installed at Ohio Power Company's Gavin Plant and lease it back to the



Members of AEP'S board of directors give a standing ovation to outgoing AEP Chairman and Chief Executive Officer Richard E. Disbrow.

company. "The lease not only levelizes the costs and avoids rate shock, it also provides a savings of over \$400 million on a net present value basis," he explained.

Discussing the impact of the National Energy Policy Act of 1992, Disbrow told shareowners that the System is "now free to develop, subject to various regulatory approvals, exempt wholesale generators not only within our service area, but also nationally and internationally. Whether this will lead, as the proponents allege, to lower consumer rates without reduction in reliability will be tested in the future.

"Transmission access is more contentious," he said. Under the Energy Policy Act, "any party can request transmission access from a transmission owner such as AEP to serve any wholesale purchaser. Use of a utility's transmission to make sales to that company's retail customers either directly or through sham transactions is expressly prohibited, although individual states can authorize retail wheeling. I view the retail prohibition as only temporary."

A key concern over retail wheeling, Disbrow said, is the "cherry-picking" of desirable loads, causing higher costs

for the remaining customers, and the potential increase in the volume of third-party transactions. "Eventually," he said, "the increased complexity of planning and operating the transmission network could become a serious problem."

Disbrow discussed the corporate restructuring activities presently underway to combine operations of Columbus Southern Power Company and Ohio Power Company, and to realign or eliminate certain services provided by the Service Corporation to the operating companies. Over the last two years, he said, the AEP System has reduced utility personnel through attrition by about 500 employees "in an effort to better manage and control our operations.

"For the foreseeable future," he said, "our considerable engineering skills must be redirected from building new power plants to focusing on life-extension programs and operating our units even more efficiently and, perhaps, to major projects beyond the borders of the company."

AEP will continue to promote energy efficiency and the wise use of electric energy, Disbrow assured. "Effective

demand-side management (DSM) programs require a partnership among three parties: the company, for providing information and programs; the regulators, for allowing reasonable recovery; and the customers, for accepting and using the DSM measures.

"AEP is working diligently to foster these relationships," he said. "In 1993, we have budgeted approximately \$17 million for DSM programs and expect annual spending to grow to \$40 million in 1996 for programs that will affect the need for new capacity. We have already delayed the operation of two new 165-megawatt combustion turbines from 1997 to 1999 as a direct result of these initiatives. Over the next 20 years, these programs alone could trim 850 megawatts from our winter peak."

The E-Lamp, he said, is expected to be the cornerstone of AEP's DSM lighting programs when it is introduced to the marketplace, probably by the end of this year.

A decision is expected from the Ohio Supreme Court in late 1993 on Columbus Southern Power Company's appeal of a rate case decision by the Public Utilities Commission of Ohio that disallowed some \$165 million invested in the Wm. H. Zimmer Generating Station, Disbrow said. "Although regulatory treatment for Zimmer has been less favorable than expected, the solid design of the plant has led to record-setting performance," he noted.

In terms of improving the company's financial performance, Disbrow told the shareowners that, "With return to more normal weather, improvement in our sales levels and as more of the cost savings take effect, improvement of financial results should follow.

"Cost reduction, enhancing the financial strength and improving the performance of the company are challenges for us all, not just for a few senior executives and managers," he said. "I am certain that through this concerted effort, we will be an even more efficient company that will continue to be competitive and responsive to our investors' and customers' needs." □

Draper elected AEP chairman, CEO

The board of directors has elected Dr. E. Linn Draper Jr. chairman and chief executive officer of American Electric Power Company, Inc. He succeeds Richard E. Disbrow, who retired at the end of April after 39 years with AEP. Draper will remain president of AEP.

Draper also becomes chairman and chief executive officer of American Electric Power Service Corporation, the management and technology arm of the company, and he retains the posts of president and chief operating officer of the Service Corporation.

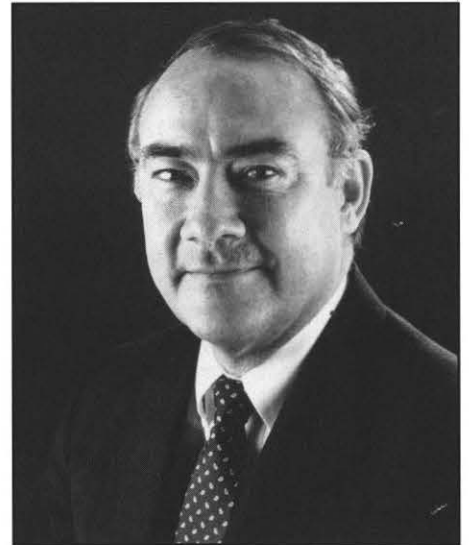
"Under Linn Draper's leadership, we will continue our commitment to achieving the highest level of reliability and efficiency. We will do this with the lowest environmental impact and lowest long-term cost to all our customers, whose needs and wants must be recognized even better in the future," Disbrow told shareowners at AEP's annual meeting on April 28 in Ashland, Ky.

"American Electric Power will respond well to the new challenges of the energy industry," Draper said. "As a low-cost competitor, AEP will make great strides in an era of increased market competition.

"In their homes, shops and factories, our customers will benefit from our low cost structure, our dedication to efficiency and our expertise in energy technologies."

Draper joined AEP in March 1992 after 13 years with Gulf States Utilities Company in Beaumont, Texas, where he served as chairman, president and chief executive officer, as well as a series of other positions in nuclear technology and management of external affairs and production. Prior to joining Gulf States, he had served on the faculty and administration at the University of Texas as an associate professor and director of the Nuclear Engineering Program.

Draper holds a bachelor of arts degree from Rice University, a bachelor of science degree in chemical engineering from the same institution, and a doctorate in nuclear science and engineering from Cornell University. He is a registered professional engineer in the state



Draper

of Texas.

In February 1992, Draper was elected a member of the National Academy of Engineering, one of the highest distinctions for a professional engineer. He is a past director of the Edison Electric Institute. He is a past president and former member of the board of directors of the American Nuclear Society. He is a member of the board of directors of the U. S. Council for Energy Awareness and Pacific Nuclear Systems, Inc.

In addition, he has also been a member of the board of directors of the Texas Commerce Bank-Beaumont, and Southeast Texas, Inc., as well as a member of the Lamar University Board of Regents and the University of Texas Engineering Foundation Council.

He presently serves as a member of the board of directors and the executive committee of the Nuclear Management and Resources Council. He has also served as chairman of the Utility Nuclear Waste Management Group, a consortium of 43 electric utilities.

Draper has edited books on nuclear power and the engineering aspects of fusion reactors and has written many major technical papers. He has been a frequent speaker on behalf of industry groups such as the Edison Electric Institute and the Atomic Industrial Forum. □

1992 safety records dimmed by fatalities

It was definitely a good news/bad news year in terms of safety performance for the AEP System in 1992.

The good news was that the AEP System (excluding mining operations) set a record for the lowest lost workday case incidence rate in a single year during 1992, with a rate of 0.33 lost-time accidents per 200,000 workhours.

Previously, the System's best incidence rate, excluding mining, had been 1991's mark of 0.37 lost-time accidents per 200,000 workhours. The Systemwide total includes employees in construction and in the Service Corporation's Fuel Supply Department in Lancaster.

The AEP Service Corporation and the AEP operating companies also chalked up a record for the lowest lost workday case incidence rate in 1992. Last year's rate of 0.29 bettered the previous record of 0.30 set in 1991. These rates are about three times better than the last published averages for the electric utility industry.

The number of lost workday cases for all non-mining operations in 1992 set a record low at 66. The number in the operating companies and the Service Corporation set a record low with 54 — the third straight year that a new record low has been established.

Unfortunately, this excellent performance was offset by the deaths of three AEP System employees during 1992, two at Appalachian Power Company and one at the former Martinika Division of Southern Ohio Coal Company.

"In 1992, 39 of our 76 reporting units had no disabling injuries whatsoever, a record high," said Ronald A. Petti, senior vice president-human resources for the AEP Service Corporation, speaking at the presentation of the annual AEP Safety Recognition Awards in Columbus.

AEP Safety Recognition Awards were presented to the following:

- **Operating divisions and general office T&D departments with 250 or more employees:** Ohio Power Company's Lima Division, which has worked without a disabling injury since November 1988, earned its first such



Pictured following the AEP safety recognition awards presentation in Columbus are, l. to r., Doug Forbes, Appalachian's safety manager; AEP Chairman Richard Disbrow (now retired); Larry Gearhart, Beckley division manager; Sandy Pennington, Glen Lyn plant manager; Von Caudle, John Amos plant manager (now retired); and Joe Vipperman, Appalachian Power president.

award since 1983.

- **Operating divisions and general office T&D departments with less than 250 employees:**

Appalachian Power Company's Beckley Division, which has worked an AEP record 13 consecutive years without a disabling injury, earned the award for the third year in a row.

- **Generating plants with 250 or more employees:**

The John E. Amos Plant, which has worked without a disabling injury since September 1989, earned the award for the second year in a row.

- **Generating plants with less than 250 employees:**

Appalachian Power Company's Glen Lyn Plant, which has worked without a disabling injury since November 1985, earned the award for the third straight year.

- **Underground coal mines:** For the third time in the last four years, Windsor Coal Company had the lowest incidence index rate, which considers both the frequency and severity of accidents. (Windsor's incidence rate of 0.61 in 1992 compared with a national average of 11.64 for underground mines for the first nine months of the year.)

- **Coal preparation plants:** Windsor Coal Company earned this award for the second year in a row, as Windsor prep plant employees have worked the past two years without any disabling injuries.

- **Other awards:** Indiana Michigan Power Company's Donald C. Cook

Nuclear Plant, the AEP River Transportation Division, Central Ohio Coal Company and AEP Fuel Supply's Central Rebuild Shop all repeated as AEP Safety Recognition Award winners by posting better safety records during 1992 than their respective industry averages.

C. R. "Rudy" Wooten, manager of safety and health for the AEP Service Corporation, pointed out that the determination of this year's Safety Recognition Award recipients was based upon the previous 1,000,000-workhour period.

Effective January 1, AEP plants, divisions and general office T&D departments will work for the best incidence index rate on the basis of the calendar year, he said.

Wooten noted that several of this year's AEP Safety Recognition Award recipients earned their awards by virtue of a tie-breaker in the evaluation formula. Previously, the tie-breaker utilized prior increments of 1,000,000 workhours. Under the new guidelines, he said, the safety experience in the calendar year(s) prior to the recognition year will be used in the formula to determine the recipient. □

APCo customers respond generously to Neighbor fund

Customer contributions to Appalachian Power Company's 1992-93 Neighbor-to-Neighbor Program, which helps pay the winter electric bills of customers in difficult circumstances, were the highest in the 11-year history of the program.

Some 18,148 individuals and organizations contributed more than \$177,489 during the program, which ended March 31. The company's stockholders added \$75,000 in matching funds to bring the program's total to \$252,489.

In West Virginia, 7,747 contributors provided \$68,785 to the program. The company's \$37,500 contribution in matching funds brought this year's total in the state to \$106,285.

In Virginia, 10,401 contributors provided \$108,703 to the program. This figure includes \$2,825 which was willed to the company by a former customer. The company's \$37,500 contribution in matching funds brought this year's Virginia total to \$146,203. □

Rotenberry assumes division responsibilities

Upon the retirement of Charleston Division Manager Floyd H. Taylor, Jr., on May 1, Thomas A. Rotenberry, the company's West Virginia vice president, assumed responsibility for Charleston division operations. □



In the photo at left, Appalachian's president, Joseph H. Vipperman (right), and David W. Oliver, forester, GO Land Management, Roanoke, plant the first of 5,000 trees to be located near Pennhall Training Center on Smith Mountain Lake. In the photo at right, the first of 5,000 trees to be located on company property north of Buffalo in Putnam County is planted by Thomas A. Rotenberry, the company's West Virginia vice president, and Oliver.



APCo plants 10,000 loblolly pines in observance of Arbor Day

Appalachian Power observed Arbor Day last month by planting 5,000 trees on company property in both of the two states it serves.

The trees were planted on property around the Pennhall Training Center on Smith Mountain Lake in Virginia and on property north of Buffalo in Putnam County, West Virginia.

Appalachian's president, Joseph H. Vipperman, noted that each tree represents one of the company's 5,000

employees.

The trees planted are loblolly pines, which were selected for their rapid growth and potential use as a timber resource.

The Arbor Day planting marks another step in the company's forest management program, which has three primary goals: (1) effective use of timber as a natural resource, (2) control of water quality, and (3) the enhancement of wildlife habitat. □

Customer Services employees earn merit awards for efficiency

Customer Services employees in 30 Appalachian Power offices have been awarded certificates of merit for efficiency in 1992. They are: **Abingdon Division** — Abingdon and Marion; **Beckley Division** — Beckley, Rainelle, and Oak Hill; **Bluefield Division** — Bluefield, Princeton, Welch, Pineville, Tazewell, and Grundy; **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** — Pulaski, Christiansburg, Galax, Hillsville, Pearisburg, and Wytheville; and **Roanoke Division** — Rocky Mount, Fieldale, 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. □

Savings bond campaign May 17-31

The annual Savings Bond campaign for Appalachian Power and Kingsport Power will be conducted this year from May 17-May 31.

With regular purchases of U. S. Savings Bonds, you can build a nest egg to provide for the future . . . a home, a vacation, college, retirement . . . or an emergency. And, you can rest easy because you are assured that bonds are safe, guaranteed by the United States, and pay competitive rates.

Payroll deduction makes it easy to save. All you have to do is fill out an authorization card, and the company does the rest.

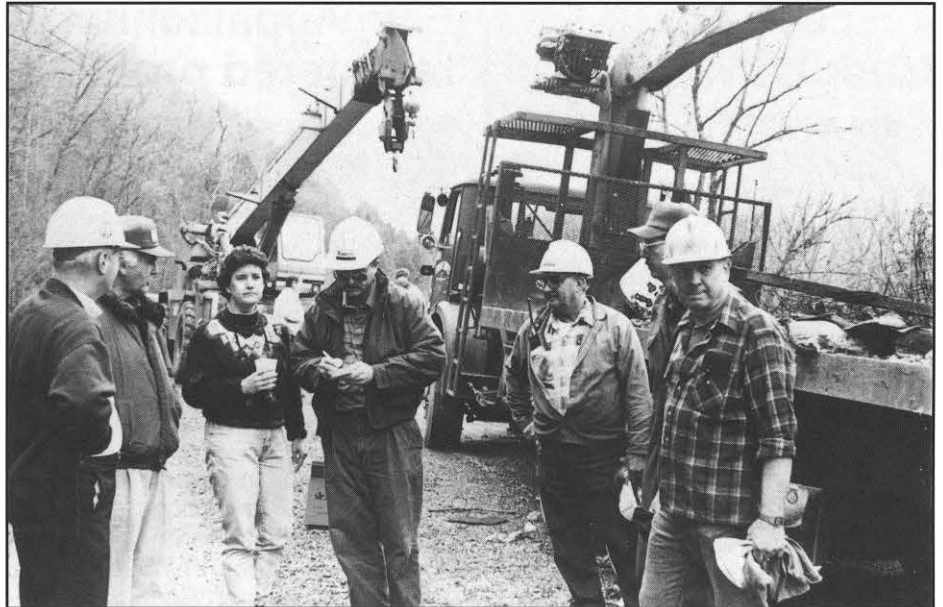
Bonds are affordable. Savings Bonds come in denominations that fit every budget — from \$100 to \$1,000 — and they cost just one half of face value, so purchase prices start at only \$50.

Deductions for bonds can be made in either the first or second pay period or both. The minimum deduction amount is \$5 per pay period. Regardless of which pay period the deduction is made, the bonds for that month will be purchased at the same time and will bear interest from the first of the month.

Tax advantages. The interest on Savings Bonds is exempt from state and local income taxes, and Federal tax reporting may be deferred until a bond is cashed or reaches final maturity after 30 years.

Competitive market-based interest rates. Series EE U. S. Savings Bonds held five years or longer earn the higher of the guaranteed minimum rate or the market-based rate. The current market rate is 4.78 percent.

Cash when you need it. You can cash Savings Bonds any time after six months from purchase. □



Pictured prior to the trash dump cleanup are, l. to r., Joel Harrison, Clinch River Plant (CRP) manager; Sherman Wallace, Jr., chairman, Russell County Environmental Council; Beth Leonard, Russell County Environmental Council; Vic Taylor, CRP environmental supervising engineer; Danny Higgins, CRP maintenance supervisor; Carter Chafin, CRP maintenance mechanic who operated the cherry picker; and Bill Stinson, CRP maintenance mechanic. Photo courtesy *The Lebanon News*.

Clinch River employees help remove massive roadside trash dump

Employees from Appalachian Power's Clinch River Plant spent several days recently cleaning up a massive roadside dump on the shores of Clinch River. The dump, located about two miles from the intersection of Routes 664 and 665, was just off a dirt road within eyesight of the plant's fly ash landfill.

The cleanup effort was organized and coordinated by Vic Taylor, the plant's environmental supervising engineer; Plant Manager Joel Harrison; and Beth Leonard, Russell County Environmental Council, in cooperation with Jim Hoy, engineer I, GO Environmental Affairs, Roanoke. "We wanted to show support for the county's effort to rid itself of illegal dumps in the area because we at Appalachian are concerned citizens, too," Taylor said.

The cleanup volunteers included 12 people from two crews of plant utility personnel, two men from Beasley's Disposal Service, and six volunteers from the Lebanon Correctional Center.

Working under the supervision of Maintenance Superintendent Chuck Crawford and Utility Supervisor George

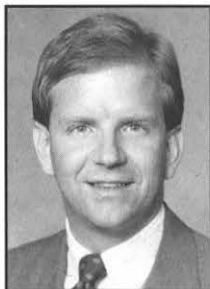
Munsey, the APCo crews consisted of Danny Higgins, maintenance supervisor; Robert White; Danny Arney; Cindy Kiser; Donnie Rasnake; Carter Chafin; Bill Stinson; Kathy Hale; Donnie Moore; and Randy Buckles.

The dump, estimated to be between 8,000 and 10,000 square feet, was almost cleared by the second day, when the Blizzard of '93 struck. Work was completed the following week. The removed garbage and trash filled seven 40 cubic yard dumpsters.

Among the items found were a complete automobile, a 1960 Ford Fairlane; washing machines; beds, bed springs, furniture; sinks, automobile tires; broken toys; bottles, cans; wooden planks, hoses; magazines; refrigerators; freezers; dog houses; and roof shingles.

Now that the dump is gone and the land will heal itself with spring grass, Appalachian has decided to "adopt the spot," promising to clean it in accordance with the adopt contract offered by the Virginia Department of Waste Management and sponsored by the Russell County Environmental Council. □

Jaycees honor Mark Lawrence



Mark Lawrence, governmental affairs manager, GO Executive, Roanoke, was named "Outstanding Young Man" for 1992 by the Roanoke Jaycees.

Lawrence has served the Roanoke Jaycees as director, community development vice president, president, and chairman of the board. He was selected as outstanding first year Jaycee for both the chapter and region and as outstanding Jaycee for the chapter, district, region, and Virginia.

In 1988 he was selected as a national John H. Armbruster (outstanding Jaycee) winner by the U. S. Jaycees. He won the Robert F. "Buzz" Schultz leadership award in 1989 and was named an Outstanding Young Virginian in 1990.

A life member of the Virginia Jaycees, Lawrence is currently a member of the long range training committee and a member of the board of trustees of the Virginia Jaycees Foundation. He is a past president of the Roanoke Jaycees Foundation and current member of the board of directors.

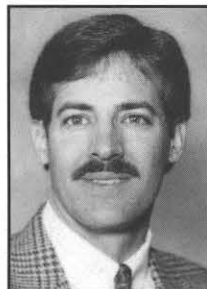
Lawrence is also a member of the legislative affairs committee, Roanoke Regional Chamber of Commerce, and a past member of the board of directors. He is on the board of directors of the Virginia Museum of Transportation and a member of the long range planning committee, nominating committee, and vice president-finance and development.

He serves on the board of directors of the American Cancer Society and is an organizer of the Roanoke Valley Business Support Group for the Commonwealth Games of Virginia. □

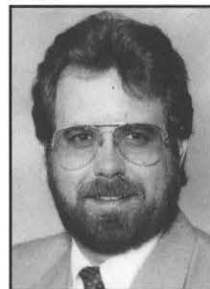
Five Appalachian employees become registered professional engineers



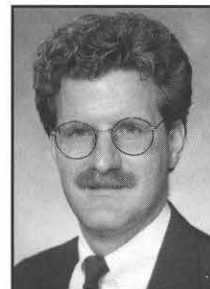
Martin



Smith



Sink



Preas

Five Appalachian Power employees have passed examinations to become registered professional engineers, four in Virginia and one in West Virginia. They are Brian Martin, Roanoke electrical engineer senior; Lindsey Smith, Fieldale power engineer; Wayne Sink, Fieldale electrical engineer senior; Clayton Preas, engineer I, GO Marketing and Customer Services, Roanoke; and Jeff Maynor, Beckley electrical engineer I.

Martin, Smith, and Sink graduated from Virginia Polytechnic Institute and State University with bachelor of science

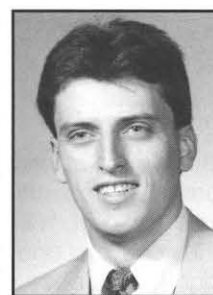
degrees in electrical engineering.

Preas holds a bachelor of science degree in mechanical engineering from Virginia Tech.

Maynor holds a bachelor of science degree in electrical engineering from

Maynor

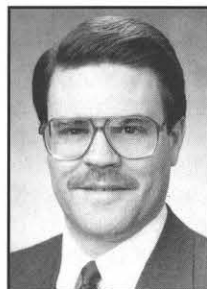
West Virginia Tech and a master of science degree in engineering management from the University of West Virginia College of Graduate Studies. □



Three earn certification as senior human resources professionals



Thrasher



Painter



Heil

Three Appalachian Power employees have earned the Human Resource Certification Institute's certification as senior professionals in human resources. They are Steve Thrasher, Lynchburg human resources supervisor; Jon Painter, personnel services coordinator, GO Human Resources, Roanoke; and Bob Heil, Huntington

human resources supervisor.

Theoretical knowledge and practical experience combined are requirements for certification. Each passed a rigorous examination showing a grasp of knowledge

in the field of human resources management.

The Human Resource Certification Institute (HRCI) is the research and credentialing affiliate of the Society for Human Resources Management, the largest organization in the world representing human resources professionals. □

F FEATURE

If there is one person supermarket managers dread to see come into their stores, it is probably the Coupon Lady. The Coupon Lady, Robin Payne of Bidwell, Ohio, uses so many coupons that she has overridden the cash register in just about every store in the area.

Cash registers have a limit to the number of coupons they can tally, she explained; and, when she goes over it, the manager must use a key to reset the machine.

"I'm the person you hate to get in line behind at the grocery store," she said.

Robin also has tangled with cashiers who dispute some of her money-saving methods. For example, she often splits up her purchases to bypass any limits the store places on sale items or coupons. By paying for each group of items separately, each group counts as a new transaction, and she can forego the limit, she said.

A new, inexperienced cashier once argued that she actually had to leave the store and come back in to count it as a separate transaction. But Robin is well educated in stores' policies and stands her ground whenever she's challenged. "Eventually they give up, and I win," she said.

Although not as skilled a bargain hunter as his wife, Robin's husband Rich, control technician senior at Philip Sporn Plant, said he sometimes helps with the shopping but does not tangle with cashiers. "I let her do the arguing," he said. "She's got that hands down. I just stand back and listen."

By keeping tabs of her savings on a computer she paid for with six months' worth of rebate checks, Robin calculated she saved \$1,552.42 in 1992 with coupons. She also received an additional \$1,672 in rebates and saved enough proof of purchases to get hundreds of freebies — including a 35mm camera, a 13-inch television, and a video camera.

Every night after she puts her two-year-old daughter Kayla to bed, Robin spends one hour out in the garage at her makeshift office clipping, filing, and sorting coupons and rebate forms. "I get enjoyment out of this," she said. "It relaxes me. I'm out there in the garage, just me and my coupons and rebates."

Rich said when his wife first started clipping coupons in 1986, he didn't care too much for her new hobby because she would often disappear for hours before coming back out of the garage.

After a compromise limiting her time in the garage to one hour a night — and after seeing a convincing computer printout on just how much Robin was saving — Rich learned to live with her hobby, although he still thinks it is too time consuming. "That's the only thing I don't like, but it does pay off," he admitted.

Robin's only expenses in her profitable hobby are stamps and a subscription to the refunding magazine, *Refunding Makes Cents*.

Robin collects her coupons from the mail, magazines, and newspapers. Her friends and relatives also play major roles in her obsession. To circumvent the one-rebate-per-



Super Saver Robin Payne, armed with a third degree black belt in coupon clipping, stocks up on butter at a supermarket.

Coupon Lady

household rule, Robin "borrows" the addresses of ten of her friends and relatives.

To prove her system works, Robin gave a small demonstration of her shopping skills at a local supermarket. She began by explaining that each week she goes through each store's sales advertisements and matches items on sale with manufacturer's coupons from her files. She then clips the coupons to a separate shopping list for each store and keeps them in her car. Whenever she is in the area, Robin stops at the store and takes advantage of the sale.

The day of Robin's demonstration she bought four boxes of cereal, two bags of chips, eight boxes of margarine, three bowls of butter, and a package of sandwich meat. Before subtracting her coupons, the register totaled \$18.29. After coupons, Robin paid \$2.89.

Robin admits her bargain-hunting started out as something of a hobby but has turned into an obsession. She clips coupons on long car trips, while cooking in the kitchen, and even takes a carry-on suitcase full of coupons on airplane flights.

One problem Robin said she has is controlling her bargain-grabbing impulses. When she finds a really good bargain, she buys in quantity — which sometimes creates a storage problem at home.

"I lose concept of space," she said. "I get so obsessed with a deal I buy as many items as I have coupons for."

She once bought 42 pounds of butter with coupons, she said, because not only did she not have to pay one cent for the butter, but she actually was paid back \$3.09.

"I love it," Robin said. "I would never stop doing it in a million years." . . . □

Photo and story courtesy Kevin Pinson, Pomeroy Times-Sentinel.

Appalachian's new General Services Garage handles major repair work

Keeping the wheels of our company equipment rolling becomes increasingly important every year.

According to Automotive Transportation Supervisor Wayne Jacobs, Appalachian currently operates a transportation fleet in excess of 1,600 units with an original cost value of over \$30 million and replacement value of \$55 million. This fleet includes over 1,100 passenger cars and light trucks and almost 500 heavy duty trucks.

The heavy duty trucks, with an original cost of over \$15 million, comprise 50 percent of the total fleet. The present day replacement value for these units is \$35 million. Last year the APCo fleet operating cost was approximately \$16 million, with the heavy duty trucks comprising 50 percent or \$8 million.

In addition to these units, Appalachian also has over 150 other pieces of motorized equipment such as backhoes, compressors, forklifts, etc., and almost 350 trailers.

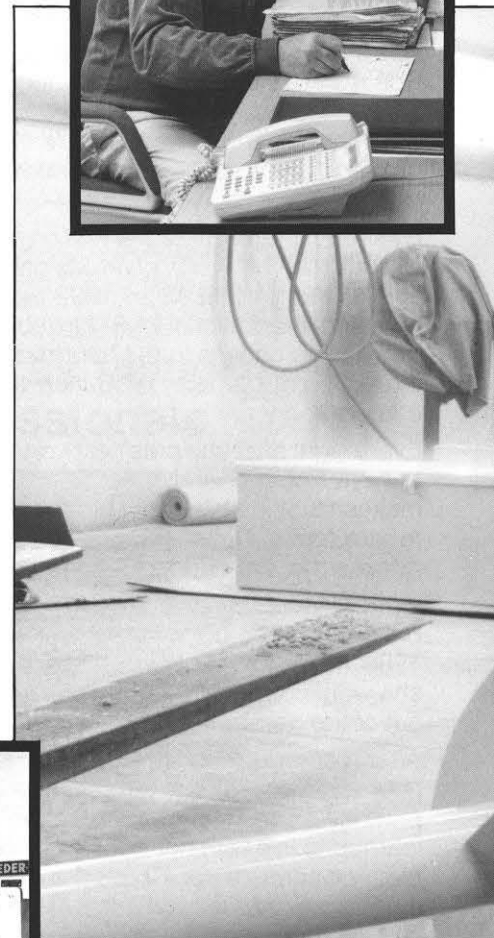
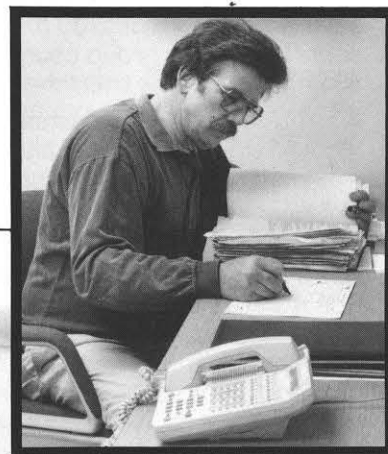
Until last July, when the General Services Garage opened for business in the John W. Vaughan Center in Roanoke, the company had no facilities in which to perform major repairs, overhauls, and rebuilds of the equipment. This work was being done primarily by outside vendors. According to General Services Manager Gordon Parker, such work was performed only on units as required to maintain them in service and did not extend the life of

▶ Ronnie Kelley is in charge of day-to-day operations at the General Services Garage.

the vehicles. Appalachian was experiencing a ten-year service life of heavy duty equipment such as digger derricks and aerial devices.

"The new garage facilities can perform major overhauls and rebuilds on aerial device and digger derrick units," Parker said. "Additionally, we are overhauling and rebuilding major component parts such as engines and transmissions, boom assemblies, body repairs, and painting. By performing this level of repair on the larger heavy duty trucks and equipment, it is anticipated that the service life of a major portion of the heavy duty trucks will be extended by five years."

Parker added, "The facilities also are equipped to perform new vehicle installation work. On such occasions, major components required, such as



▲ Mark Atkinson paints boxes to be installed on digger derricks.

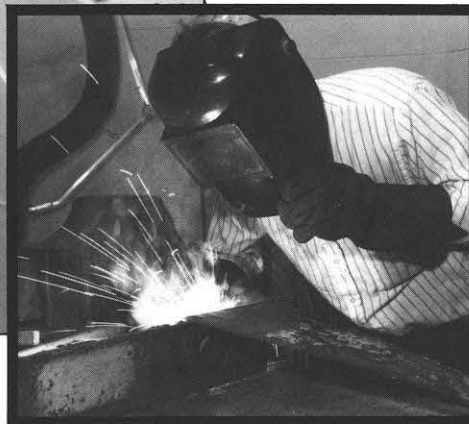
◀ Wayne Farley hooks up a hydraulic motor on the hydraulic test bench.



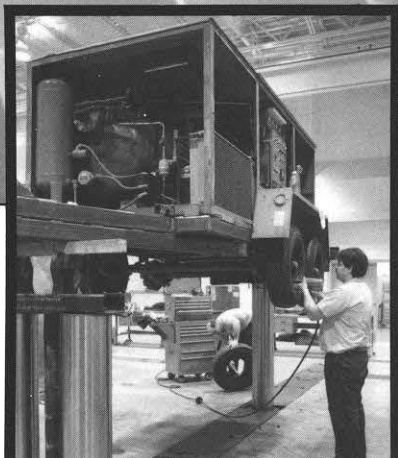
◀ Mark Thomas, checks an orbit motor part number.



▲ Harry Gailey works on control valve assembly on a digger derrick.
▼ Mark Atkinson at work in the welding shop.



◀ John Benois (foreground) operates air wrench. Tim Crane (background) cleans wheel. A new frame was built and installed on this LIMCO gas reclaimer trailer.



cab and chassis, bodies, and hydraulic components, will be purchased from manufacturers and installed."

Ronnie Kelley, fleet maintenance general supervisor, is in charge of day-to-day operations at the General Services Garage. Currently the work force consists of ten mechanics and a clerk operating six days per week on one shift. It is anticipated this number will increase with second shift operations to fully utilize the potential of the facility.

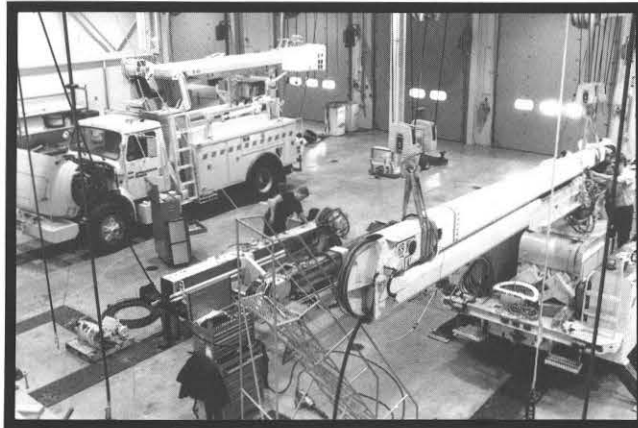
According to Kelley, the original equipment manufacturer (OEM) and the American National Standards Institute (ANSI) require overhauls every five to seven years on most aerial devices. "Previously, we have performed repairs where required instead of major overhaul. With the new garage, we are accomplishing major component repair on diesel engines, transmissions, differential assemblies, and other major components. We plan to have an inventory of rebuilt major component parts for exchange with the field along with sufficient loaner vehicles for field use while performing major rebuilds on their units."

After all major overhaul has been done to a piece of equipment, it goes into the paint shop for whatever painting is required. Kelley noted, "We are able to paint nearly any mobile attachment in

our paint booth facility. We are able to refinish booms and buckets in the install shop, where we can paint them in rest position."

A hydraulic rebuild shop within the garage is equipped to make all hydraulic hoses, rebuild and test hydraulic cylinders, and other hydraulic component parts. Kelley added, "We also have a machine shop where we have the capability to fabricate precision repair parts. This shop also is equipped to perform rebuilds on diesel engines.

"Since opening last July," Kelley said, "we have completely rebuilt a backhoe trencher, replaced booms, and installed rotation gear assemblies on digger derricks and aerial devices. In addition, four diesel engines have been rebuilt and extensive work performed on truck-mounted cranes. We also have completed several repairs caused by



◀ Jeff Whitaker (center) works on complete rebuild of digger derrick boom. Wayne Farley (right) disassembles aerial lift boom.

accidents on aerial devices. We are in the process of completely rebuilding a hydraulic system on a digger derrick and mounting on a new cab and chassis."

Kelley continued, "All new equipment will be received at this facility. Upon receipt, this equipment will be tested to ensure that it meets our company's quoted specifications. All new aerial device and digger derrick units requiring electrical test certification on the insulated booms also will be performed at this garage. We will stripe and decal the equipment and make any modifications necessary before they go to

the field. Once these modifications are made, no further modifications are to be done in the field."

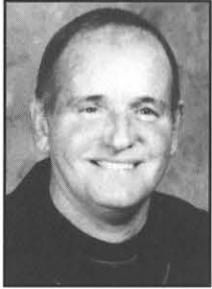
Outside the shop is a 5° slope where tip and load tests can be performed on digger derricks and aerial devices. There is also a lifting eye attachment where a dynamometer is used to load test booms and winches.

Parker concluded, "Hydraulic equipment operation is as important as the operation of the vehicle itself. When employees utilize any of our lifting equipment, it must be as safe as the vehicle transporting them to the work site. With the General Services Garage, we are able to inspect, repair, or replace all components of our hydraulic equipment. By performing this work at our facility, we are able to ensure the insulating components of the unit conform to our strict standards. What we save on down time and labor by performing the work in-house has been significant so far, and the turn-around time has been fantastic." □



▲ Tim Crane (top photo) reams hole to install new valve guide. (Middle photo) Wayne Farley (foreground) and Bobby Paddock work on rebuilding boom on an aerial lift truck. ▶ Rodd Taylor turns a brake drum on the brake lathe.

Retirements



After more than 12 years on long term disability leave, **Seldon "Red" Baker**, Philip Sporn Plant utility worker A, elected early retirement on February 1.

An Army veteran of the Korean War, Red worked for Excelsior Salt Works at Pomeroy, Ohio, prior to joining Sporn in 1974 as a utility man B. "The best bunch of men I ever worked with was at Sporn, and I'm sorry I had to quit," Red said. He added, "The LTD benefit has really helped me out. I couldn't have gotten along without it."

A member of the Laurel Cliff Free Methodist Church in Pomeroy, Ohio, Red enjoys fishing and oil painting. He and his wife Aladine have three daughters, eight grandchildren, and two great-grandchildren. □



The blizzard of '93 was a memorable way for **Jimmie Newman**, Fieldale line crew supervisor NE, to end his 40-year career. "That caused the most outages we've had in a long,

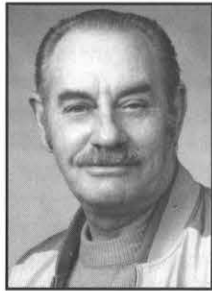
long time," he said. "Now when it snows, I can just sit in the house and watch it!"

Jimmie was employed in 1953 as a meter reader at Fieldale and advanced through several positions before moving to Danville in 1974 as general serviceman. He returned to Fieldale two years later and remained there until electing early retirement on May 1.

Jimmie and his wife Jean, who retired from her job on March 1, plan a cruise to the Bahamas this fall. "One of our daughters lives at Myrtle Beach, and we'll be going down there more," Jimmie said. "I've got several projects to do around home; and, since hunting is my

favorite sport, I'll be doing more of that. I'm sure my four grandsons will keep me busy, too."

Jimmie concluded, "I would like to wish all of my fellow employees at Fieldale and throughout the Roanoke Division well. Being a part of the company and working with many of the fine people the company has will be my biggest memory." □



After five years on long term disability leave, **Bill Basham**, transmission line crew supervisor, GO T&D, Bluefield, officially retired on May 1.

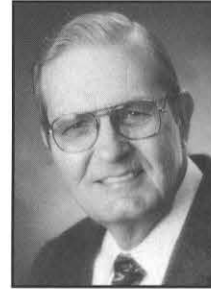
"I worked with a bunch of good guys and met a lot of good people. Some were with the power company and some with other contractors," he recalled.

"My crew worked on everything from 88 kV to 765 kV lines, and we worked all over the place — Tennessee, Virginia, West Virginia, and a little bit of Ohio. Appalachian was a fine place to work, and I've missed it in a way, but I got to where I couldn't climb these mountains any more."

He is especially appreciative of the company's LTD, medical, and savings plans.

Bill divides his time between his home in Princeton and his 200-acre farm in Monroe County, which he says has "plenty of deer and turkey." There are occasional trips to Florida to visit his two children there.

A member of Princeton Moose Lodge #1521, Bill has two sons, two daughters, and six grandchildren. □



Gardening and living an enjoyable life are among the plans of Huntington Station Crew Supervisor **Lyle Grose**, who elected early retirement on May 1. After his wife Peggy, Huntington

customer services office supervisor, retires, they may do some traveling.

An Army veteran of the Korean War, Lyle began his career in 1956 as a meter service helper. When the Logan Plant was closed nearly five years later, Lyle was laid off for one week due to the transfer of plant employees but recalls that he never missed a paycheck. He transferred to the Station Section in 1961 and enjoyed the challenging work there.

Since going on long term disability leave in 1987, Lyle has spent some of his spare time gardening, doing oil painting, and enjoying nature. He is chairman of both the administrative board and trustees at Sunrise United Methodist Church.

He noted, "The company's LTD and insurance programs have been wonderful benefits for me."

Lyle and Peggy have one son, Michael, who was an AEP educational award winner. He now is a metallurgical engineer at Huntington Alloys. □



The retirement of Roanoke Meter Supervisor **Sherman Payne** on May 1 marked the end of an era for Appalachian Power.

"It's the first time since 1913 that a member of my immediate family has not worked for APCo," Sherman noted. "My father, Jim Payne, was a line foreman for the company and my brother, Elmo, retired as Roanoke Stores Supervisor. Between us we had 121 years'

service.”

Carrying on the tradition, however, is Sherman's wife, Nancy, a secretary in GO Marketing and Customer Services.

“The thing I am most grateful for is working 45 years without getting hurt,” Sherman said. “A lot of my time was spent in meter service, where I worked on poles and ladders.”

He added, “The company has a great safety program, and the benefits are great, too. It has just been a good 45 years for me really!”

As for retirement plans, Sherman claimed “there's a lot of work I need to do around the house. That won't last too long I hope. We will take a trip to the west coast this September; and, after Nancy retires in a few more years, we hope to do a whole lot of traveling.”

An Army veteran, Sherman served with the Occupation Forces in Japan following World War II. □



“I have had the good fortune of being in sales, supervision, and management during exciting, highly productive years,” recalled Charleston Division Manager **Floyd H. Taylor, Jr.**

“I can remember when:

- the field organization consisted of four divisions and 13 districts;
- there was a billing department in Huntington and a payroll department in Charleston;
- the company had 0% saturation of residential electric heating;
- heat pumps were not market-acceptable;
- hard hats, bucket trucks, and compatible units (CUs) were introduced.

“Along the way,” he added, “we have realized other improvements from CIS, TDIS, TDWM, MDS, MMS, and EIS. OIP is a standard, and we are getting used to EIP and PSP. The next generation of advances will include OCC and

MACSS.”

Floyd continued, “Regulators have always been a part of our business, particularly the PSC, FERC, and SEC. In more recent years, we have added working relationships with APC, DNR, EPA, OSHA, EEOC, OFCCP, and HRC among others. Then there are MSDS logs and PCB cleanup procedures, PC's and Roadrunners.”

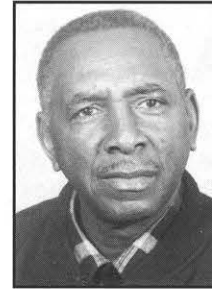
An Army veteran of the Korean War, Floyd began his utility career in 1953 as a power sales engineer in Charleston. He was assigned to the Point Pleasant office in 1954 and became commercial manager there in 1956. He returned to Charleston in 1959 as division commercial and industrial sales supervisor and was promoted to division commercial manager in 1962. He became assistant manager of the Charleston Division in 1967, manager of the Logan-Williamson Division in 1971, and manager of the Charleston Division in 1986.

Following his early retirement on May 1, Floyd plans to “concentrate on the ABC's — family, friends, church, and community.”

While in Logan, Floyd served two years as president of both the Logan County Chamber of Commerce and chairman of the Logan County Chapter, American Red Cross.

He has served on the board of Junior Achievement and currently is a board member of the Charleston Renaissance Corporation and the United Way of Kanawha Valley, Inc., having served as general campaign chairman in 1991. He is a board member of the Charleston Regional Chamber of Commerce and Development, where he has served on a number of committees and has been treasurer and member of the executive committee. He also is a member of the Charleston Rotary Club and Humphreys Memorial United Methodist Church.

Floyd and his wife Geraldine have two sons, two daughters, and six grandchildren. □



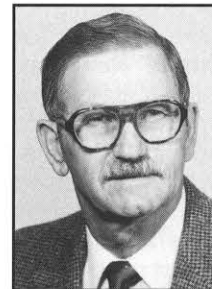
“**W**orking for Appalachian has meant a lot of security for me,” said **Jesse Woodson**, Charleston station mechanic B. “I was laid off from every place I worked before coming here.”

He added, “There are some nice people around the company that I enjoy.”

Following his early retirement on May 1, Jesse plans “to take a little vacation. We'll visit our daughter in the Washington area and probably go to Philadelphia before coming back home. I don't have any long range plans. I'll just take it easy and see what might come along.”

Jesse, who enjoys football and basketball, expects to attend some local sporting events. He also will continue his volunteer work at the Washington High Memorial Community Education Center.

An Army veteran, Jesse and his wife Sandra have two daughters and one grandchild. □



“**T**he employees I've worked with are what I'll remember most about my 37 years' with Appalachian,” claimed **Charles “Buck” Jones**, who elected early retirement on May 1.

A Marine Corps veteran of the Korean War, Buck was a station crew supervisor NE in Charleston.

“My wife Delores retired from Blue Cross about three years ago,” he said. “Now that I'm retiring, we're thinking that we might head out west on a trip.”

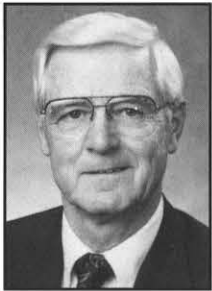
Buck enjoys woodworking and has a shop to piddle around in. The couple attends Davis Memorial Baptist Church. They have two sons and 18 grandchildren. □

Frances Melton, St. Albans customer services representative B, elected early retirement on May 1 after 13 years' service.

"I was laid off from Avtex after working there 18½ years," Frances recalled, "so I was almost 51 when I came to work for Appalachian. I appreciate them hiring me at that age."

She added, "I liked working with people, and I especially enjoyed working in the new office at St. Albans the past few months."

Frances sings in the choir at Spring Hill Baptist Church and enjoys sewing and playing the piano. She plans to travel some during retirement. □



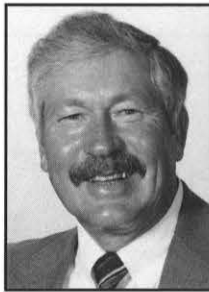
“To learn everything about the job was a challenge. I worked on everything from 765 kV stations down to 12 kV, and there was always something new every time you did a job,” said **Wilson “Wink” Martin**. A station construction representative senior in GO T&D Station, Roanoke, Wink elected early retirement on May 1. He added, “All the employees were good people, and I enjoyed working with everyone.”

Wink has no specific plans for retirement other than “keeping myself busy. Whatever comes up is what I’m going to do. I enjoy playing golf and tennis and working on my antique cars. I have a ’48 Ford, ’67 Lincoln Mark II, and a TR6 Triumph.”

Wink and his wife Harriett have one daughter. An Army veteran of the Korean War, he is a member of the Salem Kiwanis Club. □

“I’ll never forget my last month on the job,” said Line Crew Supervisor **Willie Gardner**, referring to the blizzard of ’93.

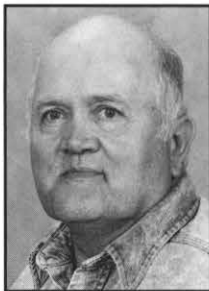
Willie began his career in 1955 as a utility operator at Radford Army Ammu-



nication Steam Plant. When Appalachian ceased operation of the plant, Willie transferred to Hillsville as a lineman C. “They had openings at different places,” he recalled, “and I decided I would rather do outside work. I’ve really enjoyed working with the crews and all the employees.”

Willie, who elected early retirement on May 1, plans “to do whatever I take a notion to do. I’ll travel some, but not a whole lot. We are going to take a trip to the Amish Country in May. My biggest hobbies are hunting and fishing, and I do some horseback riding, too. I also keep a few cattle.”

An Army veteran, Willie is a former treasurer and deacon at Fairview Presbyterian Church. He and his wife Peggy have one son, one daughter, and one granddaughter. □



Jackie Bill Phillips, maintenance mechanic for Appalachian’s Centralized Plant Maintenance Group, elected early retirement on May 1.

J. B. joined the company in 1973 as a maintenance man at Philip Sporn Plant and transferred to ACPM four years later. “I’m one of the original 19 people who started ACPM,” he recalled.

“I’m going to spend all my time at my camp in Marlinton, West Virginia,” he said. “Right now, I’m doing lots of trout fishing. I’m a licensed auctioneer and plan to get more involved in that, and I’m also going to start teaching square dancing. There are a lot of things I want to do, and that’s why I retired at 60.” A member of Moose Lodge #2233, he will become junior governor on May 1. J. B. and his wife Anna have one son and one grandchild. □



“It was always fun,” said **Charlie Cook** about his job as maintenance supervisor for Appalachian’s Centralized Plant Maintenance Group. “Every day was a little different. The

main thing was trying to outfit the equipment — make it work and keep it working.”

Charlie was recognized with both annual and quarterly awards for his performance as Operations Improvement coordinator for ACPM. “The people at ACPM are really sharp,” he said, “but are sometimes reluctant to put their ideas down on paper. It was a lot of fun to get the guys in the mood to stop long enough to write things down.”

Charlie worked at Goodyear for 17 years before joining Gavin Plant Construction in 1974 as a mechanical construction assistant I. During that phase of his career, Charlie not only was involved in plant construction and the retrofitting of precipitators but also the construction of Racine Hydro. He transferred to ACPM in 1983 and remained there until his early retirement on May 1.

“I’m going to do a little remodeling on our home here in Point Pleasant and stay put,” Charlie said. “Mary and I have always traveled, and we’ll be doing more of that. In the summertime, I do a lot of yard and flower work; and, in the winter, I dearly love to watch Marshall University basketball. I’ll probably make both of my daughters mad because I’m going to spoil my 11-year-old grandson and one-year-old granddaughter. I’ll get to see my grandson play ball more, and I want to teach him to play golf.” An Air Force veteran, Charlie was stationed at Guam during the Korean War. “I was a typhoon chaser and weather forecaster for the Pacific,” he recalled. □

Promotions

Clinton Moses, regional dispatcher, was promoted to assistant regional chief dispatcher, System Operation, Roanoke Regional Dispatching Center, on February 1. He holds an associate degree in electrical engineering technology from West Virginia State College.

Joe Gardner, Pulaski electrical engineer I, was promoted to electrical engineer senior on March 1. He holds a bachelor of science degree in electrical engineering from North Carolina Agricultural & Technical State University.

David Gordon, Roanoke engineering supervising engineer, was promoted to Bluefield engineering supervisor on April 1. He holds a bachelor of science degree in electrical engineering from Virginia Polytechnic Institute & State University and is a registered professional engineer in Virginia.

Charlie Price, station special clerk, GO T&D Station, Roanoke, was promoted to T&D office supervisor on February 1.

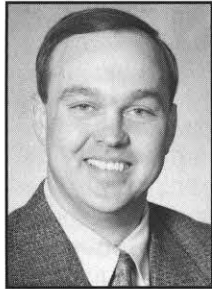
John Smith, Charleston service supervisor, was promoted to general line crew supervisor on March 1. He holds a regents bachelor of arts degree from West Virginia State College.

Mike Wilson, Wytheville area supervisor, was promoted to Pulaski line superintendent on March 1. He holds a bachelor of science degree in electrical engineering from Virginia Polytechnic Institute & State University.

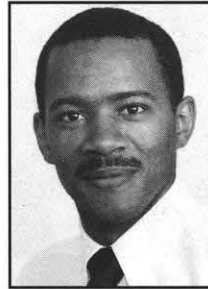
Jeanne Sherry, engineer II, GO T&D Relay, Huntington, was promoted to engineer I on February 1. She holds a bachelor of science degree in electrical engineering from West Virginia University College of Engineering.

Bill Shannon, Pulaski electrical engineer I, was promoted to electrical engineer senior on March 1. He holds a bachelor of science degree in electrical engineering from West Virginia University.

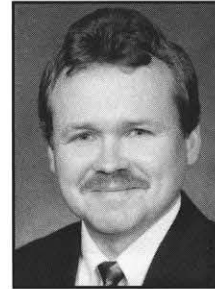
Edwin Shelton, Kanawha River Plant performance superintendent, was promoted to operations superintendent on



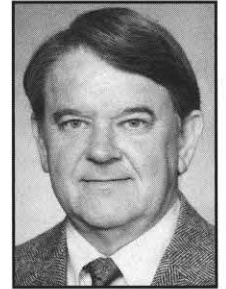
Moses



Gardner



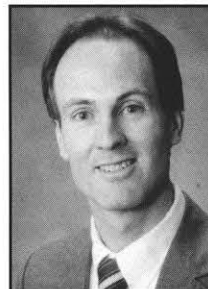
Gordon



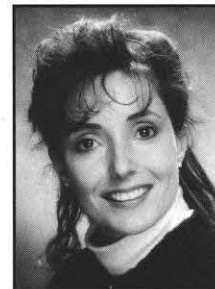
Price



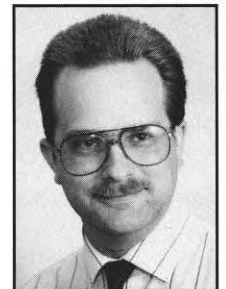
Smith



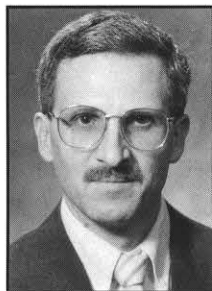
Wilson



Sherry



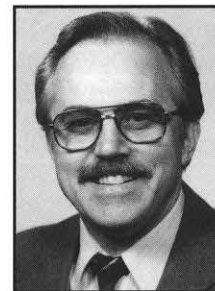
Shannon



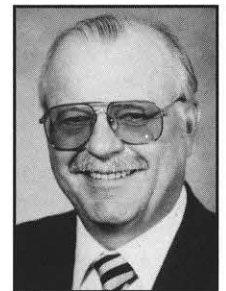
Shelton



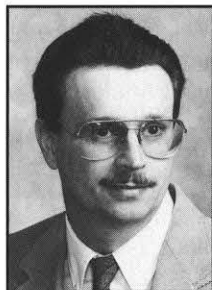
Friend



White



Ashley



Roark

April 1. He holds a bachelor of science degree in mechanical engineering from West Virginia Institute of Technology.

Fred Friend, Charleston electrical engineer I, was promoted to electrical engineer senior on March 1. He holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology.

John White, maintenance mechanic A, was promoted to maintenance supervisor at John Amos Plant on February 1.

Bob Ashley, transmission station mechanic A, was promoted to transmission station crew supervisor NE, GO T&D Station, Marmet, on February 1.

Gary Roark, Philip Sporn maintenance mechanic A, was promoted to maintenance supervisor on March 1.

(please turn to page 23)

Who's News

Beckley

Cindy, daughter of Records Supervisor Paula Goddard, has been accepted into the Chimes Junior Honorary at West Virginia University. Members are selected on the basis of scholarship, leadership, and service.

Eric, son of R/w Agent Charlie Dillon, was named to the all-tournament team of the Raleigh County Junior High basketball tournament.

A. J., son of Susie Hall, station mechanic C, was a member of the Woodrow Wilson High School junior varsity basketball team which compiled a 17-0 record during the 1992-93 basketball season.

Rainee, daughter of Service Supervisor Bob Barley, was a member of the Greater Beckley Christian School's cheerleading team which won first place in the West Virginia Association of Christian Schools cheerleading competition.

Felicia, daughter of Ruby Wright, Oak Hill customer services representative C, was named to the all-tournament cheerleading squad for the 21st Annual Wendy's/Beckley Raleigh County YMCA Bidy/Buddy Basketball Tournament.

Kayleigh Armentrout, daughter of Marketing and Customer Services Advisor Keith Von Scio, won the Barbie Look Alike Contest sponsored by the Beckley Wal-Mart. □

Bluefield



Mary, daughter of Princeton Area T&D Scheduler Gary Cunningham, was selected for the Mercer County All-County Band. A junior at Athens High School, Mary placed fifth chair flute and second chair saxophone.



Daniel, son of Phillip Arrington, line mechanic A, has been selected as an *Outstanding Young Man of America* for 1992. He is a graduate student at Virginia Tech, studying industrial and systems engineering with a concentration in manufacturing systems.



Natasha Comerose, a student at Virginia Tech, was inducted into Gamma Beta Phi, a national honor and service organization that emphasizes service, scholarship, and character. To be selected for membership, a student must be in the top 15 percent of his/her class and be committed to excellence in education. Natasha is the daughter of Princeton Area Supervisor Nick Comerose. □

Central Machine Shop



Tammy, daughter of Jim Turley, semi-tractor trailer driver, was inducted into the Phi Eta Sigma National Honor Society at Marshall University. She is a freshman, majoring in biology. □

General Office

Jim Maynard, engineer senior, System Operation, Roanoke, is serving on the United Way of Roanoke Valley campaign cabinet as chairman of the commercial unit.

Ashley, son of Willie McCall, transformer specialist, GO T&D Station, Roanoke, was accepted into the Na-

tional Honor Society at Cave Spring Junior High School. He played on the seventh and eighth grade basketball teams. □

Charleston



Mark, husband of Carol Kisamore, customer services representative C, won first place with his Beagle rabbit dog in the licensed field trials in Hunderdon County, N. J. The dog, Joe's Creek Mike, called "Rusty," also has been entered in other state competitions. He placed second in Eastern Virginia, third in West Virginia, fourth in Pennsylvania and New York, and fifth place and next best qualified in Ohio. □

Glen Lyn

Jennifer, daughter of Maintenance Superintendent Richard Work, was nominated to receive the James Lewis Howe chemistry award at Concord College. □

Huntington

Jerry Waller, marketing and customer services supervisor, was selected chairman of the marketing group of the West Virginia Home Builders Association. □

Weddings

Hammond-Mundy



Terri Sue Baisden Muncy to **Richard "Rick" Hammond**, Huntington line mechanic C, December 27.

Ohlinger-Obranovich



Carol Obranovich to **J. Matthew Ohlinger**, February 13. Matthew is the son of John Ohlinger, Philip Sporn Plant maintenance supervisor.

Brewer-Casto

Tamela Casto to **Brian "Scottie" Brewer**, John Amos Plant equipment operator A, March 27.

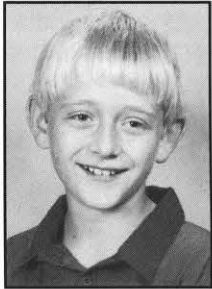
Journell-Lupton

Kimberly Lupton to **David N. Journell, Jr.**, Roanoke streetlight attendant, March 5.

Stegall-Moorman

Carla M. Moorman to **Mark D. Stegall**, Roanoke tractor-trailer driver, March 20. □

Kingsport



Ryan, son of Diana Hurd, customer services clerk A, won a first place ribbon for his water rocker project in Rye Cove Intermediate School's Science Fair. □

Lynchburg

Cecelia Jones, T&D clerk C, and **Smith Fletcher**, line mechanic B, were in the first graduating class for Project Balance, a program designed to increase the number and participation of minorities serving on United Way and other Central Virginia non-profit boards and committees. Participants in this minority leadership initiative completed 20 hours of training. □

Roanoke

Marketing and Customer Services Manager **Bob Wagner** was appointed to the board of directors of the Smith Mountain Lake Chamber of Commerce/Partnership for 1993.

Jon Williams, marketing and customer services supervisor, received the 1992 Most Valuable Associate Member Award from the Roanoke Regional Home Builders Association. He is serving his third year on the board of directors and will chair the 1993 public relations committee and promotions committee for the Home Show.

Charles Echols, marketing and customer services representative senior, will co-chair the public relations and promotions committees.

Chet Butler, marketing and customer services advisor, will serve as the 1993 editor of the Roanoke Regional Home Builders Association monthly newsletter. He also serves on the Associate Advisory Council.

Bill Loope, station crew supervisor NE, was invited by U. S. Senator Chuck Robb to attend the presidential inauguration in Washington, D. C. Bill is serving as vice chairman of the

Botetourt County Board of Supervisors for 1993.

Human Resources Supervisor **Donnie Robins** was elected first vice president of the Roanoke Valley Kiwanis Club.

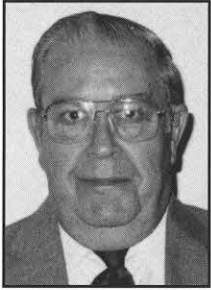
Electrical Engineer **Cecil Addison** participated in the first class of the United Way of Roanoke Valley's Minority Leadership Enhancement Program. He has been named to the advisory council of the VAMC Center of Virginia Adult Day Care Center. □

Eagle Scout

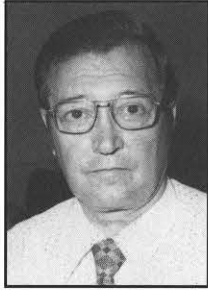


Jeffrey Arrington was awarded Boy Scouting's highest honor, the rank of Eagle, in a ceremony at First Christian Church, Bluefield. A member and junior assistant Scoutmaster of Troop 14, he is a brotherhood member of the Order of the Arrow and holds the Arrow of Light Award. Jeff, the son of Phillip Arrington, Bluefield line mechanic A, is a junior at Bluefield High School and a member of the marching and concert bands. He also is a junior deacon at First Christian.

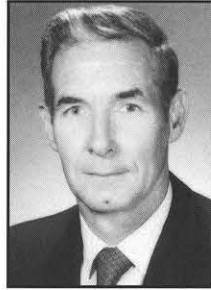
Friends We'll Miss



Payne



Hulme



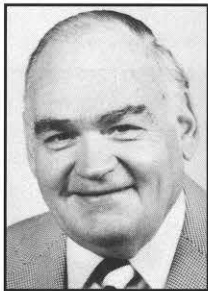
Johnson



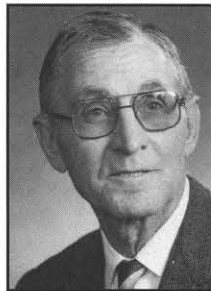
Rhett



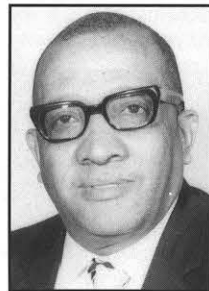
G. Mitchell



Slaydon



F. Mitchell



Hairston

Elmo M. Payne, 68, retired stores supervisor, GO T&D Stores, Roanoke, died March 28. A native of Roanoke, Va., he was hired in 1947 as a material clerk junior in Roanoke and elected disability retirement in 1989. Payne is survived by his wife Cora, 1137 Northmont Avenue, Roanoke, Va.; three sons; and one daughter, two granddaughters, one grandson, and one step-grandson.

William Hulme, 80, retired Pulaski records supervisor, died March 21. A native of Lancashire, England, he joined Appalachian in 1941 as a clerk and stenographer at Welch and retired in 1977. Hulme is survived by his wife Frankie, 3127E Honeywood Lane, Roanoke, Va.; two daughters; three grandchildren; and three great-grandchildren.

Roger S. Johnson, 69, retired Kanawha River Plant maintenance mechanic A, died March 23. A native of Hugheston, W. Va., he began his career in 1950 as a laborer at Cabin Creek Plant and elected early retirement in 1984. Johnson is survived by his wife Louise, 24 Barbara Circle, Scott Depot, W. Va.; one son; one daughter; and two grandchildren. His son, Keith,

is a maintenance mechanic C at John Amos Plant.

Charley Rhett, 83, retired Pulaski engineer B, died March 30. A native of Brooklyn, N. Y., he was employed in 1937 as a clerk and retired in 1974. Rhett is survived by his wife Margaret, P. O. Box 407, Pulaski, Va.; three sons; one daughter; eight grandchildren; one sister; and one brother.

Marguerite Guineline Mitchell, 78, retired Bluefield customer accounts representative B, died March 30. A native of Keystone, W. Va., she was hired in 1936 as a cashier in Grundy and elected early retirement in 1976. Mitchell is survived by one sister.

Robert Edward "Toby" Slaydon, 73, retired Roanoke line construction and maintenance representative, died April 8. A native of Roanoke, Va., he began his career in 1947 as a clerk junior and retired in 1984. Slaydon is survived by his wife Blanche, 3315 Woodland Drive, Roanoke, Va., and two sisters.

Frederick Burton Mitchell, Jr., 77, retired transmission line crew supervisor. GO T&D Transmission, Bluefield, died March 16. A native of Bluefield, W. Va., he was employed in 1948 as a

system lineman B and retired in 1985. Mitchell is survived by his wife Pauline, P. O. Box 227, Pulaski, Va., and one daughter.

George N. Hairston, 78, retired Williamson custodian, died March 27. A native of Cincinnati, Ohio, he was hired in 1947 and elected early retirement in 1975. Hairston is survived by one daughter. □

Births

Beckley

Daniel Curtis and Allison Marie, twin son and daughter of **Pat Richards**, line mechanic B, March 17.

Bluefield

Richard Dylan, son of **Rick Richmond**, line mechanic A, March 17.

General Office

Aaron William, son of **Stan Hagerman II**, hydro operator I, System Operation, Roanoke, March 1.

Miriam Katherine, daughter of **Ronald Chambers**, transmission inspector, GO T&D Transmission, Bluefield, October 29.

Ethan James, son of **Jim Thrasher**, engineer I, GO Hydro, Roanoke, March 25.

Huntington

Katelyn, daughter of **Bill Nash**, station mechanic B, February 8.

Lynchburg

Katherine Elizabeth, daughter of **Steve Thrasher**, human resources supervisor, April 3.

Roanoke

Ashley, chosen daughter of **Andrea Washington**, customer services representative C, April 26, 1991.

Samantha Danielle, daughter of **Brent Washburn**, Rocky Mount custodian, April 9.

Philip Sporn

Alexandra Taylor, daughter of **Jennifer Bailey**, utility worker A, March 11. □

Service Anniversaries



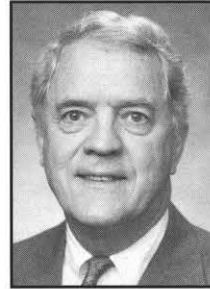
Floyd Taylor, Jr.
division manager
Charleston
40 years



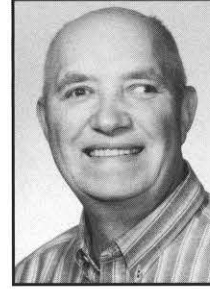
Carol Boggess
sec.-stenographer A
Charleston
35 years



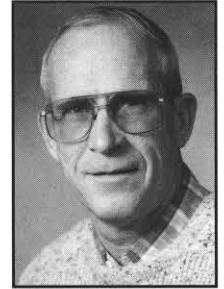
John Burnside
prop. rec. acctg. supv.
GO-Roanoke
30 years



Charlie Saul
econ. dev. consult.
GO-Roanoke
30 years



Bearcat Stone
maint. mech. C (LTD)
John Amos
30 years



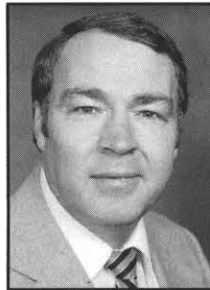
Kelly Harvey, Jr.
trans. line crew supv.
GO-Bluefield
30 years



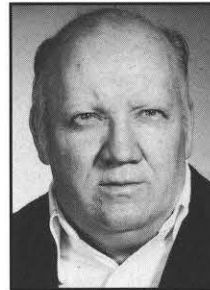
Billy Dishner
station mech. A
Kingsport
25 years



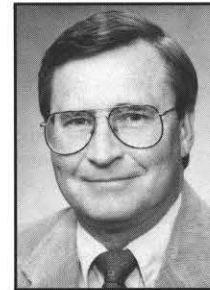
Tom Philpott
building supv.
GO-Roanoke
25 years



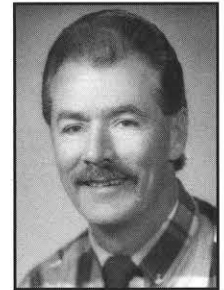
Roger Smith
rec. mgt. supv.
GO-Roanoke
25 years



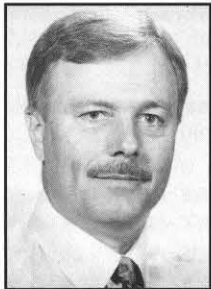
Raymond Gill
LC&M rep. (LTD)
Huntington
25 years



Jim McCallum
data proc. op. A
GO-Roanoke
25 years



Gerald Cunningham
line crew supv. NE
Lynchburg
25 years



Frankie Jones
line mechanic A
Charleston
20 years



Dennis Young
maint. mech. B
Kanawha River
20 years



Clifford Washington
sta. mech. A
Beckley
20 years



Shirley Taylor
cust. serv. rep. A
Pulaski
20 years

John Amos

20 years: **Jim Carey**, equipment operator A. 15 years: **Von Johnson**, maintenance mechanic A. **Garry Toothman**, equipment operator B. **Max Ball**, maintenance mechanic A. **Lucky Igo**, coal equipment operator.

Beckley

15 years: **Don Hawks**, automotive mechanic A. **Vici Totten**, customer servicer. **Kevin Cordle**, area servicer, Oak Hill. 10 years: **Shirley Summers**, human resources clerk A.

Bluefield

15 years: **Tim Glover**, surveyor. 5 years: **Keith Wiley**, engineering technician, Princeton. **Shelia Cline**, T&D clerk B. **Stanley Perkins**, meter reader, Princeton.

Central Machine Shop

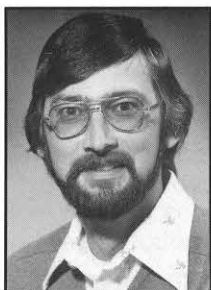
15 years: **Terry Cyfers**, NDE inspector 1st class.

Centralized Plant Maintenance

15 years: **Ken Dillon**, maintenance mechanic. **Ken Turley**, maintenance mechanic-welder. **Ramie Cundiff**, maintenance mechanic. **Sam Connolly**, maintenance mechanic-welder.

Charleston

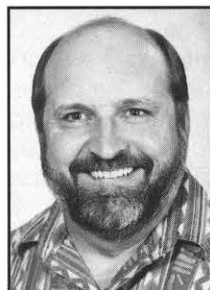
15 years: **Margaret Vickers**, customer services representative B. **Joe Sawyers**, meter reader. 10 years: **Anthony Moss**, meter reader. 5 years: **Bill Givens**, meter reader.



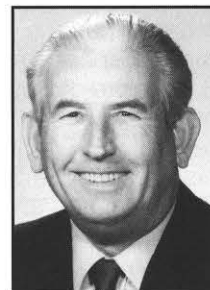
Barry Blevins
line mechanic A
Marion
20 years



Kay Higgins
station clerk A
GO-Roanoke
20 years



Charlie Campbell
hydro mechanic A
Kanawha Valley Power
20 years



Norman Gue
welder 1st class (LTD)
CMS
20 years



Clinch River

5 years: **Paul McGlothlin**, equipment operator C.

General Office

15 years: **Lyle Adkins**, station operator A, System Operation, Huntington.

Glen Lyn

5 years: **Benny Skelton**, equipment operator C. **Mark Smith**, equipment operator C. **Hazel Sadler**, equipment operator C.

Huntington

10 years: **Janie Cross**, secretary-stenographer B. **Jean Harrison**, T&D clerk A. 5 years: **Peggy Grose**, customer services office supervisor NE.

Kanawha River

15 years: **Robert Sparkman**, maintenance mechanic A.

Kingsport

5 years: **Thomas Hensley**, drafter A.

Logan-Williamson

5 years: **Mimnaugh Hill**, meter reader, Madison.

Lynchburg

5 years: **Kim Nash**, T&D clerk C.

Mountaineer

10 years: **Andy Vaughan**, coal handler.

Pulaski

15 years: **Donald Harmon**, meter reader, Hillsville. **Jean Curtis**, customer services representative B, Christiansburg. 5 years: **James Underwood**, meter reader, Christiansburg.

Philip Sporn

15 years: **Dale Durst**, maintenance mechanic A. **Michael Brown**, equipment operator A. **Rickie Koenig**, equipment operator A. **Matthew Matics**, equipment operator A. **Robert Workman**, crane operator. 1Q years: **Charles Hoffman**, equipment operator B. □

GOAD achieves 100% EIP visitation



The Employee Involvement Process (EIP) steering committee of the General Office Accounting Department, Roanoke, began a campaign during the first quarter of 1993 to promote 100% visitation of EIP team meetings by its employees. That goal was achieved on March 25. Pictured, l. to r., are Visitors George Laurey and Vernice Brown meeting with members of the GOAD General Records achievement team: Linda Kolnok, Lisa Doss, Team Leader Gene Hylton, and Charles Vest.

Promotions (continued from page 18)

Abingdon

Elizabeth Blanton from customer services representative C to marketing and customer services advisor.

Philip Young from marketing and customer services representative to marketing and customer services representative senior.

John Amos

Von Johnson from maintenance mechanic B to maintenance mechanic A.

Rex Eggleton from maintenance mechanic B to maintenance mechanic A.

Beckley

Jerry Martin from engineering technician to engineering technician senior.

Central Machine Shop

Olin Blain from power equipment mechanic 2nd class to power equipment mechanic 1st class.

John Hatfield from welder 2nd class to welder 1st class.

Charleston

Phil Moyer from department assistant-marketing and customer services to marketing and customer services advisor.

Anthony Lloyd from T&D clerk B to T&D clerk A, St. Albans

Jim Webb from marketing and customer services representative to marketing and customer services representative senior.

Sandy Myers from marketing and customer services representative to marketing and customer services representative senior.

General Office

Danny McPeak from hydro mechanic C to hydro mechanic B, GO Hydro, Roanoke.

Steven Ellison from transmission station mechanic C to transmission station mechanic B, GO T&D Station, Bluefield.

Mickey Chapman from engineer III to engineer II, GO T&D Measurements, Charleston.

Archie Pugh from engineer III to engineer II, GO T&D Civil Engineering, Roanoke.

Glen Lyn

Gail Copeland from plant clerk B to plant clerk A.

Huntington

Joan Baird from customer services representative B to customer services representative A, Point Pleasant.

Linda Harshbarger from customer services representative D to customer services representative C, Milton.

Kingsport

Thelma Cradic from customer services representative II to customer services representative I.

Deborah Ryans from customer services representative II to customer services representative I.

Thomas Hensley from drafter B to drafter A.

Pulaski

Andy Jackson from customer services representative B to customer services representative A, Hillsville.

Roanoke

David Morris from engineering technician to engineering technician senior.

Philip Sporn

John Thorne from utility worker A to chemist assistant. □

"Companies such as Appalachian Power, which are willing to give of their time and talent to offer students insight into the work environment, are a valued partner in the education process," commented Jean Holbrook. The supervisor of business education and area job opportunity convention coordinator for the Roanoke County school system, Holbrook was discussing the merits of Appalachian Power Company's community service project, "The Job Search."

The program, in its second year of existence, is a way for the General Office Human Resources Department to become more involved in the community. It is targeted toward high school seniors who are entering the job market upon graduation. Based upon a needs analysis and the fact that high school graduates are having to compete for jobs against older, more experienced workers who have been displaced from their jobs, the program helps prepare students for the job search; discusses direct application to employers, including the preparation of resumes and cover letters; and offers helpful hints regarding the interview process.

The program ran from November 30, 1992, to April 6, 1993, and included 15 "job search" presentations reaching approximately 320 students in seven Roanoke City and County schools. In conjunction with the program, a manual



Participating in the Job Search program are front row, l. to r., Jackie Scruggs, Mary Ellen Hale, Lorena Terry, Robin Lambert, and Earl Smith. Back row, l. to r., Gary Hatcher, Bob Gordon, Steve Jamison, Jon Painter, and Susan Smith.

Job Search 101

entitled "The Job Search — A Guide to High School Students" was distributed to each student.

General Office Human Resources employees participating in the program were: Steve Jamison, compensation and benefits manager; Bob Gordon, human resources assistant; Lorena Terry, compensation administrator; Jon Painter, personnel services coordinator; Gary Hatcher, industrial hygienist associate; Mary Ellen Hale, human resources clerk B; Jackie Scruggs, human resources assistant; Faye Amos, benefits administrator; Earl Smith, human resources assistant; Sue Smith, safety assistant; and Robin Lambert, human resources clerk B.

Feedback from the program has been extremely positive. Peggy M. Perdue,

a business teacher and the job opportunity convention coordinator at Glenvar High School, considers the program to be "an excellent idea and very beneficial to the students." She praised the program's format, which uses both lecture and informal group discussion. "Students have commented that they now feel more confident in participating in the interviewing process," she stated.

The Job Search program has been so well received that the Roanoke County School Board recognized Appalachian Power President Joseph H. Vipperman and the GO Human Resources volunteers for the program's development. □

ILLUMINATOR



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