

Illuminator

AEP
APPALACHIAN
POWER

JUNE 1995



**HAPPY EARTH DAY
EXPLORE PARK**
Appalachian Power
William Byrd High School
W. E. Cundiff Elementary
Herman L. Horn Elementary

THE INSIDE STORY

Illuminator

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About the cover: Appalachian Power employees and science students from Vinton's William Byrd High School, W. E. Cundiff Elementary School, and Herman L. Horn Elementary School planted trees at the entrance to Roanoke's Explore Park as an Earth Day activity. The students did research to determine low growth native species which would be appropriate for landscaping but not interfere with Appalachian's power line on the property. The trees, which included dogwood, witchhazel, serviceberry, redbud, and mountain laurel, were purchased by Appalachian. Bob Hope, a retired U. S. Forest Service employee and volunteer landscape architect at the park, selected locations for the trees. The activity was coordinated by Sarah Whipkey, educational services assistant, GO Public Affairs, Roanoke.



NEWS



Appalachian Power managers in Roanoke attended the satellite conference at the downlink location of WBRA-TV.

Satellite Teleconference Focuses On Strategies, Restructuring

Members of AEP senior management outlined five business strategies to enable AEP to succeed in a competitive environment May 23 during a Systemwide managers' meeting held via satellite teleconference. More than 320 Appalachian Power managers attended the conference via downlink locations in Roanoke, Va.; Bluefield, W. Va.; Huntington, W. Va.; and Kingsport, Tenn.

E. Linn Draper, Jr., AEP chairman, president and chief executive officer, said that the five business strategies are building customer loyalty, acquiring new customers, developing new business opportunities, improving performance, and managing change.

In order to become better positioned for the advent of competition, AEP will also realign its organizational structure to create a distinct power generation group and an energy transmission and distribution group, he said. At this point, however, there will be no changes in asset ownership of formal legal entities.

Building customer loyalty is of paramount importance, Draper said, because in the new competitive environment, customers will be able to choose their energy supplier.

In regard to acquiring new customers, he noted, AEP intends to win many more new customers than it will lose existing customers. As public policy changes to allow these kinds of sales, AEP sees great opportunities.



To develop new business, AEP will offer an extensive array of services outside its traditional service territory and outside its traditional regulated lines of business. Draper said that AEP has considerable competitive advantages in entering world energy markets due to the company's vast experience and expertise.

Among the performance improvements being planned are an increase in the availability of AEP generating units, reduction of fuel costs, an increase in efficiencies in purchasing and materials management, completion and implementation of the Activity Based Management System (ABMS), and "reinvestments" in data technology and employee development.

To effectively manage the changes that are required as AEP moves from regulation to competition, a number of teams have been formed to take charge of AEP's "next steps" toward achieving its New Directions.

Employee meetings will be held throughout the AEP System, beginning in early June, to share information about the five business strategies and other "next steps" necessary to achieve AEP's New Directions. □

Waldo Named APCo Vice President



Dana E. Waldo, president and chief operating officer of Wheeling Power Company, has been elected vice president of Appalachian Power Company and will be based in Charleston, W. Va. He will replace Thomas A. Rotenberry, who will retire effective August 1.

In his new capacity, Waldo will report to Appalachian Power President and Chief Operating Officer Joseph H. Vipperman. Waldo will work with Rotenberry to become familiar with the new assignment until Rotenberry's retirement.

A native of Columbus, Oh., Waldo earned a bachelor's degree from Franklin University and a master's degree in business administration from Ohio University. He also is a graduate of The Ohio State University's AEP Management Program.

Waldo began his career with the AEP System in 1974 at Columbus and Southern Ohio Power. After holding a number of accounting positions, he transferred to the AEP Service Corporation Controller's Department in 1983. He returned to Columbus Southern Power in 1984 as director of construction accounting. Waldo was named Wellston area manager for Columbus Southern in 1985 and Athens division manager in 1992. He was named Wheeling Power president in 1993. □

NEWS

Smith Mountain Dam Wins Award



During the recent Virginia Water Resources Conference in Richmond, Appalachian Power was awarded a plaque as one of seven winners in the 1994 Best Maintained Dams Program. Pictured are, 1. to r., Jim Fariss, manager hydro generation; Jim Simons, national president, Association of State Dam Safety Officials; and Dale Fisher, Smith Mountain hydro maintenance supervisor.

Appalachian Power's Smith Mountain Dam has been selected as the best operated and maintained concrete dam by a municipal and industrial owner in Virginia for 1994.

The Best Maintained Dams Program is sponsored by the Virginia Lakes Association. Co-sponsors include the U. S. Army Corps of Engineers, Tennessee Valley Authority, Virginia Society of Professional Engineers, Virginia Department of Conservation and Recreation, USDA Natural Resources Conservation Service, and the Virginia Water Resources Research Center.

Now in its third year, the program has two goals: 1) to provide recognition for exemplary dam safety and maintenance and 2) to underscore the significance of proper upkeep of aging dams as both a public safety issue and as an important aspect of proper lake and reservoir management.

Jim Simons, national president of the Association of State Dam Safety Officials, noted that Virginia's awards program is unique in the country and that its positive incentives for encouraging good dam maintenance is a model for other states to follow. □

AEP Companies Gearing Up For Ohio River Sweep

Appalachian Power and its operating companies, including Appalachian Power, are among the corporate sponsors for the Ohio River Valley Water Sanitation Commission's (ORSANCO)

seventh annual Ohio River Sweep, which will be held on Saturday, June 17.

The Ohio River Sweep is a riverbank cleanup of the 981-mile length of the river, from Pittsburgh, Pa., to Cairo, Ill. For the third consecutive year, AEP and its operating companies have made a \$5,000 donation to support the Sweep and are encouraging employees at facilities near the Ohio River to volunteer.

ORSANCO is the interstate water-pollution control commission that establishes ambient water quality and effluent discharge standards for the Ohio River. □

NRCC Facility Dedicated To APCo Employees



Dr. Edwin L. Barnes, New River Community College president, holds a plaque recognizing the five APCo employees to which Appalachian Hall is dedicated.

New River Community College (NRCC) dedicated its new off-campus instructional facility in Christiansburg, Va. on March 28. Named Appalachian Hall, the facility was dedicated to five former and present employees of Appalachian Power. They are: the late Claud Kirkland, former Pulaski division manager and NRCC board member; Jerry Whitehurst, retired Pulaski division manager and NRCC board member; W. C. Hager, retired Christiansburg area supervisor; Robert B. Kilgore, Pulaski division manager; and Joseph H. Vipperman, president and chief operating officer of Appalachian Power.

Appalachian donated its former office building at 412 Roanoke Street in Christiansburg to NRCC last year. The donation is in keeping with Appalachian's objective of improving the quality of life in communities it serve. □

BENEFITS

AEP Savings Plan Funds

Following are investment rates of return for the period ending March 31, 1995.

	Last 12 months
Fixed Income Fund	7.32%
Equity Fund	15.67%
AEP Stock Fund	11.21%

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

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

Time To Check Dependent Coverage

June is graduation month. It is also the month employees with dependents still in school are reminded to review an option concerning their coverage for continued dependent health care.

The continuation of eligibility for health care for dependent children who are 19-24 years of age, unmarried and still attending school full time is one of the AEP System's long-standing benefits.

An additional option provides for continued group coverage up to 36 months beyond the regular dependent eligibility period. For example, this continued coverage will be offered when a dependent marries, or is 19 or older and no longer a full-time student. The cost for this continued coverage is the full premium plus administrative costs.

Employees or their dependents should notify the Human Resources Department within 60 days of the date the dependent reaches 25, marries, or is 19 or older and no longer a full-time student. If continued coverage is desired, the employee (or dependent) must fill out an election form, which the company will provide within 14 days of notification. □

AEP's Dependent Care Connection Offers Counseling, Referral Service

As the school year ends and summer vacations begin, employees are reminded that AEP's Dependent Care Connection can help parents choose an appropriate summer camp or summer school for their children.

That type of referral assistance is just one of the many services provided by the Dependent Care Connection to help employees evaluate their child care and adult care needs and locate appropriate providers.

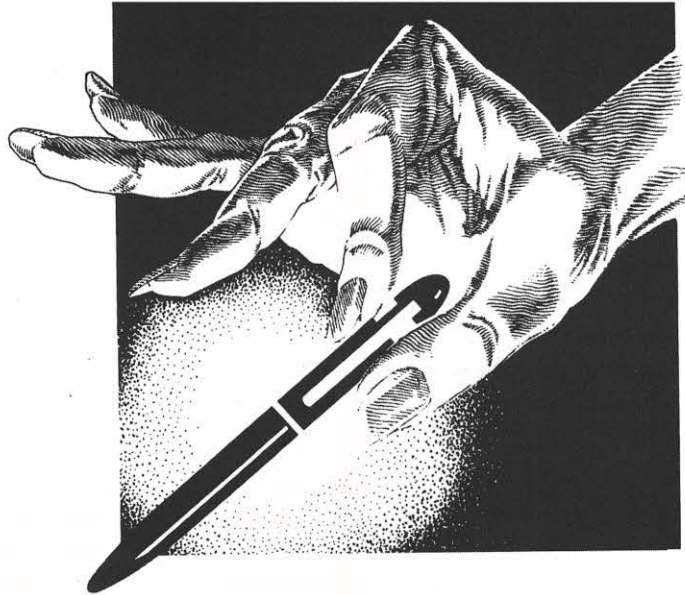
DCC counselors are knowledgeable about child care services including in-home babysitters, day care centers, before- or after-school programs, summer camps and summer schools. They can put employees in touch with agencies that place nannies and that offer academic, therapeutic and recreational programs for the physically and mentally challenged. DCC counselors are available to discuss topics and issues related to adoption, and employees with college-bound children can enlist the services of DCC to obtain college profiles and information on costs, degree programs and financial aid.

DCC counselors are also knowledgeable about adult care services including assisted-living communities, nursing homes, and supplemental home care such as Meals on Wheels and housekeeping and transportation services. They can also help answer questions related to the legal and financial concerns of the elderly.

DCC maintains an up-to-date computerized listing of more than 600,000 child care and adult care providers across the country. While DCC counselors do not recommend specific care programs, they act as consultants to help employees determine what they need and how to obtain the specific services. Since the Dependent Care Connection was introduced in 1991, many employees across the AEP System have used the counseling and referral services and the feedback has been very positive.

Employees are encouraged to contact Dependent Care Connection counselors at 1-800-873-4636. The hearing impaired should call 1-800-873-1322. DCC's counseling and referral services are completely voluntary and confidential. For more information on the program, contact your Human Resources Department. □

Direct Deposit Notifications, Paychecks, Earnings Statements Get New Look



Notifications of direct deposit, paychecks, and the accompanying statement of earnings and deductions for employees of Appalachian Power, Kingsport Power, Kanawha Valley Power, and Central Operating companies are getting a new look.

Beginning with the first pay period in July, employees will see a great deal of additional information on the statements of earnings and deductions, according to Jim Maile, payroll supervisor, GO Accounting, Roanoke.

“Starting in July, we will provide year-to-date totals for gross earnings, federal and state taxes, and other deductions for which the old payroll system had the details available,” Maile said. “However, for those deductions for which the old payroll system did not have details available, year-to-date data will be provided beginning January 1996.”

He continued, “The gross earnings summary section of the new statement of earnings and deductions will carry brief descriptions of the types of earnings — regular, vacation, illness, and

such — as opposed to the numerical pay codes which appeared in the old format. We believe this will provide more meaningful information for employees.”

The new statement of earnings and deductions also will show the employee’s marital status and number of exemptions claimed for both federal and state withholding taxes. “This information, along with the year-to-date totals, should help employees’ tax planning and give them an indication whether they need to revise the number of exemptions they are currently claiming,” Maile pointed out.

About 73 percent of Kingsport Power and 65 percent of Appalachian, Kanawha Valley, and Central Operating employees participate in the Direct Deposit of Pay program. “We are expecting more employee participation in the Direct Deposit program,” Maile commented.

One of the most immediate changes that employees will notice is the larger size of the statement of earnings and deductions. “The new statement of earnings

and deductions, combined with either a direct deposit notification or an actual paycheck, fits on an 8 1/2 x 11 inch sheet of paper,” Maile said. “The larger size is necessary to incorporate the additional information.”

The expanded statement of earnings and deductions information has been made possible by the computer-based Payroll Accounting System and Human Resources Information System, which are two segments of the new Employee Information System (EIS).

The new Payroll Accounting System was first implemented in January 1995 at the AEP Service Corporation. Appalachian Power, Kingsport Power, Kanawha Valley Power, and Central Operating will be the first operating companies to implement the new Payroll Accounting System, effective next month.

“Barry Kemp, an AEP Service Corporation employee with 11 years of Appalachian Power payroll accounting experience, played a key role in developing and implementing the new Payroll Accounting System,” Maile concluded. □



Notification of Direct Deposit

99 123 456
 JOHN D. EMPLOYEE
 40 FRANKLIN ROAD
 ROANOKE VA 24011

Employee Statement of Earnings and Deductions

Company				Employee			
APPALACHIAN POWER COMPANY				JOHN D. EMPLOYEE			
Roll	Group	Social Security Number	Period Ending	Issue Date	Sequence Number	Reference Number	
123	456	123-45-6789	05/12/95	05/19/95	95136001160	0003202	
Gross Earnings Summary				Adjustments to Gross Earnings and Deductions			
Description	Hours	Rate	Amount	To Date	Description	Amount	To Date
REGULAR	80:00	15:685	1254:80	2509:60	GROSS ERNGS	1355:98	12660:88
OT R/H	4:30	23:53	101:18	101:18	Pretax and Adjusted Earnings		
PRE-PAS WG				10050:10	PRETAX ESP 12%	150:58	1433:14
GROSS ERNGS			1355:98	12660:88	DENTAL	5:22	25:56
					MEDICAL	55:04	265:20
					PRETAX ERNG	210:84	1723:90
					ADJ ERNGS	1145:14	10936:98
					Taxes		
					FED TAX S/0	181:89	1674:79
					FICA TAX	80:33	766:94
					MEDICARE	18:79	179:35
					VA STATE S/1	48:64	456:85
					TOTAL TAXES	329:65	3077:93
					Other Deductions		
					EMP SAVINGS 5%	62:74	597:16
					REG LIFE	11:55	
					DEP LIFE	1:20	
					OAD&D	20:10	
					L/T CARE	9:48	
					CHARITABLE	5:00	
					US BONDI	37:50	
Notification Of Direct Deposit							
Transit Routing Number		Employee Account Number		Amount			
123456789		000123456789		667:92			
				Net Pay Disbursement			
				NET PAY 667:92			
				TOTAL DIRECT DEPOSIT 667:92			
				Messages			



ABMS PROJECT ON TARGET

System Demonstrates Commitment To New Directions

There were no lights, limos, or marquees for the debut of the AEP System's Activity Based Management System (ABMS). Nonetheless, ABMS is a tool that is expected to be a hit and score big for the company and prove beneficial in the "box office." In fact, it is a tool that tells competitors, regulators, shareholders, and other stakeholders that AEP is serious about being the world's premier provider of electric service, said E. Linn Draper, AEP chairman, president and chief executive officer.

How will it do that? By improving the way work is managed, based on looking at work processes used to produce a product or service for a customer — either external or internal.

The first step toward making the system a reality was to put it in the hands of more than 250 employees at selected AEP pilot locations. These employees, in Kentucky

Power, areas of the Service Corporation, and Indiana Michigan's Cook Plant, began preparing for ABMS several months ago and had the system in hand early this month. Preparation centered around learning personal computer skills and the conceptual and functional use of the ABM system.

"ABMS is as much a way of thinking about management as it is a tool for managing and budgeting," Draper said. "It is a tool that will recast traditional accounting data in more direct alignment with business processes, goals, and objectives. But ABMS won't make decisions for you. You will continue to do the thinking, you'll be making the decisions. No computer system can — or should — do that for us."

"ABM leads to improved budget-tracking, increased accountability and gains in productivity. Most important, it allows all managers to understand the flow of costs."

Merrill Lynch report

To date, participants have recognized compelling reasons for developing ABMS. Impending competition, customers' desire for more value in products and services, and replacement of aged information systems are on the list. An investment recommendation report prepared by the Merrill Lynch financial brokerage firm stated the following reasons for supporting a move to ABMS: "utility investors have never faced an environment where management skills, processes and practices will make as much difference as over the next three to five years. Activity-based management is one of the most important areas for improvement of management processes. ABM constitutes a cultural change in a utility which fosters a

corporate-wide focus on how business processes can be improved. ABM leads to improved budget-tracking, increased accountability and gains in productivity. Most important, it allows all managers to understand the flow of costs."

According to the ABMS project director, the full potential of ABMS will be unleashed once the performance reporting module is implemented in 1996 — a time in line with Appalachian Power's and Kingsport Power's scheduled implementation in June 1996. When the performance module is implemented, more than 15,000 AEP employees will be impacted in some fashion. As a result, users will need as much time as possible to absorb multiple new applications that interface with ABMS, as well as participate in training, modify forms and monitor transaction volume on the system.

"ABMS is yet another part of the New Directions philosophy," Draper said. "It will allow you to use information technology to improve your business processes and to manage more effectively and efficiently. I encourage you to apply the theories and concepts of ABMS on the job . . . because it's important that we begin thinking like activity-based managers, even before we start to use the hardware and software." □

Hennis Named Planning and Budgeting Manager

Kay Hennis last month was appointed planning and budgeting manager for Appalachian Power Company.

In her new post, Hennis will report to Vice President Dan Carson and head Appalachian's implementation of ABMS.

Hennis, presently a senior ash utilization and marketing analyst for the Service Corporation, served in AEP's Controller's Department earlier in her career.

Until July 1996 she will work full-time in Columbus with Service Corporation personnel who are involved in the System-wide introduction of ABMS.

It is anticipated that Hennis will report to the Roanoke General Office in late summer 1996. □

ABMS Benefits

- Strategic goals and objectives will be aligned with lower-level business plans, ensuring only necessary work will be performed and eliminating non-value added procedures.
- Goals and plans will be evaluated two dimensionally — horizontally across like processes occurring throughout the AEP System and vertically, by operating companies and other organizational units.

NEWS

Operating Ideas Spur Cost, Time Savings

“I was really pleased when I saw my idea work,” says **Kenneth Worsham**, hydro mechanic A, GO Hydro Generation, Smith Mountain. Worsham, who has had two Operating Ideas published now, says the program provides an opportunity to share ideas and be proud of them.

Worsham was one of 10 Appalachian Power employees who authored ideas published in the May/June *Operating Ideas* magazine. His contribution, “Lifting Device Helps Maneuver Oil Pumps,” improved accessibility to oil pumps for maintenance. It allowed 4,200-pound pumps to be more easily removed.

Removal of the pump can now be accomplished in just 12 hours. Without the lifting device, work time estimates could exceed 100 hours to remove obstacles alone.

The new equipment saved \$2,100 in labor in its first use and gave an extra measure of safety.

Charles Boggess, Huntington line mechanic A, turned a \$277 investment into an annual \$840 savings. “Sludge Catcher Speeds Wash Bay Sump Cleanup,” was his submission. Boggess devised an apparatus that eliminates wash bay clogging and reduces cleanup time from two hours to 30 minutes.

A John E. Amos plant assignment resulted in an Operating Idea for two Centralized Plant Maintenance employees. **Rick Findley**, maintenance mechanic welder, and **Mike Buckle**, maintenance supervisor, authored “Hydraulic Jacks and Track Reduce Cost of Replacing Drip Pans For Conveyors.”

By using jacks fitted with special equipment, employees were able to access and replace drip pans under conveyor belts in one hour instead of four. In its first appli-

cation, 30 drip pans at Amos were replaced at a saving of 90 hours, or \$1,800.

Scott Konkus, staff engineer, GO T&D Engineering, Roanoke, worked with employees in the combined Ohio companies and the Service Corporation to improve an information conversion process and save the AEP System \$152,000.

Currently, Appalachian is moving toward retiring its Distribution Circuit Analysis (DCA) computer program it has used for the last 30 years. Before this takes place, however, all historic distribution analysis cases have to be converted to a new format. Building on initial program conver-



Operating Ideas
Winning Ideas At Work

sion concepts, the group developed a program that reduces the 4.5 hour conversion process to about five minutes.

Misunderstandings in use of mobile transformers were resulting in unnecessary customer outages, improper equipment protection, and incorrect voltage levels. Lack of information was deemed the cause of the inefficiencies by authors **Paul Roush**, power dispatching supervisor, System Operation, Roanoke, and **Gary Hammons**, regional dispatcher, Tri-State Regional Dispatch Center, Huntington.

The two created forms and drawings for field and dispatching personnel to complete to ensure proper information is collected and equipment is operated properly. Since the new processes have been

followed, no problems have been encountered with mobile transformer installations.

Saving material costs was the objective of three GO T&D Station Engineering & Design employees when they set out to improve an arrestor design.

Richard Rader, designer II, **Thomas Ruble**, designer senior, and **Kenneth Posey**, engineer senior, devised a method of modifying the steel supports to accept an arrestor mounting.

Three bus-support insulators, three connectors and approximately 140 pounds of steel were eliminated in the new method. Overall, \$7,814 can be saved annually on 4-12 kV and 34.5 kV installations.

Pre-drilling control house copper bars was another idea submitted by **Thomas Ruble**. Contractors used to drill and tap holes at construction sites at a cost of \$8.96 per hole. Each control house requires 188 holes to attach electrical equipment.

By researching vendors, Ruble was able to get pre-drilled bars, thus eliminating field drilling. Prices quoted reflect a 96 percent annual cost savings (a reduction from \$32,570 to \$1,436). The cost per hole was reduced to 16 cents to 48 cents per hole.

Ruble, **Kenneth Posey** and **Richard Rader** teamed up to submit another idea to benefit the entire AEP System. The three redesigned 12 kV regulator bays.

The team studied System practice and layout recommendations for 12 kV distribution stations. They found and recommended that a revised layout, utilizing a smaller “footprint” be used.

By using the team’s recommendation an annual savings of \$33,870 can be realized. The recommended practice reduces costs in station construction, grading property and maintenance. □

A Mission By Example: Jon Painter

“**T**he look in their eyes says more than they ever could, even if they had the ability to speak,” Jon Painter says. Earlier this year he and nearly 20 other members of the Drapers Valley Presbyterian Church went to Jamaica to help deaf children through a missionary effort.

“These children were truly thankful and appreciative that we were there to help them, provide for them and love them,” he adds. Jon is personnel services administrator, GO Human Resources, Roanoke. In 11 days the church group constructed the top floor of a three-story schoolhouse for deaf children.

Without the help of Christian missionaries, and other support from churches in the United States, these challenged children would surely have a bleak future, Jon says. “In Jamaica deaf children are often left to their own devices. Parents don’t have the resources to send them places so they can learn to communicate. Their road would likely lead to a life on the streets and subsequently drugs.”

This was a situation that convinced one Caribbean property owner to donate land to the Caribbean Christian Center for the Deaf (CCCD). The property Jon’s mission worked on was in Montego Bay, Jamaica, a popular tourist area.

The group topped off the third of five structures planned for the compound, stopping just short of roofing the building. “We erected the walls from concrete blocks, poured concrete columns, tied into steel supports and installed electrical conduit,” Jon says. The hardest part was doing all of the work by hand, there were no mixers for the concrete and only manual hoists for the barrels of concrete taken to the third floor.

The most beautiful part of the project is that it was done by volunteers paid only by the affection shown by the kids they

were helping. “When we would take a break the teachers would sometimes let the children out,” Jon says. “They would run across the compound to us as quick as their little legs would carry them.” Especially fond of the workers were six-year-old Romeo and Janice, who was seven, who took to Jon.

“I enjoyed horseplaying with them,” Jon says. “I just played with them like I do my three-year-old daughter, giving piggyback rides and carrying them on my shoulders. It seemed like they were starved for affec-



Jon Painter, personnel services administrator, GO Human Resources, Roanoke, hugs some of the deaf Jamaican children his missionary effort helped.

tion. Even though they couldn’t speak, we definitely learned to communicate with each other.” Jon says. “It was important to show them that someone was there who really wanted to be there and enjoyed being with them.”

The experience was equally rewarding for relationships with people from his own church. “Working and living with the other people from my church allowed me to really get to know them a lot better,” Jon says.

His volunteer effort in the poor Caribbean country made him realize how fortunate people in the United States are. “Jamaica is essentially a third-world country. I was

struck by how well we and our children have it here compared to their living conditions.” He says he wasn’t prepared for the open solicitation of drugs, the poor housing (often beside the finest Jamaican structures such as hotels, restaurants, etc.), panhandlers and the filth. “No matter what time of day or where you were, you could always smell trash burning. The people just didn’t have anything else to do with their trash. The aroma smelled like burning milk cartons or plastic.

“I was also amazed at how primitive the airport is. Electrically, their infrastructure is years behind those in the United States. Sometimes a transformer serves a whole block,” he says. “It wasn’t uncommon for the lights to dim several times an evening when someone would turn on an appliance. The country runs on 50 cycles (compared to 60 cycles in the United States). Hair dryers and electric razors would hardly run at that rate. They seemed like they were going to quit.”

Despite these deficiencies, Jon considers the country ahead of the mark in where it places its religion.

“The people there consider their country as a very Christian land. No matter what type of home a child lives in, they all are spotless, wearing a uniform, and carrying a Bible when they go to school. The kids are required to carry a Bible. In the United States, people have a multitude of resources and opportunities to come to know Christ. Yet, many of the Jamaicans with so little seemed to be far more dedicated to the Lord.”

In his 11 days working to help the deaf children he learned to sign only one saying — “I love you.” Jon says he used it frequently when he was around the children, and they beamed. “When it was time to go, I was fighting back the tears as much as the children were.” □

NEWS

Charleston Division Call Center In Operation



A pilot division-wide Call Center began operation May 15 in Charleston's Virginia Street office. Staffed by 16 employees and one supervisor, the center answers telephone calls from customers in the division's three offices from 7 a.m. to 7 p.m. Monday through Friday.

On the Center's fourth day of operation, a storm moved through the Kanawha Valley, disrupting power to 18,798 customers. Overflow calls from the dispatch center were routed to the call center, allowing outaged customers to more quickly reach an Appalachian representative by phone.

On Friday, with 500 customers still out of power, 93 percent of the calls to the dispatch center, including those overflowing to the call center, were answered within 50 seconds.

According to Pat Taylor, Charleston customer services supervisor, customer service calls *only* totaled 3,685 in the first week of operation. In addition, 6,523 calls were answered by the call center and T&D personnel in a single day.

Taylor said that "Service agencies such as Human Resources and the Salvation Army, as well as individual customers, expressed appreciation for ready access to the company."

According to Tom Rotenberry, Appalachian's West Virginia vice president, if the new hours prove to be helpful to customers, the pilot concept may be offered in other areas.

The company's offices in Charleston, St. Albans, and Montgomery continue to be open weekdays between 8:30 a.m. and 5:00 p.m. □

Appalachian Power's OIP Savings Exceed \$1.9 Million In First Quarter

Appalachian Power Company's Operations Improvement Program (OIP) generated 109 proposals during the first quarter of 1995, resulting in savings of \$1,931,990 or 38.7 percent of annual goal. In addition, 46 safety and nine environmental proposals were accepted, according to Personnel Services Manager J. Emmett Blackwell, who coordinates the program.

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

Division — first place, 10 shares of AEP stock, **Paula Goddard** of Beckley; second place, 5 shares, **Kenneth Boone II** of Roanoke. Plant — first place, 10 shares, **Mike Siemiaczko** of Kanawha River; second place, two shares each, **Alexander Gillies** and **Stephen Greenlee** of Mountaineer Plant. General Office — first place, 5 shares each, **A. C. Channaiah** and **David Walsh, Jr.**, of GO T&D Engineering, Roanoke; second place, 5 shares, **Jim Elswick** of GO T&D Engineering, Roanoke.

The first quarter division environmental winner was **Jerry Greene II** of Logan, who won a \$50 U. S. Savings Bond. **Robert Blackston**, **Daniel Morrow**, and **Lewis Woodall, Jr.** of Mountaineer Plant, won \$8.33 each. There was no General Office environmental winner.

Safety winners for the first quarter, and their awards, are:

Division — **Ronald Adams** and **James Walls** of Logan, \$12.50 each; Plant — **Ona Willard** of Amos Plant, \$50 Savings Bond; and General Office — **Paul Roush** of System Operation, Roanoke, \$50 Savings Bond.

The first quarter coordinator awards, 5 shares of AEP stock each, went to **Gerald Martin** of Beckley, **Bryan Anderson** of Kanawha River Plant, and **Jim Gregory** of System Operation, Roanoke. □



NEWS

Raleigh County Vo-Tech Wins First Prize In Environmental Competition



A video crew tapes Vo-Tech students working on the Electrosprint.

Raleigh County Vocational Technical Center won a \$12,500 award in the Anheuser-Busch Theme Park "A Pledge and a Promise Environmental Awards" competition. The school took first place in the high school division out of 600 applicants. Vo-Tech and Beckley Division are participants in Appalachian Power's Partners in Education Program.

Beckley Administrative Assistant Dana Perry sent an eight-page information packet, complete with videotape, to Anheuser-Busch, nominating the school for its electric vehicle program.

A video crew sent by Anheuser-Busch taped the Vo-Tech students working on the Electrosprint, along with scenes showing sponsor and community support. Raleigh County Vo-Tech and the other award-winning schools will be featured in a CBS special, entitled "A Party for the Planet," which will be aired at 8 p.m. on June 7. □

Byllesby/Buck Emergency Action Plan Tested



Jerry Zwart, engineer senior, GO Hydro Generation and exercise coordinator, works near a row of charts of the New River.

Local, state, and federal agencies joined Appalachian Power at its Pulaski Division Service Center recently to test the emergency action plan for the company's Byllesby and Buck Hydroelectric Dams. About 35 people from nine agencies participated in the functional exercise, which involved management, coordination, and emergency decision-making by represented agencies.

The exercise scenario called for torrential rain over a number of days to eventually breach the dams, adding water from the impoundments to emergency problems already caused by the swollen New River.

Agencies involved included the Federal Energy Regulatory Commission, Virginia Department of Emergency Services, Virginia State Police, Virginia Department of Transportation, National Weather Service, the New River Trail State Park, Carroll County, Pulaski County, and Wythe County. □



If you ask **Mary "Rocky" Kessinger** what her first day of work was like at Appalachian Power, her answer would be, "Which one?" She joined the company three times, taking time off after each of her two children's births.

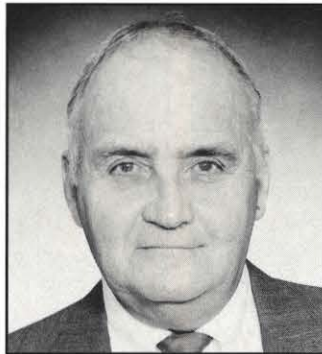
Rocky first joined the company in 1950 after graduation from Berea College. She started as a home economist — a title she would hold until 1953, then get again upon her second hiring in 1955. She worked in this capacity until 1959, when she had her second child.

The most memorable hiring was in 1977. "I started on the first of April. Then three days later the Tug River flooded, and we had 8' 4" of water in the office," she said. "Everybody pitched in to help clean up."

Helping customers was always one of Rocky's goals. "I became a certified energy officer through the company to help customers save on their electric bills." She then added heating and cooling to her list of customer counseling services. "I was able to meet and help customers as well as employees," Rocky said.

At the time of her early retirement on May 1, Rocky was a marketing and customer services representative senior in Williamson.

In retirement, her opportunities increase for church and civic activities. "We (she and her husband Doug, who also is retired) now have more time to spend doing things we like to do," Rocky said. This includes travel and visiting with their grandchildren. □



Charlie Burchett's retirement from Appalachian Power on May 1 made the first time in 74 years that a Charlie Burchett wasn't working out of the company's Williamson office. His father, who had the same name, worked there for 44 years.

The younger Charlie, who started his career in 1958 as a groundman, preferred to work in the outdoors. He retired as a line construction and maintenance representative.

Road improvements made perhaps the most dramatic change in his career, Charlie said. For example, Martin County, Ky., which was served by the Williamson office until 1992, only had one paved road when he started. "You were doing good if you got the pole to the site, then did the 'work' the next day," he said. "It often was harder to get to a site than to do the work because we had to walk in poles and travel by creek beds. Now a crew can reach almost any customer in about an hour, and that makes it easier to get the job done."

Reflecting on his career, Charlie said he is particularly proud that he never worked on a crew, as a worker or supervisor, that had a lost-time accident or had a member on light duty.

He is especially proud of his co-workers. "I've often said I feel like a mule invited to run the Kentucky Derby. I didn't win any prizes, but I sure got to run with some good company," he said.

Charlie said the Lord has been good to him; and, in his retirement, he will continue to put God's work first. He serves as a deacon and Sunday School teacher at the Freewill Baptist Church of

Kermit, W. Va., and chaplain at Veterans Post 98. In the time left, he is active as a member of the Kermit Town Council, Better Schools Board of Kermit, and runs a woodshop. "I really enjoy the woodwork-ing. I make a lot of things, from chairs to 'tater boxes," he said. In fact, there's even a rocking chair in his shop where, if he's not at church or a meeting, Charlie will likely be found. □



In his 40-plus years of service at Glen Lynn Plant, Unit Supervisor **Don Thompson** said his varied background helped him greatly, "especially the time I spent in the instrument shop learning how the equipment works."

Don said he witnessed first hand a great deal of changes in his career. For example, "there were a number of company-owned homes at Glen Lyn when I started, and many employees lived in them. If you can believe it, rent was \$5 a month. Then the company raised it to \$10. The company even did the maintenance on them."

Reflecting on his first day of work, Don said he was initially intimidated by the plant he would come to know so well. "It was my first time in a power house, and the noise and equipment were kind of scary," he said. "You can get lost in there, too."

Following his early retirement on June 1, Don and his wife Ann plan to continue to reside in Narrows, Va. The couple has property at Claytor Lake and will spend time there as well. "For retirement, we don't have any set plans except to spend time with the six grandchildren and do whatever we want to do. That's the bottom line. We get to do whatever we want to do." □



"I feel like I have been blessed to work for a company like Appalachian," said **Calvin Sisson**. "I have worked in one of the best departments in the company and under three terrific managers. I always enjoyed coming to work because there was a challenge every day. In my job I not only dealt with people in all the steam plants and hydros but office people as well. Everybody has been very nice to work with."

Calvin, an operations analyst A in System Operation, Roanoke, elected early retirement on June 1 after 28 years' service.

"My wife Pat is still working at the Transportation Museum," he said, "and I am going to do some volunteer work there. We'll take some short trips, and I plan on playing some golf. We're just going to play it by ear and do what we want to do."

A Navy veteran, Calvin is a deacon and on the personnel and finance committees at Oakland Baptist Church in Roanoke.

The Sissons have two sons and one daughter. □



Ray Ridgeway had a lot of experiences in his 21 years as a meter reader in Huntington, but he'll always remember one in particular. "I was reading meters on Mill Creek in the Hamlin area," Ray recalled, "and when I got to the house, the lady said 'your truck is on fire.' I thought she was just joking, but it was! I ran down the bank to see if I could get the hood open, but the truck burned up. I had to walk about five miles out of that hollow to the nearest telephone, and I remember it was real cold."

Ray transferred to Milton as a collector in 1991 and held that job at the time of his early retirement on June 1.

"The office at Milton is more like a family," Ray said. "When I came here, everybody was a big help to me."

He added, "I'm joyful right now because retirement hasn't hit me yet, but I miss the employees already. All in all, it has been great!"

An Air Force veteran, Ray served in Korea. He and his wife Sylvia have three sons, one daughter, and one grandchild.

His retirement plans include fishing, building a model railroad, going to flea markets, and working at his church. He is a member of the board at Ebenezer United Methodist Church. □



Richard Tyree recalls that he was laid off from Union Carbide on January 15, 1971, and hired on as a maintenance mechanic C at John Amos Plant on February 8. "That was only three weeks," Richard said, "and since then God has supplied all of my and my family's needs through Amos Plant!"

He continued, "I've worked in the machine shop for the 24 years I've been here, and I really enjoyed working with something different all the time. When we have outages, I worked on a lot of different things but mainly on the turbines."

At the time of his early retirement on June 1, he was a maintenance mechanic A.

"I don't have any big plans, but I'll stay busy with church work," he said. Richard is an assistant Sunday School teacher, board member, and choir member at Dunbar Mountain Mission.

He added, "I love to do woodwork as a hobby, and I want to try to improve my golf game. Nancy and I enjoy traveling — we love to see new places."

An Army veteran, Richard served 16 months in Korea. □

When **Cecil Martin** joined a crew in Appalachian Power's GO T&D Station Department in Roanoke in 1971, he saw it as a job that would keep him closer to home. He was employed by an Appalachian contractor, New River Electric, and frequently worked out of state. While his Appalachian job kept him closer to home, he continued to travel until he elected early retirement on May 1.

Cecil was welding lids on 765 kV transformers when Bob Caldwell (now Kingsport station supervisor) asked him to join the company 23 years ago. "He was a true craftsman," Bob said.

With the exception of a one-year stint working on a project at Joshua Falls as a welding inspector, Cecil spent his entire 23-year career in GO T&D Station, Roanoke. Cecil started as a station maintenance man A, then progressed to become transmission station crew supervisor NE.

He said equipment and facilities in the station section significantly improved for him and his co-workers. The indoor work areas at the Vaughan Center that came a few years ago were much more desirable than "working on transformers in the snow and ice."

In retirement, Cecil and his wife Thelma plan to continue to reside in Hardy, Va. The couple has two sons and a daughter. □



"When Appalachian hired me, in my mind it was going to be temporary until I made enough money to go back to Virginia Tech," recalls Roanoke Supervising Drafter **Bobby Ragland**. "But it was such a good job I never went back to school." On June 1, Bobby elected early retirement after more than 38 years' service.

He continued, "From day one I have had good supervisors; good people working around me; and, for the 20 plus years I have been a supervisor, good people working for me. That made my job a lot easier and more enjoyable."

Bobby said one of his most interesting jobs was working on the Smith Mountain Hydro Project. "We did map and field work to see what was going to be under and above water."

Bobby said he has a lot of ideas about things to do during retirement. "I intend to stay active and keep in touch with sports, whether it be coaching or some kind of administrative work. I have been coaching three sports year 'round for 26 years and played sports until five or six years ago. I also want to get in some physical fitness program."

Bob and his wife Becky have three sons and four grandchildren. They are thinking about a trip to Nashville this summer. □



On June 1, **Wilson Howell** became the second member of his family to retire from Appalachian Power. His brother, Henry, is a former statistical analyst in GO Rates & Contracts, Roanoke.

"I traveled the Appalachian System, including Kingsport, the entire 33 years I was here," Wilson said. "I never did like it, but it's a lot easier traveling now than when I started. Then we didn't have the interstate, and you had to go through every little town."

Wilson began his career as a system control wireman A and has been transmission station supervisor in GO T&D Protection & Control, Roanoke, since 1990.

"I put in some hard work over the years," he said. "Now I'm just going to take it day by day. I really don't have any long range plans."

While waiting for his wife Phyllis to retire in another year or so, Wilson will have plenty of time to hunt and fish.

The Howells have one son, one daughter, and one grandson. □



"I really enjoyed my years with Appalachian," said Pulaski Station Crew Supervisor **Benny Mann**. "To me, it is the best company in the world."

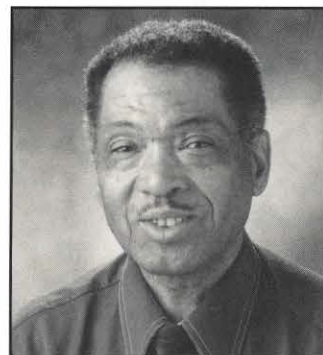
Benny had more than 37 years' service before electing early retirement on May 1, but there were times of uncertainty in the early part of his career.

His first job at Glen Lyn Plant ended when the #13 boiler was shut down. Next he transferred to Logan Plant and, when it closed, to the Radford Army Ammunition Steam Plant. When Appalachian no longer operated that plant, he transferred again to Pulaski as a meter reader. "They were all quite worried when I came to Pulaski," he joked, "but I found a home here."

"I want to play for one year, then I am going to get serious about doing something," Benny said. "I have a son, 15, who rides bulls, and I will be going to rodeos with him."

"I love to hunt and fish, but that has taken second priority to tractors. I probably have 25 of them — enough so that my wife doesn't see a new one when it comes in," he laughed. "I like to find ones that are real rusted and fix them up. It is a lot more fun that way. I play at tractor pulls, but don't really get serious about them."

Benny is a Sunday School teacher at the Methodist Church in Parrott, Va. The Manns, who live at Radford, have three sons, one daughter, and five grandchildren. □



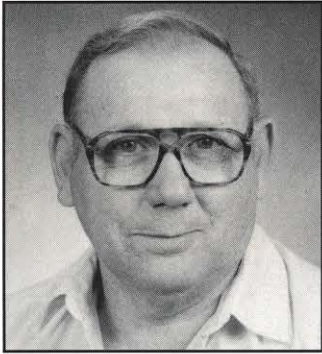
Robert Witcher recalls that better benefits and more money are what attracted him to Appalachian Power in 1976.

A custodian in GO General Services, Roanoke, he elected early retirement on April 1.

"I worked most of the time on night shift," he said, "but I've enjoyed it. It's a nice place to work."

Robert's future plans include fishing, going to automobile races and baseball games. "I also want to take some church bus tours to places like Atlanta and Philadelphia."

Robert has been an usher and choir member at Loudon Avenue Christian Church in Roanoke. He and his wife Mamie have two daughters. □



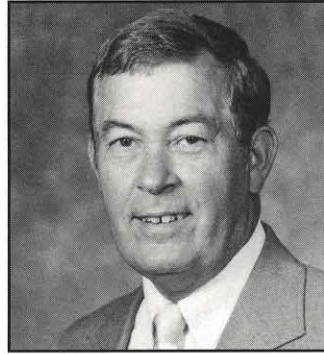
As a boilermaker for a construction company, **Jack Phillips** helped build the Mountaineer Plant. "I saw no future in construction," he recalled, "and the plant was just nine miles from my house so I applied for a job." Jack was hired in 1979 as a maintenance mechanic B and was promoted to maintenance mechanic A two years later.

"The work was nothing new to me," he said, "But I enjoyed the people I worked with more than anything else."

A Navy veteran, Jack served aboard the carrier *USS Saipan*. He enjoys fishing and working with wood, making small things for family and friends.

After his early retirement on June 1, Jack and his wife Vivian "are going to do whatever we want to do whenever we want. That's what retirement is all about."

The couple, who lives in Middleport, Ohio, have one son, one daughter, four grandchildren, and one great-grand daughter. □

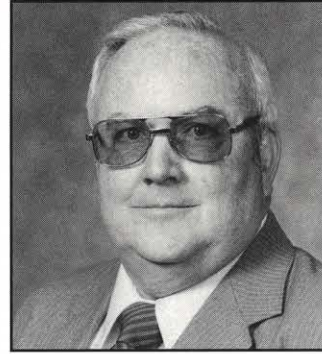


Willie Hatton logged nearly 950,000 miles for Appalachian Power before electing early retirement on May 1. He drove the roads of eight southern West Virginia counties served by the Logan office, working as a meter reader eight years, a collector 20 years, and a customer servicer 10 years.

"It was a satisfying career," Willie said. "I sure was glad to have a job in 1957. The economy was slow, but things picked up, and I felt better."

With years of front-line customer contact, Willie said he always did his job with the customer in mind. "I always tried to satisfy the customer and look out for them as much as I could."

Retirement is something he said he often thought about, yet when he had the opportunity he couldn't believe it was in front of him. He plans to enjoy it with his wife Ida by spending time with his new grandchild and doing some traveling. The couple plans to continue to reside in Whitman, W. Va. □



Appalachian Power's reputation was one of the draws for **Bill Broughton** when he joined the company. He had family that worked for the railway and, in fact, he had been an employee there before being drafted for the Army. Opportunities there still weren't enough to turn his back on Appalachian Power. "It is and was one of the best places to work in this area," Bill said.

He said his expectations didn't let him down either. "My career has been filled with good experiences. If it hadn't, I wouldn't have stayed as long as I did," he laughed.

Joining the company in 1957 as a junior clerk in Logan, Bill worked in the records section for three years before transferring to Logan Plant. "The plant would run for a few days, then be shut down for a few days. They eventually closed it in 1961. It flooded in 1963 and closed for good."

Bill returned to the records section in 1966 and became a line inspector in 1975. This was the job he enjoyed most. "I worked outdoors and was able to meet a lot of people. The 7:00-3:30 hours were a lot better, too." He worked in this capacity, overseeing construction contractors' work until his retirement. "At one point, I had 128 crews working," Bill said.

He will continue to work following his early retirement on May 1. However, it will be focused on gardening, house upkeep, and seeing his children through college. He also plans to travel with his wife Frieda. □



"It has been a privilege to work for Centralized Plant Maintenance," said **Starling 'Bird' Massar**. "Since I was 40 plus years old when I came here, I was looking for benefits and a steady job.

"I have been treated fairly and enjoyed working with the people. I will miss all the friends I have made here." Bird, a maintenance mechanic welder, elected early retirement on May 1 after 16 years' service.

"It looks like I will have plenty to keep me busy," he said. "I will spend most of the time with my son on our family farm. We have 200 acres and 35 head of beef. We also work our daughter's and son-in-law's 60-acre crop farm. Who knows?" he laughed. "Maybe I'll have time to do a little hunting and fishing, which I enjoy. My wife Sandra and I want to travel some, too."

Bird is a member of Shade River Masonic Lodge #453 and the Christian Church at Keno, Ohio. The Massars have three grandchildren. □





Bryce Junior "B. J." McCoy was working for the Norfolk & Western Railway in Radford, Va., when, anticipating a transfer, he interviewed for a job with Appalachian Power.

"I worked in the power house at the Radford Army Ammunition Steam Plant (then operated by Appalachian) for ten years," he said. "I have always been an outdoors person, so

transferring to Christiansburg as a meter reader was a good move for me." B. J. was a collector at the time of his early retirement on June 1.

"The thing I enjoyed the most was meeting and making friends of both employees and customers."

B. J., who described himself as an "old car nut," currently has a '71 Monte Carlo Chevrolet and an El Camino. "I've been trading around with cars for more than 20 years," he said.

B. J., who has been affiliated with Fairlawn Brethren Church for 40 years, has three sons and three grandchildren. During retirement he plans to "visit my sister in Virginia Beach every chance I get." □



"They have been great years," said **Arnold Jackson** about his career with Appalachian Power. "In my job, I have met and worked with people from every division. The relationships I have had over the past 28 years have been great."

Arnold, an equipment service representative senior in Pulaski, elected early retirement on June 1.

"I haven't had much time to think about retirement," he said. "I know I'm going to miss an awful lot of people I have been associated with, but I have plenty of hobbies to enjoy."

Arnold said he gets "a real kick out of rebuilding things from old parts." His main recreation is fishing in bass tournaments.

"We have a motor home and plan to make an extended trip in the Spring," Arnold said. "Other than that, I'm just going to let things happen and enjoy them as I go."

He and his wife Thelma have one daughter and one granddaughter. They attend Thornsprings Methodist Church in Pulaski. □

Marshall Awarded Roanoke College Medal, Highest Alumni Honor



Noble Marshall proudly displays his Roanoke College Medal.

Noble Marshall, retired general records supervisor, GO Accounting, Roanoke, has been awarded the Roanoke College Medal, the highest honor the college bestows on its alumni.

While at Roanoke, he was student body president and a member of the Blue Key Honor Society. After graduation from Roanoke in 1935 with a bachelor of science degree in business administration, he attended the University of Virginia on a teaching scholarship as an instructor of economics. Soon after, he earned his master of science degree in business administration and economics from the university.

Marshall has served as president of the Alumni Executive Council. He is national chairman of the Honor Guard Advisory Committee, a Roanoke College Associate, and a member of the Society of 1842. He has served as president of the Business Men's Club, chairman of both the Salvation Army Boys Club and Recreation Department of the Chamber of Commerce, and member of several committees in the Kiwanis Club of Roanoke. □

P R O M O T I O N S

Aaron M. Sink, Clinch River plant engineer II, was promoted to performance supervising engineer on May 1. He holds a bachelor of science degree in mechanical engineering from Virginia Military Institute.

Robert A. Osborne, Clinch River Plant production superintendent-maintenance, was promoted to performance superintendent on May 1. He holds a bachelor of science degree in electrical engineering from the University of Kentucky.

Lyle W. Hartsock, Clinch River plant engineer senior, was promoted to production superintendent-maintenance on May 1. He holds a bachelor of science degree in mechanical engineering from Virginia Polytechnic Institute & State University.

Scott Konkus, engineer senior, GO T&D Engineering, Roanoke, was promoted to staff engineer on April 1. He holds a bachelor of science degree in electrical engineering from Virginia Military Institute.

Gary Woodford, engineering technologist I, GO T&D Station, Roanoke, was promoted to engineering technologist supervisor on April 1. He holds an associate in applied science degree in electrical/electronics engineering technology from Virginia Western Community College and a bachelor of science degree in biology from Virginia Tech.

A. C. Channaiah, staff engineer, GO T&D Engineering, Roanoke, was promoted to quality of service supervisor on April 1. He holds a bachelor of science degree in electrical engineering from the University of Mysore, India, and a master's degree in engineering administration from George Washington University.

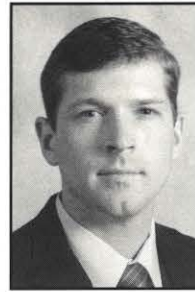
Warren Miller, transformer specialist, GO T&D Station, Huntington, was promoted to transmission station supervisor, GO T&D Station, Kenova, on April 1.

Willie H. McCall, Jr., transformer specialist, GO T&D Station, Roanoke, was promoted to station crew supervisor on April 1.

Thuy P. Nguyen, engineer senior, GO T&D Station, Roanoke, was promoted to staff engineer on April 1. He holds a bachelor of science degree in electrical engineering from Tennessee Technological University.

Larry D. Lilly, Beckley station mechanic A, was promoted to station crew supervisor nonexempt on May 1.

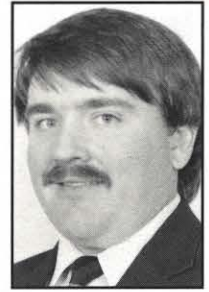
Thomas J. Johnson, Bluefield energy services supervisor, was promoted to Abingdon marketing manager on May 1. He holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology and a master's degree in business administration from the University of West Virginia College of Graduate Studies.



Sink



Osborne



Hartsock



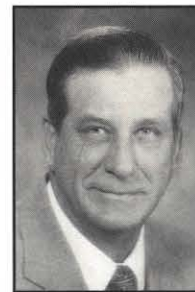
Konkus



Woodford



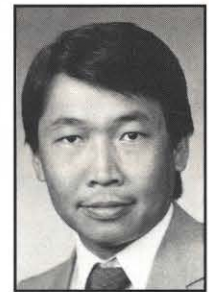
Channaiah



Miller



McCall



Nguyen

Tony R. Rasi, Bluefield T&D clerk A, was promoted to forestry control specialist on May 1. He holds a certificate in electrical engineering from International Correspondence Schools and a diploma in accounting from West Virginia Career College.

Brad W. Clemo, Fieldale electrical engineer senior, was promoted to engineering supervising engineer on May 1. He holds a bachelor of science degree in electrical engineering from Georgia Institute of Technology.

Roger D. Cole, II, John Amos plant engineer I, was promoted to plant engineer senior on April 1. He holds a bachelor of science degree in mechanical engineering from West Virginia University.

Mike J. Mercier, Roanoke engineering supervising engineer, was promoted to engineering supervisor on May 1. He holds a bachelor of science degree in electrical engineering from Virginia Polytechnic Institute & State University.

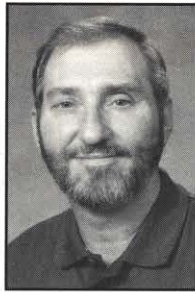
P R O M O T I O N S



Lilly



Johnson



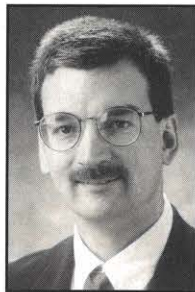
Rasi



Clemo



Cole



Mercier



Ellars

Daniel L. Ellars, John Amos plant engineer I, was promoted to plant engineer senior on April 1. He holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology.

Abingdon

Debra Kiser from customer services representative D to customer services representative C.

Donna Gentry from customer services representative B to customer services representative A.

John Amos

Jean Hall from plant clerk B to plant clerk A.

Central Machine Shop

Jerry Garbin from winder 2nd class to winder 1st class.

Lenny Haberbosch from winder 2nd class to winder 1st class.

Charleston

Debora Taylor from junior clerk to T&D clerk C.

Clinch River

Randy Maxwell from chemist assistant to chemist II.

General Office

John Benois from fleet maintenance mechanic B to fleet maintenance mechanic A, GO General Services, Roanoke.

Buck Carter from transmission mechanic D to transmission mechanic C, GO T&D Transmission, Bluefield.

Tim Clark from electric plant clerk B to electric plant clerk A, GO Accounting, Roanoke.

Linda Harkless from station operator C to station operator B, Abingdon RDC.

Roy Hill from hydro mechanic B to hydro mechanic A, GO Hydro Generation, Buck and Byllesby.

Bill Johnson from transmission mechanic D to transmission mechanic C, GO T&D Transmission, Bluefield.

Cliff Sherrod from station mechanic B to station mechanic A, GO T&D Station, Marmet.

Eddie Brown from station mechanic B to station mechanic A, GO T&D Station, Roanoke.

Dwayne Stradford from engineer III to engineer II, System Operation, Roanoke.

Robbie Seacrist from line mechanic A, Charleston, to transmission mechanic A, GO T&D Transmission, Turner.

Huntington

Tina Jones from T&D clerk C to T&D clerk B.

Lynchburg

Janet Sosnowski from T&D clerk B to T&D clerk A.

Pulaski

Gil Bowers from line mechanic A to area servicer, Wytheville.

Martha Burnette from stenographer to secretary-stenographer B.

Terry Akers from junior clerk to area T&D scheduler B, Galax.

Roger Nance from area T&D scheduler B to area T&D scheduler, Pearisburg.

Roanoke

Bill Johnson from marketing and customer services representative to marketing and customer services representative senior.

Cynthia Williams from customer services representative D to customer services representative C.

Gloria Moyer from junior stenographer to stenographer.

Dale Hamblett from engineering technician to engineering technician senior.

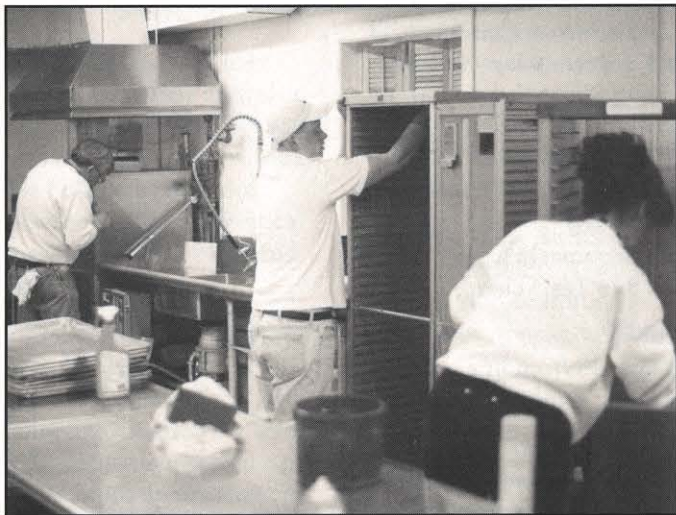
Tracy Creasy from engineering technician to engineering technician senior. □

Bluefield Donates Van To Fire Department



Responding to a request for assistance from the Ballard, W. Va., Volunteer Fire Department, Appalachian Power's Bluefield Division donated a used van from its vehicular fleet to the department. Pictured are, l. to r., Tommy Hess, Ballard Volunteer Fire Department; Bluefield Division Manager Ted White; and Sonny Brown, Ballard Volunteer Fire Department. □

United Way Day Of Caring Volunteers



Four Central Machine Shop employees, serving as volunteers for the United Way Day of Caring, helped clean the kitchen and assembly building at the Salvation Army's Camp Happy Valley in Scott Depot, W. Va. Pictured, l. to r., are Darrell Bledsoe, production supervisor-environmental; an unidentified St. Albans High School student; and Carol Kosa, power equipment mechanic 1st class. Not pictured are Jackie Adkins, NDE inspector 1st class; Jay McClung, production supervisor; and Gregg Morris, welder 1st class. □

Students Learn About Civil War



Decked out in his Civil War uniform, Mountaineer Plant Stores Assistant Tom Metcalf showed students at New Haven Elementary School how a Civil War military camp was set up. The demonstration was part of the "Partners in Education" program between Mountaineer Plant and the school. Tom is active in Civil War Reenactments all year long. □

Walk Raises \$1,166 For March Of Dimes



Forty-three Kingsport Power employees and family members participated in the March of Dimes Walk America at Warriors Path State Park, raising \$1,166 for the organization. □

Human Beans Recognized Nationally



Members of the Human Beans Club pictured above are, l. to r., Eileen Worley, secretary; Darlene Peck, secretary/stenographer A; Trina Griffith, customer services representative A; Dana Perry, administrative assistant; Liz Nixon, transmission and distribution clerk B; Jackie Arthur, customer services representative C; Susie Hall, station mechanic C, and daughter Kasie.

Collecting food for charity earned Beckley's Human Beans Club national attention. The 19-member group was chosen recently by the *Register-Herald* as the best organization in its circulation area for its efforts on Make A Difference Day last year.

The Human Beans collected 1,100 pounds of food in just over a week and distributed it to the Pine Haven Homeless Shelter, Salvation Army, Women's Resource Center, and the Fayette County Emergency Food Assistance Center. This activity merited the group its award.

The *Register-Herald* will give a donation to the United Way of Southern West Virginia in behalf of the efforts of the Human Beans.

Nationally, organizations were highlighted in *USA Weekend Magazine*, but the real winners were the volunteers and the people they helped. The club's mission is: To improve the quality of life in our community and to encourage volunteerism by setting a positive example of reaching out to help others.

Since the group was established last September, members have gathered toys for homeless children during the Christmas season, solicited volunteers for a Red Cross blood drive, and raised \$400 for the American Cancer Society.

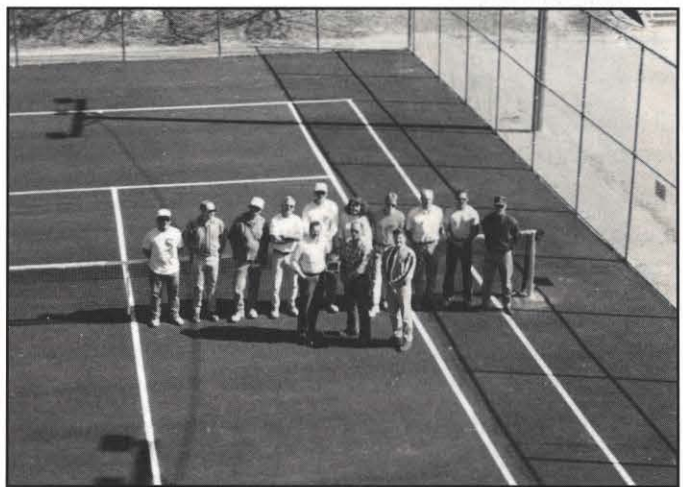
The group recently had a garage sale to fund some of its plans. The group sponsors at least one community service activity per quarter. □

Habitat Home Gets Heat Pump



David Langford, Beckley marketing and customer services supervisor and board member of New River Habitat for Humanity, was instrumental in equipping the charity's latest home with a heat pump. A Trane heat pump was donated by Lyon, Conklin & Co., Inc., and installation labor and materials were donated by Comfort Air. The heat pump and its installation are valued at \$3,650. Pictured are, l. to r., David Langford; Blaine Meador, Lyon, Conklin & Company; and Gregg Childers, Comfort Air. □

Pineville Employees Light Up Tennis Courts



The Pineville, W. Va. Town Council presented a plaque to Appalachian employees to thank them for their help in renovating Palisades Park tennis courts. The employees set poles and installed lights, assisted with reinstallation of fencing, and eliminated overhead conductors. The courts are used by Pineville High School tennis teams and the general public. □

Philip Sporn

by Jill LaValley



David Crump, stepson of Terry Benson, maintenance mechanic A, was named a United States National Award Winner in mathematics. The Academy recognizes less than 10 percent of all American high school students. David, who attends Ravenswood Middle School, will be listed in the United States Achievement Academy Official College Yearbook, which is published nationally.

Charles Zuspan, Jr., instrument maintenance supervisor, was selected for the national collegiate honor society Gamma Beta Phi, which recognizes students who are in the top 20 percent of the class by scholastic ranking. □

Logan-Williamson

by Raamie Barker

Kristan, daughter of Williamson Collector Burnett Dotson, was chosen to serve as a page in the West Virginia Legislature for one day.

David Brock traveled to Russia last month to work on a film project. **Rebecca Brock** has received a full tuition scholarship to attend Marshall University. They are the children of Leah Brock, Logan customer services representative.

Hubert Lester, Williamson line crew supervisor, was elected vice president of the Gilbert Kiwanis Club.

Bill Moseley, Williamson electrical engineer senior, was elected treasurer of the Williamson Lions Club.

Williamson Area Supervisor **Jim Garrett** was elected vice president of the Tug Valley Chamber of Commerce and treasurer of the Riverside Elementary PTA.

Raamie Barker, administrative assistant, was elected president of the Chapmanville Little League and vice president of the Chapmanville Kiwanis Club.

John Myers, marketing and customer services supervisor, was elected to the board of directors of the Logan Lions Club.

Coaching Little League Baseball are **Jim Garrett**, Williamson area supervisor; **Greg Bowen**, Williamson line mechanic; and **Toby Hatfield**, Williamson meter reader. □

Pulaski

by Glenda Wohlford



Jenna Rae, daughter of Christiansburg Line Crew Supervisor Don Woolwine, placed first in the Farm Bureau's annual poster contest. She was awarded a blue ribbon and \$10. Jenna Rae was chosen from her kindergarten class as a reader/narrator for the "Three Piggy Opera" presented at the May PTA meeting of Falling Branch Elementary School.

Pearisburg Area Supervisor **Don Abernathy** was elected first vice president of the Pearisburg Lions Club for 1995-96.

Victoria, daughter of Don Abernathy, placed second in the physics category of the science fair at Macy McClagherty Elementary School, where she is a seventh grader.

Jerry Lester, marketing and customer services representative, was elected vice president of the Dublin Elementary PTA for the 1995-96 school year.

Regina Lowman, Galax customer services representative A, was named Woman of the Year by the Galax Chapter of the Business and Professional Women's Club. She is secretary of the organization for the 1995-96 year.

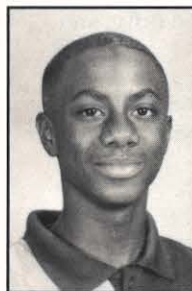
Walter Felts, meter electrician A, was inducted into the Phi Kappa Phi National Honor Society at Radford University.

Airman Cliff Phillips is serving a three-month tour of duty in Cuba. He is the son of Nancy Phillips, customer services representative C.

George Sharp, Wytheville marketing and customer services representative, was elected charter secretary/treasurer of the New River District Chapter, Refrigeration Service Engineers Society (RSES). He also will serve as chairman of the finance and budget committee and communication committee for 1995-96. □

General Office

by Earl Smith



Earl Smith, Jr., placed first in chemistry in the Roanoke City Science Fair and second in chemistry in the Western Virginia Regional Science Fair. The son of Earl Smith, Sr., human resources assistant, GO Human Resources, Roanoke, he is a freshman at William Fleming High School. □



Kirby Wins Restored Chevy At Dollywood



Jake Kirby, transmission crew supervisor NE, GO T&D Transmission, Bluefield, had never won anything until he went to Dollywood and walked away with a restored 1954 Belair Chevy. He and his wife Connie received the car keys from Dolly Parton herself.

The drawing for the car was part of 10th anniversary festivities at the Dollywood theme park in eastern Tennessee. A new section called the Jukebox Junction, which welcomes guests back to the 1950s, was opened this year. Jake filled out only one entry blank, and his name was drawn from around a million tickets stuffed in the vehicle.

When the Kirbys picked up their prize on April 22, Dollywood officials treated them and 20 friends to dinner. The Kirbys also were treated to a Dolly Parton performance.

Jake has not yet decided what to do with the antique. He is rebuilding another antique car which he has had since his high school days. □

Melvin Jones Fellow



In recognition of his commitment to serving the world community, Pulaski Records Supervisor Harry Jennings has been named a Melvin Jones Fellow by Lions Clubs International.

Named for the founder of Lions Clubs International, the fellowship is the foundation's highest honor. A member of the Dublin Lions Club, District 24E, Harry was named Outstanding Lion of the Year for 1993-94. □

Roanoke

by Vickie Ratcliff



Victor Gravely, marketing and customer services advisor, was selected 1994 Outstanding Young Man by the Roanoke Jaycees. He is a member of Alleghany Dunbar #109 Prince Hall Masons; Kappa Alpha Psi Fraternity; Henry Street Advisory Committee; Harrison Museum of African American Culture; West End Center Inc; Adult Day Care Committee; and UNCF Roanoke campaign committee.

Customer Servicer **Steve Duncan** is chairman of the "MDA Poker Run," sponsored by the Harley Davidson Club, to be held this month. The club held a "Ride For Life" benefit recently, raising \$15,000 for the therapeutic riding program.

Susan Grubb, customer services assistant, is a section head for the 1995 Roanoke Valley United Way campaign. She was on the allocations committee for the YMCA and YWCA. As a member of the Roanoke Valley Junior League, Susan has been placed with the Greenvale School Alumni Association to help raise scholarships for children. □

Huntington

by Barbara Collins



O'Dell



Atchley



Bush

Carmen, daughter of Customer Services Office Supervisor Roger O'Dell, was awarded a leadership scholarship for David Lipscomb University, where she will major in speech pathology. This summer Carmen will attend Ohio University on a scholarship. She has been listed in *Who's Who Among High School Seniors*.

Raleigh, daughter of Administrative Assistant Jon Atchley, was inducted into the National Junior Honor Society at St. Joe Middle School.

Holly, daughter of Division Manager Dave Bush, was one of five Huntington High School students who set new school, county, and state records when they turned in perfect papers on the 1995 National Latin Exam. They will receive summa cum laude certificates and gold medals for their achievements. **Dave Bush** was elected to a second term as president of the board of directors of the United Way of the River Cities. □

John Amos

by Tom Cloer

Dannaudra Jackson, a senior at South Charleston High School, was chosen as one of 350 outstanding high school journalists to attend a journalism conference in Washington, D. C. She is the daughter of Cassandra Haynes, plant clerk A. □

Beckley

by Dana Perry



Goddard



Martin

Cindy, daughter of Paula Goddard, records supervisor, was chosen as a West Virginia University Foundation Scholar. She was among 30 students selected, based on academic achievement, honors and awards, public service, leadership, college work experience, references, and a narrative about the value of their education at the university. Each recipient received a certificate from the university president and their names entered in a register at the undergraduate library.

Chance, son of Engineering Technician Evelyn Martin and a fifth grader at Crab Orchard Elementary School, has won several awards: first place, Young Writers Contest; second place, Raleigh County Math Field Day; second place, Regional Math Field Day; and second place, Crab Orchard Elementary Science Fair. He also was a starter for the Crab Orchard Pandas basketball team and the YMCA All Star team at the 23rd annual Coal Classic Tournament. □

Bluefield

by Karen Simmons

Sheryl Grant, customer services representative B, and **Sherry Lester**, part-time junior clerk, represented Appalachian Power in the Welch area March of Dimes Walk America, raising \$293.

The **Bluefield Girls' Service Club** has been involved in several community activities this Spring. Eight members participated in the Super America Multiple Sclerosis Walk, raising almost \$1,000. Several members assisted with the Greater Bluefield Chamber of Commerce Better Living Show, and the club sponsored an American Red Cross Bloodmobile in the Bluefield office auditorium, collecting 29 units of blood from employee and public donors.

Troy Coyner, Welch area supervisor, and **Jaime Beckelhimer**, Welch customer services office supervisor, attended an economic development roundtable held by U. S. Senator John D. Rockefeller.

Bob Ratcliffe, engineering technician, was selected as a member of the famous Craft Family Shooters, Bluefield, W. Va. Bob received his pyrotechnician's license in 1989 by achieving a test score of 100 percent. On July 3, Bob will conduct the firework show following the Bluefield Orioles baseball game and on July 4 will be shooting for Grundy's holiday festivities.

More than 50 employees and guests played in the Bluefield Division annual Spring Golf Tournament held at Wolf Creek Golf Club. The winners were: first flight - Retiree **Merve Anderson**; **David Watson**, marketing and customer services representative, and **Joe Johnson**, Tazewell line mechanic A. Second flight - Division Manager **Ted White**; Guest **Robbie Clayton**; and **Bob Edwards**, engineering technologist I. Third flight - Guest **Wayne Harmon**; **Russell Calfee**, station general supervisor, Bluefield Region, GO T&D; and **Gail Shaffer**, Princeton customer services office supervisor. Other winners were Guest **Tim Thomason**, low gross; Guests **Bev Blaylock** and **Danny Phillips**, closest to pin; and **David Watson**, longest drive. □

Clinch River

by Chuck Perdue



McDonald



Witt

Heather McDonald has been selected to play in the Virginia High School Coaches Association East-West volleyball game at Hampton, Va., next month. The first female athlete from Lebanon High School to achieve this honor, she collected 271 service points and had a kill percentage of 75. The daughter of Lovell McDonald, instrument mechanic B, Heather also was named to the All District volleyball team for the Hogohegee District. A member of Lebanon High's softball team, Heather was chosen for the All District softball team.

Andrew, three-year-old son of Assistant Shift Operating Engineer Michael Witt, won the grand championship of costume at the State Fair of Virginia. One of the youngest children to enter, Andrew was dressed as a desert sheik and his lamb as a camel. □





Nowlin-Arnold

Melissa Arnold to Barry Nowlin, April 8. Barry is the son of Rick Nowlin, Jr., Bluefield building supervisor.

Halstead-Kincaid

Kristi Lynn Kincaid to Roger W. Halstead, Amos Plant maintenance mechanic A, January 20.

Bluefield

Katelynn Grace, daughter of Mike Rose, Grundy line mechanic C, April 21.

Central Machine Shop

Michael Gregory, son of Charles Mathews, human resources supervisor, April 11.

Centralized Plant Maintenance

Zachary Wes, son of Gregory Allen Wamsley, maintenance mechanic, April 10.

Huntington

Samantha Ray, daughter of James Ross, Jr., Wayne line mechanic D, April 4.

Mountaineer

Colton Michael, son of Christina Edge, utility worker, May 3.

Pulaski

Jacob Ruel, son of Richard Chandler, line mechanic C, April 28.

Roanoke

Matthew D., son of Dwayne D. Moorman, line mechanic A, November 15, 1994. □



Nowlin-Lawson

Shannon Lawson to Brandon Nowlin, October 1, 1994. Brandon is the son of Rick Nowlin, Jr., Bluefield building supervisor.



Griffith-Newberry

Carla Ann Newberry to John Graham Griffith, Abingdon power engineer, April 15.

Stanley G. Oxley, 62, retired Charleston meter service mechanic A, died May 6. A native of Sissonville, W. Va., he was hired in 1956 as a meter service helper and elected early retirement in 1993. Oxley is survived by his wife Carlene, 6027 Skylark Lane, Charleston, W. Va.

Dale William Kyle, 62, retired Centralized Plant Maintenance maintenance mechanic B, died April 24. A native of Grove City, Ohio, he began his career in 1948 as a storesman helper at Columbus & Southern Power's Poston Plant and elected early retirement in 1990. Kyle is survived by his wife Rita, 9453 Clover Lane, Athens, Oh.; three sons; one daughter; and eight grandchildren.

Jimmie P. Surface, 48, relay specialist senior, GO T&D Protection & Control, Bluefield, was fatally injured in a car accident on May 4. A native of Bluefield, W. Va., he was employed in 1976 as an engineer B. Surface is survived by his wife Ann, 203 Mountain View Drive, Bluefield, Va.; two sons; and one daughter.

Sarah E. Moore, 95, retired Pulaski home sales representative senior, died May 14. A native of Pulaski County, Va., she was employed in 1935 as a home lighting specialist and retired in 1965. Moore is survived by one nephew.

James R. Pugh, 75, retired Huntington meter electrician C, died May 7. A native of Duck, W. Va., he began his career in 1939 as a meter helper and elected early disability retirement in 1983. Pugh is survived by his wife Shirley, 317 9th Avenue West, Huntington, W. Va.; two daughters; and one stepson.

Truman Smith, 69, retired Williamson line mechanic A, died May 13. A native of Sidney, Ky., he was hired in 1950 as a laborer and elected early retirement in 1987. Smith is survived by his wife Bertha, P. O. Box 525, Williamson, W. Va.; three stepdaughters; nine grandchildren; 13 great-grandchildren; and two sisters.

Chester L. Robison, Jr., 74, retired supervising circuit breaker engineer, GO T&D Engineering, Roanoke, died May 15. A native of Cambridge, Ohio, he began his career in 1940 as an electrician helper in System Operating, Charleston, and elected early retirement in 1982. Robison is survived by his wife, 3363 Melody Avenue, Roanoke, Va.; one son; two daughters; nine grandchildren; two great-grandchildren; five stepgrandchildren; eight stepgreat-grandchildren; two sisters; one brother; and his father, Chester L. Robison, Sr., retired tax and statistical supervisor, GO Accounting, Roanoke. □



Oxley



Kyle



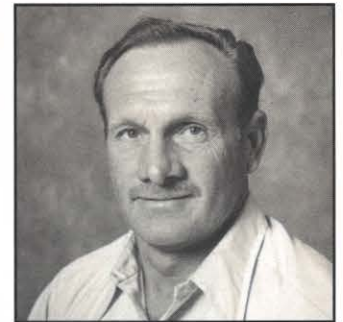
Surface



Moore



Pugh



Smith

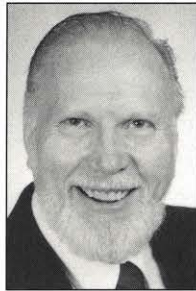


Robison

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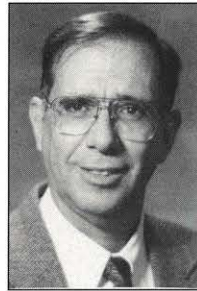
James Brown
inst. mech. A
Glen Lyn
45 years



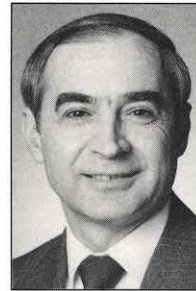
Jerry Morgan
maint. planner
Philip Sporn
35 years



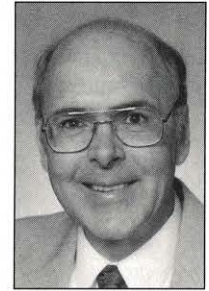
Jack Caldwell
line crew supv. NE
Charleston
30 years



Lewis Johnson
prod. sup.-maint.
Kanawha River
30 years



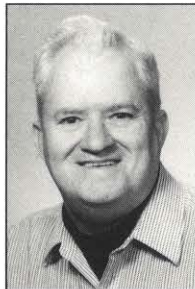
Ron Harrison
cust. serv. mgr.
Kingsport
30 years



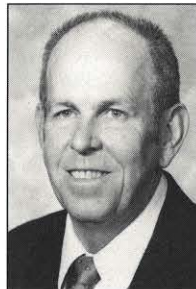
Jerry Jamison
prot. & cont. supt.
GO-Roanoke
30 years



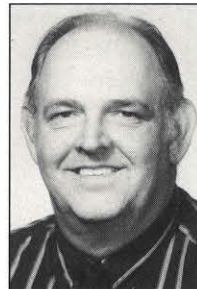
Dallas Love
maint. supt.
Philip Sporn
25 years



Dennis Southwood
unit supervisor
John Amos
25 years



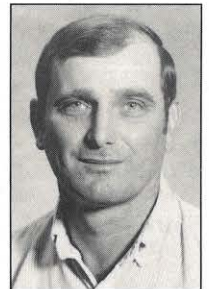
Ray Finnearty
head custodian
Mountaineer
25 years



Butch Skelton
unit supervisor
Kanawha River
25 years



Matt Harmon
eng. supv.
Huntington
25 years



Bobbie Watson
meter reader
Pt. Pleasant
20 years

Abingdon

10 YEARS:
Donna Gentry
cust. serv. rep. A

5 YEARS:
Debra Gibson
cust. serv. rep. C, Gate City
Frank Forrest
line con. and maint. rep.

John Amos

15 YEARS:
John Capocéfalo
plant engineer senior
Dan Cummings
control technician

5 YEARS:
Jimmy Adkins
control technician
Sanford Cunningham
coal handler

Bluefield

15 YEARS:
Darrell Carter
general servicer

10 YEARS:
Mark Hartley
station mechanic B

5 YEARS:
Jason Wall
line mechanic C

Centralized Plant Maintenance

10 YEARS:
R. L. Young
maintenance mechanic

Charleston

15 YEARS:
Michael Stephens
engineering technician senior

Michael Cochran
drafter senior

Philip Laughery
engineering technician senior

10 YEARS:
Michael Scott
electrical engineer senior

Charles Shamblin
meter electrician A

Clinch River

25 YEARS:
Herman Hall
shift operating engineer

15 YEARS:
Robin Fraley
equipment operator A

Jerry Musick
coal equipment operator

5 YEARS:
Cindy Duncan
utility worker A

General Office

15 YEARS:
Gloria Greene
chief telephone operator
GO General Services, Roanoke

Debra Crouch
T&D clerk A
GO T&D Administrative, Roanoke

Shane Canterbury
telecommunications specialist
GO T&D Telecommunications, Marmet

David Bradford
express driver
GO General Services, Roanoke

10 YEARS:
David Walsh, Jr.
engineer senior
GO T&D Engineering, Roanoke

Roy Hill, Jr.
hydro mechanic A
Hydro Generation, Buck & Byllesby

Dana Casto
regional dispatcher
Tri-State RDC

5 YEARS:
Charlie Williams
transmission mechanic B
GO T&D Transmission, Bluefield

Cathy Shockley
centralized cash operator
GO Accounting, Roanoke



S E R V I C E A N N I V E R S A R I E S

Nat Franklin
custodian
GO General Services, Roanoke

John Ertz
forestry control specialist
GO T&D Forestry, Bluefield

Glen Lyn

10 YEARS:
Robert Gautier
maintenance mechanic C

Richard Wall
equipment operator B

Ronnie DeHart
instrument mechanic A

Daniel Nester
maintenance mechanic C

Huntington

15 YEARS:
Ann Hall
cust. serv. rep. A, Pt. Pleasant

Shirley Price
customer services representative A

10 YEARS:
Dave Clatworthy
general servicer

5 YEARS:
Stephanie Timmermeyer
line const. and maint. rep.

Kingsport

10 YEARS:
Debra Jennings
sr. cust. serv. rep.

John Machen
lead drafter

Logan-Williamson

15 YEARS:
Lassie Muncey
supervising drafter

10 YEARS:
Ralph Kessler
custodian

5 YEARS:
Chris Chafin
line mechanic A

Lynchburg

15 YEARS:
Rose Reid
secretary-stenographer A

John Bullock
line mechanic A

5 YEARS:
Steve Davenport
line mechanic C

Mountaineer

15 YEARS:
Ivan Powell
coal equipment operator

Richard Winters
maintenance mechanic B

Paul Ashworth
maintenance mechanic B

Janet Igleheart
coal equipment operator

Jim Rose
maintenance mechanic B

Ralph Bowling
maintenance mechanic B

Ray McDaniel
coal equipment operator

Tony Milhoan
coal equipment operator

Jeanie Casto
performance technician

5 YEARS:
Mark Hall
plant engineer senior

Pulaski

10 YEARS:
Tom Trotter
eng. technician sr., Christiansburg

Roanoke

15 YEARS:
Betty Damiano
secretary-stenographer A

10 YEARS:
Martin McGee
engineering technician

Gene Klick
line mechanic A

5 YEARS:
Robin Urey
meter reader
Terry Williams
electrical engineer I

Philip Sporn

15 YEARS:
Howard McDaniel
instrument maintenance supervisor □

Illuminator

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