

Illuminator

JULY 1995

AEP
APPALACHIAN
POWER



THE INSIDE STORY

Illuminator

Vol. 46, No. 10, July 1995

Published for the employees of



**APPALACHIAN
POWER**



**KINGSPORT
POWER**

Editorial Office:
PUBLIC AFFAIRS DEPARTMENT
Appalachian Power Company
P. O. Box 2021
Roanoke, Virginia 24022

Articles may be reprinted with proper attribution.
We are equal opportunity employers.

EDITORIAL STAFF

C. Wayne Hasty, APR
public affairs director

Betty Lou Carter
editor of publications

Todd F. Burns
staff writer

ASSOCIATE EDITORS

Bill Roeser
Abingdon

Tom Cloer
John Amos

Dana Perry
Beckley

Karen Simmons
Bluefield

Metzel Turley
Central Machine Shop

Debbie Carder
Centralized Plant Maintenance

Charlie Bias
Charleston

Chuck Perdue
Clinch River

Earl Smith
General Office

Randy Nicewonder
Glen Lyn

Barbara Collins
Huntington

Audra Pauley
Kanawha River

Leta Dingus
Kingsport

Raamie Barker
Logan-Williamson

Mel Wilson
Lynchburg

Janice Adkins
Mountaineer

Glenda Wohlford
Pulaski

Vickie Ratcliff
Roanoke

Jill LaValley
Philip Sporn

Benefits

- 4 Employees Voice Opinions Concerning Savings Plan
No Employee Benefit Statements
HealthSource Acquires Provident's Medical/Dental
- 5 Prescription Refill Orders Can Be Made By Phone
Pre-Retirement Counseling Seminars Scheduled

Features

- 6 155 New Programs, Initiatives Have Begun Since
1994 AEP Leadership Summit
- 8 Extraordinary Customer Relations: Objective of
Three Year Training Commitment
- 9 Environmental Training Begins
- 11 Electric Technology: Heat Pumps Reduce Costs For
APCo Customer
- 36 Don't Tread on Me: Todd Hancock

News

- 3 Next Steps Announced In Functional Restructuring
- 10 New Directions Hotline Established
Customers Respond Generously To Neighbor-To-
Neighbor Funds
APCo's Pearisburg Office Relocated
APCo, KPCo Residential Customers Pay Less Than
National Average
Glen Lyn Plant Bottom Ash To Be Used On New
River Trail

Power People

- 12 Employee/College Graduates
- 13 College Graduates
- 17 College/High School Graduates
- 24 Promotions
- 27 Retirements
- 31 Friends We'll Miss
- 32 Weddings & Births
- 33 Service Anniversaries

About the cover: Kelly McCoy, 11, checks out the work being done on a construction project for general aviation at Tri-State Airport, Huntington, W. Va. She visited the site with her step-father, Lee Bostic, Huntington line crew supervisor, during Take Our Daughters To Work Day. Kelly also shadowed her mom, Patty Bostic, Huntington secretary stenographer A. *Photo courtesy Frank Altizer, The Herald Dispatch, Huntington.*

IABC

International Association of Business Communications



PRINTED ON RECYCLED PAPER



Next Steps Announced In Functional Restructuring

Next steps in the functional restructuring of the AEP organization were announced June 16 by E. Linn Draper Jr., chairman, president and CEO. "The changing nature of our industry compels us to create a structure that allows us to prosper in a regulated environment while preparing for a future that will be hotly competitive," Draper said.

William J. Lhota, executive vice president, will lead the Energy Delivery and Customer Relations organization, including the newly created Power Transmission and Distribution Group, a still-to-be-named five-state officer group, and those departments within the Service Corporation having primarily external contacts: Environmental Affairs, Governmental Affairs, Marketing, Public Affairs, and Rates.

Joseph H. Vipperman, currently president of Appalachian Power, will become executive in charge of the Power Transmission and Distribution Group, which will include the departments of Energy Distribution, Energy Transmission, and T&D Support Services. Reporting to Vipperman will be Carl A. Erikson, head of the distribution organization; Peter Splawnyk, head of the transmission operations; and Bruce A. Renz, head of transmission and distribution support services.

James J. Markowsky, executive vice president of the Power

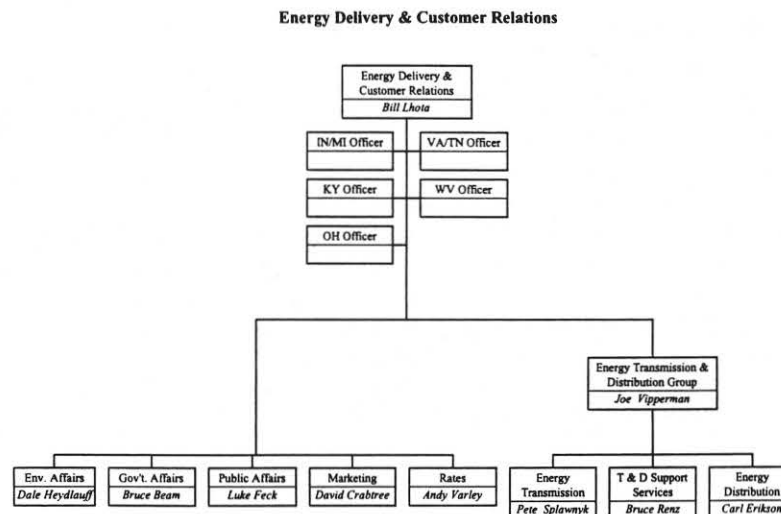
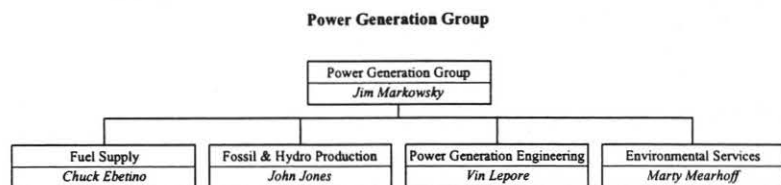
Generation Group, will have Fuel Supply, Fossil and Hydro Production, Power Generation Engineering, and Environmental Services reporting to him. Charles A. Ebetino Jr., will remain in charge of Fuel Supply; John R. Jones will lead the Fossil and Hydro Production Department; Vincent A. Lepore will head the Power Generation Engineering Department; and Martin L. Mearhoff will head Environmental Services.

G. P. Maloney, executive vice president responsible for financial services, and Peter J. DeMaria, executive vice president responsible for administrative services, have no changes in their duties.

"The changing nature of our industry compels us to create a different organization based on functional lines," Draper said, "but we have not changed any of our legal, financial, or regulatory structures.

"We want employees to be aware of the basic structure, even though we have not yet filled each of the positions." Draper said he expected to have the entire reorganization in place by January 1, 1996. The five-state officer group is designed to maintain close liaison with the public, regulators, legislators, and customers in the states where we operate.

"I can't emphasize enough how important it is that we build close relationships with all our publics as we head toward deregulation," Draper said. "The state officers will assume the external duties of the operating company presidents as we have traditionally known them." □



BENEFITS

Employees Voice Opinions Concerning Savings Plan

As part of the implementation and year-end introduction of improvements to the AEP System Employees Savings Plan, a series of focus group meetings were recently conducted by Fidelity Investments to gather input from employees concerning the Plan's new service enhancements and investment options. Fidelity will serve as recordkeeper and trustee for the Savings Plan.

Focus groups were held at Appalachian Power, the AEP Service Corporation, Indiana Michigan Power, and Columbus Southern Power/Ohio Power.

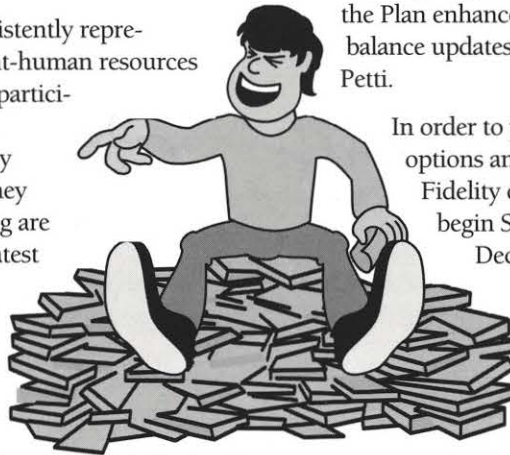
"Among all groups, certain ideas were consistently represented," said Ron Petti, senior vice president-human resources for the Service Corporation. "For instance, participants definitely understood the value of participating in the Plan, citing the company match as the greatest benefit of the Plan. They believe that people who are not participating are definitely losing a benefit. They felt the greatest drawback to the Plan has been the perceived lack of control that participants had over their investments — including delays in processing withdrawal or transfer requests, insufficient investment options, and not receiving enough investment performance information in a timely manner."

The revised Savings Plan will address these concerns — offering participants a broader range of investment options and greater flexibility in managing their accounts. Participants will have the ability to choose from 10 investment options, to make investment choices in one-percent increments, and to change how they invest their future contributions or transfer existing account balances from one investment option to another as often as they like.

They will have the advantage of being able to react quickly to changes in the economic environment or in their personal cir-

cumstances. Fidelity customer service representatives will be available during normal business hours to help participants transfer investments, change contribution percentages, process distribution requests and answer their account or investment questions. Participants will also be able to obtain account balances and investment option performance information 24 hours a day through coded access to Fidelity's automated telephone voice response system. Under the new Plan, accounts will be valued every day instead of once a month.

"Without exception, focus group participants reacted favorably to the Plan enhancements, particularly the daily account balance updates and ease of investment transfers," said Petti.



In order to provide Plan participants with these new options and services, all records must be moved to Fidelity during a transition period scheduled to begin September 1 and continue through early December. During this period, account activity must be limited to ensure a smooth transition and the following transactions will not be available: distributions, withdrawals, and changes to the way participants invest their account balances. It is critical, therefore, that

participants anticipate any changes they would care to make before that period and execute their requests by August 31. Contributions from participants' pay will continue to be invested in their accounts throughout the transition period.

A brochure outlining the transition to Fidelity is being mailed to all Plan participants early this month.

"The AEP System Employees Savings Plan has always been an important part of the company's overall benefits package," said Petti, "and these enhancements give participants even greater power to manage their retirement savings." □

No Employee Benefit Statements

Personalized AEP employee benefit statements will not be issued this year. This is due to complications caused by the continuing Systemwide conversion to the Human Resources Application of the new Employee Information System and the transfer of Savings Plan data used to produce portions of the personalized statements to Fidelity Investments, the incoming trustee of the AEP System Employees Savings Plan.

Current plans call for the personalized benefit statements to be provided in 1996 to employees who participate in AEP System benefit plans. □

Healthsource Acquires Provident's Medical/Dental Business

Healthsource, a leading managed care company, recently acquired Provident's group medical and dental business. Since Provident handles dental claims for the AEP System, this means that in the coming months, employees will see a new company name — Healthsource-Provident — on their claim forms, letters and other documents relating to dental coverage.

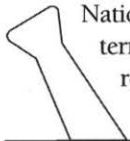


There will be no interruption in services previously provided by Provident. □

BENEFITS

Prescription Refill Orders Can Be Made By Phone

All employees and retirees who participate in the AEP prescription drug plan and use National Rx Services, Inc., for mail service prescriptions can order refills by phone. They may also continue to use the mail-in refill slip and return envelope.



National Rx Services is the mail service program for long-term maintenance medications and allows you to receive up to a 90-day supply of medication at one time.



When National Rx fills a prescription, a refill slip is returned to the recipient with the medication. You may continue to use the refill slip and mail it to National Rx Services along with your

copayment, or you may refill a National Rx Services prescription over the phone by following these three steps:

1. When three-fourths of your current supply of medication has been used, dial 1-800-841-3045 and tell the operator you want to refill your prescription by phone.
2. Have the following information available for the operator: your name, AEP identification number, social security number, name and prescription number of the medication, patient's name (if different from your own) and address where the medication is to be mailed.
3. Let the operator know how you want to handle the copayment. You may charge the copayment to either Visa, MasterCard or Discover Card, or you will be billed. If you are using a credit card, have the card number and expiration date available for the operator.

The ability to call in refills provides employees and retirees with a convenient option when obtaining future refill prescriptions.

If you have any questions concerning mail service prescriptions, please contact your local Human Resources Department. □

Pre-Retirement Counseling Seminars Scheduled

All Appalachian Power and Kingsport Power employees, ages 55 to 65, have been invited to a one-day pre-retirement counseling seminar, conducted by Steve Jamison, Appalachian Power's compensation and benefits manager.

Locations and meeting dates are:

- Huntington - July 12
- Charleston - July 13
- Bluefield - July 18
- Roanoke - July 20 □

Electric Technology

(con't. from page 11)

Each unit can produce enough cold or hot water for approximately 300 yards of concrete in 12 hours. Using a quick-disconnect mechanism, the units can be removed or added quickly. As a result, the system can remain in operation even if one module fails. A solid-state computer controls the system automatically without supervision.

"Logan Concrete, as well as many other industries, are discovering the advantages of using industrial process heat pumps to recover waste heat from manufacturing processes and to lower overall energy costs for production," noted R. Neil Walker, director of marketing for the Edison Electric Institute, whose member companies (including AEP companies) generate 76 percent of the electricity in the United States.

"Electric power representatives can help their commercial and industrial customers reduce energy costs," said Walker. "New, high efficiency electric technologies like the industrial process heat pump give them the tools to do so. Besides lowering energy costs, however, the technologies can also help utility customers cost-effectively meet an increasing amount of governmental regulations."

Logan Concrete's cost-saving approach to controlling batch water temperatures with water-to-water heat pumps was published as a case study in the April issue of *Engineered Systems* magazine. The publication provides information to professionals who specify, install, buy and maintain commercial industrial and institutional HVAC/R (heating, ventilating, air conditioning and refrigeration) systems. □

New Directions in Action

155 New Programs, Initiatives Have Begun Since 1994 AEP Leadership Summit

Information Services as a service organization; Engineering/Design integration; Rapid Response plan; building design via CADD; improving wholesale customer relations; human side of work series; safety observation program.

Are these the programs of a high-tech Silicon Valley company or an agenda for the future? No, they are just a sampling of the 155 programs and initiatives from around the AEP System that have begun since the 1994 AEP Leadership Summit last July.

According to a Systemwide survey, 53 of the initiatives have taken place or are ongoing at the AEP Service Corporation, while 102 are from the operating companies.

Improving performance

The most initiatives (71) fell under the category of improving performance, one of AEP's five major business strategies. Those five strategies — building customer loyalty, acquiring new customers, developing new business, improving performance, and managing change — are essential for AEP to succeed as the electric utility industry moves from regulation to competition.

By taking steps to improve its performance, AEP will be ready for a challenging new era of customer choice, competition, and demand for

economical and reliable service. These performance improvements will help provide quicker decision-making, greater flexibility and increased customer focus.

Some of the "improving performance" initiatives undertaken in the past year around

the fundamentals of benchmarking; and establishing self-directed work teams.

According to David Jackson, a line supervisor in the Line Section of T&D Services at Wheeling Power Company, the self-directed work teams initiative has produced

company's service territory. Previously, two line mechanics would report to Wheeling, then be dispatched to the area to work. In addition, work requests were funneled through several channels before they reached the workers.

Now, the workers are stationed at a small service shop in Marshall County. Requests come directly to them or to a customer and marketing services/engineering planner representative. The new plan has greatly improved response time and customer satisfaction.

"The employees like it because they are getting their work done quicker and can see the results," says Jackson. "They are getting involved with the customers, as well, making suggestions to them and the marketing rep. They stay in close communication with the customers throughout the process."

Employee development

In an effort to further the business strategy of managing change, AEP recently announced the creation of a team that will redesign the corporation's entire employee development program, working to ensure that AEP utilizes the most effective means of giving employees the training and information necessary for them to perform their jobs successfully in a changing business environ-



Members of the New Directions Employee Development Strategy Task Force are conducting interviews with over 500 employees throughout the AEP System in an evaluation of the current employee development efforts. Pictured at a focus group in Lynchburg Division are: seated, l. to r., Warren Vaughan, training and development manager, GO Human Resources, Roanoke; Kenneth Eagle, station mechanic A; Harold Honaker, automotive mechanic A; Darrell Bradley, line crew supervisor NE, and Lance Sogan, vice president-administration and human resources, Fuel Supply. Standing, l. to r., Lee Tolley, meter reader; Steve Jamison, Appalachian's compensation and benefits manager, who serves on the task force; and Bill Martin, line mechanic A.

the AEP System include programs involving: internal competitive bidding; establishing a document management system; establishing quality review teams; focusing on the meter reading process; improving customer payment services; teaching

positive results for both customers and employees of Wheeling Power.

The ongoing program, he says, arose out of a need for Wheeling Power to properly serve its customers in Marshall County, the remote southernmost area of the



ment. Since last year's Leadership Summit, 50 new programs or initiatives have been implemented around the System under the heading of employee development.

Among those initiatives are: a Systemwide environmental training program; an engineering staff training program; a leadership in changing times program; an initiative on non-traditional work arrangements; situational leadership training; and employee roundtable meetings.

"As we enter these changing times, especially with the aspect of competition, we need our managers and supervisors to be the best leaders they can be," explains Sam Hartman, training supervisor in Appalachian Power's General Office Human Resources Department. Hartman coordinates the "leadership in changing times" program for the company.

"This is an effort to give employees leadership training between the Basics of Supervision course and the AEP Management Development Program," he continues.

Thus far, 60 supervisors/managers from Appalachian Power have completed the one-week program, which is held at Virginia Polytechnic Institute and State University and taught by a core group of three Virginia Tech professors. The curriculum has been designed to cover the following five topics: managing the change process to achieve company goals; problem-solving in a learning team environment; effective delegation; prioritizing and planning for results; and

becoming an effective spokesperson for Appalachian Power.

In addition, representatives from Appalachian Power provide instruction on accounting and ratemaking principles.

"The program has exceeded our expectations," says Hartman. "Feedback has been very positive from our power plant people, General Office and division office employees."

Building customer loyalty

Under the heading of building customer loyalty are 17 New Directions initiatives/programs. These programs are extremely important considering that customers in the near future will have the ability to choose the electric energy supplier they believe does the best job. That requires AEP to focus on customer needs, establish open, two-way communications with customers, and enhance the menu of services AEP offers in order to better satisfy customers.

Initiatives completed or continuing around the AEP System since the Leadership Summit include the creation and implementation of: the Key Account Management Program (KAMP); a customer communication system; a Nuclear Engineering customer awareness program; customer relations training; an initiative to improve wholesale customer relations; and a T&D survey.

An extension of KAMP, the program to improve wholesale customer relations, has brought Indiana Michigan Power Company much closer to another very important

group of customers.

"Last year, we provided \$69 million worth of electric energy to our wholesale customers, and that doesn't even include the co-ops," says Don Wayland, who is in the newly created position of wholesale accounts manager at I&M's General Office in Ft. Wayne, Ind. "One thing we found out through our organizational review last year was that we weren't paying enough attention to them."

Therefore, Wayland began implementing many of the same steps that take place in the Key Accounts program. He administered surveys to various levels of management at each I&M municipal customer, and continued to work with them to meet their needs.

"They were glad to see that we consider them valuable customers," he says. "In fact, some of them are turning around and doing the same thing — talking to their customers — because they have the same concerns we have. They're worried that some big electric company is going to come in and take their customers away from them."

Business vision

Another 17 new programs or initiatives fall under the heading of "business vision" and relate primarily to preparing for the future and goal-setting in this new environment. Among those listed are: the creation of an AEP profitability model; looking at emerging issues; the use of goals teams for Fossil and Hydro Generation; the implementation of a strategic plan for improved economic per-

formance; and the creation of cross functional teams for environmental compliance.

"The industry as we know it is changing," says Max Chau, manager-bulk transmission planning in the System Planning Department of the Service Corporation, who is coordinator of the emerging issues program. "How it will change is yet to be determined. To help AEP succeed in a changing environment, we need to look at two things that will impact our transmission network: opportunities and risks."

Chau says the key objectives of this initiative are to capitalize on opportunities while minimizing risk. "Not avoid all risk," he notes, "but stay away from the risk that will cause us to lose our shirts."

Since the process began last year, the group has been analyzing a number of possible scenarios. That analyses gave way to "a list of activities we should pursue."

Chau says some of the recommendations from the program have already been implemented in System Planning.

"The overall goal of our project is to develop a highly flexible organization that will adapt to a rapidly changing environment," he says. □

2,000 Employees to Sharpen Skills

Extraordinary Customer Relations: Objective of New Three-Year Training Commitment

“If you’re not satisfying our customers, someone else will.” With this philosophy, and a deregulated industry in mind, Appalachian Power employees began sharpening their customer relations skills in May.

“We want to be in a position to give customers extraordinary service and be able to address their concerns,” says Emmett Blackwell, coordinator of the new customer-focused training and personnel services manager, GO Human Resources, Roanoke.

A comprehensive new customer service program, developed as part of the company’s Mission Project, will help achieve these objectives. In the program, developed by nationally recognized training and development consultant Kaset International, a series of five sessions targeted for specific employee audiences will sharpen customer service skills of nearly 2,000 Appalachian Power employees in the next three years. Groups of employees will be trained on subjects including — achieving extraordinary customer relations, the cycle of customer service and keeping customer service skills alive.

The first program was in May for GO department heads, division managers and members of the executive office. It was aimed at service leadership. A key to this training was that five external industrial customers participated and talked openly about their experiences with Appalachian Power.

Later in June, groups of 14 employees with front-line customer contacts began the first of their two programs. The first, entitled Achieving Extraordinary Customer Relations — Skills and Strategies for Electric Utilities. “The first session teaches employees how to provide consistently caring and professional service to each other and to their customers,” says Paula Goddard, one of 12 company facilitators conducting the training, and records supervisor, Beckley. “They acquire skills to turn unproductive customer interactions into positive memorable customer experiences.”



Employees at the Vaughan Center in Roanoke participate in the first of two programs for front-line employees to build stronger customer relations.

The second training for these employees focuses on the cycle of customer service and relationships between customers and the company. “In this session customers’ experiences are analyzed and plans for improvement are developed,” Blackwell says.

Front-line employees will participate in program one during the first year and a half, and program two in the next year and a half, says Sam Hartman, lead facilitator for the training and training supervisor, GO Human Resources, Roanoke.

Blackwell adds that the importance and commitment undertaken dictate a regimented training schedule. “More than 70 employees were trained in June, and nearly 500 will have participated by the end of 1995.”

Other training programs slated include, Motivating for Extraordinary Service, for 125 mid-managers beginning in August; and Service Quality Call, that includes an exercise that provides feedback from customers within 24-48 hours of a transaction with the company. □

Words to Use

(for extraordinary customer relations)



Are you willing?	Here are some options.
Will you?	I made a mistake.
What have you considered?	I understand.
What are the options?	I understand your concern.
Which do you prefer?	I apologize for (specific)
What are the alternatives?	however
How can it be corrected?	will/willing
How can I help?	able
What do you want me to do?	unable

1988 Kaset International, Tampa, FL

Words to use and words to avoid are printed on cards and given to attendees. Using the right words in customer contacts helps build a sound foundation for customer service.

Words to Avoid

(for extraordinary customer relations)



have to	It’s just a...
I need (want) you to...	best/worst
You need to...	but
What’s your problem?	required, necessary
I can’t/you can’t	should/ought to
Would you mind...?	must
I’ll try	policy
I’m sorry	jargon

1988 Kaset International, Tampa, FL



Environmental Training Begins

A new, streamlined, focused approach is being used to provide environmental training to employees in generating plants, divisions and regions across the AEP System.

The AEP Systemwide Environmental Training Program trains designated instructors in effective adult-learning techniques, enabling them to deliver environmental training modules to fellow workers. The training is designed to increase environmental awareness among employees whose job duties may involve them with a spill, hazardous substance or waste management.

“The development of the Systemwide program on a uniform basis provides a substantial leveraging of resources,” said Raymond E. Wright, manager-environmental programs and training at the AEP Service Corporation. “A lot of credit goes to the many operating company employees who were willing to participate on work groups to carve out just exactly what environmental training was needed.

“Not only were there differences of opinion among operating companies, but also within each operating company. With cooperation, flexibility and vision, a unified direction was agreed upon, which became the foundation for the Systemwide approach.”

The focused training program consists of a series of innovative training modules designed to deliver the right information to the right employee. The modules range from 10 to 60 minutes in length. The more complex modules contain task-specific videos.

“Modules, including videos, were developed internally by employee task groups from the Service Corporation and the operating companies — real teamwork,” Wright said.

As a result, training time has been significantly reduced. For example, asbestos-awareness training, which previously took two hours or more, now takes 15 minutes, saving \$300,000 annually. A training module on transporting hazardous materials takes one-eighth of the former program’s time and yields similar cost savings.

The fundamental structure of the program is based on “training the trainer,” who then trains others. Each instructor learns how to apply interactive, accelerated learning techniques, using a six-hour module. The training hasn’t begun at Appalachian Power divisions because of the transition the company is in following the Mission Project. However, the company’s power plant locations have been able to proceed with training their environmental staffs. Evaluations by instructors and employees show the new approach is well received.

“The instructors have really put their necks on the line to support the program, knowing that similar methods have not always worked in the past,” Wright said. “The instructors are strongly backed with well-developed training guides and aids.”

Instructors are taught to use props, flip charts, personal testimony and interactive discussion techniques — rather than lectures — to convey to employees at their work areas the importance of following proper procedures.

Participants literally learn by doing. Through the use of role-play and other participative presentations, attendees demonstrate actions that employees should take whenever they come across an environmental problem or situation.

More than 3,000 training contacts were made in the first quarter of 1995. (A “training contact” is made each time an employee receives a training module.) About 25,000 contacts are anticipated this year. Seventeen modules in six program areas are planned, nine of which are completed.

Plans call for providing refresher courses and involving multimedia and computer-based training techniques to streamline the process further.

“The success of the program,” said Marty L. Mearhoff, manager of the Environmental Engineering Division for the Service Corporation, “is an excellent example of teamwork among the operating companies and the Service Corporation.” □

NEWS

New Directions Hotline Established

“AEP New Directions — Next Steps — may I help you?” That’s how operators will be answering the new hotline established by AEP to respond to employees’ questions, concerns, and suggestions regarding AEP’s New Directions.

The hotline number is 1-800-683-3367. The hotline will be staffed 24 hours a day, seven days a week. Employees’ questions will be answered in writing by a member of management. Questions and answers of common interest will be published for all employees.

Employees’ calls to the hotline will not be tape-recorded. Callers will, however, be asked their name, address, phone number, and work locations. While this information is not mandatory, a caller will need to provide his or her name and address in order to receive a personal reply.

Although employees are encouraged to first discuss New Directions with their supervisors, the hotline number can be used to ask questions, offer ideas, and voice concerns regarding AEP’s goals, enabling characteristics, business strategies, or other issues related to New Directions. Questions or concerns other than those related to New Directions should be addressed through normal channels.□

Customers Respond Generously To Neighbor-To-Neighbor Funds

Once again, customers of both Appalachian Power and Kingsport Power responded generously to the companies’ 1994 Neighbor-to-Neighbor Programs, which help pay the winter electric bills of needy customers.

Some 17,583 individuals and organizations contributed nearly \$175,350 to Appalachian’s program, which ended March 31. The company’s stockholders added \$75,000 in matching funds to bring the program’s total to \$250,350.

In West Virginia, 7,258 contributors provided \$65,699.01 to the program. This amount, plus \$37,500 in matching funds from Appalachian stockholders, went toward the electric bills of 2,068 West Virginia families.

In Virginia, \$109,650.87 donated by 10,325 individuals and organizations, along with \$37,500 from Appalachian stockholders, helped 1,627 Virginia families.

Some 2,574 Kingsport Power customers donated \$19,974.47. This amount, plus \$2,500 from company stockholders, helped 252 Tennessee families.□

APCo’s Pearisburg Office Relocated

Appalachian Power closed its office at 315 North Main Street in Pearisburg, Va., on June 23 and relocated to the former Mitchener building on US Route 460 West, near the Hoechst-Celanese Plant in Narrows, Va.

Fifteen full-time employees and one part-time employee in the Customer Accounts and T&D Departments were headquartered in the 5,608 sq. ft. Pearisburg office, which was occupied in November 1957.

At the present time, Appalachian will occupy 15,000 of the 22,000 sq. ft. office building in Narrows. The new facility also offers increased parking space for customers.□

APCo, KPCo Residential Customers Pay Less Than National Average

The average price of electricity for Appalachian Power’s residential customers in 1994 was 5.78 cents per kilowatt-hour, 3 cents less than the national average of 8.78 cents for all investor-owned utilities. The average price of electricity for Kingsport Power residential customers was 5.06 cents per kwh.□

Glen Lyn Plant Bottom Ash To Be Used On New River Trail

Appalachian Power Company and the Virginia Department of Conservation and Recreation (DCR) have teamed up in a unique project that allows for upkeep of the New River Trail State Park while conserving landfill space in southwest Virginia and saving the state approximately \$500,000 over the next five years.

Under the partnership, Appalachian is donating bottom ash from its Glen Lyn Plant to resurface the New River Trail State Park’s 57-mile recreational trail in southwest Virginia. JTM Industries, Inc., of Glen Lyn is transporting the cinders.

The park’s trail bed has been a cinder surface since it opened as a rail line in the late 1880s. The partnership not only saves the state money but also allows protection of the historical integrity of the trail.

The first load of cinders was delivered May 31. It is estimated that up to 20,000 cubic yards of cinders annually will be donated over the next five years to resurface the entire trail. All bottom ash will be inspected and tested to ensure that it meets federal, state, and local regulations.□

Electric Technology

Heat Pumps Reduce Costs For APCo Customer

Logan Concrete Inc. of Logan, W.Va., recently discovered that meeting standards required by West Virginia's Division of Highways while making a profit isn't easy.

Fortunately, a highly-efficient technology helped Logan Concrete meet those temperature specifications and substantially reduce operating costs.

"The state of West Virginia requires contractors supplying the Division of Highways to maintain a temperature range of 50 to 90 degrees Fahrenheit for all concrete," said Charles Ferrell, president of Logan Concrete Inc. "The industrial water-to-water heat pump was our best option for compliance.

"We were using a gas-fired blast furnace during the winter and blocks of ice during the summer to maintain the temperature range on the plant's batch water," explained Ferrell. "This was becoming extremely expensive. The labor involved and periodic ice shortages were other key problems."

About a year ago, Ferrell discussed his situation with Oliver Kitner, then an energy services engineer in Appalachian Power's Logan office. Ferrell explained to Kitner that he wanted to use an industrial heat pump marketed by American Geothermal of Murfreesboro, Tenn.

"Logan Concrete was awarded a contract for several concrete bridge structures along what's known as Appalachian Corridor G," Kitner said. "This part of the highway links southern West Virginia and Charleston,

W.Va. The existing two-lane stretch is being converted to four lanes. After performing some calculations based on the available electric rate, we determined a sizeable savings was available by using the water-to-water heat pump system."

For example, the summer cost of cooling a yard of concrete just 10 degrees Fahrenheit was four cents with the heat pumps working in the cooling mode. Compared with a cost of \$1.80

concrete mix. The heat pumps increased the mix water temperature 10 degrees for just seven cents per yard of concrete while the blast furnace cost 16 cents to do the same job, for a savings of nine cents per yard. For 15,000 yards of concrete, the heat pumps saved \$1,350. Energy charges used for the comparison were five cents per kilowatt-hour for electricity; 55 cents per therm for natural gas.

120-degree range for heated water after it passes through a heat exchanger.

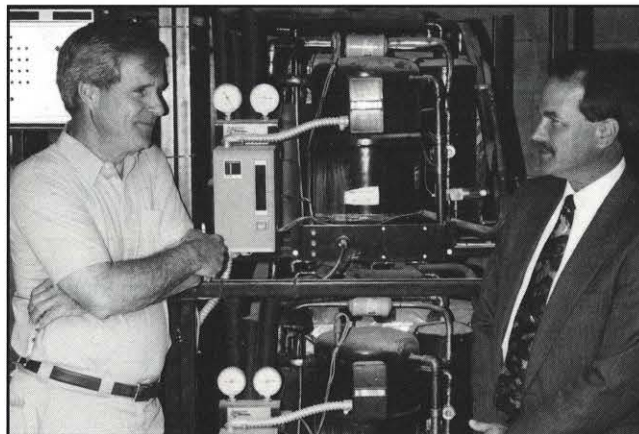
The temperature of the final mix of concrete generally can be reduced 10 degrees Fahrenheit by using 208 pounds of 35-degree water, replacing about 50 pounds of ice. Under most conditions, concrete manufacturers can reach a 90-degree Fahrenheit specification with no aggregate temperature control. Conversely, 140-degree Fahrenheit water will increase the temperature of the final mix 20 degrees.

In operation, batch water circulates through the tank in a secondary loop. Secondary and primary water are isolated from each other to prevent contamination. The primary loop at Logan Concrete circulates water from the Guyandotte River through the system, returning it to the river.

Heating or cooling modes are selected by switches on the modular system. Temperature ranges also are adjustable from a low of 35 degrees to a high of 140 degrees Fahrenheit. When cooling is selected, heat is absorbed from the storage tank water and released outside. When heating is selected, heat is absorbed from the primary loop and transferred to the storage tank.

The water-to-water heat pump system Logan Concrete is using actually involves individual modules connected in parallel. Each module measures 22 inches by 48 inches and weighs approximately 400 pounds.

(please turn to page 5)



Charles Ferrell, president of Logan Concrete Inc., (left) discusses the water-to-water heat pump system with John Myers, Logan-Williamson marketing services supervisor. The company uses fly ash from John Amos Plant in the manufacture of its concrete.

to cool with block ice, the savings is \$1.76 for cooling each yard of concrete. When cooling water for as much as 20,000 yards of concrete, the savings becomes \$35,200. Kitner's cost comparison was based on an electricity charge of five cents per kilowatt-hour and purchased ice at five cents per pound.

Use of the electric heat pumps also proved less expensive than a blast furnace in winter to control water temperature for the

The batch water system being used at Logan Concrete consists of two single-unit, reverse-cycle, water-to-water heat pumps capable of producing large quantities of heated or cooled water. This modular system attaches to a batch plant storage tank, which holds the plant's processing water. Logan's 15,000-gallon batch water holding tank is insulated so that the batch water maintains a 35- to 40-degree range for chilled water and a 115- to

Congratulations

EMPLOYEE GRADUATES

'95



Roxel Fisher, stenographer, GO Accounting, Roanoke, associate in applied science, major in office systems technology — word processing and administrative assistant, Virginia Western Community College (cum laude).

Eddie Francisco, load research data processor B, GO Rates, Tariffs, & Contracts, Roanoke, associate in applied science in electrical /electronics engineering technology, Virginia Western Community College.

Bryan Mabe, Central Machine Shop production assistant, master of science in engineering management, West Virginia Graduate College.



Robert McKinney, Roanoke drafter senior, associate in science in general studies, Virginia Western Community College (magna cum laude).

Jim Rentsch, Charleston engineering technologist I, master of science in environmental science, West Virginia Graduate College (with distinction).

Mico Lynn Roach, Wytheville custodian, associate in applied science, major in drafting and design, Wytheville Community College (cum laude).



Walter Sherry, Jr., energy services coordinator, GO Customer & Marketing Services, Charleston, master of science in engineering management, West Virginia Graduate College.

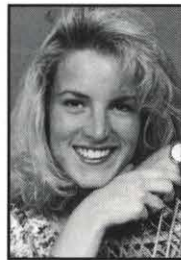
Julie Smith, Charleston energy services engineer, master of business administration, West Virginia Graduate College.

Kenny Williams, Mountaineer Plant maintenance mechanic, associate in applied science in business administration, West Virginia University-Parkersburg.

Congratulations

COLLEGE GRADUATES

'95

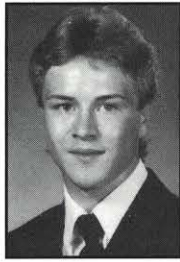
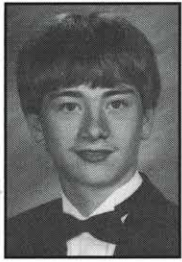


Christa Akers, daughter of David Akers, telecommunications specialist, GO T&D Telecommunications, Abingdon, bachelor of science in family and childhood studies, Carson-Newman College.

Stephanie Albert, daughter of Steve Albert, Pulaski area servicer, associate in applied science in dental hygiene, Wytheville Community College.

Rachel Lynn Anderson, daughter of Richard Anderson, load research and cost allocation manager, GO Rates, Tariffs & Contracts, Roanoke, bachelor of science in sociology, James Madison University.

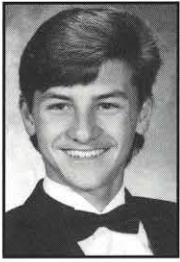




Eric Aurentz, son of Patricia Aurentz, Beckley customer services representative D, bachelor of science in mechanical engineering, West Virginia Tech.

James Aurentz, son of Patricia Aurentz, Beckley customer services representative D, associate in automotive service technology, West Virginia Tech.

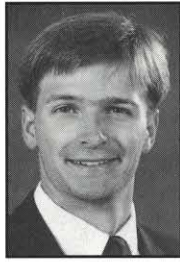
Larry Baker, Jr., son of Elouise Baker, Huntington customer services representative A, bachelor of science in economics, U. S. Air Force Academy.



Patricia Ball, wife of Donald Ball, Huntington engineering technician senior, associate of science in nursing, University of Kentucky.

Travis Ray Belton, son of Kenneth Belton, Galax line crew supervisor NE, associate in applied science in electrical technology, Wytheville Community College.

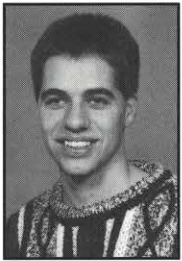
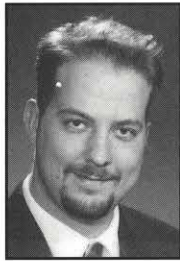
Kevin Boggess, son of Darrell Boggess, retired Ripley area servicer, doctor of osteopathy, West Virginia School of Osteopathic Medicine.



Ann-Margaret Brammer, wife of Tim Brammer, Bluefield electrical engineer senior, bachelor of science in business management, Concord College (cum laude).

James Richard Broughton, son of Bill Broughton, retired Logan construction and maintenance representative, bachelor of arts, Hampden-Sydney College (honors in political science) (cum laude).

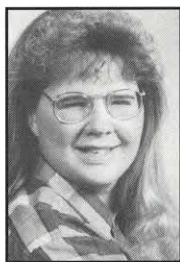
Monique Brown, daughter of Douglas Brown, Abingdon line crew supervisor NE, bachelor of science in industrial engineering, University of Tennessee.



Shawn Douglas Burchett, son of Doug Burchett, Pulaski T&D clerk, bachelor of business administration, major in finance, Radford University.

Jason Scott Burgess, son of Bill Burgess, Kanawha River Plant instrument mechanic B, associate of science in printing technology and bachelor of science in printing management, West Virginia Institute of Technology.

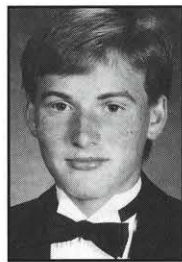
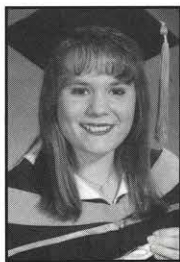
Kevin Burgess, son of Philip Burgess III, Philip Sporn Plant assistant shift operating engineer, bachelor of science in mechanical engineering, Ohio University.



Lenore Bush, daughter of James Bush, Jr., Ripley line crew supervisor NE, associate in science in medical office administration, West Virginia Institute of Technology.

Shawn Bush, daughter of Marlo Bush, Philip Sporn Plant maintenance mechanic B, bachelor in exercise physiology, Cedarville College.

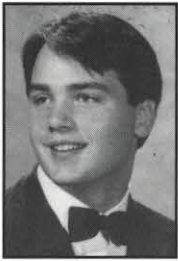
Kevin Gregory Byrd, son of Kitty Byrd, Pulaski T&D clerk A, bachelor of arts in political science, Virginia Commonwealth University.



Melanie Charisse Carter, daughter of Betty Lou Carter, editor of publications, GO Public Affairs, Roanoke, bachelor of science in psychology with additional major of family and child development, Virginia Tech.

Natasha Nicola Comerose, daughter of Nick Comerose, Princeton area supervisor, bachelor of science, biology major, Virginia Tech (cum laude).

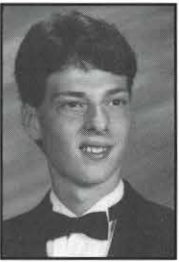
James Cook, son of J. L. Cook, Abingdon station mechanic A, bachelor of arts in history, King College.



Jim Copenhaver, son of William Copenhaver, Jr., R/w agent, GO T&D R/e & R/w, Roanoke, associate in applied science in instrumentation technology, New River Community College.

Aleta Jo Crotty, wife of Jack Crotty, Jr., Bluefield collector, master of health, physical education, and safety, Salem-Teikyo University (cum laude).

Jason Cutler, son of Sam Cutler, Huntington station mechanic A, master of science in criminal justice, Marshall University.



Jennifer Dean, wife of Lewis Dean, clerk, GO General Services, Roanoke, bachelor of arts in sociology, Roanoke College.

Justin Douthat, son of Derrill Douthat, telecommunications supervisor, GO T&D Telecommunications, Bluefield, bachelor of science in mining engineering, Virginia Tech.

Heather Campbell Finney, daughter of Charles Campbell, hydro crew supervisor NE, Kanawha Valley Power, Marmet, bachelor of science in nursing, The University of Charleston.



Joni Sue Foster, wife of Charles Ray Foster, Lynchburg line mechanic A, associate in science, College of Health Sciences (magna cum laude).

Cindy Goddard, daughter of Paula Goddard, Beckley records supervisor, bachelor of arts in English, West Virginia University (summa cum laude).

Holly Ann Haddad, daughter of William Haddad, regional dispatcher, System Operation, Roanoke, master in music, Ohio University (summa cum laude).



Virginia Christine Donevant-Haines, daughter of Ben Donevant III, Bluefield human resources supervisor, bachelor of arts in social science/psychology, Bluefield State College.

Cherie Hall, daughter of Loretta Hall, Charleston engineering technician, associate of arts and sciences in engineering, Southwest Virginia Community College.

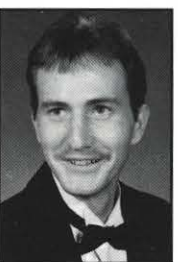
Debbie Hall, wife of Van Hall, Bluefield line mechanic A, master of arts in education, Salem-Teikyo University.



Kimberly Dawn Hensley, daughter of Ed Hensley, regional chief operator, System Operation, Lynchburg, bachelor of science, Wake Forest University School of Business and Accountancy.

Norman Humphreys, III, son of Norman Humphreys, Jr., Philip Sporn plant manager, bachelor of science in industrial engineering, Ohio University.

Marci LeAnne Ingram, daughter of Betty Young, station clerk A, GO T&D Station, Roanoke, associate in science in emergency health sciences-paramedic, College of Health Science.

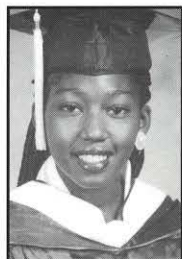


Michael Jackson, son of Andrew Jackson, Hillsville customer services representative A, bachelor of science in criminal justice, Bluefield College.

Sharon Jarvis, wife of David Jarvis, telecommunications supervisor, GO T&D Telecommunications, Huntington, bachelor of arts in elementary education, West Virginia University-Parkersburg.

Cathy Johnson, daughter of Jay Johnson III, station projects superintendent, GO T&D Station, Roanoke, associate in applied science in legal assisting, Virginia Western Community College.

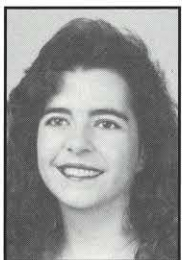




Tricia Anne Jones, daughter of Joe Jones, Charleston marketing services supervisor, master of arts in education, curriculum and instruction, specializing in secondary school science education, Virginia Tech.

Melody Ann Jordan, daughter of Loretha Jordan, Roanoke human resources clerk A, bachelor of arts in communications, Howard University.

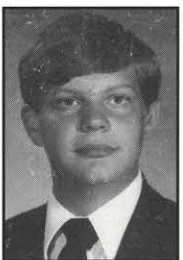
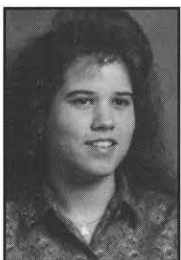
Wanda Lee King, wife of Michael King, Montgomery line crew supervisor, associate in science in nursing, West Virginia Institute of Technology (magna cum laude).



Jennifer Kosa, daughter of Robert Kosa, Philip Sporn Plant unit supervisor, bachelor of science in statistics, West Virginia University (magna cum laude).

Karen Lavinder, daughter of Clyde Lavinder, station construction representative senior, GO T&D Station Projects, Roanoke, and Charlotte Lavinder, advertising manager, GO Public Affairs, Roanoke, bachelor of science in psychology, Virginia Tech (magna cum laude).

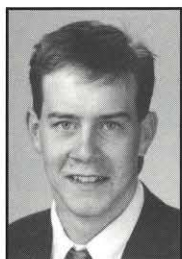
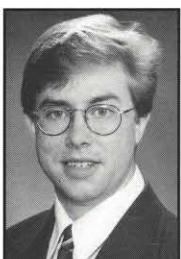
Retina Lester, daughter of Hubert Lester, Williamson line crew supervisor exempt, board of regents degree, Bluefield State College.



Jessica Ann Lewis, daughter of Gerald Lewis, Glen Lyn Plant maintenance mechanic B, certificate in dental assisting, Mercer County Technical Educational Center.

Karin Lynch, daughter of Mark Lynch, Logan marketing services manager, general studies, Southern West Virginia Community College.

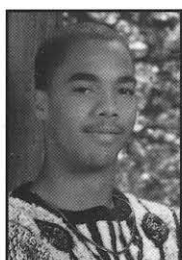
James Franklin Machir, son of David Machir, Point Pleasant line crew supervisor exempt, bachelor of science in manufacturing engineering, Brigham Young University.



Joey McLaughlin, son of Ronald McLaughlin, Pineville general servicer, bachelor of science in electrical engineering, West Virginia Institute of Technology.

Michael Preston McPhatter, son of Nancy McPhatter, Lynchburg stenographer, bachelor of business administration-marketing, The College of William and Mary.

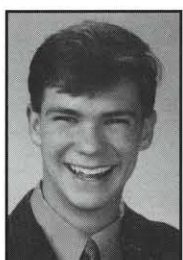
Lea Mitchell, daughter of Rick Mitchell, Pineville line crew supervisor, master of arts in speech pathology, Marshall University.



Shannon Moore, daughter of Linda Shepherd, Glen Lyn Plant unit supervisor, bachelor of science in accounting, Radford University.

Keith Darnell Palmer, son of Odell Palmer, Jr., hydro mechanic A, GO Hydro Generation, Claytor, bachelor of science in political science, Radford University.

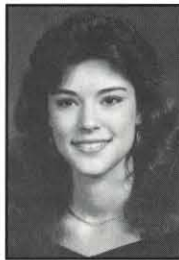
Eric Perdue, son of Ronnie Perdue, hydro plant supervisor, Kanawha Valley Power, Marmet Hydro, master of arts in industrial/organizational psychology, Middle Tennessee State University (summa cum laude).



Kenneth Lee Pinnell, son of Robert Pinnell, telecommunications supervisor, GO T&D Telecommunications, Marmet, master of arts in history, Marshall University.

Kimberly Carol Poe, daughter of Ronald Poe, Abingdon meter electrician supervisor NE, associate in applied science in nursing, Virginia Highlands Community College.

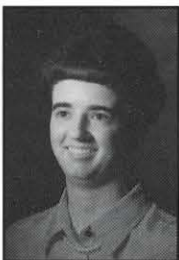
Sam Pope, son of Barbara Pope, Wytheville meter reader, bachelor of science in biology, The College of William and Mary (cum laude).



Donna Price, wife of Dillard Price, engineering technologist I, GO Hydro Generation, Claytor, bachelor of science in elementary education, Radford University (magna cum laude).

Rebecca Prillaman, daughter of Maurice Prillaman, Roanoke station supervisor NE, associate in science, Virginia Western Community College (cum laude).

Amy Leigh Rader, daughter of Richard Rader, designer II, GO T&D Engineering & Design, Roanoke, bachelor of business administration with concentration in accounting, Roanoke College (summa cum laude).



Cheryl Elaine Lilly Rash, daughter of Larry Lilly, Beckley station crew supervisor NE, bachelor of science in education, Concord College (cum laude).

Lynn Ellen Ratliff, daughter of John Ratliff, Grundy line crew supervisor NE, bachelor of science in radiology administration, Medical College of Virginia.

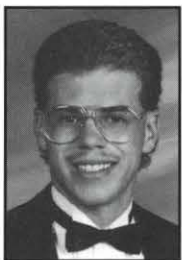
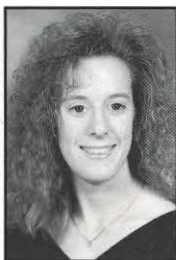
Kimberly Richardson, daughter of Phil Richardson, clerical supervisor-general records, GO Accounting, Roanoke, associate in arts and sciences, business administration major, Central Virginia Community College (summa cum laude).



Monica Robinson, daughter of Ron Robinson, Philip Sporn Plant utility worker A, bachelor of science in business administration, accounting emphasis, West Virginia University (summa cum laude).

Jennifer Lynn Rutledge, daughter of O. V. Rutledge, Jr., regional dispatcher, Roanoke RDC, bachelor of arts in music education, Bluefield College (magna cum laude).

Sheila Maddox Salmons, daughter of Nowlin Maddox, Lynchburg general servicer, associate in applied science in computer information systems, Central Virginia Community College (magna cum laude).



Lori Sigmon, daughter of Ken Sigmon, Bluefield general servicer, bachelor of science in accounting, University of Charleston.

Kara Sisson, daughter of Calvin Sisson, retired operations analyst A, System Operation, Roanoke, master of arts, Virginia Tech.

Stuart Wesley Stovall, son of Howard Stovall, Abingdon station crew supervisor exempt, bachelor of science in hotel and restaurant administration, University of Tennessee (summa cum laude).



Mark Swart, Jr., son of Mark Swart, hydro mechanic A, GO Hydro Generation, Leesville, bachelor of science in media studies, Radford University.

Jessica Slocum Tudor, daughter of Mary Smith Fochtman, Roanoke station mechanic A, bachelor of arts in history, Roanoke College.

Melanie Ann Turley, daughter of Bobby Gibson, Amos Plant performance technician, bachelor of arts in psychology, West Virginia State College (cum laude).



Sandy Walker, wife of Michael Walker, Philip Sporn Plant utility worker A, master's degree, University of Rio Grande.

Marquita Quansella Washington, daughter of Clifford Washington, Jr., Beckley station mechanic A, bachelor of arts in international affairs, Marshall University.

Gary Watson, son of Gary Watson, Abingdon line superintendent, bachelor of science in business management, East Tennessee State University.

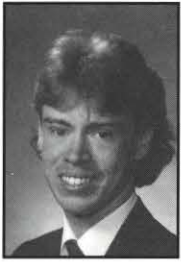




Denise Leigh White, daughter of Ted White, Bluefield division manager, bachelor of science in business, management science major, Virginia Tech (cum laude).

Cheryl Penn-Whitt, daughter of Rick Penn, Mountaineer Plant maintenance mechanic A, bachelor of business administration, Marshall University.

Sarah Whittaker, wife of Ed Whittaker, Bluefield station mechanic A, master's in social work, West Virginia University.



Angela Dawn Wimmer, daughter of Gwen Kitts, Tazewell customer services representative A, licensed practical nurse, Tazewell County Vocational School.

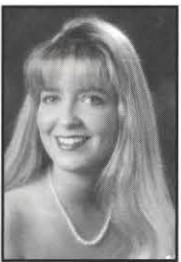
Steven Winters, son of Richard Winters, Mountaineer Plant maintenance mechanic B, bachelor of science in civil survey engineering, West Virginia Tech.

Russell Andrew Wise, son of Russell Wise, Jr., staff engineer, GO T&D Engineering, Roanoke, bachelor of science in biology, Loyola Marymount University.



Jada Wolfe, daughter of Leslie Wolfe, Charleston area servicer, pharmacology, West Virginia University School of Pharmacology (summa cum laude).

Congratulations '95 HIGH SCHOOL GRADUATES

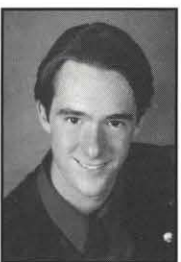


Andrea Rene' Anderson, daughter of Joe Anderson, Huntington T&D clerk A, Huntington East High School.

Natalie Rae Anderson, daughter of Richard Anderson, cost allocation and load research manager, GO Rates, Tariffs & Contracts, Roanoke, Cave Spring High School.

Alice Arnold, daughter of George Arnold, customer accounting supervisor, GO Accounting, Roanoke, Glenvar High School.

Nichole Leigh Arthur, daughter of Sue Arthur, Lynchburg customer services representative A, Brookville High School.

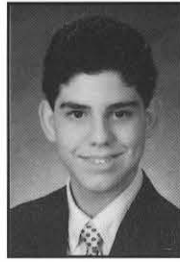
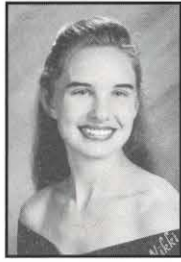


Steve Ashton, son of Warren Ashton, assistant Mountaineer plant manager, Ripley High School.

Brent Atwood, son of Robert Atwood, Glen Lyn Plant maintenance mechanic A, Narrows High School.

Melissa Ann Baisi, daughter of Rosalie Creathers, Kanawha River filter plant operator and sampler, East Bank High School.

Terry Belton, son of Kenneth Belton, Galax line crew supervisor NE, Grayson County High School.

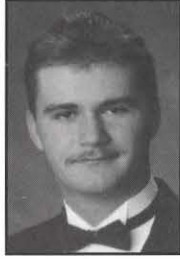


Randy Bird, son of Ralph Bird, Jr., Lynchburg power engineer, Brookville High School.

Nichole Rene Blevins, daughter of Jeff Blevins, Marion line mechanic B, Chilhowie High School.

Jeffrey Bocoock, son of Richard Bocoock, Amos Plant office supervisor, Nitro High School.

Michael Scott Brown, son of Sherry Brown, Beckley senior telephone operator, Independence High School.



Kara Buckner, daughter of John Buckner, Pulaski station mechanic A, Pulaski County High School.

Angie Burdette, daughter of James Robinett, Glen Lyn Plant coal sampler, Princeton High School.

Jason Burnett, son of Charles Burnett, hydro mechanic A, GO Hydro Generation, Claytor, Fort Chiswell High School.

Marlo Bush, Jr., son of Marlo Bush, Philip Sporn maintenance mechanic B, Gallia Academy High School.



Brian Cable, son of Kenny Lester, Welch line mechanic B, Mt. View High School.

Danielle Renee Cadd, daughter of Drema Cadd, Logan T&D clerk C, Logan High School.

Cassie Rebecca Cahill, daughter of Butch Cahill, Pulaski R/w agent, Princeton Senior High School.

Crystal Gayle Caldwell, daughter of Ed Caldwell, engineering graphics supervisor, GO T&D Engineering Graphics, Roanoke, and Sherry Caldwell, secretary-stenographer B, GO T&D Civil Engineering, Roanoke, Lord Botetourt High School (salutatorian).

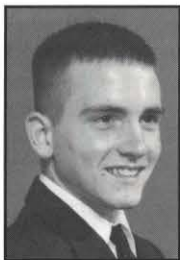


Kristie Campbell, daughter of Donna Watson, Charleston customer services representative C, St. Albans High School.

Deepa Channaiah, daughter of A. C. Channaiah, quality of service supervisor, GO T&D Engineering, Roanoke, William Byrd High School and Roanoke Valley Governor's School for Science & Technology.

Nanda Channaiah, daughter of A. C. Channaiah, quality of service supervisor, GO T&D Engineering, Roanoke, William Byrd High School & Roanoke Valley Governor's School for Science & Technology.

Amanda Carter, daughter of Wayne Carter, Kingsport human resources director, Dobyns Bennett High School.

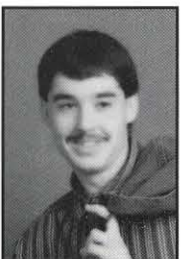


Brian Steven Carter, son of Dennis Carter, Logan line construction & maintenance representative, Logan Senior High School.

Bradley Alan Chinn, son of Barbara Thompson, Huntington T&D clerk A, and stepson of Larry Thompson, line mechanic A, Fairland High School.

Roger Connard III, son of Roger Connard, Kanawha River Plant coal equipment operator, Dupont High School.

Michael Alan Croft, son of Gus Croft, Abingdon customer services supervisor, Abingdon High School.



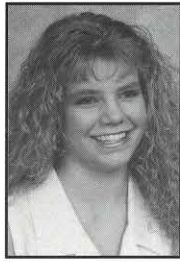
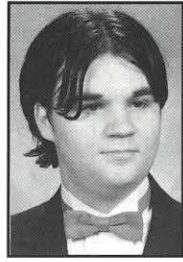
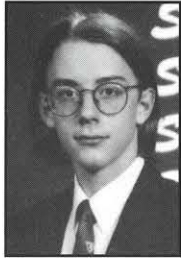
Celeste Cummings, stepdaughter of Becky Cummings, Huntington customer services representative B, Salem (Ind.) High School.

Jeffrey Scott Darnell, son of Paul Darnell, instructor operator training, GO Plant Operator Training, Amos Plant, Meigs High School.

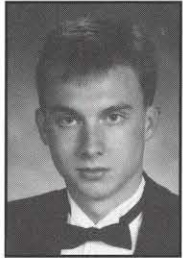
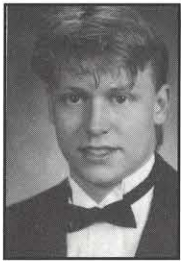
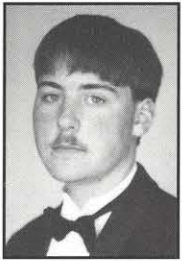
Linn Keith Darst, son of Jeffrey Darst, Philip Sporn Plant assistant yard superintendent, Meigs High School.

Melodie Diehl, daughter of Sherman Diehl, Beckley meter reader, Independence High School.

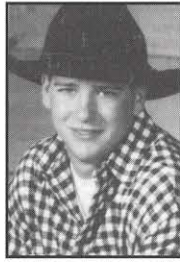
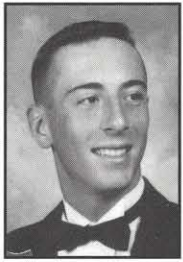
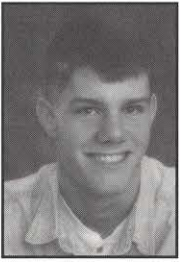




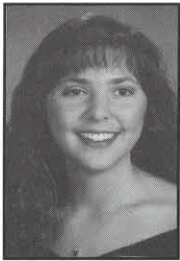
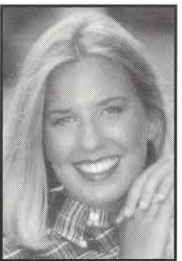
John Dolin, son of Denise Dolin, Charleston meter reader, South Charleston High School.
Travis Dorsey, son of Larry Dorsey, John Amos Plant performance technician, Poca High School.
Patrick Dougherty, son of Carolyn Dougherty, Kingsport departmental assistant, Sullivan South High School.
Lisa Marie Dye, daughter of Brent Bias, Charleston Region station crew supervisor, Cabell Midland High School.



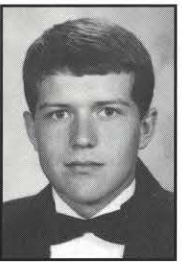
Aaron Eades, son of David Eades, Philip Sporn Plant maintenance supervisor, Wahama High School.
Brian Eads, son of Terry Eads, rates, tariffs & contracts director, GO Rates, Tariffs & Contracts, Roanoke, Glenvar High School.
Timothy Benton Fariss, son of Jim Fariss, hydro generation manager, GO Hydro Generation, Roanoke, Cave Spring High School.
Alyson Janelle Felty, daughter of Emory Felty, Wytheville collector, George Wythe High School.



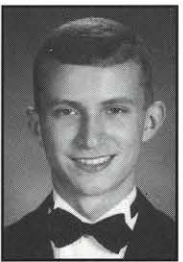
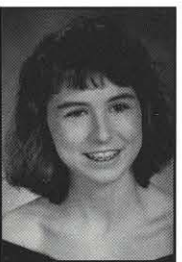
Jason Fields, son of Russell Fields, Abingdon automotive mechanic A, Patrick Henry High School.
Paul Foster, son of Sue Foster, Kanawha River Plant utility worker A, East Bank High School.
D. J. Frye, son of Donald Frye, Abingdon stores attendant A, Abingdon High School.
Jason Garbin, son of Jerry Garbin, Central Machine Shop winder 1st class, St. Albans High School.



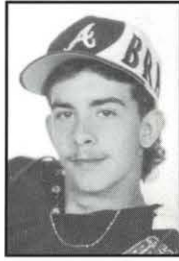
Megan Glassburn, daughter of Allen Glassburn, Kingsport Power president and chief operating officer, Dobyns Bennett High School.
Wesley Goddard, son of Paula Goddard, Beckley records supervisor, Meadow Bridge High School.
Paula Grimm, daughter of Paul Grimm, Philip Sporn Plant equipment operator A, Wahama High School.
Angela Linn Habel, daughter of Billy Habel, Lynchburg line mechanic A, Nelson County High School.



A. J. Hall, son of Susie Hall, Beckley station mechanic C, Woodrow Wilson High School.
Gary Hammons Jr., son of Gary Hammons, regional dispatcher, Tri-State RDC, Wayne High School.
Keisha Ann Hanley, daughter of Deborah Ann Ridley, Bluefield T&D clerk C, Bluefield High School.
Nikito Hargro, daughter of David Hargro, Glen Lyn Plant coal equipment operator, James Monroe High School.



Meredith Hartless, daughter of Marsena Hartless, staff accountant, GO Accounting, Roanoke, Salem High School.
Holly Renee Hensley, daughter of Randy Hensley, Huntington station mechanic A, Wayne High School.
Darren Hill, son of Roy Hill, Jr., hydro mechanic A, GO Hydro Generation, Byllesby, Carroll County High School.
Brandon Hollie, son of Norman Hollie, Glen Lyn Plant maintenance mechanic B, Narrows High School.



Ryan Hollon, son of Larry Hollon, Philip Sporn Plant equipment operator B, Eastern High School.

Kelly Hood, daughter of Dave Hood, Mountaineer Plant equipment operator B, Ravenswood High School.

Brent Horne, son of Ronnie Horne, Roanoke drafter senior, Northside High School.

Scott Hubbard, son of Jeffrey Hubbard, Philip Sporn Plant unit supervisor, Southern High School.

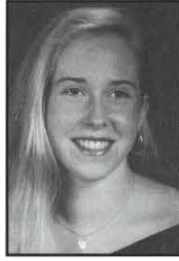
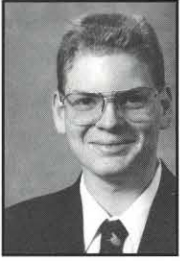


Ryan Scott Hubble, son of Harry Hubble, Christiansburg meter reader, Christiansburg High School.

Brian Clay Hurt, son of Roxie Hurt, Rocky Mount T&D clerk B, Franklin County High School.

Dannaudra Lalene Jackson, daughter of Cassandra Haynes, John Amos plant clerk A, South Charleston High School.

Filisha Jefferson, daughter of Ben Jefferson, Lynchburg line mechanic A, Heritage High School.



Laura Leigh Jennings, daughter of Linda Jennings, Pulaski human resources assistant NE, Pulaski County High School.

Nathan Allan Johnson, son of Danny Johnson, John Amos Plant equipment operator C, Cabell Midland High School.

Jamie Lynn King, daughter of Michael King, Montgomery line crew supervisor, Valley High School.

Wendy Kuehn, daughter of Joe Kuehn, engineering technologist I, GO T&D Engineering, Roanoke, Salem High School.

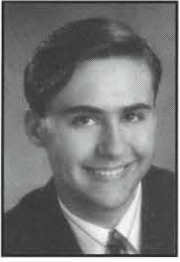


Erika Lanette Lewis, daughter of Gary Lewis, stores supervisor, GO T&D Stores, Roanoke, William Fleming High School.

Amanda Life, daughter of Ralph Life, John Amos assistant plant manager, Winfield High school.

Heather McDonald, daughter of Lovell McDonald, Clinch River Plant instrument mechanic B, Lebanon High School.

Kevin McMillian, son of Wesley McMillian, Roanoke line crew supervisor exempt, Northside High School.

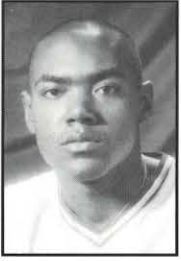


Matthew Ryan Mallory, son of Carla Mallory, Huntington customer services representative B, Huntington High School.

Andrew Martin, son of Dave Martin, John Amos Plant human resources supervisor, Hurricane High School.

Kelli Martin, twin daughter of Dwight Martin, Central Machine Shop machinist 1st class, Cabell Midland High School.

Shelli Martin, twin daughter of Dwight Martin, Central Machine Shop machinist 1st class, Cabell Midland High school.



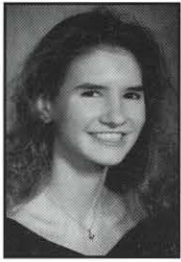
Bill Mattox, son of Rick Mattox, Centralized Plant Maintenance maintenance mechanic, Point Pleasant High School.

Lisa Ann Maynard, daughter of Glen Maynard, Williamson area servicer (LTD), Vinson High School.

Charles Miller, Jr., son of Charles Miller, Philip Sporn Plant training coordinator, Gallia Academy.

Timothy Mills, son of Jim Mills, Roanoke customer servicer, Franklin County High School.





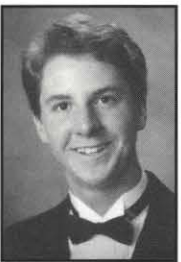
Jayna Morgan, daughter of William Morgan, Philip Sporn Plant stores attendant, Point Pleasant High School.
 Shannon Mowry, daughter of Carol Canode, secretary-stenographer B, GO T&D R/e & R/w, Roanoke, and Sam Canode, station regional superintendent, GO T&D Station, Roanoke, Lord Botetourt High School.
 Damon Ashley Murphy, son of George Murphy IV, Lynchburg marketing and customer services representative senior, Heritage High School.
 Melody Anne Myrick, daughter of Larry Keith Myrick, engineer senior, GO T&D Transmission, Roanoke, Franklin County High School.



Tiffany Oakes, daughter of Rita Oakes, Roanoke T&D clerk A, Franklin County High School.
 Carmen Leigh O'Dell, daughter of Roger O'Dell, Huntington office supervisor, Fairland High School.
 Theresa O'Dell, daughter of Steve O'Dell, Marion customer services office supervisor, Marion High School.
 Joseph Ohlinger, son of John Ohlinger, Philip Sporn Plant maintenance supervisor, Wahama High School.



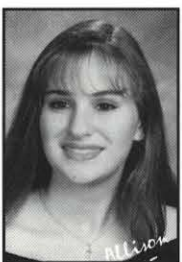
LaShara Kay Perdue, daughter of Kenneth Perdue, hydro mechanic B, GO Hydro Generation, Roanoke, Franklin County High School.
 Allen Persinger III, son of Doris Persinger, Beckley T&D clerk A, Woodrow Wilson High School.
 Amy Phelps, daughter of Gerald Phelps, John Amos Plant equipment operator C, East Bank Senior High School.
 Teresa Phillips, daughter of Russell Phillips, Philip Sporn Plant equipment operator C, Alexander High School.



Gregory Poskas, son of Leon Poskas, station regional superintendent, GO T&D Station, Pulaski, Pulaski County High School.
 Angelia Marie Powell, daughter of Darrell Powell, hydro mechanic B, GO Hydro Generation, Smith Mountain, Franklin County High School.
 Crystal Puckett, daughter of Beecher Puckett, Clinch River Plant utility coal attendant, Lebanon High School.
 Kathleen Marie Pugh, daughter of Wayne Pugh, Charleston marketing manager, Cross Lanes Christian.

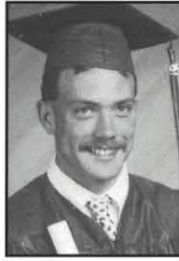
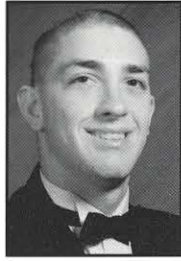


Cale Quesenberry, son of Mary Etta Young, Pulaski stores clerk A, Pulaski County High School.
 Douglas Myron Ratcliff II, son of Doug Ratcliff, Pulaski line mechanic B, Pulaski County High School.
 Carla Renee Ratliff, daughter of John Ratliff, Grundy line crew supervisor NE, Grundy Senior High School.
 Kelly Reed, daughter of Don Reed, Philip Sporn Plant assistant shift operating engineer, Ripley High School.



Casey Rentch, son of Jim Rentch, Charleston engineering technologist I, Capitol High School.
 Roseann Richardson, daughter of Danny Richardson, Glen Lyn Plant equipment operator B, James Monroe High School.
 Allison Renee Robins, daughter of Donnie Robins, Roanoke human resources supervisor, William Byrd High School.
 Raven Rogers, daughter of Mary Rogers, Kanawha River Plant junior clerk, American Heritage Christian School.





Amy Ross, daughter of Ralph Ross, Philip Sporn Plant maintenance supervisor, Wahama High School.

Chadrick Sartin, stepson of Ricky Watts, Clinch River Plant chemist assistant, Coeburn High School.

Sarah Shannon, daughter of Charles Shannon, Central Machine Shop power equipment mechanic 1st class, St. Albans High School.

Kevin Odell Smelser, son of Donna Smelser, Wytheville customer services representative A, George Wythe High School.



Jamey Smith, stepson of René Fields, Kingsport stenographer, Dobyms Bennett High School.

Sephra Snyder, daughter of Janet Snyder, Beckley T&D clerk B, Woodrow Wilson High School.

Michael Spurlock, son of David Spurlock, hydro mechanic B, Kanawha Valley Power, Marmet, East Bank Senior High School.

Christopher Spradlin, son of Anthony Spradlin, Philip Sporn Plant control technician senior, River Valley High School.



William Gene Stewart II, son of William Stewart, regional chief operator, System Operation, Pineville, Oceana High school.

Amy Stiltner, daughter of Larry Stiltner, Grundy area supervisor, Grundy Senior High School.

Allison Leigh Stinson, daughter of Bill Stinson, Clinch River Plant maintenance mechanic A, Honaker High School.

Christie Lynn Stump, daughter of Kenneth Stump, engineering technologist I, GO Hydro Generation, Roanoke, William Byrd High School.

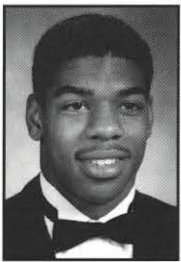


Jason Taylor, son of Tim Taylor, Mountaineer Plant maintenance mechanic B, Meigs High School.

Kevin Todd Taylor, son of Judy Combs, Huntington secretary-stenographer B, Fairland High School.

Samantha Taylor, daughter of Judy Taylor, Charleston drafter, Capitol High School.

Joseph Wayne Thompson, son of Jerry Wayne Thompson, Madison area service restorer, Scott High School.

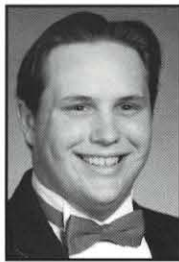
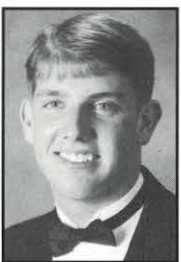


Kara Thompson, daughter of Andrea Thompson, Rocky Mount office supervisor, Northside High School.

Karim Thompson, son of Andrea Thompson, Rocky Mount office supervisor, Northside High School.

Lori Turley, daughter of Chris Turley, Central Machine Shop non-destructive examination inspector 1st class, Cross Lanes Christian School.

Shawna Tyo, daughter of Jeff Tyo, Mountaineer Plant unit supervisor, Wahama High School.



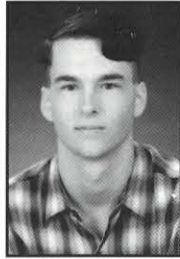
Heather Howard Vest, daughter of Tim Howard, Princeton meter reader, Pikeview High School.

Jeremy Cain Vest, son of Jerry Vest, Huntington customer services supervisor, Huntington East High School.

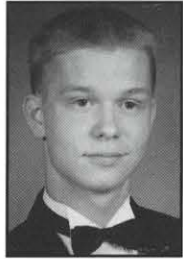
Malikah Hafeeza Washington, daughter of Clifford Washington, Jr., Beckley station mechanic A, Woodrow Wilson High School.

Christopher Michael Watkins, son of Debi Watkins, Lynchburg human resources clerk A, Rustburg High School.

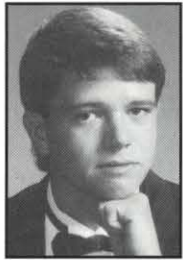
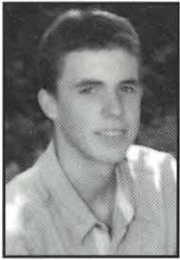
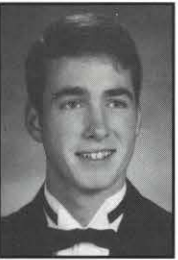




Hope Weldon, daughter of René Fields, Kingsport stenographer, Sullivan North High School.
Bradley White, son of Timothy White, Kanawha River Plant stores attendant senior, DuPont High School.
Freddie Maxine Williams, daughter of Phyllis Williams, Gate City customer services representative B, Gate City High School.
Kelli Williams, daughter of Deborah Williams, Beckley secretary-stenographer, Woodrow Wilson High School.



Sheri Williams, daughter of Gary Williams, Kingsport line mechanic A, Sullivan North High School.
Catherine Wilson, daughter of Jim Wilson, Mountaineer Plant maintenance mechanic A, Ravenswood High School.
Robert Wilson, son of Robert Wilson, Fieldale marketing and customer services representative, Martinsville High School.
Christopher Wolfe, son of Cliff Wolfe, Charleston supervising drafter, Sissonville High School.



Joey Wright, son of Ricky Fortune, Lynchburg line mechanic B, Jefferson Forest High School.
Michael Paul Young, son of Linda Sue Young, Bluefield customer services representative C, Big Creek High School.
Troy Clifton Young, son of Betty Young, station clerk A, GO T&D Station, Roanoke, Franklin County High School.

P R O M O T I O N S

Roger L. Wheeler, assistant shift operating engineer at Glen Lyn Plant, was promoted to shift operating engineer on June 1.

Frank Paul, transmission mechanic A, was promoted to transmission line crew supervisor, GO T&D Transmission, Charleston Region, on May 1.

Roger E. Grubb, John Amos plant engineer I, was promoted to performance engineer senior on April 1. He holds an associate in applied science degree from Capitol Institute of Technology.

Garry E. Rayburn, Point Pleasant line mechanic A, was promoted to line crew supervisor nonexempt on May 6.

Pete Graham, Beckley area servicer, was promoted to line crew supervisor nonexempt on June 1. He attended Beckley College.

Frank S. DeStefano, 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 Pratt Institute.

D. M. "Mac" Simpkins, Bluefield line crew supervisor nonexempt, was promoted to safety coordinator-Virginia, GO Human Resources, Roanoke, on May 1.

Archie Pugh, engineer II, was promoted to engineer I, GO T&D Civil Engineering, Roanoke, on February 1. He holds bachelor of science and master of science degrees in civil engineering from Virginia Tech.

Dave Conley, transmission mechanic A, was promoted to transmission line crew supervisor, GO T&D Transmission, Charleston Region, on May 1.

Carl Persing, engineer senior, was promoted to staff engineer, GO T&D Civil Engineering, Roanoke, on April 1. He holds a bachelor of science degree in civil engineering from Virginia Tech.

Larry Conner, Roanoke line construction and maintenance representative, was promoted to T&D equipment and procedures coordinator, GO T&D Distribution, Roanoke, on April 1.

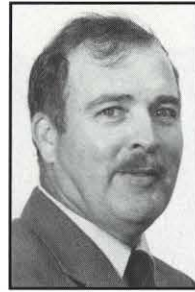
Randy Perry, regional dispatcher, was promoted to operation coordinator, System Operation, Roanoke, on May 1. He holds a bachelor of science degree in history from East Tennessee State University.

Dale Vaughan, transformer supervising engineer, was promoted to staff engineer, GO T&D Station, Roanoke, on April 1. He holds a bachelor of science degree in electrical engineering from Virginia Tech.

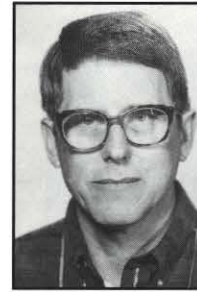
Basil Bolen, Beckley line crew supervisor nonexempt, was promoted to safety coordinator-West Virginia, GO Human Resources, Beckley, on May 1.

Mike McKinney, engineer senior, was promoted to staff engineer, GO T&D Measurements, Roanoke, on February 1. He holds a bachelor of science degree in electrical engineering from North Carolina State University.

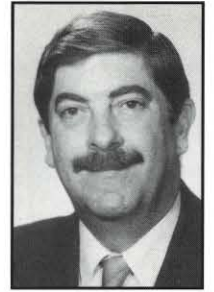
Brian T. Martin, Roanoke electrical engineer senior, was promoted to engineering supervising engineer on June 1. He holds a bachelor of science degree in electrical engineering from Virginia Tech.



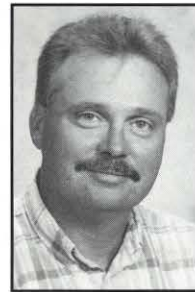
Wheeler



Paul



Grubb



Rayburn



Graham



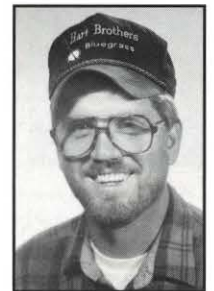
DeStefano



Simpkins



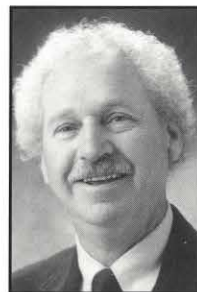
Pugh



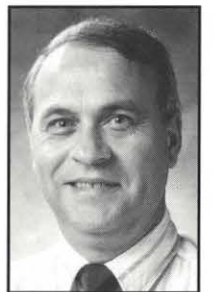
Conley



Persing



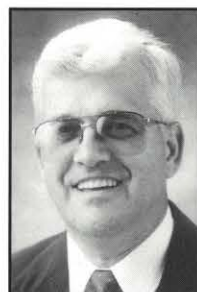
Conner



Perry



Vaughan



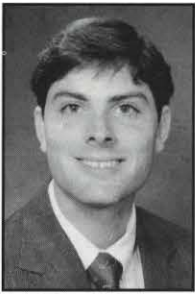
Bolen



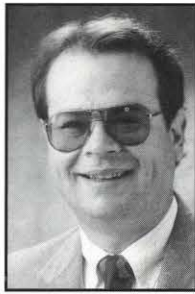
McKinney



P R O M O T I O N S



Martin



Giles



Hubbard



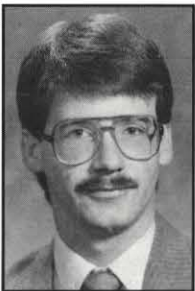
Alderman



Davis



Williams



Crockett

Dane Giles, laboratory supervisor, was promoted to staff engineer, GO T&D Station, Roanoke, on April 1. He holds a bachelor of science degree in electrical engineering from Virginia Tech.

Steve Hubbard, station drafter A nonexempt, GO T&D Engineering Graphics, Roanoke, was promoted to designer II exempt, GO T&D Protection & Control, Roanoke, on May 1. He holds an associate in applied science degree in mechanical engineering from Virginia Western Community College.

Ronald J. Alderman, audit specialist-customer accounting, AEP Service Corporation, Columbus, was promoted to Roanoke customer services supervisor on June 1. He holds a bachelor of science degree in business administration from Roanoke College.

Harden L. Davis, transmission station supervisor, GO T&D Station, Roanoke, was promoted to Roanoke station crew supervisor on June 1.

Terry W. Williams, Roanoke electrical engineer I, was promoted to electrical engineer senior on June 1. He holds a bachelor of science degree in electrical engineering from Virginia Tech.

Matthew L. Crockett, Kanawha River plant engineer I, was promoted to plant engineer senior on June 1. He holds a bachelor of science degree in mechanical engineering from West Virginia Institute of Technology.

Abingdon

Sidney Mitchell from energy services engineer III to energy services engineer II.

Beckley

Vanessa Bryson from engineering technician to engineering technician senior.

Wayne Farley from engineering technologist I to line construction and maintenance representative.

Bluefield

Bill Hudson from marketing and customer services representative to marketing and customer services representative senior, Tazewell.

Joe Robinson from engineering technician senior to engineering technologist.

Charleston

Pameia Hunley from customer services representative B to customer services representative A.

Sandra Wright from customer services representative B to customer services representative A.

John Witt from head custodian to building maintenance mechanic.

General Office

Rick Cobb from Charleston line mechanic C to transmission mechanic B, GO T&D Transmission, Charleston Region.

John Doherty from senior custodian to head custodian, GO General Services, Roanoke.

Nate Franklin from custodian to senior custodian, GO General Services, Roanoke.

Glenn Brown from custodian to senior custodian, GO General Services, Roanoke.

Lisa Doss from general records clerk B to general records clerk A, GO Accounting, Roanoke.

Tom Duttine from Charleston line mechanic A to transmission mechanic A, GO T&D Transmission, Charleston Region.

Mike Ferguson from transmission mechanic B to transmission mechanic A, GO T&D Transmission, Roanoke.

Barry Harman from transmission mechanic B to transmission mechanic A, GO T&D Transmission, Abingdon.

Darrell Havens from Bluefield line mechanic B to transmission mechanic B, GO T&D Transmission, Bluefield.

Martin Jarrell from transmission mechanic B to transmission mechanic A, GO T&D Transmission, Bluefield.

Donnie Jones from transmission mechanic C to transmission mechanic B, GO T&D Transmission, Abingdon.

Bob Porter from engineering technologist I to telecommunications specialist, GO T&D Telecommunications, Roanoke.

Karen Schaben from assistant programmer, GO Accounting, Roanoke, to human resources assistant, GO Human Resources, Roanoke.

Clarence Snyder from engineering technologist I to telecommunications specialist, GO T&D Telecommunications, Huntington.

David Kilbane from station mechanic B to station mechanic A, GO T&D Station, Roanoke.

Bill Lineberry from Bluefield line mechanic A to transmission mechanic A, GO T&D Transmission, Bluefield.

James Mills from transmission mechanic C to transmission mechanic B, GO T&D Transmission, Bluefield.

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

Johnny Odham from Bluefield line mechanic A to transmission mechanic A, GO T&D Transmission, Bluefield.

Bonnie Patterson from centralized cash operator to centralized cash operator intermediate, GO Accounting, Roanoke.

Becky Ray from T&D clerk C to T&D clerk B, GO T&D Administrative, Roanoke.

Joyce Ross from operations clerk A to operations analyst B, System Operation, Roanoke.

Keith Spencer from transmission mechanic C to transmission mechanic B, GO T&D Transmission, Bluefield.

Kelvin Thompson from transmission mechanic B to transmission mechanic A, GO T&D Transmission, Bluefield.

Steve Viars from transmission mechanic C to transmission mechanic B, GO T&D Transmission, Charleston Region.

Phil Arrington from Bluefield line mechanic A to transmission mechanic A, GO T&D Transmission, Bluefield.

Ed Carney from station mechanic C to station mechanic B, GO T&D Station, Marmet.

Watson Chambers from transmission mechanic C to transmission mechanic B, GO T&D Transmission, Charleston Region.

Glen Lyn Plant

Jana Walls from chemist I to chemist senior.

Huntington

Susan Bauer from T&D clerk C to T&D clerk B.

Jeffrey Ferry from marketing and customer services advisor to marketing and customer services representative.

Connie Shaffer from customer services representative C to customer services representative B.

Rhonda Lucas from T&D clerk C to T&D clerk B.

Lynchburg

Pen Read from marketing and customer services advisor to marketing and customer services representative.

Regina Calloway from customer services representative D to customer services representative C.

Pulaski

Steve Feggeler from forestry control specialist, GO T&D, Charleston, to line construction and maintenance representative, Pulaski.

Paul Teany from line mechanic C to line mechanic B, Christiansburg.

David Bell from meter reader to collector, Christiansburg.

Teena Myers from customer services representative C to customer services representative B.

Roanoke

Jeff Perdue from tracer to drafter, Fieldale.

Rich Hodges from energy services engineer II to energy services engineer I. □

Vaughan Takes New Training Post



Warren O. Vaughan, Ashland division manager for Kentucky Power Company, was named training

and development manager in Appalachian Power's GO Human Resources Department, Roanoke, effective July 1.

The new position was created as a result of the Mission Project to support the objective of "developing a well trained and diverse work force." Vaughan will coordinate and oversee an expanded employee development and training program throughout the company.

Vaughan holds a bachelor of science degree in business administration from Virginia Tech and a master of science degree in business from Radford University. He has attended the AEP System Management Program at Ohio State University College of Administrative Science.

He joined Appalachian Power in 1970 and moved to Kentucky Power as assistant manager of Pikeville Division in 1989. He has been Ashland division manager since 1991. □

Weddle Named Acting Pulaski Division Manager

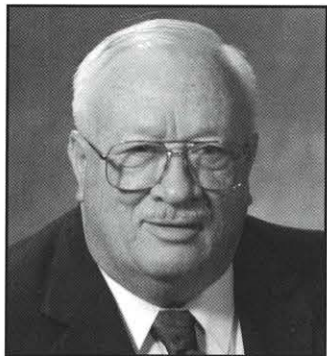


Joseph L. Weddle, Pulaski division superintendent, has been named acting Pulaski division

manager, effective July 1. He succeeds Robert B. Kilgore, who retired.

Weddle holds an associate degree in business administration from New River Community College and a bachelor of science degree in electrical engineering from Virginia Tech. He has attended the AEP System Management Program at Ohio State University College of Administrative Science.

Weddle began his career in 1969 as an electrical engineer in Pulaski and was promoted to power engineer in 1976. He moved to Abingdon Division as Marion area supervisor in 1977 and returned to Pulaski in 1982 as marketing and customer services supervisor. He was promoted to assistant division superintendent in 1985 and division superintendent the following year. □



After 42 years at Kanawha River Plant, Yard Superintendent **Pat Grady** elected early retirement on June 1.

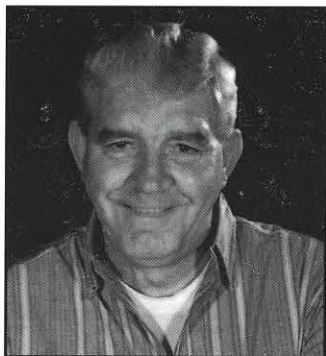
"I started as an elevator boy when the plant was being built," he recalled. "I was just out of high school, but the rest of the boys were World War II and Korea veterans. Then I ended up being the oldest in seniority. Probably nobody else will get that many years.

"I was sitting on my porch one day and got to thinking that the old gang I started with are all gone. I decided it had stopped being fun and was time to go, so I just walked over and signed my papers."

Retirement plans for Pat and his wife Patricia include visiting their two daughters and three grandchildren.

"I have a farm in Rich County that I use as a hunting camp," Pat said. "I told my dad recently that the first weekend it's not raining let's go over to the farm. Then I got to thinking that I don't have to wait for the weekend any more. And I won't have to get in a rush to do anything!"

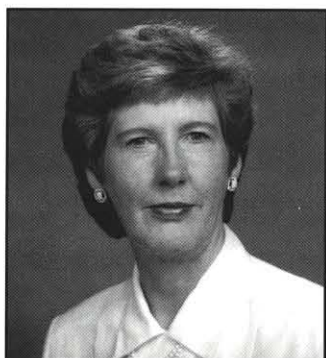
A member of the American Legion, Pat served in the National Guard and was on active duty one year during the Berlin Crisis. □



Although **Harold Jeffers** has been on long term disability leave for nearly 20 years, he remembers that he "enjoyed working at Sporn Plant. There was a nice bunch of men there; everyone was friendly. AEP is the best company I ever worked for."

Harold, a utility worker A, officially retired, effective June 1.

He has two sons and one daughter and makes his home in Pomeroy, Ohio. □



"After 33 1/2 years, I've enjoyed about all of this stress I care to enjoy," said Princeton Customer Services Office Supervisor **Gail Shaffer**. "I'm ready to retire (on July 1) and go on to the next phase of my life. I look forward to doing what I want to do when I want to do it."

The first woman supervisor in Bluefield Division, Gail recalled that "stepping into the unexplored territory for a woman back then was not an easy decision.

"I will miss the daily association with co-workers, especially in Princeton and our division, as well as throughout the company. I won't miss the headaches and stress that go with the job. I felt torn between three forces: satisfying customers, keeping employees happy, and getting the work done. Some days were 'as smooth as silk' but many were 'bad hair days'."

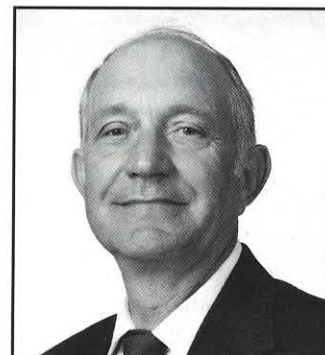
Gail added, "I am most appreciative for all the opportunities I was given by my supervisor and division managers to participate in so many different projects and programs above and beyond my job responsibility. I always appreciated their confidence in me and always tried to do the jobs well. The variety certainly made my career interesting and challenging. One of the nice memories I will have is having visited all 34 customer services offices in the company for petty cash/cashier audits."

Gail noted, "I'm thankful for having had a good paying job with security and good benefits. I'm especially grateful for the change in our retirement program that enables me to retire at 55 with continued medical coverage."

Gail and her husband Bob, who is retired from Norfolk Southern, look forward to traveling and spending a few months in Florida after Christmas each year to golf and enjoy the warm weather.

Gail enjoys playing the piano and organ, competitive croquet, and bowling.

A Mountaineer fan, Gail has a "hard time understanding why there are any VPI fans. I've tried to convert Tobie Eaton (Roanoke division manager) for years!" □



"They have been great years," said **Arnold Anderson** 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."

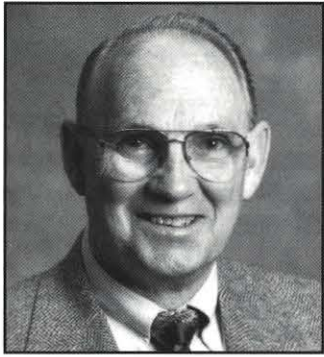
Arnold, an equipment service representative senior in Pulaski, elected early retirement on June 1.

"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. □

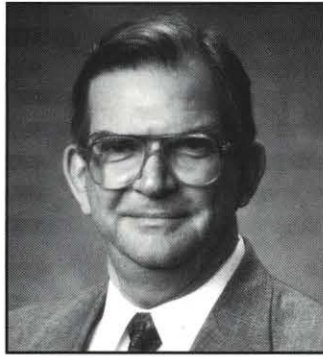


"The first thing I'm going to do is get rid of the alarm clock," said Pulaski Garage Supervisor **Dave Spivey**. "I'm going to find my own schedule and do things as I want to do them."

Dave elected early retirement on July 1 after more than 40 years' service. He began his career in 1955 as a junior clerk in Princeton and advanced through several positions in Bluefield and Pulaski before being promoted to his supervisory post in 1985.

"Each job was different," he said. "I really enjoyed engineering because you met everybody everywhere and got to see construction from start to finish. But I've enjoyed transportation, too, helping people get their jobs done and getting them to where they wanted to go."

Dave plans to travel some, beginning with a trip to Alaska in July. An Army veteran of the Korean War, he is an elder in First Presbyterian Church of Pulaski and enjoys gardening and working with shrubbery. He and his wife Bonnie have one son, two daughters, and three grandchildren. □



"The fact that my dad was born in 1900 may well have been the reason I spent more than 30 years with Appalachian," said Pulaski Division Manager **Bob Kilgore**. He explained that when applying for a job in the summer of 1958, he was interviewed by B. H. McKeever, then Roanoke district meter supervisor. "Back in those days, they could ask you anything they wanted. Mr. McKeever was born in 1900; and, when he found out my dad was born in 1900, I have to think that was what caused me to stand out among the field of applicants."

Bob was hired as an electrical engineer in Roanoke the following year after graduation from Virginia Tech. Working under Division Manager Duncan Kennedy, he advanced to station supervisor and then line supervisor. "I was Mr. Kennedy's administrative assistant for about a year for training purposes," he recalled. "If you made a mistake and learned something from it, he was understanding. But if you kept on making the same mistakes, he was rather unforgiving!"

Bob became Pulaski division superintendent in 1975, Beckley division manager in 1985, and Pulaski division manager in 1990. "I never dreamed of being a division manager," he said. "To me, these were people on a pedestal just because of the type of people they were."

Bob considers himself lucky in that "I was in Beckley when Hurricane Hugo hit Pulaski Division worse than any location in the company, and I was in Pulaski when Beckley had the worst ice storm in its history." His luck ran out last year when the winter ice storms caused damage of historic proportions throughout the company. "I can honestly say I never had a morning I dreaded coming to work," Bob said. "Some of that was because I had come to work the day before and didn't go home!"

He added, "I have always been proud to be a part of this company, and I have been immensely pleased with the quality of people I have had the opportunity to work with at all levels. And I was pleased to see us begin to improve our facilities. For me, that began in 1973 when the Roanoke Service Center was completed. When I went to Pulaski Division, our Hillsville operation was out of one side of a shoe store. We parked trucks on the Carroll County courthouse parking lot; and, when there was a big trial, our guys had to move the trucks. Now we have three new service centers in the division."

After Bob's early retirement on July 1, he and his wife Charlene will continue living in Pulaski "for the foreseeable future." Active in the Rotary Club and First Presbyterian Church, he enjoys woodworking and gardening. "Our daughter lives in Portland, Or., so we expect to do some traveling out there. And we'll continue to tell our son and his wife, who live in Vienna, Va., how to bring up our two grandchildren."

Bob noted, "Both of our children were recipients of AEP educational awards, which I consider one of the finest things the company can do. I put it right up there with the GI Bill of Rights, which got me through college. Even though it didn't pay all the tuition, it was a great program and well administered." □



Jack Wooten, relay specialist senior in GO T&D Protection & Control, Marmet, elected early retirement on July 1 after 41 years' service.

"When I started," he said, "we were subject to go anywhere in Appalachian, Kingsport, or Kentucky power companies. Over the years our travel has been cut back so that now we take care of everything within 100-mile range of Charleston.

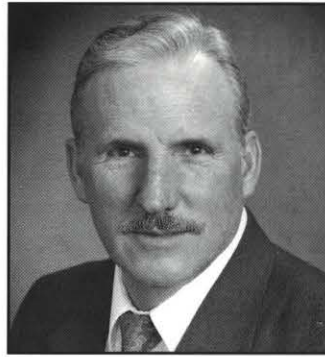
"It wasn't good to be on the road so much, but all in all it hasn't been a bad career."

Jack said he had either worn out or helped wear out ten automobiles since 1960. "I've had a good job and enjoyed working in all the divisions; but, after 41 1/2 years, it's time to go home."

Since Jack's wife Carolyn plans to work a while longer, he has no immediate plans for retirement. "Mostly I'll be doing maintenance on the house," he said. "About the only hobby I have is playing bingo."

He is a member of the Moose Lodge at Nitro, W. Va.

The Wootens have two sons, two daughters, and one grandchild. □



After more than 43 years with Appalachian Power, **Jim Turpin** plans to "learn to play golf and start fishing again."

A power engineer senior in Bluefield, Jim elected early retirement on July 1.

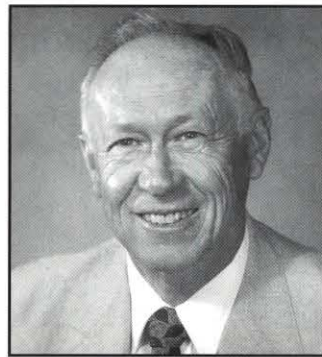
"I liked working with the large industrial customers," he said. "I had around 200 accounts, including 30 above 100 kw."

Jim taught HVAC and electricity for a vocational technical school at night for ten years, and some of his students are now HVAC dealers.

He and his wife Betty, who also is retired, have two sons and seven grandchildren. One son is a minister in Portland, Maine. The other works for Lockheed-Martin in Ft. Worth, Texas, designing controls for airplanes, including the stealth bomber.

"I have been in over half of the states and would like to see some more," he said. "I have a brother in Florida, and I might try renting down there a couple months out of the year to see how we like it."

Jim is active in the Princeton Church of God, serving as Sunday School superintendent, trustee, and member of the choir, pastor's committee, and building committee. He is also on the state lay ministers board. □

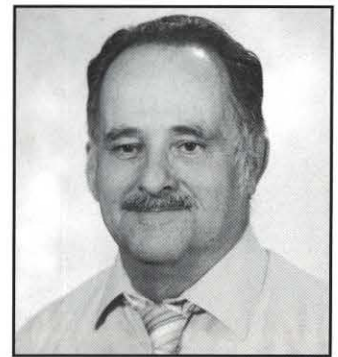


Jimmy Hardwick remembers "throwing rocks at a power pole when I was a boy, and my daddy telling me 'you break something on that pole and you will work for the power company the rest of your life.' He didn't tell me I would work for the power company the rest of my life anyway!"

Jimmy was assistant regional chief dispatcher in the Abingdon RDC before electing early retirement on July 1. "After 39 years, I feel like I've been here long enough," he said. "Actually, I'm not retiring, just changing jobs, doing what I want to do. I have 200 acres and 90 head of cattle, and mostly my hobby is taking care of the cattle and gardening."

Jim said he has always wanted to go out West, "so I might put that in the picture one of these days."

He and his wife Sylvia have two sons and three grandchildren. He is an usher at Abingdon Bible Church. □



Bill Smith claims he was "born and raised up in the power company. It's family." His father, the late Sidney Smith, was payroll audit and procedures supervisor in the GO Accounting Department, Roanoke.

Bill began his Appalachian career in 1963 as a system utility helper at Switchback and worked at Turner before transferring to the Roanoke RDC. He was regional dispatcher at the time of his early retirement on July 1.

"The storms and trouble we had at times could get aggravating, but you serve the public and try to help them as best you can. Whatever the company required, I tried to give. My philosophy is that if you give what the company asks, do the best you can, and follow the rules, the company will take care of you."

Bill said he will miss the people very much. "Some of them I talked with for years on the telephone but never saw." He especially will miss the fellowship of his co-workers. "When I transferred to Roanoke, they made me feel right at home," he said.

Bill and his wife Sue have two daughters. □



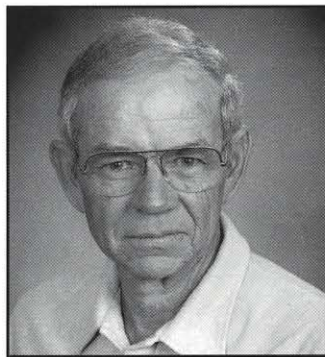
“When I first started working in data processing, I had the feeling I would make a mistake and blow the whole system,” recalled **Marcia Kelly**. “It didn’t take too long to get over that, but it did take a while to get used to shift work. Once my body got used to it, however, I loved working nights and would trade off with the other employees as much as I could.”

Marcia, a data processing operator A in GO Accounting, Roanoke, elected early retirement on June 1 after 22 years’ service.

“I like to do carpentry work, and my retirement present to myself will be a table saw,” she said.

Marcia enjoys attending rock concerts, collecting novels, reading, and hiking. “I belong to the Appalachian Trail Club,” she said, “and help with trail maintenance. There are five maps in Virginia, and I have hiked almost one. Sometime I would like to do the whole 2,000 miles.”

She also belongs to the Sierra Club and Wilderness Society. □



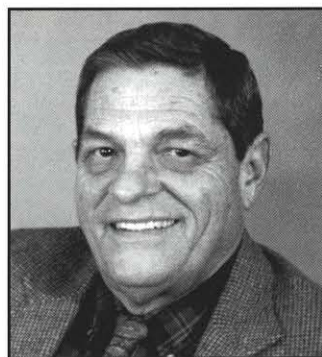
“My uncle, who worked for the power company in Welch, encouraged me to apply for a job at Appalachian,” recalled **John Danley**. “I’m glad he did because the company has been real good to me. I don’t think I could have done any better!”

A line construction and maintenance representative in Bluefield, John elected early retirement on July 1 after nearly 38 years’ service.

“One of my most interesting experiences happened twice,” he said. “Two different times people shot at the helicopter when we were spraying right-of-way.”

John said his plan now is “to be free to do whatever I want to do. I enjoy hunting, fishing, and running. My wife Bea and I run in a lot of 5K and 10K races, and we have more trophies and T-shirts than we know what to do with. We race about every weekend in the summer and fall because we really enjoy it.”

The couple has one son, one daughter, and three grandchildren. They attend Falls Mills Methodist Church. □



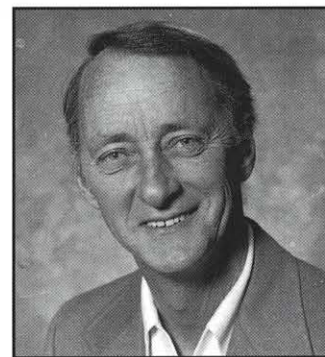
The first thing **Ed Boush** plans to do following his July 1 retirement is “go fishing at Hatteras for two weeks. That’s my favorite fishing hole, and I go down there as often as I can.”

Ed started to work on a part-time basis while a student at Virginia Southern Business College “when the 650 computer system was put in,” he recalled. “I went to full-time in December 1959. When I was put on the materials management system as accounting coordinator, I met everybody in the System, and I enjoyed that. It was out on Monday and back in on Friday. We quit traveling in ’92.”

Ed retired as stores accounting supervisor in GO Accounting, Roanoke.

“I want to start playing golf again, and we have a couple of cruises planned,” he said.

Ed and his wife Patricia have one son, two daughters, and four grandchildren. He is a member of Knights of Columbus and St. Andrews Catholic Church. □



Dickie Atkins, Madison area service restorer, officially retired on June 1 after nearly six years on long term disability leave. “Aetna and the company have been awful good to me,” he said.

Dickie recalls that he had to choose between a job with C&P Telephone Company and Appalachian back in 1956. “C&P paid \$1 an hour and Appalachian \$1.40, so I chose Appalachian. Back then, 40 cents was a lot of money because I already had a family.”

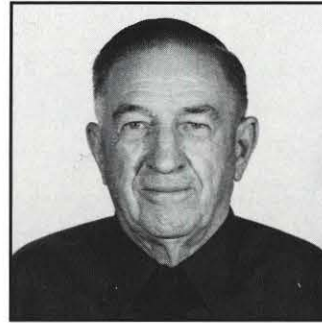
He added, “I was into climbing before I ever came because my father worked for C&P 42 years, and I used to help him a lot.”

Dickie said what he enjoyed the most about his 38 years’ service was the men he worked with. “I had to leave because I couldn’t climb any more. I can play golf though, and I go all over the country to play in tournaments. My favorite course is Old White at White Sulphur Springs.”

He and his wife Linda have one son, two daughters, and one grandchild. An Army veteran, he attends Madison Methodist Church. □



Henry A. Dooley, 78, retired senior visitors center attendant, Smith Mountain, died May 23. A native of Bedford, Va., he was employed in 1967 and retired in 1987. Dooley is survived by one daughter and two sons.



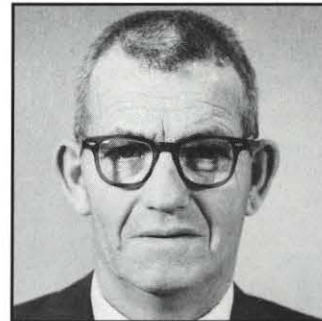
Dooley

Billie Combs Wooldridge, 58, retired Grundy customer services representative A, died June 13. A native of Buchanan County, Va., she had two periods of broken service before beginning permanent employment in 1970 as a cashier III. She elected early retirement on June 1 after being on long term disability leave since October 1994. Wooldridge is survived by her husband Hassell, P. O. Box 204, Grundy, Va.; two sons; two grandchildren; her mother; and one sister.



Wooldridge

Arthur F. Whaples, 82, retired St. Albans area serviceman, died May 28. A native of Charleston, W. Va., he first worked for Appalachian from 1928-31 and returned as a laborer at Charleston in 1936. He elected early disability retirement in 1974. Whaples is survived by one son.



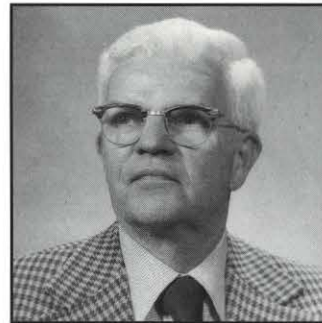
Whaples



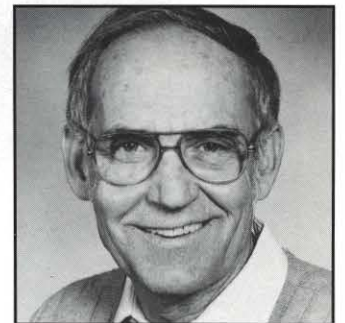
Counts

Kilby P. Counts, 98, retired Charleston district office supervisor A, died June 2. A native of Birchleaf, Va., he began his career in 1924 as an assistant storekeeper in Roanoke and retired in 1962. Counts is survived by one son.

John T. Bunton, 81, retired Clinch River Plant office supervisor, died June 5. A native of Lexington, Ky., he was hired in 1934 as a plant clerk at Kentucky Power's Hazard Plant and retired in 1978. Bunton is survived by one son, one daughter, and three grandchildren.



Bunton



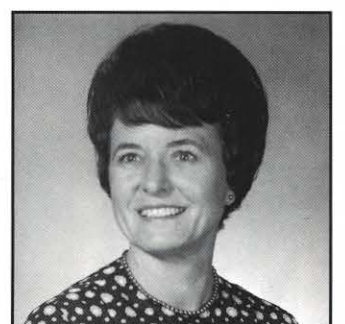
Stricklen

William H. Stricklen, 68, retired Point Pleasant general line crew supervisor exempt, died June 7. A native of Charleston, W. Va., he was employed in 1946 as a laborer and elected early retirement in 1987. Stricklen is survived by his wife Dortha, Route 1, Box 584 Sand Hill Road, Point Pleasant, W. Va.; and three sons.

Marion E. Shank, 73, retired payroll supervising clerk, GO Accounting, Roanoke, died June 12. A native of Roanoke, Va., she was hired in 1958 as a payroll clerk and elected early retirement in 1982. Shank is survived by two sisters and one brother.



Shank



Carter

Doris E. Carter, 71, retired stores accounting clerk A, GO Accounting, Roanoke, died June 22. A native of Salem, Va., she began her career in 1973 as a stores classification clerk and elected early retirement in 1986. Carter is survived by one sister, one brother, one nephew, two nieces, one great-niece, and two great-nephews. □



Tenney-Halverson

Laura A. Halverson to Scott E. Tenney, April 22. Laura is the stepdaughter of Robert M. Miller, St. Albans meter reader.



Mann-Wiseman

Keri Frances Wiseman to James Scott Mann, Ripley area supervisor April 22.

Abingdon

Samuel Phillip, son of Phillip R. Owens, Gate City line mechanic A, May 21.

Clinch River Plant

Jonathan D., son of Stephen Rasnake, equipment operator B, May 30.

General Office

Amy Elizabeth, daughter of Dennis Roberson, stores attendant, GO T&D Stores, Roanoke, May 17.

Della Brooke, daughter of Clayton L. Preas, energy services coordinator, GO Customer & Marketing Services, Roanoke, May 17.

Kanawha River Plant

Morgan Rene, daughter of Timothy W. Carrico, equipment operator B, April 18.

Mountaineer Plant

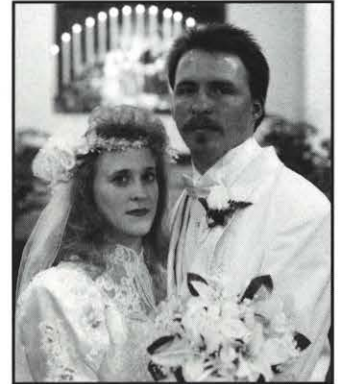
Trenton Tyler Wayne, son of Keith Wolfe, equipment operator B, May 9.

Pulaski

Reece Glenn, son of Glenn Edwards, Galax line mechanic D, May 11.

Philip Sporn Plant

Matthew, son of John Ohlinger, unit supervisor, May 25. □



Hedrick-Thomas

Stacy Lynnette Thomas to Gregory Wayne Hedrick, April 14. Stacy is the daughter of John W. Thomas, hydro crew supervisor, GO Hydro Generation, Reusens.

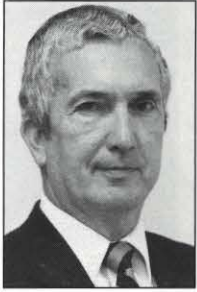


Strock-Johnson

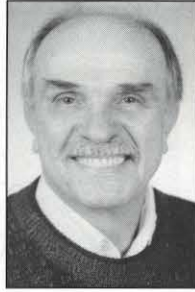
Carolyn Jean Johnson to Eric Stephen Strock, Pulaski engineering technician, May 6.



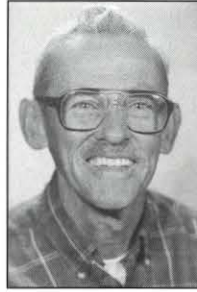
S E R V I C E A N N I V E R S A R I E S



George Hesson
stores supervisor
Philip Sporn
35 years



John Taylor
maint. mech. A
Philip Sporn
35 years



Bob Fisher
trans. sta. mech. A
GO-Marmet
35 years



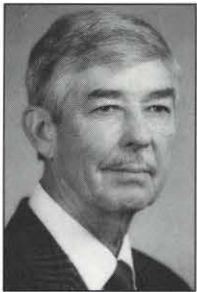
Judith Brewer
sta. acct. sr.
GO-Roanoke
35 years



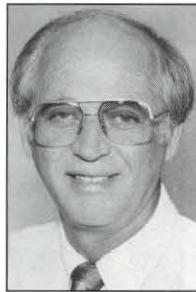
Faye Amos
benefits admin.
GO-Roanoke
35 years



Odell Palmer, Jr.
hydro mech. A
GO-Claytor
30 years



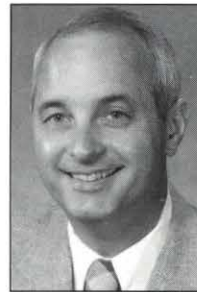
R. C. Withers
line crew supv. NE
Lynchburg
30 years



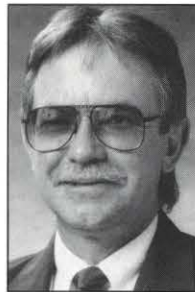
Ken Ashworth
line crew supv.
Roanoke
30 years



Carolyn Zimmerman
sec. steno. A
GO-Roanoke
30 years



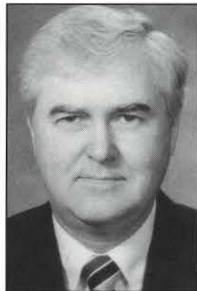
Joel Harrison
plant manager
Clinch River
30 years



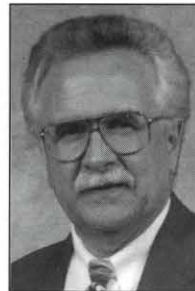
Phil Richardson
cl. supv.-gen. rec.
GO-Roanoke
30 years



Glen Shumate
trans. line crew supv.
GO-Bluefield
30 years



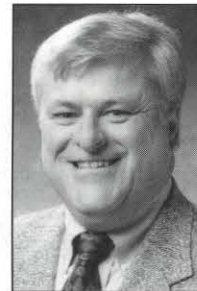
Everett Townley
plant manager
Glen Lyn
30 years



Harry Ruloff, Jr.
T&D supt.
Logan-Williamson
30 years



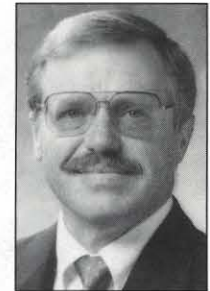
Linda Naff
secretary
GO-Roanoke
30 years



Dave Brammer
sta. clerk A
GO-Roanoke
30 years



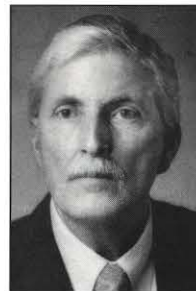
Marsena Hartless
staff accountant
GO-Roanoke
30 years



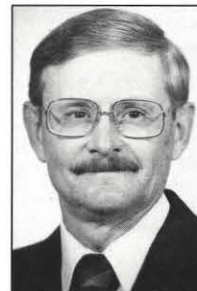
Jay Johnson
sta. proj. supt.
GO-Roanoke
30 years



Don Woolwine
line crew supv.
Christiansburg
30 years



Jim Dalton
sta. crew supv. NE
Lynchburg
25 years



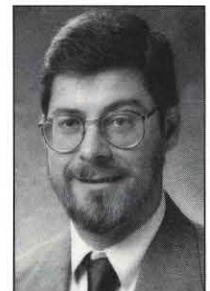
Gary Stoots
meter reader
Marion
25 years



Bonnie Worley
sec.-steno. B
GO-Roanoke
25 years

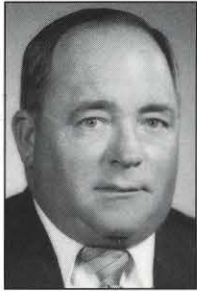


Dave Martin
hum. res. supv.
John Amos
25 years



Danny Sink
C/A pay. clk. A
GO-Roanoke
25 years

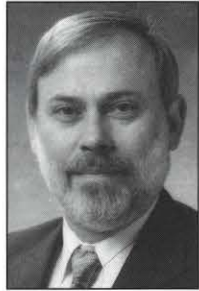
S E R V I C E A N N I V E R S A R I E S



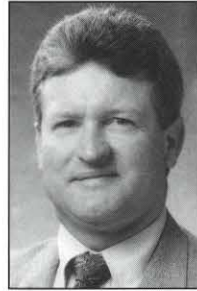
John Thomas
hydro crew supv.
GO-Reusens
25 years



Karen Burtis
secretary
GO-Roanoke
25 years



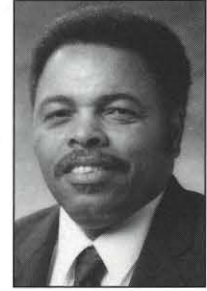
Joe Kuehn
eng. tech. I
GO-Roanoke
25 years



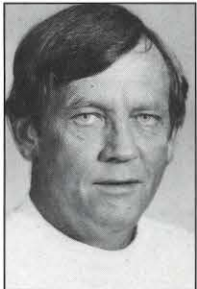
Bill Humphrey
sta. gen. supv.
GO-Roanoke
25 years



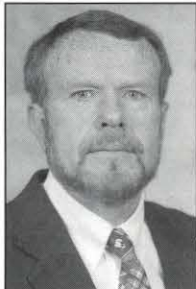
Ed Caldwell
eng. graph. supv.
GO-Roanoke
25 years



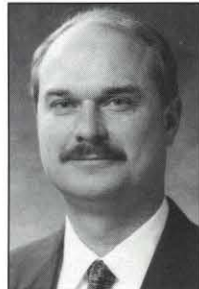
Bennie Graves
hydro crew supv. NE
GO-Roanoke
25 years



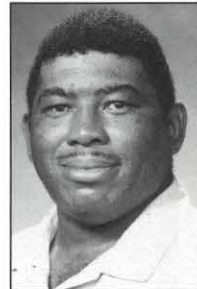
Sam Martin
gen. servicer
Fieldale
25 years



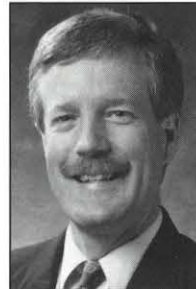
Bob Sanney
eng. supv.
Logan
25 years



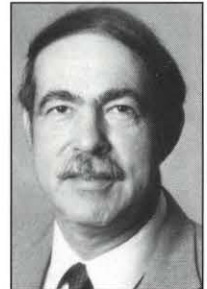
Mark Dooley
pro. & con. reg. supv.
GO-Roanoke
25 years



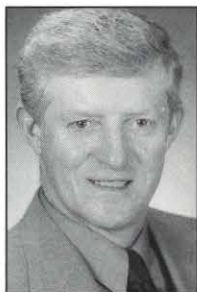
Bernard Lewis
trans. mech. A
GO-Bluefield
25 years



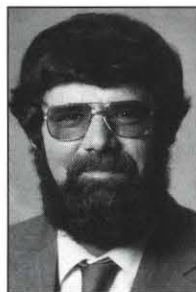
Dave Barger
eng. tech. I
GO-Roanoke
25 years



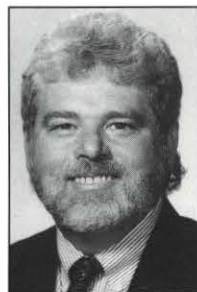
Ken Roberts
M&CS supv.
Pulaski
25 years



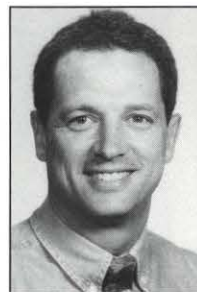
Kenny Cooper
asst. shift op. eng.
Mountaineer
25 years



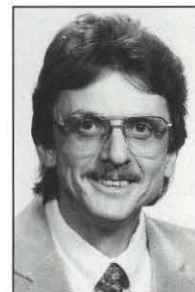
C. A. Terry, Jr.
auto. mech. A
Pulaski
25 years



Mike Smoot
mach. 1st class
CMS
20 years



Chris Turley
NDE insp. 1st class
CMS
20 years



Larry Blankenship
machinist 1st class
CMS
20 years



Pat Banks
cust. serv. rep. A
Bluefield
20 years

Abingdon

10 YEARS:
Everett Phillips
Clintwood area supervisor

John Amos

15 YEARS:
Robert Summers
custodian
Clarence Wheatley, Jr.
control technician
Rodney Dillon
control technician
Twyla Browning
control technician
Rex Burns
control technician

Ronnie Callendar
plant engineer senior

Brad Moore
control technician

Dwight Kidd
plant engineer senior

5 YEARS:
Don Bihl
stores administrator
Joe Day, Jr.
plant engineering technologist

Beckley

15 YEARS:
Randal Robertson
engineering technologist I

Dale Miller
line mechanic A, Rainelle

Bluefield

15 YEARS:
Jo Sparks
T&D clerk A
Kim Helmandollar
secretary-stenographer B
Frank Cline
stores attendant B
Joe Robinson
engineering technologist I
John Reeves
line mechanic A, Welch
Larry Jeffries
stores attendant B



Dave Gordon
engineering supervisor

10 YEARS:
Austin McMillion
Pineville area supervisor

Tim Craig
line mechanic A, Peterstown

5 YEARS:
Tracy Cumbee
custodian, Princeton

Central Machine Shop

15 YEARS:
Eric McComas
plant office supervisor

Charleston

15 YEARS:
Wendell Ennis
custodian

5 YEARS:
James Fawcett
M&CS representative

Bernard Bennett
line con. and maint. rep.

Clinch River

25 YEARS:
Roger Kiser
maintenance mechanic A

15 YEARS:
William Tignor
maintenance mechanic C

General Office

25 YEARS:
Bobby Harvey
station const. rep. sr.
GO T&D Station, Bluefield

20 YEARS:
Damon Pearson
express driver
GO General Services, Roanoke

15 YEARS:
Raylene Barr
secretary-stenographer B
GO Rates, Tariffs & Contracts, Roanoke

Diane McDaniel
purchasing clerk A
GO Purchasing, Roanoke

Michael Nielsen
supervising computer graphics technician
GO T&D Engineering Graphics, Roanoke

John Meeks, Jr.
station mechanic A
GO T&D Station, Bluefield

10 YEARS:
Everett Dailey
transmission equipment operator senior
GO T&D Transmission, Turner

Cheryl Reeves
classification & accounts payable clerk B
GO Accounting, Roanoke

Joe Coley
engineer senior
GO T&D Station, Roanoke

Mary Jo Stevers
engineer senior
GO T&D Protection & Control, Roanoke

Tommy Antill
engineer senior
GO T&D Station, Marmet

John Galatic
engineer senior
GO T&D Engineering, Roanoke

Don Nichols
key accounts manager
GO Customer & Marketing Services,
Roanoke

5 YEARS:
Kenny Morrison
reservoir equipment operator
GO Hydro Generation, Pennhall

Kelly Bledsoe
engineer I
GO T&D Civil Engineering, Roanoke

Huntington

20 YEARS:
Larry Thompson
line mechanic A

15 YEARS:
Karen Twohig
customer servicer

Jack Preece
line mechanic A

10 YEARS:
John Berry
line mechanic A

Kanawha River

15 YEARS:
Sherry Youell
plant clerk C

10 YEARS:
Rosalie Creathers
filter plt. op. & samp.

5 YEARS:
Betty Hudnall
utility worker A

Kingsport

15 YEARS:
Carolyn Hubbard
sr. cust. serv. rep.

Logan-Williamson

15 YEARS:
Randall Marcum
line crew supervisor NE, Williamson

Bill Bradsher
engineering technologist, Logan

5 YEARS:
Gail Coleman
customer services representative C, Logan

Lynchburg

15 YEARS:
Ronnie Eubank
electrical engineer sr.

5 YEARS:
Warren Bailey
meter reader

Mountaineer

15 YEARS:
Warner Roush
equipment operator A
Brian Smith
coal equipment operator
Kenny Williams
maintenance mechanic B

Pulaski

15 YEARS:
Dorothy Beasley
T&D clerk A

Juanita Dunagan
T&D clerk B

Roanoke

25 YEARS:
Trisha Drummond
secretary-stenographer A

15 YEARS:
Bruce Tolson
clerical supervisor-T&D, Fieldale

5 YEARS:
Janice Overstreet
meter reader

Philip Sporn Plant

5 YEARS:
Timothy Cox
plant engineer senior

Michael Shreves
plant engineer I



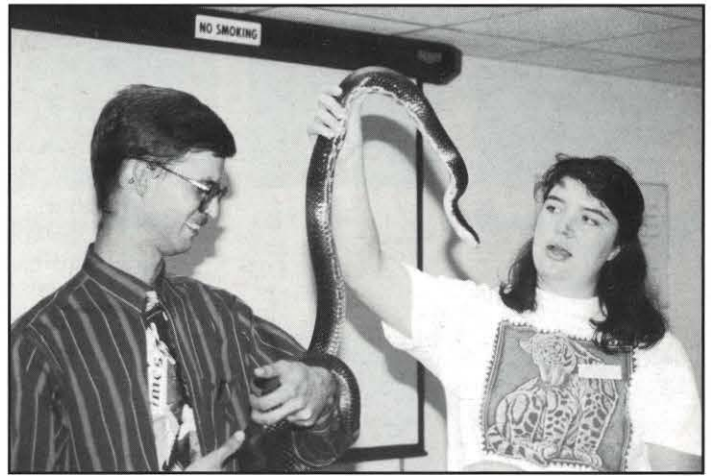
Don't Tread on Me: Todd Hancock

Rocky Mount Engineering Technician Todd Hancock's response to almost stepping on a snake in Franklin County left his coworkers with a lasting impression — Todd's back and elbows as he left the scene. He wasn't sure if the snake was poisonous or not, but he wasn't taking any chances. His coworkers continued to rib him about his reaction to serpents, until he brought the equivalent to a den full of them to a safety meeting at the Rocky Mount office.

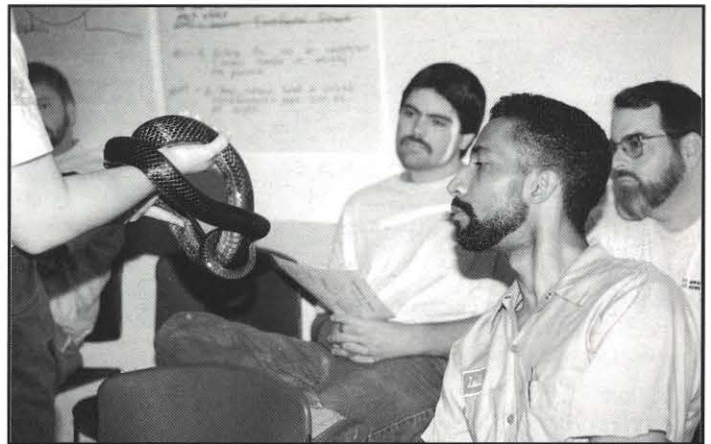
"It was a humorous situation that Todd made the most of and turned it into an educational safety topic," says Dale Hamblett, Rocky Mount engineering technician, sr., who was with Todd when he nearly stepped on the snake. Todd contacted Amy Chattin, education coordinator for Roanoke's Mill Mountain Zoo, to bring some specimens to the meeting to help employees distinguish poisonous snakes from non-poisonous ones.

"He didn't tell them we were coming," Chattin says. "He said he was going out to bring in the donuts. In fact he was bringing in two snakes, a black rat snake (like the one he encountered in the field) and a corn snake (or red rat snake). "Some people were inhibited at first, but then warmed up after I began walking around with the snakes," Chattin says.

"Even those of us who were able to identify poisonous from non-poisonous snakes learned something at the meeting," Hamblett says. □



Todd Hancock, Rocky Mount engineering technician, handles a black rat snake with the assistance of Amy Chattin, education coordinator from Mill Mountain Zoo. Hancock's coworkers were giving him a hard time for fleeing the scene when he almost stepped on a snake. Hancock asked Chattin to speak to a group of Rocky Mount employees at a recent safety meeting and explain how to distinguish a poisonous snake from a non-poisonous one.



Les Jones, Rocky Mount custodian, cautiously observes a snake during a safety presentation.

Chattin's lesson to the group on poisonous and non-poisonous snakes in West Virginia and Virginia included these tips:

- Primarily there are only three poisonous snakes in North America, the copperhead, the rattlesnake and the cottonmouth moccasin.
- Non-poisonous snakes usually have oval shaped heads, round pupils, no pit between their nostril and eye, divided scales under their tails and no rattles.
- Poisonous snakes have distinctly triangular heads, elliptical pupils, heat sensing pits between their nose and eye, undivided scales under their tails and some have rattles.

Illuminator

**AEP APPALACHIAN
POWER**

P.O. BOX 2021
ROANOKE, VIRGINIA 24022

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

DO NOT FORWARD
ADDRESS CORRECTION REQUESTED
RETURN POSTAGE GUARANTEED