

# Illuminator

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#### **EDITORIAL STAFF**

C. Wayne Hasty, APR public affairs director

Roanoke, Virginia 24022

Betty Lou Carter editor of publications

Todd F. Burns staff writer

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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

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About the cover: Wearing the new fire retardant clothing mandated by OSHA are, l. to r., John Kennedy, Huntington line mechanic D (coveralls); Robbie Jolly, Roanoke electrical engineer I (jacket); and Johnnie Ross, Charleston line mechanic D (shirt). See story on page 16.

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# A Conversation with Joe Vipperman

(Editor's Note: The Illuminator sat down recently with Appalachian Power President Joe Vipperman for a conversation about the Mission Project, recent New Directions announcements, and other subjects of current interest to company employees and retirees. Earlier plans were to share this information with employees through a videotaped report. However, in view of several announcements regarding changes scheduled in late July, it was decided that an interview in the Illuminator was preferable to a videotape since it normally takes several weeks for all employees to actually view such a taped report.)

Q. In mid-June, you were named as executive in charge of the new AEP Energy Services group. Can you give us an idea about some of the things you and your associates are currently working on to develop this organization?

A. Much of our attention is focused on bringing to reality the concepts developed under AEP's New Directions and embodied within APCo's Mission Project and similar projects conducted in other AEP companies. For example, the general objectives for improved safety, as well as improved reliability and earnings, stay as primary goals of the new organization. Currently, we are moving through what I believe are the logical steps of having first identified our goals, to the current step of identifying the activities that are necessary to reach those goals, followed by the development of an organizational structure, and finally specific staffing.

Q. In view of New Directions announcements over the past several months regarding the restructuring of AEP, where does this leave the implementation of our own Mission Project?

A. We have already implemented a number of things which were approved in the Mission Project, including additional safety personnel and safety training, the introduction of special customer relations training for more than 2000 of our employees, and increased funding of our right-of-way maintenance program to achieve better reliability by moving toward a five-year maintenance cycle.

Obviously, the current AEP restructuring studies make it prudent for us to review and rethink some of our Mission-approved plans. However, it is important to know that all of the information from the Mission Project and the other operating company studies are being considered so that the findings and best practices of each can be shared systemwide.

As time goes along, we expect to implement additional recommendations where and when there is an appropriate fit with AEP's New Directions initiatives. The Mission Project helped us better understand how and why we do things and, in my view, provided valuable information and insight that otherwise we would not have. I believe it was both useful and beneficial.



Q. Earlier this year, as the result of a Mission Project recommendation, T&D station and line functions were reorganized into regions. Do you see other functions in the company being similarly reorganized into regions?

A. The subject of regionalizing other functions within our company is currently being studied as part of the AEP restructuring. No final decisions have been made yet; but, based on my early observations, there appears to be merit in a melding of the Appalachian area approach with the regional approach taken in both I&M and Ohio.

Q. Are the state Human Resources offices in Virginia and West Virginia, which were announced earlier this year, going to open? A. The state organization for handling human resources services was an innovative step initiated during Appalachian's Mission Project. However, the delivery of support services for AEP's new organization may vary somewhat from that of the existing operating companies. This state model, along with others, is under consideration but no decision has been made.

Q. How is the pilot phone center in Charleston working out?

A. The phone center in Charleston is receiving approximately 870 calls daily, with an average response time of less than 30 seconds. Customers have expressed appreciation not only for the convenience of the extended phone hours but also for the ability to get through without waiting. They also are commenting on the 'personal service,' having their calls answered by a real person instead of a machine.

A. Here at Appalachian, we have redesigned the Powergram and are distributing it weekly to all supervisors and managers. The news items it contains will help our management team be better informed and prepared to answer employees' questions. Powergram also is being posted on all company bulletin boards. We have speeded up the process for sending and posting Flashes and other bulletin board messages so I would encourage all employees to check the boards for fresh information as part of their regular routine. We also are making some content and design changes in the Illuminator to better complement our other employee communications materials.

Fourteen members of our senior management team were among more than 100 AEP managers who were specially trained this Spring as communicators. They facilitated the employee information meetings in early June and will be sharing New Directions information as required in the future.

AEP introduced a *Next Steps* newsletter in June, and it will be published periodically. The

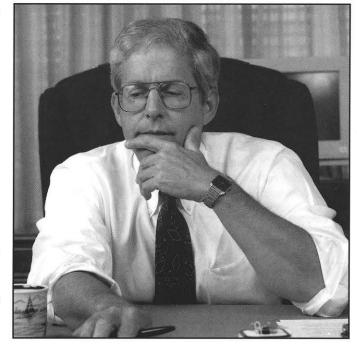
next edition will be out in early August and will be sent to the homes of all employees and retirees.

The New Directions 800 Hot Line (1-800-683-3367) has received about 50 calls from System employees during its first six weeks of operation.

I am sure our employees and retirees understand that, because of its timing, content, or a special sensitivity, it is not always possible to share information in as timely a fashion as they would like. Over the past year, however, a major effort has been made to communicate more openly and more frequently as plans are being developed rather than waiting until every "i" is dotted or "t" is crossed.

Q. Is the planned Wyoming-Cloverdale 765 kV line affected in any way by AEP's restructuring?

A. The need for the line is driven by customer demand within Appalachian's traditional operating territory so its need will not be affected, nor will the Company's support for the preferred corridor that was developed by the team from



"We need to appreciate that we have a number of strengths going for us, namely an intelligent and dedicated workforce and the fact that we are a low cost producer of energy."

Virginia Tech and West Virginia University. Organizationally, responsibility for the line will shift to the AEP Energy Delivery Group, but this should have no real effect on the project itself.

Q. What advice would you give Appalachian Power employees during these changing and uncertain times? When will we see the total picture of the AEP restructuring?

A. First, we should all take every opportunity to understand what is happening in our industry and realize that deregulation and competition are here to stay. We are making every effort to provide that information on a timely basis through the communication media I mentioned earlier.

Second, we need to appreciate that we have a number of strengths going for us, namely an intelligent and dedicated workforce and the fact that we are a low cost producer of energy. Many of our competitors have neither.

Third, we must realize what it means, and what it takes, to compete. Most of us have never worked in a competitive environment. Customer satisfaction and reliability of service will continue to be major factors in assuring that we can hang onto our present customers and gain new ones.



AEP expects to have its restructured organization plan essentially complete this fall with many of the appointments announced by year end. However, some changes will probably not occur until after the first of the year.

Our individual and collective security can best be assured by our total dedication to meeting and exceeding our goals. In-

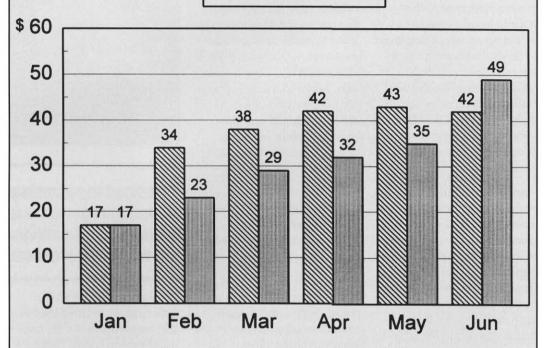
## "We must realize what it means, and what it takes, to compete."

dividually, it stands to reason that we are better off with a company that is succeeding than with one that is not. Your management team is committed to finding the best ways to accomplish our goals but we need for each and every employee to give it his or her best every single day. In short, we need to continue to do our jobs in the most efficient and safest way possible.

# **Appalachian Power Company Earnings Applicable to Common Stock**

Year to Date In Millions





This graph compares Appalachian Power's earnings for common stock during the first six months of 1995 and 1994. Appalachian earned \$42 million applicable to common stock through June 1995 while \$53 million in stock dividends were declared. Appalachian's authorized return on equity is 11.4% in Virginia and 12.0% in West Virginia. However, the company's earned return on equity for the 12 months ended June 30, 1995, was 8.2%.

\$42 Million = 1995 Earnings Applicable to Common Stock through June \$53 Million = 1995 Common Stock Dividends Declared through June

8.2% = Earned Return on Equity for 12 months ended June 30, 1995

11.4% = Authorized Return on Equity in Virginia

12.0% = Authorized Return on Equity in West Virginia

# **AEP Names Five New State Presidents**







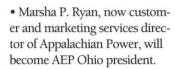
Carson

Waldo

Ryan

address needs of AEP customers in seven states were named last month by E. Linn Draper Jr., AEP chairman, president and chief executive officer. The following appointments are effective January 1, 1996:

- R. Daniel Carson Jr., now vice president of Appalachian Power Company, will be AEP Virginia-Tennessee president. He will continue to be based in Roanoke, Va.
- Dana E. Waldo, currently serving as vice president of Appalachian Power, will become AEP West Virginia president. He will continue to be based in Charleston, W. Va.



• Coulter R. "Dick" Boyle III, now president of Kentucky Power Company, will become AEP Indiana-Michigan president. Richard C. Menge, 60, president and chief operating officer of Indiana Michigan Power Company, plans to retire after 34 years with AEP. • Timothy C. Mosher, now manager of the Central Region of Ohio Power and Columbus Southern Power companies, will become AEP Kentucky president.

The five state-level presidents will report to William J. Lhota, AEP executive vice president and head of AEP's newly created Energy Delivery & Customer Relations group.

"These new state-level AEP presidents are part of a broader functional realignment designed to give our seven operating subsidiaries a new, single-company identity under the AEP brand," Draper said.

"At AEP, we are redesigning our work to keep our customers satisfied and win new customers, even when their needs go beyond state and traditional utility boundaries. Our efforts are focusing on ways to streamline our response time and raise our standards of service to meet the rigorous demands of regional utility competition for customers," said Draper.

New presidents will devote their full attention to customer, public, and policy concerns. The responsibility for power generation and transmission and distribution operations will be centralized under new groups at AEP in Columbus.

"This will allow our state presidents to become even more accessible to customer groups, regulators, legislators, and community leaders who play a large role in our ultimate success," Draper said.

As has been previously announced, Joseph Vipperman, now serving as president and chief operating officer of Appalachian Power, will head AEP's new Energy Transmission and Distribution Group, effective January 1.

In a related appointment, David J. Denham will become manager of Wheeling area operations for AEP, which Waldo had headed until earlier this year. Denham currently serves as human resources director at Wheeling Power Company.

Carson joined Appalachian Power in 1970 as a civil engineer in GO T&D Civil Engineering, Roanoke. He has served as vice president of Appalachian Power since 1992, with experience in the company's government affairs, rates, and accounting areas since 1986. He also has served as Abingdon division manager, Roanoke division assistant manager, and administrative assistant to the president of Appalachian Power.

A registered professional engineer, Carson earned a bachelor's degree in civil engineering at Virginia Polytechnic Institute & State University, a master's in business administration at Lynchburg College, and a master's in management as a Sloan Fellow at the Mas-

sachusetts Institute of Technology.

Waldo joined Columbus
Southern Power's accounting
department in 1974 and transferred to AEPSC's controller's
department in 1983, returning
to CSP in 1984 as director of
construction accounting. Since
then he has served as CSP's
Wellston area manager and
Athens division manager. He
became president and chief
operating officer of Wheeling
Power in 1993 and vice president of Appalachian on August
1, 1995.

Waldo earned his bachelor's degree from Franklin University and a master's degree in business administration from Ohio University.

A graduate of Ohio Dominican College, Ryan served five years as director of the Consumer Services Department of the Public Utilities Commission of Ohio. She also was deputy director of the Ohio Office of Consumers' Counsel (an advocate for residential utility consumers) and worked in the consumer frauds and white collar crime divisions of the Ohio Attorney General's office and the Ohio Department of Commerce. She joined AEP in 1990 as manager of demand side management programs and has been customer and marketing services director of Appalachian Power since January 1994.□

## POWER PLANT REORGANIZATION UNDERWAY

merican Electric Power last month announced a severance plan to reduce about 1,200 jobs at 16 fossil-fuel power plants in five states.

"This is another significant step in a com-



prehensive restructuring plan to improve performance and ensure our competitiveness amid sweeping changes in the electric utility industry," said E. Linn Draper, Jr., chairman, president and chief

executive officer. The plan is one part of an overall restructuring program across AEP's seven-state service area to realign functionally into separate power generation and energy delivery groups.

Job reductions are expected to begin sometime in early October and continue into 1996. Reductions will affect power generation plants in West Virginia, Virginia, Ohio, Kentucky and Indiana. AEP's fossilfuel plants currently employ about 5,200 workers.

A breakdown of job reductions are:

West Virginia: John E. Amos Plant, St. Albans, 130 jobs; Mitchell Plant, Moundsville, 95 jobs; Kammer Plant, Moundsville,

Power Plant Job Reduction Breakdown

	Targeted	Current
	Reductions	Workforce
John E. Amos	130	500
Big Sandy	55	226
Cardinal	100	400
Clinch River	10	170
Conesville	140	525
Gavin	100	482
Glen Lyn	10	126
Kammer	85	240
Kanawha River	30	135
Mitchell	95	256
Mountaineer	80	244
Muskingum	85	370
Picway	5	51
Rockport	125	454
Philip Sporn	85	345
Tanners Creek	95	293

85 jobs; Mountaineer Plant, New Haven, 80 jobs; Kanawha River Plant, Glasgow, 30 jobs; and Philip Sporn, New Haven, 85 jobs. State total: 505 jobs.

Virginia: Clinch River Plant, Cleveland, 10 jobs; and Glen Lyn Plant, Glen Lyn, 10 jobs. State total: 20 jobs.

Ohio: General James M. Gavin Plant, Cheshire, 100 jobs; Conesville Plant, Conesville, 140 jobs; Muskingum River Plant, Beverly, 85 jobs; Cardinal Plant, Brilliant, 100 jobs; and Picway Plant, near Columbus, 5 jobs. State total: 430 jobs.

Indiana: Rockport Plant, Rockport, 125 jobs; Tanners Creek Plant, Lawrenceburg, 95 jobs. State total: 220 jobs.

Kentucky: Big Sandy Plant, Louisa, 55 jobs. State total: 55 jobs.

"We have carefully studied the needs of our power plants," said John R. Jones, AEP senior vice president of fossil-hydro generation. "As a result of those studies, we realize that our business depends on our ability to improve performance," he added.

Two new regional service organizations will provide services that will enhance plant performance. The scope of these services has not been finalized.

In the future, AEP fossil-fuel plants will be staffed to perform "running maintenance," that is, maintenance performed while the generating units are producing energy, rather than being staffed for both running maintenance and scheduled outages.

Information meetings with employees and union representatives began July 31. A severance plan will be offered and the company's retirement plan allows early retirement beginning at 55. "We hope that many employees will find our severance plan attractive, limiting the need for non-voluntary reductions," Jones said. Based on the number of employees who choose voluntary separation, the company will then make whatever number of involuntary reductions are necessary to reduce the power plant work force to the targeted level.

Employees of AEP's hydroelectric generating plants, its Ohio Centralized Plant Maintenance group at Moundsville, W. Va., its Centralized Plant Maintenance group at Point Pleasant, W. Va., and its Central Machine Shop at South Charleston, W. Va., are also being given the opportunity to elect voluntary separation from the company, recognizing that there also will be reductions in these units.

In June, AEP announced the formation of functional groups for the utility's transmission, distribution and generation organizations. "This announcement is a continuation of our measures to realign our business in ways that will secure our future

The Federal Energy Regulatory Commission recommended that electric utility companies separate power generation from power transmission and distribution functions to ensure that utilities cannot use transmission systems as a way to give a special competitive advantage to their own plants in the market for wholesale power.

competitiveness in a deregulated and competitive marketplace," Jones explained.

The Federal Energy Regulatory Commission (FERC) earlier this year strongly recommended that electric utility companies separate power generation from power transmission and distribution functions to ensure that utilities cannot use transmission systems as a way to give a special competitive advantage to their own plants in the market for wholesale power. □



## **APPALACHIAN POWER NEWS**

## Log In To The Computer Age With APCo's Employee Purchase Program

A n innovative computer purchase program offered by the company will enable Appalachian Power employees to log in to the computer age and get new home tools for the 21st century. The program will help employees shop, select, purchase, and pay for home computer hardware (physical equipment such as wires, monitor, printer, modem, and other devices) and software (operating systems, programs, and documents associated with a computer system).

#### Here's how it works:

- MicroAge, a vendor familiar with Appalachian's computer systems, will help employees obtain the best equipment for their individual needs at a competitive price (if they desire).
- First Union National Bank of Virginia will loan amounts from \$200 to \$10,000, based on the cost of new or used computer hardware and/or software. Loans are being offered at the prime rate plus fifty basis points.
- First Union loan payments are automatically payroll withheld monthly, and payback periods can vary from 12 to 60 months.

A brochure explaining complete details of the program will be mailed to employees' homes in early August.

According to Appalachian President Joe Vipperman, the program is in keeping with the company's desire to help employees meet the spirit of the New Directions and Mission Project initiatives. It also offers opportunities for employees and their families to enjoy the many benefits and advantages that the computer offers as it transforms society.

## Kanawha Valley Merges Into Appalachian Power

anawha Valley Power Company, which had owned and operated the London, Marmet, and Winfield Hydros on the Kanawha River in West Virginia, was merged into Appalachian Power Company, effective June 30.□

## Kanawha Employees Assisting At Gavin

S ixteen hourly and two supervisory employees from Kanawha River are assisting with non-outage work in the coal yard at Gavin Plant. Work began July 17 on the job, which is expected to last 12 to 16 weeks.□

# Appalachian Power Attendees Selected For AEP Management Development Program

A ppalachian Power participants have been selected for the 1995-96 AEP Management Development Program at The Ohio State University College of Business.

Division attendees will be: Susan Doss, human resources supervisor, Abingdon; Tom Wiseman, marketing services manager, and Mary Kent, line and station superintendent, Beckley; Robert Farley, T&D superintendent, and Philip Wright, line superintendent, Bluefield; Rudy Trigg, engineering supervisor, Charleston; Matthew Harmon, engineering supervisor, and George Walton, energy services supervisor, Huntington; James Garrett, Williamson area superintendent, Logan-Williamson; Larry Jackson, marketing services manager, and David Gordon, T&D superintendent, Lynchburg; Ted Aaron, Christiansburg area superintendent, Pulaski; Terry McMahan, T&D superintendent, and Jim Nichols, Jr., Fieldale area superintendent, Roanoke.

General Office attendees will be: Roger Heslep, electric plant accounting supervisor, GO Accounting, Roanoke; Mark Lawrence, governmental affairs manager, GO Executive, Roanoke; Wayne Jacobs, automotive transportation supervisor, GO General Services, Roanoke; Don Nichols, key accounts manager, GO Customer & Marketing Services, Roanoke; Bill Crawford, customer services manager, GO Customer & Marketing Services, Roanoke; Randy Agnew, power dispatching supervisor, System Operation, Roanoke; Wayne Sink, station O&M superintendent, GO T&D Station O&M, Roanoke, and Don Howell, computer resources superintendent, Computer Resources, Roanoke.

Attends from power generation facilities are: R. T. Fleming, performance supervising engineer, and M. J. McCutcheon, production superintendent-maintenance, John Amos; D. W. Bailey, plant engineer senior, and L. W. Hartsock, plant engineer senior, Clinch River; F. J. Long, operations superintendent, Glen Lyn; G. W. Shawver, performance superintendent, and E. L. Sheets, environmental supervising engineer, Kanawha River; J. B. Blank, performance superintendent, D. D. Tulloh, production superintendent-maintenance, and R. S. Burton, Jr., performance supervising engineer, Mountaineer; Clifton Gordon, performance supervising engineer, and J. D. Blair, environmental supervising engineer, Philip Sporn; Fred Stotts, assistant manager, Central Machine Shop; Mike Neal, operations superintendent, General Office Hydro Generation, Roanoke; and Debbie Tygrett, human resources and office supervisor, Centralized Plant Maintenance.

## Appalachian Power's OIP Savings Exceed \$4.9 Million Through June

**OPERATIONS** 

**PROGRAM** 

**IMPROVEMENT** 

A ppalachian Power Company's Operations Improvement Program (OIP) has generated 216 proposals during the first half of 1995, resulting in savings of \$4,987,502 or 60.3 percent of annual goal. In addition, 94 safety and 18 environmental propos-

als have been accepted, according to Personnel Service Manager J. Emmett Blackwell, who coordinates the program.

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

Division — first place, 10 shares of AEP stock, Everett Phillips of Huntington; second place, 3 shares each, Tom Hevener and Ray Mitchell of

Bluefield. Plant — first place, 3 shares each, Frank DeStefano, Marlene Hackett, and Stephen Hairston, John Amos; second place, 5 shares, Doug Draper of Philip Sporn. General Office — first place, 10 shares, Pamela Gruver of GO T&D Facilities Information Systems, Roanoke; second place, 5 shares, Joe Hall, Jr. of GO T&D Civil Engineering, Roanoke.

The second quarter environmental winners, who were awarded \$50 Savings Bonds, are: Division — Richard Dean and Ronnie McMaster of Logan-Williamson; Plant — Teresa Rogers and Bernie Schmidt II of Amos Plant; and General Office — Lynn

Grayson of GO T&D Forestry, Roanoke.

Safety winners for the second quarter, and their awards, are: Division — Clarence Belcher and Donald Walker of Bluefield, \$50 Savings Bond each; Plant — Ronald Robinson of Philip Sporn, \$100 Savings Bond; and General Office — Leonard Bird of GO T&D Station O&M, Marmet.

The second quarter coordinator awards, 5 shares of AEP stock each, went to Jim Maynard of Abingdon, Michelle LeMaitre of Mountaineer Plant, and Kathy Johnson of GO Land Management, Roanoke.□

## **APCo Employees Write Articles For AEP Operating Ideas**

Winning Ideas At Work

welve Appalachian Power Company employees authored articles which appear in the July/August issue of *AEP Operating Ideas*.

Cecil Martin, retired transmission station supervisor; Randy Kessler, transmission station mechanic A, and David Higgins, transmission station mechanic A, GO T&D Station, Roanoke, wrote "Recycling Silica Gel Saves Money, Waste Disposal Costs and Landfill."

Matt Morgan, Amos Plant performance supervising engineer, penned "Enhancement to Coal Handling PLC Reduces Troubleshooting at Amos."

Jim Wolford, hydro maintenance supervisor, and Thomas Mullins, hydro mechanic A, GO Hydro Generation, Roanoke, co-authored "Air Hoist Helps Gain Access to Generator Unit Seal Bands."

Don Linkous, telecommunications supervisor, GO T&D Telecommunications, Abingdon, penned "Transparent Window Well Covers Help Workers Detect Bee Hives."

Merve Anderson, retired Bluefield station crew supervisor, wrote "Longer Beams Ease Movement of Single-Phase Regulators."

George Keller, staff engineer, and Randy Agnew, power dispatching supervisor, System Operation, Roanoke, co-authored "Scheduling Greatly Improved for Prearranged Outage Work."

Archie Pugh, engineer I, GO T&D Civil Engineering, Roanoke, wrote "Dampening Device Eliminates Vibration on Guyed-V Towers." Pugh's idea received second place in the transmission category of Southeastern Electric Exchange's 1994 Excellence In Engineering Awards Program."

Larry Betterton, hydro crew supervisor, GO Hydro Generation, Roanoke, authored "Wrench Improves Thrust-Bearing Adjustment on Hydro Shoe Loads."□



## Key Account Engineers Named For Key Account Management Program

N ine appointments to key account engineer positions have been announced by GO Customer & Marketing Services. The changes were effective July 1, 1995. Those named are:

J. Scott Mann, former Ripley area supervisor, who moved to Bluefield.

David L. Bennett, former power engineer, who remains in Pulaski.

Ed P. Gavin, former Fieldale power engineer, who remains in Roanoke Division.

Ralph S. Bird, Jr., former power engineer, who remains in Lynchburg.

**Dennis M. Cavender**, former energy services engineer I, who remains in Charleston.

John M. Wright, former power engineer senior, who remains in Roanoke.

Walter A. Sherry, Jr., key account engineer in GO C&MS, is assigned to Charleston Division.

Mike R. Taylor, former energy services coordinator in GO C&MS, Roanoke, who moves to Huntington.

Lisa A. Napier, key account engineer in GO C&MS, is assigned to Roanoke Division.

The new key account engineers join the key account managers, W. G. Rogers and F. D. Nichols in Roanoke and J. F. Boggess in Charleston, as the initial staff for the new program.



The Key Account Management Program (KAMP) is being developed to target a higher level of service to AEP's largest commercial and industrial accounts. Twenty percent of the AEP System's revenues, or more than \$1 billion annually, comes from fewer than 1,000 customers (at about 1,500 facilities).

Key account engineers will work closely with customers' energy managers and plant engineers to develop a "call-me-first" relationship. By working with fewer customers than in the past, KAMP engineers will be able to understand the needs of these customers better, which in turn will enable AEP to become more customer-focused.□







Boggess



Rogers



Mann



Bennett



Gavin



Bird



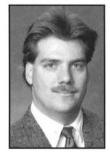
Cavender



Wright



Sherry



Taylor



Napier



## **AEP SYSTEM NEWS**

# Seven Teams Named To Study AEP's Organization Realignment

**S** even new teams have been named to facilitate AEP's transition to an organization designed around a Power Generation Group, an Energy Delivery Group, Nuclear Generation, Corporate Development, and a number of support services organizations.

"These teams have been created to study and recommend the most efficient structures for the Power Generation Group, the Energy Delivery Group, and the most efficient ways to provide support services to these groups," said E. Linn Draper Jr., AEP chairman, president and chief executive officer. "We're expecting implementation of these new structures by early next year."

The seven teams include:

- Power Generation Team:
- Energy Delivery Team;
- · Marketing Team;
- External Affairs Team, studying Public Affairs, Governmental Affairs, Environmental Affairs, and Rates;
- Support Services "A" Team, studying Accounting, Finance, Information Services, and Legal;
- Support Services "B" Team, studying Human Resources, Purchasing & Materials Management, Administrative Services, and Environmental Services; and
- System Planning and System Power Markets Team.

A complete roster of each team and a list of milestone activities will be published in the next issue of AEP's "Next Steps" publication, which is scheduled for distribution in early August.

Each of the seven teams will report to a 10-Member Executive Team. Facilitating and tracking the work of the seven teams will be a four-member Project Management Team. The teams are scheduled to make their initial reports to the Executive Team during mid-August. □

## **AEP Board Declares Quarterly Dividend**

A regular quarterly cash dividend of 60 cents per share was declared last month by the American Electric Power Company board of directors.

The dividend is payable September 8 to shareowners of record on August  $10.\square$ 

## Roanoke To Host 1995 Leadership Summit

he 1995 AEP Leadership Summit will be held November 28-30 at the Hotel Roanoke and Conference Center in Roanoke, Va. Approximately 250 managers from throughout the AEP System are expected to attend.

The agenda for the fall Leadership Summit is presently being finalized. Like the 1994 Summit, the November event will feature an array of speakers from both inside and outside the AEP System. □



## **BENEFITS**

## Transition to Fidelity to begin September 1

he process of moving AEP Employees Savings Plan participant accounts to Fidelity Investments will take place during the transition period — scheduled from September 1 through early December.

Participants in the AEP Employees Savings Plan who may need money from the Plan during the transition period must request their withdrawals before September 1. Also, because fund transfers will be suspended during the transition period, requests to transfer from one fund to another must be received before September 1.

Contributions from participants will continue to be invested in their accounts throughout the transition period.

All savings plan participants who wish to withdraw funds or transfer funds before September 1 should contact their local Human Resources Department.  $\Box$ 

### LTD Plan moves to Hartford

merican Electric Power has contracted with Hartford Life and Accident Insurance Company to assume administration of the company's Long Term Disability Plan, effective for claims incurred on or after July 1, 1995. Aetna will continue to administer claims incurred through June 30 until those claims are terminated. LTD Plan provisions will not be affected by this change in administration. □



# **CONCERNS LINE OFFERS ALTERNATIVE**

## For Employees' Ethical Matters

f you have an ethical matter that you would prefer not discussing with your supervisor, there is an alternative — the Line . . . the AEP Employee Concerns Line. 1-800-750-5001.

"Since we introduced the new Code of Conduct earlier this year, followed by the Employee Concerns Line in March, we have fielded a number of calls on a broad range of subjects," said Al Moeller, manager of corporate compliance for the AEP Service Corporation. "This demonstrates that employees are willing to use the Line for confidential communications."

Employees who have questions about ethical issues or want to report possible unethical practices are encouraged to talk with their supervisor. The Line is an alternative means of communication about ethical matters for employees who might not feel comfortable speaking with their supervisor.

How does the Line work? Experienced debriefers at Pinkerton AlertLine Services Group in Charlotte, N.C., receive calls to 1-800-750-5001, the toll-free number for the Line. The conversation is never recorded, even if requested by the caller. After the conversation, a summary of the discussion is faxed to a secured fax machine at the Office of the Chief Compliance Officer



(OCCO) in Columbus. The message is received into memory, not printed out, and only three members of the OCCO know the code to actually print out the message.

A caller is given a unique identifier for the concern and is asked to call back, usually in seven days. Additional questions, comments or the results of the investigation by the OCCO are faxed to Charlotte using the caller's identifier to ensure confidentiality. If the case has not been closed within seven days, a later callback date and subsequent follow-up dates are set as needed until the case is closed.

"Several callers have chosen to speak directly with the OCCO by phone after regular business hours at their convenience. The caller can choose to identify himself or herself, but their identity is never shared with anyone outside the OCCO," Moeller said. "This direct dialog permits the caller and the OCCO to decide together how best to proceed and simplifies decisions about subsequent steps."

The need for the Line and other means of communicating ethical concerns to management is documented in an employee survey conducted when New Directions was launched in 1994. In the survey, only 32 percent of employees of the AEP System



AEP Employee Concerns Line 1-800-750-5001

believe AEP is operating within the highest ethical standards. Such standards are a worthwhile objective for AEP, which will need to maintain strong ethical conduct to accomplish its corporate goals, according to 88 percent of respondents to the survey.

Various programs are under way to improve the perception and reality of ethical conduct. These programs, overseen by AEP's senior management and the AEP board of directors, include communica-

tions, such as this article, video presentations and the accompanying survey, training, monitoring, field reviews and investigations.

To provide employees with a better understanding of the Line and to improve its responsiveness, the OCCO requests that you complete the survey (see pullout in center of *Illuminator*). Return it, unsigned if you wish, to the address on flip side of the survey. Your input will be considered with the responses and comments of others in an effort to improve the Line as needed.

Training focuses on functional areas which are specific to employee job needs and on reinforcement of the ethical framework of all employees. During the first half of 1995, antitrust and foreign business issues have been featured. Some 900 personnel from throughout the System have participated in this initial training that will be extended to other employees.

A monitoring program in which responses are actively solicited includes the survey related to this story. In the future, focus groups and workshops may be included as means of obtaining employee input.

Field reviews will be conducted to assess ongoing operations to determine areas that need strengthening and additional training.

Finally, investigations will continue to be made of concerns raised directly to the Office of Chief Compliance Officer or through the AEP Employee Concerns Line.

"The Corporate Compliance Program is a permanent addition to the AEP landscape," Moeller said. "The level of attention being paid to ethics at the start of the program will not diminish over time but continue to play an expanding and important role in the business lives of all AEP employees. We will continue to seek your help because your input will be a vital constituent of success."

# **HOW TO HANDLE NEW IDEAS**

ou've got an idea. It could improve a process and save the company some bucks. Or maybe it could enhance safety. Perhaps it presents the opportunity to enter an entirely new business.

But how do you advance the concept so that it becomes a winner for the company and for yourself? In a competitive market, employees need to know how to address these issues.

"A new concept should be evaluated promptly and, if it shows merit, placed on the right 'track,' " says Donald M. Clements Jr., senior vice president-corporate development for the AEP Service Corporation and chairman of the new Intellectual Property Committee (IPC). "The innovation may be eligible for a patent, or it could be better handled through the Operating Ideas program. Perhaps it should be copyrighted or kept confidential. Employees and supervisors should be aware of these avenues for advancing ideas and protecting our intellectual assets from our competitors."

Employees may consider the following options:

Patent
The company has implemented a new patent policy and employee award program, effective July 17. For an invention to be eligible for a patent, it must contain a significant advancement from or improvement upon existing technology. It is important for employees to treat a potentially marketable invention as confidential, since public disclosure

impacts or limits the company's ability to obtain a patent. Employees with an invention that may be patentable should discuss the matter with their immediate supervisor, who can provide guidance on pursuing the patent option with the IPC. tors and their supervisors should consider whether the invention could be eligible for a patent. If it is, or could be, the idea should be brought to the attention of the IPC. Many ideas that could have been patented have been precluded



Steel channels used as lifting support to transfer a pallet or piece of heavy equipment directly from the dock to a truck were an Operating Idea from Pulaski.

Operating Ideas
AEP's Operating Ideas program
acknowledges and rewards
employees for innovations that
save the System money, improve safety, provide a better
procedure, or benefit the environment. Before an idea is
accepted for the program, it
must be demonstrated successfully. However, a note of
caution is due. Before placing
an idea into actual use, inven-

from such protection because they were never brought to the attention of the company or were implemented without thought of patenting. Employees interested in submitting an idea for the program should contact their local Operating Ideas coordinator.

Copyrights Most creative works, such as photographs, drawings, soft-

ware, technical papers and videotapes are eligible for copyright protection. Copyrighting means that the materials cannot be compiled or reproduced without permission. Employees should then discuss copyrighting new materials with their immediate supervisor. Technical papers intended for publication externally, or presented to audiences outside the company, must be approved by an employee's department or division manager and submitted to the company's Technical Publicity Committee for prior review of the actual material and approval to publish/present. Authors should make a copyright recommendation to the committee, if appropriate.

Confidentiality
Many of the processes, techniques and innovations AEP
employees use on the job
should be kept confidential to
maintain any competitive
advantages that might accrue.
Employees should discuss any
questions with their supervisors as to whether existing
processes or new innovations
should be considered confidential information.

Intellectual property issues Intellectual property issues directly relate to the business strategies outlined in the company's New Directions effort. According to Clements, "Employee ideas are essential in helping us develop new business opportunities and to enhance performance. Development of these ideas has been identified as critical to the company's success.

# **AEP To Re-engineer Accounting Processes**

he AEP System's Accounting organization, working in conjunction with Information Services and other departments, has launched a major effort to re-engineer the System's accounting processes and replace its principal accounting systems.

"Although our existing systems have served us well, they are based on 1960s and 1970s technology and lack the adapt-



ability and flexibility we need to be successful in a competitive environment. Consequently, we will be replacing our major accounting software," said Leonard V. Assante, treasurer of

the AEP Service Corporation. Assante will be working closely with Joseph A. Valentine, AEPSC vice president-information services to improve AEP's financial data base and accounting systems.

Michael J. Sullivan, manager-special audits in the Service Corporation's Internal Audits Department, has been promoted to manager-system accounting applications. In his new position, Sullivan will be manager of a Treasury Department roll group that will be responsible for re-engineering AEP accounting processes and working with the Information Services Department (ISD) to acquire and implement new software and technologies. Sullivan will work closely with Tom Morgan, manager - accounting and human resources applications in ISD.

The first project that is being undertaken is the re-engineering of AEP's leasing process and the implementation of central package software to manage and account for leased assets.

George Lutz, an information systems auditor in the Service Corporation's Internal Audits Department, has been named project supervisor of lease accounting applications.

Accounting's second project will involve the re-engineering of the general ledger and closing process and the implementation of PeopleSoft general ledger software. "In re-engineering the general ledger and other accounting processes, we will continue to work closely with the ABMS project team to identify and meet the needs of management, with particular attention to the requirements of our three new business units. Resultant improvements in timeliness and cost of accounting services should directly benefit operating management's efforts to improve competitiveness," Assante said.

Sullivan will also be working with G. M. "Mike" Sullivan of the Service Corporation's Purchasing and Materials Management Department and with Scott Krawec of Indiana Michigan Power Company to develop a strategic plan and implement a project to re-engineer AEP's accounts

"The enhanced function and features that will be provided by these new systems will make it easier for AEP employees to perform their work."

payable process and to replace the current accounts payable software with software that is fully integrated with purchasing.

Additional aspects of Accounting's re-engineering efforts will include:

- Integrating the new systems with AEP's Activity Based Management System (which is presently being developed and is in the pilot phase at certain AEP locations) to improve the functionality of the ABMS product.
- Forming a task force to study the replacement of the AEP System's electric plant accounting and work order management systems with a central system using PeopleSoft software. This will involve reengineering those processes and eventually forming a project team to implement the new software and process.

• Working with Information Services groups in the operating companies to coordinate all accounting applications, accounting systems and program development in order to maximize productivity and the utilization of staff. "Our goal will be to continue to move away from separate operating company software development to generic, centralized software which can be developed by AEPSC's Information Services Department and an operating company's system and procedures staff for future use by multiple AEP companies," Assante explained.

"There is great opportunity for us to create systems of value that will better support management of our New Directions goals," added Valentine. "The enhanced function and features that will be provided by these new systems will make it easier for AEP employees to perform their work."

A steering committee is being formed to guide the re-engineering efforts, Assante added, and project team staffs are currently being recruited for both the lease project and the general ledger project.

The AEP System's accounting managers will serve on the steering committee. Members of AEPSC management are expected to co-sponsor projects with Accounting and Information Services in order to properly and fully integrate the new accounting systems and processes with AEP's other administrative and operations functions.

## Carter Named To AEPSC Post

T. Buren Carter, regulatory and statistical reports supervisor, GO Accounting, Roanoke, will transfer to the AEP Service Corporation, Columbus, on September 1. He will be accounting applications project administrator on the project to re-engineer the general ledger and closing process and implement the PeopleSoft general ledger software. □

## **OSHA Standard Impacts**

# PHYSICAL EMPLOYEES' CLOTHING CHOICES

A n Occupational Safety and Health Administration (OSHA) ruling which went into effect November 1, 1994, is having an impact on what the majority of Appalachian Power and Kingsport Power physical employees wear to work.

The ruling includes provisions about clothing, equipment modification or installations, and training. Specifically, the paragraph regarding protective clothing states: "Employers shall ensure that each employee who is exposed to the hazards of flames or electric arcs does not wear clothing that, when exposed to flames or electric arcs, could increase the extent of injury that would be sustained by the employee."

According to GO Safety Assistant Sue Smith, administrator of Appalachian's fire retardant clothing program, the OSHA provision has affected 2,000 Appalachian Power employees. "On the operating side of the company, the new standards affect meter electricians; substation, line and transmission mechanics; general services; and engineering personnel. Plant employees involved include maintenance mechanics, operations, and performance," Smith noted.

"For years, our employees have been encouraged to wear 100 percent natural fiber clothing due to the possibility of arcing," she said. "This is evidenced by the countless presentations of our 'hot dog' safety program. Now, with the prohibition of such materials as nylon and polyester, alone or in blends, it's the law."

"OSHA has concluded that clothing made from 100 percent cotton or wool at an acceptable weight is permissible," Smith



Eddie Holstein, Madison line mechanic A (center) and Charlie Isaacs, Madison line crew supervisor NE (right), try on the new fire retardant clothing as a clothing company representative writes down sizes.

'Employers shall ensure that each employee who is exposed to the hazards of flames or electric arcs does not wear clothing that, when exposed to flames or electric arcs, could increase the extent of injury that would be sustained by the employee.'

—29 CFR Part 1910.269 paragraph (1)(6)(iii)

added. OSHA presently is determining a minimum ounce-peryard requirement for 100 percent untreated cotton, with 11 ounces being the most referred-to number, she said. Fabrics prohibited by the new standard, in addition to nylon and polyester, include rayon and acetate, and any blends of these fabrics which have not been treated with flame retardant.

In anticipation of the new law, 13 employees from Appalachian's plants, divisions, and General Office "wear-tested" two different shirts — Nomex III-A and F. R. cotton (Indura/Proban). Eleven of those employees (85 percent) preferred Nomex III-A over the F. R. cotton.

Smith and other AEP operating company representatives attended a DuPont Testing Program to observe test burns of certain flame-retardant and non-flame-retardant clothing. All the fabrics were exposed to a butane burner which produces the same heat (1,800 degrees for five seconds) as an electric arc, Smith said.

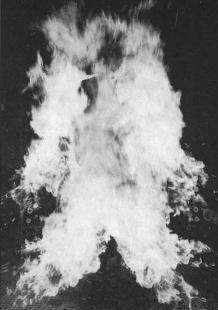
Burn injuries also were observed on DuPont's Thermo-man, a testing mannequin equipped with sensors linked to a computer to measure the intensity of burns on human skin.

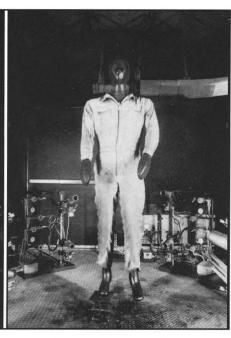
At the request of the AEP group, an insulated Carhartt coverall (nylon/polyester liner) was tested as an outer cover with underlayers consisting of 100 percent cotton underwear and a 4.5-ounce-per-square-yard Nomex III-A shirt plus 100 percent, cotton 14-ounce-per-square-yard Wrangler jeans. The outer wear burned to destruction and ignited the trousers beneath it. This resulted in extensive, severe burns.

As a result of the testing, the group came away with the following convictions:

• Nomex material provides the best protection from increased burn injury.







DuPont's Thermo-man on the job successfully testing the Nomex III-A material.

- One hundred percent cotton underwear should be worn with flame-retardant garments.
- Tan is the most suitable color for shirts because there is less fading and lighter colors reflect heat.
- Insulated Carhartt coveralls will increase burn injury and should not be worn as an outside garment.

"The company's number one goal is the safety of our employees. OSHA's number one goal for publishing this standard is for protection of the workers. Because of these two reasons, AEP chose the optimum protection for the safety of our employees — F. R. clothing."

Smith said, "Seeing the insulation of the Carhartt ignite after exposure to the intense heat was truly a frightening experience. It wasn't so much the flame igniting the nylon/polyester quilted lining but the transfer of heat resulting in the ignition and consequent melting and dripping of the lining into the skin. Since then, employee information meetings in each location have presented a film, "Flame Resistant Clothing — The Reason Why." Hopefully each line, station, or maintenance mechanic who saw this film will have a better vision of the reasons prompting the new clothing standard."

Appalachian has spent approximately \$325,000 on purchasing the F. R. clothing for employees, Smith said.

"The company's number one goal is the safety of our employees. OSHA's number one goal for publishing this standard is for protection of the workers. Because of these two reasons, AEP chose the optimum protection for the safety of our employees — F. R. clothing," Smith concluded.□

## Amos Plant Employees Set New World Safety Record

Employees at Appalachian Power's John E. Amos Plant last month set what is believed to be a new world safety record for large fossil fuel electric generation stations.

The record, 6,000,000 workhours without a disabling injury, was achieved by the plant's 498 employees on July 12. The climb toward the new record began on September 29, 1989.

"While there is no central source for determining others' safety records, to the best of our knowledge, no other power plant even approaches this performance," said Amos Plant Manager Wayne Adkins. "We do know, however, that Amos Plant employees' new record is without doubt the best ever recorded by an AEP System fossil fuel plant."

"I can't praise our employees' safety performance highly enough. Performance such as this doesn't come about by chance. It can happen only through a cooperative effort by employees and management and by each person making a personal commitment to work safety and to help others do so as well," Adkins said.



Marlene W. Hackett, plant engineer I, was promoted to plant engineer senior at John Amos Plant on June 1. She holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology.

Bob Mickey, relay specialist senior, was promoted to transmission station supervisor, GO T&D Protection & Control, Roanoke, on June 1. He holds an associate in applied science degree in engineering technology from Virginia Western Community College.

Joe Robinson, Bluefield engineering technician senior nonexempt, was promoted to engineering technologist exempt on June 1. He holds an associate degree in electrical engineering from Bluefield State College.

Vicki Giammerino, Point Pleasant electrical engineer I, was promoted to electrical engineer senior on June 1. She holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology.

Roy Powers, Pulaski station mechanic A, was promoted to station crew supervisor non-exempt on May 1. He holds an associate in applied science degree in electricity from New River Community College.

Carma D. Givens, Charleston customer services office supervisor nonexempt, was promoted to customer services assistant exempt on May 16.

Gregory W. Bird, Charleston electrical engineer I, was promoted to electrical engineer senior on June 1. He holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology.

David Gordon, Bluefield engineering supervisor, was promoted to Lynchburg T&D superintendent on July 1. He holds a bachelor of science degree in electrical engineering from Virginia Tech.

Jeff Tennant, engineer I, was promoted to engineer senior, GO T&D Telecommunications, Roanoke, on June 1. He holds a bachelor of science degree in electrical engineering from West Virginia Institute of Technology.

Norma H. Hankins, Tazewell customer services office supervisor, was promoted to Bluefield customer services office supervisor on July 1. She attended Concord College.

Jeff Repass, Pulaski station mechanic A, was promoted to station crew supervisor nonexempt on June 3.

Stuart Thomason, Bluefield stores supervisor, was promoted to stores and transportation supervisor on July 1. He attended Bluefield State College.

George Williamson III, Kanawha River Plant utility supervisor, was promoted to yard superintendent on July 1.

Jerry A. Blessing, Bluefield station mechanic A, was promoted to station crew supervisor nonexempt on May 27.

Rodney L. Morehead, station mechanic A, GO T&D Station, Bluefield, was promoted to Bluefield station crew supervisor nonexempt on April 1.

Duane S. Stonebraker, Clinch River plant engineer II, was promoted to plant engineer I on July 1. He holds a bachelor of







Mickey



Robinson



Giammerino



Powers



Givens



Bird



Gordon



Tennant

science degree in mechanical technology from Purdue University.

## Abingdon

Claude Branch from station mechanic B to station mechanic A

### **John Amos**

Christie Kenney from performance technician junior to performance technician.

## Beckley

Bobby Jarrell from line mechanic B to line mechanic A.

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

#### Bluefield

Keith Wiley from engineering technician to engineering technician senior, Princeton.

#### Charleston

Ted Garrett from engineering technician to engineering technician senior, St. Albans.

#### **Clinch River**

Sheila King from junior clerk to plant clerk C.

**Terry Robinson** from junior clerk to plant clerk C.





Hankins



Repass



Thomason



Williamson



Blessing



Morehead

#### **General Office**

Vicky Barker from R/e & R/w clerk B, GO T&D R/e & R/w, Roanoke, to secretary-stenographer B, GO T&D Civil Engineering, Roanoke.

John Newcomb from computer graphics technician A to drafter A, GO T&D Engineering Graphics, Roanoke.

Carl Whitenack from clerk to intermediate clerk, GO General Services, Roanoke.

#### Huntington

Mark Meadows from line mechanic C to line mechanic B.

Richard Spurlock from line mechanic A to area servicer.

Patrick Hurst from station mechanic B to station mechanic A.

Sherry Harbrecht from T&D clerk C to T&D clerk B, Pt. Pleasant.

#### Lynchburg

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

Regina Calloway from custom-er services representative D to customer services representative C.

Tammy Stafford from electrical engineer II to electrical engineer I.

#### Pulaski

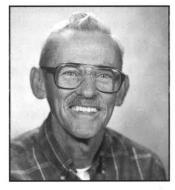
**Teena Myers** from customer services representative *C* to customer services representative B.

#### Roanoke

Rhonda Long from electrical engineer III to electrical engineer II.□



## RETIREMENTS



"I'm going to play a lot of golf and do what I want to do. I'm going to enjoy retirement because I don't have to worry," said **Bob Fisher.** A transmission station mechanic A, GO T&D Station, Marmet, Bob elected early retirement on August 1 after 35 years' service.

"I was making 73¢ an hour working for a wholesale company in Charleston when Appalachian hired me as a station man helper for \$1.73," Bob recalled. "I enjoyed working on the breaker crew, and I enjoyed all the people I worked with. A lot of the time I spent nine or ten months of the year on the road."

Bob and his wife Charlotte have three sons and four grand-children. They make their home in Dunbar, W. Va., where they attend First United Methodist Church.□



**Bill White**, Beckley line construction and maintenance representative, elected early retirement on August 1 after 38 years' service.

"I came to Appalachian because I heard it was a good place to work," he said, "and I found it to be one of the best. I never went without a payday or a meal, and the people I worked for and with are as good a group as I've ever been around."

Bill plans to "take one day at a time. We want to travel some, possibly out west, and visit relatives. Phyllis and I have talked about moving to North Carolina because I was born and partly raised there, but for right now we'll stay in Beckley."

The Whites have one daughter and one grandson. Bill enjoys "visiting large flea markets and see what I can find."□





Huntington T&rD Superintendent **Mike Fotos**, **Jr**. began his association with Appalachian Power as a co-op electrical engineering student from the University of Cincinnati. On August 1 he elected early retirement after more than 39 years' service.

"Except for the two years I was Milton area supervisor, all my time was spent in Huntington," he said. "The job of area supervisor is a good training position because you learn a lot about the company and interaction with customers. The AEP Management Development Program at the University of Michigan was a good experience, too."

Mike said his wife Jane, who is a professor at Marshall University, will let him adjust to retirement before she retires. "I plan to get involved in Habitat for Humanity, play some golf, and enjoy my first grandchild." He is on the board of directors of the Huntington Lions Club and zone chairman for District 290.

Both Mike's son and daughter were AEP Educational Award winners.□



Although Lebanon Line Crew Supervisor **Jim Price** elected early retirement on August 1, he claims, "I'm not in any sense of the word retiring. My wife Dotsie and I want to remodel her homeplace, built in the early 1900s, and move into that so our work is cut out for us. We have two children in college yet and two grandbabies. I'm just calling it a new beginning."

Jim added that he was "one of the few employees who got to work storm damage with his division manager (Pete Montague). "That was several years ago, when Pete was still assistant manager."

Jim noted, "I enjoyed my years with the company and made a lot of friends. There have been some hard times but they go with any job. I used to work for Bartlett Tree Service. I thought there would be better opportunity at Appalachian, and it was: the work conditions, the pay, just everything, from the very beginning."

A member of Spring City Baptist Church, he is a former Sunday School teacher and deacon.□



"I'm really proud and pleased to be a part of Appalachian. I'm crazy about the company's benefits and thoroughly enjoyed meeting and working with all kinds of people. The only regret I have is that the company didn't have an opening when I came out of service in 1954," said **Buddy Carroll.** 

A T&D representative in GO T&D Transmission, Bluefield, Buddy elected early retirement on August 1. "I don't know how to act now that I don't have to get up at 3:30 a.m. on Monday morning and drive to Bluefield to be at work at 7 a.m." He commuted from Roanoke to Bluefield weekly during his 25 years' service.

Buddy and his wife Pat expect to do a lot of traveling. They are already planning trips to Niagara Falls, Canada, and Hawaii and visits with relatives in Idaho and Texas. Buddy is a member of the Methodist Church and Kazim Temple Patrol. He has one son, one stepson, and one granddaughter.



"Tve worked in all the offices in Pulaski Division at one time or another," said **Benny White**, "and I'm surely going to miss the fellowship and companionship of all the employees, especially those in Galax and Hillsville. We're a close knit group here, and it's been a real good family relationship." Benny was Galax customer services office supervisor before electing early retirement on August 1.

He plans to "play golf several days week, catch up on my hunting and fishing, and take care of Shirley's 'honey-do' list. We have two children in North Carolina, who are trying to get us to move there, but I think we'll stay in the mountains of Virginia. Eventually, after Shirley retires, we'll do some traveling."

The Whites are active in the First Baptist Church of Galax.□

**Fred E. Werry, Sr.**, Philip Sporn Plant maintenance supervisor, elected early retirement on August 1.

A Navy veteran, Fred began his career in 1974 as a junior maintenance man and had advanced to maintenance supervisor by 1988.

Fred and his wife Lois, who make their home in Pomeroy, Ohio, have one son and one daughter.□





**Tom Rotenberry**, who retired August 1 as West Virginia vice president of Appalachian Power Company, said he fell into a career with the AEP System by accident after a chance encounter with APCo recruiters on campus.

"My wife Judy, who had worked for Appalachian, was off on maternity leave. I saw some folks there interviewing at VPI that I knew through her. I stopped by to say 'hello,' and they ended up asking if I ever thought about working for Appalachian Power. Ever since then Judy has accused me of taking her job."

He continued, "If I had to describe this company, I would have to describe it as an opportunity company. They have given me an opportunity for 13 or 14 different jobs in 33 years." Among those were GO R/e & R/w superintendent, manager of Beckley and Bluefield Divisions, president and chief operating officer of Kingsport Power, and vice president-West Virginia/ Charleston division manager.

"The AEP System has been very generous to me. I could not have asked for anything more. I never had one bad experience even though I worked with and managed better than 25 percent of our employees. To me, it has been a real honor and a privilege to be an employee, a manager, and an officer in the com-

pany." Tom added, "Judy has always been totally supportive, and that made the moves much easier. I don't think we give our wives enough credit for any success that we might achieve."

Tom was appointed by the West Virginia governor as one of four members representing the business community on the Workers' Compensation Performance Council. He said being involved in the process of solving one of the state's most compelling financial problems has been a highly rewarding experience.

Another interesting experience was traveling last fall with Sen. Jay Rockefeller and a group of state business people on a trade mission to Japan and Taiwan.

Still another was attending the Program for Senior Executives at Massachusetts Institute of Technology. "There were 50 of us in the class with 27 countries represented," he said. "Quite a difference from the farm in southwest Virginia where I grew up to the mystique of MIT!"

The Rotenberrys have returned to the Roanoke area to be near their daughter and granddaughter. "I'm going to rest for a few months," he concluded, "and then may decide to get involved with something else. I want to stay active."



"Appalachian has a winning team, and I've enjoyed being on it," said **Don Loy**. An energy services technologist senior in Charleston, he elected early retirement on July 1.

Don's 42 years of sales work with Appalachian included everything from commercial cooking demonstrations to designing lighting and HVAC systems to promoting energy conservation. After the John Amos Plant was built, Don was responsible for getting the Putnam County schools to go allelectric. He also was a big contributor to the Operations Improvement Program over the years.

"I'm going to trust in the good Lord and take every day as it comes," Don said. "Right now I don't have to answer to anybody except my wife; but, after the snow flies, I want to get into a few other things."

Don, who had a four-year football scholarship to Morris Harvey, has continued to be active in athletics. He has been hunting in Canada with friends off and on for 30 years and enjoys playing golf and trout fishing.

Don and his wife Judith have two daughters and six grandchildren. He is a member of Sacred Heart Catholic Church, the Masons, and the Shriners.



"After 34 years, I feel I have done enough work," said Grundy Customer Services Office Supervisor **Onsbie Yates**, who elected early retirement on August 1.

Onsbie recalled that he was working at a hardware and furniture store when a friend told him there was going to be an opening for a meter reader in Grundy. "The very next day I went to the APCo office and asked Tom Collins, who was office manager, for a job. He told me he would get back to me if an opening came; and, about a week later, he called and said Claud Kirkland and Sank Smith were coming to conduct interviews. I went to the office, completed an application and was interviewed. The following day Tom called and told me I had the job, so I have worked in Grundy ever since."

Onsbie and his wife Reta have two daughters and two grand-children who live in Richmond, Va. "We plan to visit more now," he said, "and for sure I'm going to play golf at least one day a week. I also want to spend more time at South Holston Lake where I have a camper trailer."



#### Bluefield

by Karen Simmons



Katie Garner, who ranked ninth in the junior class at Bluefield High School, was inducted into the National Honor Society. The daughter of Transmission Inspector Gene Garner, she is president, Interact Club; treasurer, Key Club; and member, Physics Club and S.A.D.D. She also is a member of the Bluefield Dance Theatre's senior company competition team.

**Austin McMillion**, Pineville area supervisor, was named president of the Pineville, W. Va., Lions Club.

Marketing Supervisor **Rodger Woodrum** has been named lieutenant governor of Division III of the Capitol District of Virginia Kiwanis.

Robert Farley, T&D superintendent, and Nick Comerose, Princeton area supervisor, were named Rotarians of the Year by the Princeton Rotary Club.

Sandy Shortridge, Grundy marketing and customer services advisor, has signed a contract to perform at the Virginia/Kentucky Opry in Norton, Va.

Lauren, daughter of Ken Green, engineering technologist I, was inducted into the National Junior Honor Society at Princeton Junior High School.□

#### Charleston

by Charlie Bias

Wayne Pugh, marketing and customer services manager, received a Bronze Leadership Award in recognition of his contributions to Junior Achievement of Kanawha Valley, Inc. He serves as a volunteer in JA's elementary and high school programs. □

#### Clinch River

by Chuck Perdue

Crystal, daughter of Beecher Puckett, utility coal attendant, who graduated from Lebanon High School, was a member of the Future Leaders of America and secretary of the Fellowship of Christian Athletes. A four sport letterman, she was captain of the basketball team and member of the volleyball, softball, and track teams. As a senior, she was selected most valuable player in softball.

Chadrick Sartin, who graduated from Coeburn High School, was all district and all region in football, basketball, and track. The stepson of Ricky Watts, chemist assistant, he signed a full scholarship for basketball at Bluefield College. □

#### Glen Lyn

by Randy Nicewonder



Susan, daughter of Carol Thompson, human resources clerk A, and Rachel, daughter of Gary Comer, maintenance mechanic D (LTD), were inducted into the National Honor Society at James Monroe High School.□

Susan

#### **Central Machine Shop**

by Metzel Turley

Production Supervisor Leonard Maras shot a hole-in-one at the Sandy Brae Golf Course in Clendenin. He used a 4 iron on the par 3, 165-yard 7th hole. □

### Lynchburg

by Mel Wilson



Megan, daughter of General Servicer Mike Barksdale, made the all-stars for the Rustburg Dixie Youth Softball Belles (13-15 year olds). Rustburg won the District II championship and was runner-up in the state finals.

Administrative Assistant Mel Wilson won the senior golf championship at Boonsboro Country Club.□

Megan

### Kanawha River

by Audra Pauley



**Iennifer** 

Jennifer, daughter of Dave Wills, maintenance mechanic A, was inducted into the National Junior Honor Society. A seventh grader at Montgomery Middle School, she maintains a 3.7 GPA and is a member of the Upper Kanawha Valley Cardinal's girls senior league softball team.

Melissa, daughter of Rosalie Baisi, filter plant operator and sampler, was selected for *Who's Who Among American High School Students*. She was secretary of the student council and

senior senate at East Bank High School. Melissa's poem, "Class of 95," was selected for the school's commencement.□



#### Pulaski

by Glenda Wohlford

Christy, daughter of Doug Atkins, Hillsville line mechanic A, was inducted into the National Honor Society. She is a junior at Carroll County High School.

Don Abernathy, Pearisburg area supervisor, was elected first vice president of the Pearisburg Lions Club. His daughter, Victoria, placed second in the physics category at Macy McClaugherty Elementary School's Science Fair.

Holli, daughter of Hillsville Office Supervisor Jeanette Frazier, placed first in the earth science division of Austinville Elementary School's Science Fair.

Jennifer, daughter of Andy Jackson, Hillsville customer services representative A, received the following recognition at Carroll County Intermediate School's awards day: certificate of achievement for excellence in library services, perfect attendance award, president's education award for academic excellence, 1995 clarinet award in band. She also was recognized for being an honor roll student for the entire school year. Jennifer placed second in woodwind competition at the Carolinas All-American Band Competition.

Bradley, son of Barry Long, marketing and customer services manager, was a member of the Timberwolves team which captured the regular season and tournament titles for the Town of Pulaski Parks and Recreation boys 10 and under basketball league. The squad finished with a 12-0 record.

Nikki and Tony, children of Engineering Supervisor Fran DeBellis, were members of the Chargers team that captured the championship in the junior division of the Wytheville Department of Recreation Soccer League with a 5-1-2 record. Fran coached the team.

Sarah, daughter of Meter Reader Mark McGlothlin, received the DAR Good Citizen Student of the Year award and an academic excellence award. She completed the fifth grade at Newbern Elementary School.

Nicole Lee, who just completed the seventh grade at Belle Heth Elementary School, received the president's award for outstanding academic achievement, award for maintaining an "A" average for three years, merit award, DARE award, mathematical olympiads award, and literacy award for a perfect score of 300. Kelvin Lee, Jr., who completed the first grade at McHarg Elementary School, received the citizenship award and three field day awards for sack racing, 200 yard dash, and class relay. They are the children of Meter Reader Kelvin Lee.

Cassie Cahill graduated from Princeton Senior High School as fourth in her class of 278. She was named to *Who's Who Among American High Schools* and the National Honor Society. Cassie was French Club president, Drama Department treasurer, and annual staff senior editor. She received a \$2,000 Chuck Mathena Scholarship awarded by the high school and a two-year scholarship from Concord College. Cassie is the daughter of T. W. Cahill, R/w agent.

Michael Jackson, who graduated from Bluefield College, was president of the local chapter of Lambda Alpha Epsilon Criminal Justice Fraternity, member of the Student Union board, and secretary of the Sigma Alpha Alpha Fraternity. The son of Andy Jackson, Hillsville customer services representative A, he was active in all intramural sports and received a certificate for chairing homecoming activities.

Wytheville Custodian **Mico Lynn Roach**, who graduated from Wytheville Community College, received an award from Phi Theta Kappa honors society and was selected for *Who's Who Among American Junior Colleges*.

Sam Pope, who graduated from the College of William and Mary, was a member of the Golden Key National Honor Society and Phi Sigma Biological Honor Society. He is the son of Barbara Pope, Wytheville meter reader.

### Kingsport

by Leta Dingus



Gilbert



Nisbet



Quillin

Bob Gilbert, power engineer, has completed requirements to become a licensed professional engineer in the State of Ohio.

Jim Nisbet, marketing and customer services director, received the Paul Harris Fellowship Award for service to the Rotary Club. He is a member of the club's board of directors and district chairman of the drug education committee.

Adam, son of Buford Quillin, marketing and customer services representative senior, won first place for his DARE (drug awareness resistance education) essay at Gravelly Elementary School. □



#### Logan-Williamson

by Raamie Barker

Human Resources Supervisor John Skidmore, a member of the Logan Rotary, was chosen by Rotary District Governor Robert Sayer to serve as the group 3 representative to the governor for 1996. John's daughter Angela received the 1995 speech award at Stollings Grade School.

Staci, daughter of Drema Cadd, Logan T&D clerk B, received several honors at Logan Junior High School. She received the principal's award of a \$100 Savings Bond and honor roll, world history, science, computer, health, and geometry awards. Staci played the title role in the play, "The Diary of Anne Frank," conducted by the Logan Junior High School ninth grade honors class.

The twin daughters of Dwayne Starr, Williamson station supervisor NE, won awards at Tug Valley High School. Crystal Dawn won the presidential youth service award in the Eagle's Nest program and third place in the Social Studies Fair. Heather Nicole won second place in the Social Studies Fair.

Jodi Myers was selected as a cheerleader for the Madison Colts football team. Kristopher Myers was recognized at a Madison Middle School honors banquet for earning higher than a 3.5 GPA. They are the children of John Myers, marketing and customer services supervisor.

McKenzie Blackburn won math, geography, and spelling ribbons at Beth Haven Christian School. Mary Rakes placed fourth in run and high jump and fifth place in the 100 meter run during state special olympics competition. They are the daughters of Raymond Blackburn, Logan marketing and customer services representative.

Taylor, son of Beth Kraus, Madison marketing and customer services advisor, was recognized at the Madison Elementary School's awards assembly for earning the national fitness, math excellence, reading, and super speller awards.

Joshua, son of Administrative Assistant Raamie Baker, won the best all-around student award at Chapmanville Middle School, where he was a ninth grader. He was named to the Chapmanville Senior League all-star team for tournament competition in Little League this summer.

Andrew, son of John Skidmore, received the ninth grade science award and presidential fitness award at Logan Central Junior High School. Andrew and Adam Webb, son of Division Manager Isaac Webb, participated on a team which placed second in Academic Bowl competition. Alisha, daughter of Logan Engineering Technician Supervisor David Stone, served on the seventh grade bowl team which placed second. □

#### **John Amos**

by Tom Cloer



Safety Coordinator Buck McDaniel, a member of Hurricane City Council for 24 years, has been elected to another term.

Melanie Ann Turley, who graduated from West Virginia State College, was vice president of Psi-Chi national honor society. She is the daughter of Performance Technician Bobby Gibson,

McDaniel

Amy, daughter of Gerald Phelps, equipment operator C, was salutatorian at East Bank

Senior High School. She was awarded an \$800 directors scholar-ship and a \$4,560 salutatorian scholarship from Concord College. Amy also received a mathematics and science award for outstanding academic achievement from the United States Air Force Recruiting Service, presidential academic fitness award, and outstanding senior female awards. She was named academic all-star from East Bank and recognized by Kanawha County Schools with a reception and awards ceremony.

Travis, son of Larry Dorsey, performance technician, won first place, best of show, and two honorable mention awards at the Putnam County All County Art Festival for 1994-95. □

## Philip Sporn by Jill LaValley





Hawk

Ohlinger

**Derek**, son of Coal Equipment Operator Kelly Hawk, won the Christian Living Award and \$25 at Wahama High School.

Joseph, son of Maintenance Supervisor John Ohlinger, won the Point Pleasant Moose Lodge Scholarship Award as well as proficiency awards in Ag-Electrification, Placement in Ag-Production, Home and Farmstead Improvement, Wildlife Management, and Soil and Water Management.

Sandra, wife of Mike Walker, utility worker A, received the Meigs Local Teacher of the Year award. She was nominated through an essay by Stephanie Kopec, daughter of Performance Superintendent Tony Kopec. □









Woods



Greene



Weatherman



Ruble



Isner



Hervey



Hopson

Carl E. Richards, 77, retired Clinch River Plant shift operating engineer, died June 24. A native of Carswell, W. Va., he began his career in 1939 as a laborer at Logan and elected early retirement in 1980. Richards is survived by his wife Lois, P. O. Box 848, Coeburn, Va.; two sons; and one daughter. Claude Woods, Jr., 71, retired Huntington engineering technician senior, died July 18. A native of Normal, Ky., he was employed in 1950 as a coal conveyor operator at Kenova Plant and elected early disability retirement in 1987. Woods is survived by his wife Minnie, 5208 Lake Bonita Road, Catlettsburg, Ky., and one son.

Homer W. Greene, 70, retired Beckley head meter reader, died July 14. A native of Flat Top, W. Va., he was employed in 1947 as a meter reader junior and elected early retirement in 1987. Greene is survived by his wife Willa, 279 Old Pemberton Road, Beckley, W. Va.; one son; three daughters; eight grandchildren; five great-grandchildren; two sisters; and three brothers.

Thomas S. Weatherman, 89, retired Pulaski hydro plant foreman, died July 8. A native of Wythe County, Va., he joined Appalachian in 1925 as a floorman at the Byllesby and Buck Hydros and retired in 1971. Weatherman is survived by three daughters, six grand-children, one great-grand-daughter, two sisters, and one brother.

R. Wayne Ruble, 74, retired Christiansburg engineering technician senior, died July 7. A native of Roanoke, Va., he was hired in 1941 as a groundman and elected early retirement in 1982. Ruble is survived by his wife Betty, 255 Overhill Drive, Christiansburg, Va.; one son; one stepson; one daughter; four grandchildren; two sisters; and two brothers.

Robert Isner, 78, retired Charleston engineering technician senior, died July 5. A native of Richwood, W. Va., he was hired in 1946 as a groundman B and elected early retirement in 1981. George E. Hervey III, 85, retired Huntington division manager, died July 18. A native of Morgantown, W. Va., he was employed in 1940 as an engineer in Charleston and retired in 1974. Hervey is survived by his wife Phyllis, 3051 Rio Dosa Drive, Apt. 200, Lexington, Ky; and two daughters.

Robert M. McCune, 63, retired Centralized Plant Maintenance maintenance mechanic A, died June 30 after a long illness. He was employed in 1977 as a maintenance man B and elected early disability retirement in 1992. McCune is survived by his wife Eritha, 5 Nilan Drive, Hurricane, W. Va.; one son; five daughters; seven grandchildren; five sisters; and one brother.

Lawrence Edward Hopson, 81, retired head custodian, GO General Services, Roanoke, died July 29. A native of Bedford County, Va., he was hired in 1942 as a janitor and retired in 1979. Hopson is survived by his wife, Vivian, 1715 Moorman Road, Roanoke, Va.; four daughters; four sons; two brothers; two sisters; 21 grandchildren; 22 great-grandchildren; and his stepmother.

Bernice M. Roush, 82, retired Point Pleasant secretarial-stenographer, died July 19. A native of Mason County, W. Va., she began her career in 1948 as a stenographer junior and elected disability retirement in 1974. Roush is survived by one son.□





**Farley-Lilly**Kelly Lilly to **Jeremy** Farley, May 26.
Jeremy is the son of Wayne Farley,
Beckley engineering technologist I.



Anstett-Zagayko
Karen Lynn Zagayko to William Michael
Anstett, May 20. Karen is the daughter of
Andrew Zagayko, Central Machine Shop
manager.



**Pierce-Riffle**Marilyn Riffle to **Paul C. Pierce**, Philip Sporn Plant maintenance mechanic B, June 24.



Anderson-Sword
Joyce Sword to George Alan Anderson,
Grundy line mechanic A, June 17.



Hogan-Ross
Delores Shively Ross to Robert Wayne
Hogan, May 27. Bobby is the son of
Carolyn Noell, purchasing clerk A, GO
Purchasing, Roanoke.



McComas-Cadd

Danielle Cadd to Joey McComas, May 19.

Danielle is the daughter of Dreama Cadd,
Logan T&D clerk.

#### Jeffries-Frum

Judith M. Frum to Charles A. Jeffries, maintenance mechanic, Centralized Plant Maintenance, June 21.

#### Merola-Carter

Ann Elizabeth Carter to Mark Anthony Merola, maintenance mechanic welder, Centralized Plant Maintenance, June 1.□

#### **John Amos**

Torre Paige, daughter of Paul Massie, plant engineer senior, June 12.

#### Bluefield

Matthew Keith, son of Keith Wiley, Princeton engineering technician senior, May 31.

#### **Centralized Plant Maintenance**

Makayla Maria, chosen daughter of Rick Findley, maintenance mechanic welder, June 18.

#### Kanawha River

Madison Cinclar, daughter of **Janet Hopkins**, plant clerk C, June 28.

#### Logan-Williamson

Austin Graham, son of Gina Banks, Williamson customer services representative, June 17.□



Charlie Caruthers Charleston 40 years



John Hurt Bluefield 35 years



Russell Elliott Lynchburg 30 years



**John Nowlin** Christiansburg 30 years



Posey Payne, Jr. Pulaski 30 years



Dale Wolfe St. Albans 30 years



Richard Downey Roanoke 25 years



Robert Sawyers Wytheville 20 years



Harry Berger Fieldale 20 years

## Abinadon

15 YEARS: Philip Young. 10 YEARS: Kevin Standifur, Marion. 5 YEARS: James Blevins, Marion.

#### **John Amos**

20 YEARS: John Milbee. 15 YEARS: Dwight Kidd.

#### **Beckley**

15 YEARS: Dwight Linkous; David Langford; Jeff Rogers. 5 YEARS: Jackie Arthur; Ron Carte, Oak Hill.

#### Bluefield

15 YEARS: Greg Beckett, Princeton; Terry Akers.

#### **Centralized Plant Maintenance**

10 YEARS: Frank Hayes. 5 YEARS: John Nibert; Val Porter.

#### Charleston

10 YEARS: Terry Moore; Donavan Daily; Howard Parsons. 5 YEARS: Loretta Hall.

#### Clinch River

10 YEARS: Jerry Johnson. 5 YEARS: Duane Stonebraker.

#### **General Office**

15 YEARS: Jill Conner, GO Executive, Roanoke. Martin Seay, GO T&D Measurements, Roanoke. Walter Lucas, GO T&D R/e & R/w, Charleston. Carolyn Blankenship, GO T&D Engineering, Roanoke. 10 YEARS: Bryan Adams, GO T&D Protection & Control, Roanoke. Rene Bocanegra, GO T&D Station, Roanoke. Todd Marlowe, GO T&D Telecommunications, Roanoke. 5 YEARS: Steve Viars, GO T&D Transmission, Turner. Kenny Perdue, GO Hydro Generation, Roanoke. Harlan Cox, GO T&D Transmission, Bluefield. Tim Clemons, GO T&D Transmission, Bluefield. Carol Kisamore, GO Executive, Charleston.

#### Huntington

10 YEARS: Joe Johnson; Judy Combs. 5 YEARS: Jeff Rowe.

#### Kanawha River

15 YEARS: Lester Johnson. 10 YEARS: Greg Payne; John Bowen; John Conn. 5 YEARS: Sandra Brown.

#### **Kingsport**

15 YEARS: **Deborah Skelton**. 10 YEARS: Norman Rochowiak.

#### Lynchburg

15 YEARS: Ricky Fortune. 10 YEARS: David Humphreys.

#### Mountaineer

15 YEARS: Bill Hosaflook; Jeff Woodall. 5 YEARS: Mitch Barnette; Christina Edge.

#### **Pulaski**

5 YEARS: Kelvin Lee; Nancy Phillips; Tony Alderman; Roger Nance, Pearisburg.

#### Roanoke

25 YEARS: Ronald Payne; Gary Sink. 15 YEARS: Posey Dillon; John Mitchell, Rocky Mount. 10 YEARS: Greg Wilkinson. 5 YEARS: Don Poe.

#### Philip Sporn

25 YEARS: Kenneth Longstreth; Dallas Edwards. 15 YEARS: Charles Zuspan, Jr. 10 YEARS: Timothy Tench.□



### **APCo Team Wins Grand Crankers Trophy**



Appalachian Power's team won the first place Grand Crankers trophy in the Point Pleasant Sternwheel Regatta's ice cream making contest. Team members were: front row, l. to r., Dale Machir, line crew supervisor exempt, and Stan Wageman, line construction and maintenance representative. Back row, l. to r., Bob Watson, meter reader, and Chuck Talley, Point Pleasant manager.

### **Appalachian Power Contributes To Fan Care**

Summer heat and humidity can be physically stressful and dangerous to the frail elderly. To help ensure their health and comfort, Virginia Power and the Virginia Department for the Aging sponsor a Fan Care program.

With a contribution from Appalachian Power, 39 fans were purchased by the Appalachian Agency For Senior Citizens and distributed to needy elderly. AASC serves the counties of Russell, Buchanan, Tazewell, and Dickenson. □



### Teams Raise \$600 For March Of Dimes

Teams from Point Pleasant and Centralized Plant Maintenance (pictured above) raised over \$400 in the March of Dimes Walk America held at Point Pleasant's Harmon Park. Kim Gerlach, Point Pleasant secretary-stenographer B, served on the event's steering committee. Debbie Hickel, Point Pleasant T&D clerk A, raised the highest total of the group. In addition, a team of Huntington employees and spouses raised \$200 in the Walk America held in Huntington's Ritter Park.□



## **APCo Participates In Youth Connection**

Tommy Bondurant, Lynchburg line mechanic A, demonstrates the operation of a bucket truck to students taking part in "Lynchburg Youth Connection" held at Sandusky Middle School. More than 200 middle school students participated in the day camp, sponsored by the Partnership for the Prevention of Substance Abuse.□

Illuminator

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