

Illuminator

AEP
APPALACHIAN
POWER

DECEMBER 1995



Illuminator

Vol. 47, No. 3, December 1995

Published for the employees of



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

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About the cover: The *Illuminator* staff wishes you peace, joy, and prosperity during this holiday season and the coming year. Cover art by Fred Cramer, Cramer Graphics, Roanoke.

AEP Savings Plan Funds

Following are investment rates of return for the period ending September 30, 1995.

| | Last 12 months |
|-------------------|----------------|
| Fixed Income Fund | 7.13% |
| Equity Fund | 29.80% |
| AEP Stock Fund | 22.06% |

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

AEP is moving Employees Savings Plan participant accounts to Fidelity Investments. The transition period began in September and is scheduled to end early this month.

Savings Plan participants will not be able to withdraw funds or transfer funds between accounts during the transition period. Contributions from participants will continue to be invested in their accounts throughout the transition period. □





E. Linn Draper, Jr.
Chairman of the Board
President and
Chief Executive Officer
14 223 1500

Dear Fellow Employees:

The first of the year is when we officially begin operating as one unified system under the AEP brand, even though there is still much to do as we complete, adjust and get comfortable with our new structure.

Good two-way communications will be vital to the success of our new organization as we gear up for the competition that lies ahead. We are working to develop programs that will help you get and give information in a more timely manner.

One of these will be a new bi-weekly employee publication for all AEP employees and retirees. Your first issue will be published January 2, 1996, and every other week thereafter. It will be a tabloid newspaper format with System news, regionalized local information about people and places, covering all aspects of one new company. Besides people and company news, it also will be designed to keep you abreast of our changing industry and what our competition is doing.

We hope you like the new publication and will contribute news from your area. As we enter this new era with our family of companies becoming one, it's important that we all know what's going on everywhere. One company requires one publication with news about all of us for each of us to read.

As we near the close of 1995 — and what a year it was! — I'd like to take this opportunity to thank each of you for your support, hard work and willingness to tackle the challenges that face us. It's that hard work, even amid uncertainties some may have concerning our New Directions, that will make us successful.

I wish you and yours the safest, warmest and most happy holidays.

Sincerely yours,

A handwritten signature in black ink, appearing to read "E. Linn Draper, Jr.", written in a cursive style.

E. Linn Draper, Jr.
AEP chairman, president
and chief executive officer

46 Years In Review

HEADLINES FROM THE PAST

1949

November: 300,000-350,000 volt lines being planned for system
December: Construction completed on first Sporn unit

1950

February: Rural line building program of three companies nearing end; 247,000 rural and farm customers to be served by '51
June: Second Sporn unit slated for operation this month
August: Philip Sporn Plant dedicated "to the service of people"
September: New plant to be built on Kanawha River

1951

June: Tanners Creek Plant is dedicated
July: Third Sporn unit starts operation

1952

January: Hearings are set on Appalachian's first request for rate increase in its history
February: Fourth Sporn unit goes in service this month
June: Giant 330,000 volt line is placed in service
September: Appalachian and 14 companies propose to supply new atomic plant to be built in Ohio

A history of the *Illuminator*

This is the 555th — and final — issue of the *Illuminator*, the monthly publication for active and retired employees of Appalachian Power and Kingsport Power companies.

An editorial in the October 1949 inaugural issue stated the purpose of the new publication:

"Many employees remember the *A. G. & E. Bulletin* published monthly for many years by our parent company for all employees of the Associated Companies. It was an excellent magazine and served to keep us informed of company and employee activities.

"Since its discontinuance in 1932, many employees have expressed a desire for something that might take its place; and, in several locations, employee publications, on a local or division basis, have been started. *Uncle App's News*, published in the Bluefield Division, was started in April 1943. *Hi-Power News*, published by the Kentucky and West Virginia Power Company, was started in 1944. Other publications on a local or district basis, such as the *Grapevine* in Charleston, have existed from time to time.

"This issue inaugurates a monthly newspaper for Appalachian Electric Power Company, the Kentucky and West Virginia Power Company, and Kingsport Utilities, Incorporated. It is intended to bring you a wide variety of news about your company, your fellow employees and their families, and the electric industry in general."

And for more than 46 years, the *Illuminator* has done just that — recording through stories and photographs important events in the history of our companies and the electric utility industry. It also reported employee's promotions, service anniversaries, retirements, weddings, births, deaths, hobbies, sports activities, awards, heroic deeds, and honors.

Throughout the *Illuminator's* history, its editors won numerous awards.

William A. McClung, a former newspaper reporter, was hired to edit the new publication, whose first issue was unnamed. Katherine Stewart, a PBX operator in Appalachian Electric Power's Charleston office, was the first of five persons to submit the winning name of *The Illuminator*. A total of 874 entries were received in the contest. Stewart was awarded a \$50 prize for her entry, which was postmarked at 8:00 a.m. on the first day the contest began. The other four persons received consolation prizes.

The format and style of the *Illuminator* changed several times over the next 46 years, under the guidance of seven editors (see accompanying list). The *Illuminator* was the first AEP publication to have a female editor (in 1971), the first to add a second color (1977), and the first to switch to a magazine format (1981).

As AEP heads in New Directions and operates as a unified system, so, too, must the System publications. We eagerly await the first edition of the bi-weekly tabloid newspaper in January. □

Illuminator Editors

| | |
|----------------------|-----------|
| William A. McClung | 1949-1955 |
| Jack A. Palmer | 1955-1957 |
| C. Richard Lovegrove | 1957-1963 |
| J. Donlan Piedmont | 1963-1967 |
| Marshall O. Julien | 1967-1970 |
| William C. Elliott | 1970-1971 |
| Betty Lou Carter | 1971-1995 |



November: Furr succeeds Funk as AEP Co general manager

1953

March: Construction contracts let for new generating plants for AEC project

September: Kanawha Unit One is in commercial service

October: Educational assistance program adopted

1954

April: Snow causes worst damage in history

June: AGE Wins the Coffin Award, industry's highest honor

October: New 225,000 kw unit to be installed at Glen Lyn

1955

January: Annual AGE Education Award established

February: OVEC units producing power for AEC plant

April: Floods sweep throughout two-state area

November: Last coal company steam plant serving homes in Appalachian area closed

1956

January: System Meter moves to Roanoke

June: Groundbreaking at Clinch River Plant signals new valley era

December: Sporn Plant to get giant 450,000 kw unit

1957

July: New 225,000 kw unit at Glen Lyn completed

1958

September: Appalachian applies for FPC license to build Smith Mountain Dam project

October: Unit 1 at Clinch River in operation

December: Clinch River Plant dedicated to service

1959

June: Mother Nature's fury unleashed as tornado, high winds, hail lash West Virginia areas

September: AEP first private electric utility to exceed 25-billion kwh sales

1960

January: New unit scheduled at Clinch River Plant

February: R. E. Hodges succeeds G. L. Furr as Appalachian general manager

April: 750,000 volt test line to be constructed at Apple Grove site by AEP, Westinghouse

May: License for Smith Mountain is approved

July: Construction under way on one of two dams in hydro project

August: Big Sandy ground broken

September: Contract let for Leesville Dam construction

November: Linemen to work live lines with bare hands

1961

January: Sporn Unit 5 now in commercial operation

July: Test line of 775,000 volts energized at Apple Grove

November: Devastating snowfall strikes West Virginia

December: Cook elected president to succeed Sporn

1962

January: Third unit at Clinch River Plant goes commercial

June: Milestone of 4,000 kwh per home attained in Appalachian

December: Big Sandy Plant dedicated to service of Kentuckians

1963

January: Joe P. Gills elected Appalachian vice president and general manager

April: Record floods bring destruction to four-state area.; FPC permit granted for Blue Ridge Dams

June: Leesville Hydro generating power

November: Appalachian picks site for upper dam in Blue Ridge Project

1964

January: Appalachian reorganizes structure; eliminates districts as operating units

December: AEP Computer Center opened in Canton

1965

February: Appalachian files for Blue Ridge Project license

May: System's worst disaster smashes Indiana, Ohio

June: Appalachian to build 500 kV transmission line

1966

March: Smith Mountain Dam goes commercial

May: AEP System to build 765,000 volt network

October: Appalachian energizes first 34.5 kV distribution line

1967

January: Appalachian announces 1.6 million kW steam plant

April: Flooding waters cause damage, outages over Kentucky, Appalachian

July: Information center, picnic area at Smith Mountain Dam open for public use

August: AEP announces plans to build first nuclear plant

1968

February: AEP seeks approval for acquisition of Columbus and Southern Ohio Company

1969

June: First 765 kV line energized

1970

January: Beckley becomes Appalachian's ninth operating division

1971

May: Donald Cook elected AEP board chairman

October: First Amos unit goes commercial

1972

April: Flood ravages Buffalo Creek

July: Flood in Roanoke Valley sets new record

1973

January: Vaughan heads Appalachian Power

November: Central Machine Shop will serve all AEP System plants

1974

February: APCo will build 1300 mw unit on Ohio River near New Haven
March: Fifth unit proposed for Smith Mountain Dam
July: Blue Ridge license granted; project still faces delay

1975

March: Financial pressures force closing of Cabin Creek Plant
November: Customer Services, Accounting functions merge in APCo divisions

1976

February: White succeeds Cook as AEP chairman, CEO
October: President Ford signs legislation blocking Blue Ridge Project

1977

May: Worst floods in history strike Virginias, Kentucky
September: APCo seeks preliminary permits for two pumped-storage hydro-electric projects

1978

February: Philip Sporn, electric industry giant, dies at 81
May: Floods, snow cause extensive power outages in Southwest Virginia
August: AEP to study possible nuclear plant site in Central Virginia

1979

January: Disbrow elected AEP chairman
February: Worst ice storm in history sweeps southern APCo territory

1980

April: Direct paycheck deposit offered APCo employees
June: C&SOE becomes eighth system operating company
August: Violent summer storms wreak havoc across AEP System
October: Mountaineer Plant goes commercial
November: Putnam Coal Terminal dedicated

1981

October: Mountaineer Plant dedicated
December: AEP observes 75th birthday

1982

January: Donald C. Cook dies
May: Formation of AEP Energy Services approved
July: Checkless Payment Plan introduced
November: APCo drops Brumley Gap study

1983

January: Snowstorm causes extensive damage in five APCo divisions
February: APCo introduces Neighbor-to-Neighbor program
August: 200,000th electric heating customer added to APCo lines

1984

February: Zimmer Plant will be converted to coal

June: PSC okays APCo request to sell coal properties
September: Mountaineer Plant sets industry record for continuous run
October: Mountaineer Plant sets second performance record

1986

July: Mountaineer Plant sets world record for operation
August: Mountaineer Plant sets another world record
October: 765 kV transmission network completed
November: Mountaineer celebrates world record run with commemorative ceremony

1987

April: Mountaineer ends record run at 607 days, 12 hours, 48 minutes
August: Ground broken for General Office Service Center in Roanoke
September: AEP introduces new corporate identity

1988

May: Electronic meter reading introduced
June: Sporn Plant proposed as new PFBC facility

1989

November: Hurricane Hugo affects service to 195,000 APCo customers

1990

January: APCo President John Vaughan retires, Vipperman succeeds

1991

January: Disbrow elected AEP president, CEO
April: Ice storm downs, damages 185 transmission towers in I&M
May: Zimmer Plant goes commercial
September: APCo files request for 765 kV line with SCC

1992

February: Disbrow succeeds White as chairman of AEP
July: APCo files request for 765 kV line in W. Va.

1993

February: Amos Unit 2 sets record for continuous run
March: Amos Unit 2 sets record run; PSC approves experimental DSM programs
April: March blizzard leaves 71,000 AEP customers without power
July: Major restructuring of Service Corp. announced

1994

February: Winter's first major storm cuts service to 133,000 APCo customers
March: Epic winter ice storm cuts service to 204,000 APCo customers
April: Second ice storm outages 148,000 APCo customers
August: New Directions: Draper charts course for AEP System
November: AEP System launches development of ABMS

1995

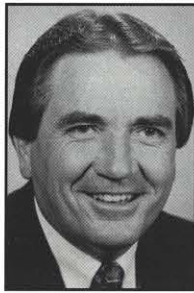
July: Next steps announced in AEP restructuring



12 Distribution Regions Name Next Level Of Management



Wright



Taylor



Harmon



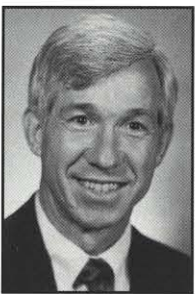
Ruloff



Wagner



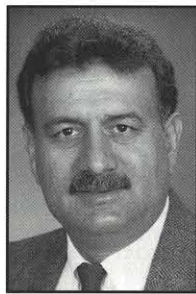
Kent



Burdette



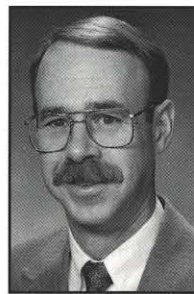
Trigg



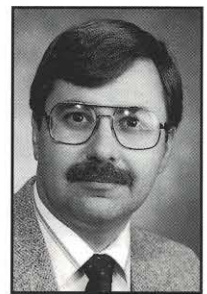
Yazdani



Hankins



Weldon



Talley

The AEP energy distribution system's 12 region managers have named their next level of management. Each of the positions announced reports directly to the region manager. All new appointments and title changes are effective January 1.

As previously announced, the former Appalachian Power Company divisions will be consolidated into four regions: Northern West Virginia, Southern West Virginia, Southwestern Virginia-Tennessee and Central Virginia.

Northern W. Va.

The Northern West Virginia Region will be composed of the former Huntington, Charleston and Logan-Williamson divisions, under the direction of Larry Gearhart, currently manager of the Beckley Division. The region headquarters location is planned to be in Charleston.

Gearhart announced the following appointments:

- **Phil Wright**, currently line superintendent at Bluefield, will be operations manager;
- **Pat Taylor**, currently customer services supervisor in Charleston, will be customer services manager;

- **Matt Harmon**, currently engineering supervisor in Huntington, will be engineering manager;

- **Harry Ruloff**, currently T&D superintendent in Logan-Williamson, will be Logan-Williamson District manager;

- **Bob Wagner**, currently district manager in Fieldale, will be Huntington District manager;

- **Mary Kent**, currently line superintendent in Beckley, will be Point Pleasant District manager;

- **Art Burdette**, currently T&D superintendent in Charleston, will be Charleston District manager; and

- **Rudy Trigg**, currently engineering supervisor in Charleston, will be St. Albans District manager.

Southern W. Va.

The Southern West Virginia Region will be formed from the former Beckley and Bluefield divisions under the guidance of Ted White, currently Bluefield Division manager, and will be headquartered in Bluefield.

White announced the following appointments:

- **Alex Yazdani**, currently engineering supervisor at Bluefield, will be operations manager;

- **Norma Hankins**, currently customer services office supervisor in Bluefield, will be customer services manager;

- **O. J. Weldon**, currently Beckley engineering supervisor, will be engineering manager;

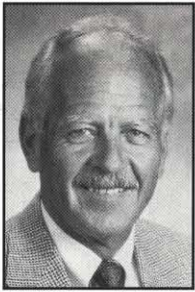
- **Chuck Talley**, currently Point Pleasant area manager, will be Beckley District manager; and

- **Robert Farley**, currently T&D superintendent in Bluefield, will be Bluefield District manager.

Southwestern Virginia-Tennessee

The Southwestern Virginia-Tennessee Region will consist of the former Abingdon and Pulaski divisions and Kingsport Power Company and will be headed by Dave Bush, currently Huntington Division manager. The headquarters location for the region is still under study.





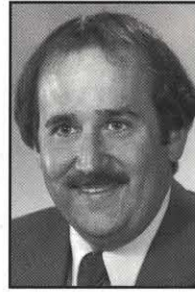
Farley



Valley



Myers



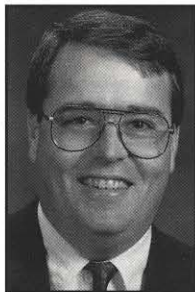
Jones



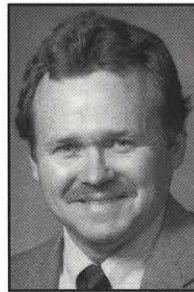
Adams



Weddle



Aaron



Gordon



Shepard



Mercier



McMahan



Coffey

Bush announced the following appointments:

- **Bill Valley**, currently T&D director at Kingsport Power, will be operations manager;
- **Fred Myers**, currently customer services supervisor at Pulaski, will be customer services manager;
- **Mike Jones**, currently engineering supervisor in Abingdon, will be engineering manager;
- **Dan Adams**, currently T&D superintendent in Abingdon, will be Abingdon District manager;
- **Joe Weddle**, currently acting division manager in Pulaski, will be Pulaski District manager; and
- **Ted Aaron**, currently area superintendent in Christiansburg, will become Christiansburg District manager.

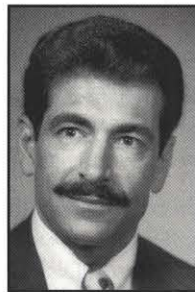
As previously announced, Isaac Webb, currently Logan-Williamson Division manager, will become Kingsport District manager.

Central Virginia

The Central Virginia Region will be made up of the former Roanoke and Lynchburg Divisions under the oversight of Barry



Wiseman



Jackson

Snodgrass, who is currently Lynchburg Division manager. The headquarters will be in Roanoke.

Snodgrass announced the following appointments:

- **Dave Gordon**, currently T&D superintendent at Lynchburg, will be operations manager;
- **Dick Shepard**, currently customer services supervisor at Lynchburg, will be customer services manager;
- **Mike Mercier**, currently engineering supervisor in Roanoke, will be engineering manager;
- **Terry McMahan**, currently T&D superintendent in Roanoke, will be Roanoke District manager;

• **John Coffey**, currently area supervisor at Rocky Mount, will be Rocky Mount District manager;

• **Harold Wiseman**, currently marketing and customer services manager in Roanoke, will be Fieldale District manager; and

• **Larry Jackson**, currently Lynchburg marketing and customer services manager, will become Lynchburg District manager.

Kentucky

The Kentucky Region will continue to be organized under the pilot established as a result of the company's reorganization study and will be headquartered in Ashland.

As previously announced, Dave Lang, currently electrical systems director at Kentucky Power, will be region manager. Lang announced that the following individuals will continue in their current positions: **Joe Pemberton**, reliability manager; **Steve Early**, system improvements manager; **Terry Hall**, customer services manager; **Greta Hall**, stores manager; and **Ranie Wohnhas**, customer billing and collection manager.



Southern Ohio

Darryl Kidwell, Southern Ohio Region manager, announced that the following individuals will continue in their current positions: **Boyd Conley**, customer services manager; **Jon Buck**, region administrator (previously administrative assistant); **Greg Pauley**, Athens District manager; **John White**, Chillicothe District manager; **Ron McDade**, Gallipolis District manager; **David Kennedy**, Hillsboro District manager; **James Miller**, Ironton District manager; and **John Kennard**, Portsmouth District manager. The region's district managers had been area managers. **Ken Hamilton**, presently engineering manager, will move to operations manager, replacing **Mark Workman**, who has been named to head the station construction, operations and maintenance function for the Central Transmission Region.



Clema

Brad Clema, currently supervising engineer in the Fieldale office of the Roanoke Division, will become engineering manager. **Dan Bevan**, Wellston Area manager, has accepted a position in the Business Services section of the Marketing Department. His duties

as Wellston District manager will be assumed temporarily by Pauley, the Athens District manager.

As previously announced, Gearhart, White, Bush, Snodgrass, Lang and Kidwell will report directly to Mark Bailey, presently vice president of Indiana Michigan Power Company, who will have operating responsibility for AEP's six southern distribution regions.

Indiana

Dale Trenary, Indiana Region manager, announced that the following individuals will continue in their current positions: **Dave Lahrman**, operations manager; **Kathy Markin**, customer services manager; **Gary Yarger**, region administrator; **Karl Boyd**, Fort Wayne District manager; **Nick Chapman**, Avilla District manager; **Fred King**, Decatur District manager; **Dick**

Morris, Elwood District manager; **Jackie Siefker**, Muncie District manager; and **Dave Wolcott**, Marion District manager. Newly appointed is **Ed Ehler**, who has been named engineering manager. Ehler is currently the region's line supervisor.

Michiana

Bill Walters, Michiana Region manager, announced that the following individuals will continue in their present positions: **Roy Middleton**, operations manager; **Bill Plawinski**, customer services manager; **Randy Knight**, region administrator; **Tim Banta**, South Bend District manager; **Bob Bellaire**, Buchanan District manager; **Al Brooks**, Elkhart District manager; **Dennis Miser**, Three Rivers District manager; and **Helen Murray**, St. Joseph District manager. Newly appointed is **Ron Cotant**, who has been named engineering manager. Cotant is currently the region's engineering supervisor.

Columbus

Dave Fenstermaker, Columbus Region manager, announced that the following individuals will continue in their present positions: **Chuck Jennings**, customer services manager; **Mary Flint**, community services manager; and **John Quelette**, region administrator (previously administrative assistant). Newly appointed is **Don Schaal**, who has been named operations manager. Schaal is currently the region's commercial/industrial marketing services manager. The region engineering manager position is currently vacant and an appointment will be announced in the future.

Eastern Ohio

Bill Sheffield, Eastern Ohio Region manager, announced that the following individuals will continue in their present positions: **Jim Nowak**, operations manager; **Rob Cheripko**, customer services manager; **Mark Garrison**, engineering manager; **Julie Trbovich**, region administrator (previously administrative assistant); **Dave Denham**, Wheeling District manager; **Mike Filippi**, Wooster District manager; **Jeff Friend**, Belmont District manager; **Mike Lewis**, New Philadelphia District manager; **Tom Lukowski**, Canton District manager;

Ed Mowrer, Steubenville District manager; and **Tom Nohl**, East Liverpool District manager. The region's district managers had been area managers.

Central Ohio

B.J. Smith, Central Ohio Region manager, announced that the following individuals will continue in their present positions: **Ron Geese**, operations manager; **Phil Wearsch**, customer services manager; **Jim Salerno**, engineering manager; **Doug Ickes**, region administrator (previously administrative assistant); **Dave Gersper**, Zanesville District manager; **Gary Jackson**, Cambridge District manager; **Paul Prater**, Coshocton District manager; **Gregg Steger**, Newark District manager; **Pamela Watkins**, Lancaster District manager; and **Ron Winrod**, Mount Vernon District manager. The region's district managers had been area managers.

Western Ohio

Richard Pelger, Western Ohio Region manager, announced that the following individuals will continue in their current positions: **Dave Buchanan**, operations manager; **Katie Oatman**, customer services manager; **Jim Elseser**, engineering manager; **Brandy Wagner**, region administrator (previously administrative assistant); **Ken Belcher**, Lima District manager; **Ed Emrich**, Van Wert District manager; **Bill Minor**, Bucyrus District manager; **Jane Stover**, Findlay District manager; **Jess Warren**, Tiffin District manager; and **Rob Young**, Kenton District manager. The region's district managers had been area managers.

As previously announced, Trenary, Walters, Fenstermaker, Sheffield, Smith and Pelger will report directly to Bill D'Onofrio, currently vice president of I&M, who will have operating responsibility for AEP's six northern distribution regions. □

19 Named To Posts In Energy Distribution Department

Nineteen employees last month were named to key positions in AEP's new Energy Distribution Department. The announcement was made by Carl Erikson, currently president of Columbus Southern Power/Ohio Power Company, who will head the organization.

The appointments, effective January 1, involve key posts in the Distribution Engineering and Operations function, which will be headed by Rex Cassady, currently Appalachian Power T&D director.

As announced previously, three major areas will report to Cassady: Distribution Operations, Distribution Engineering, and Distribution Data Systems.

Distribution Operations



Elswick



Grayson

Within the Distribution Operations function, **Jim Elswick**, currently distribution superintendent for Appalachian Power; **Jack Vance**, currently operations supervisor for Columbus Southern Power/Ohio Power; and **Gary Rhodes**, currently distribution manager at Indiana Michigan Power, will head up Distribution Operations activities and will be based in Roanoke, Columbus, and Fort Wayne, respectively.

Lynn Grayson, currently forestry control superintendent at Appalachian Power; **Doug Kelley**, currently an arborist in the Transmission organization of Columbus Southern Power/Ohio Power; and **Ed Brooks**, currently forestry control manager at I&M, will head the right-of-way maintenance activities for the Energy Distribution Department and will be based in Roanoke, Columbus, and Fort Wayne, respectively.

Terry Smith, currently distribution arborist for Columbus Southern Power/Ohio Power, will provide administrative oversight, budget management and performance evaluation for the right-of-way maintenance program.

Elswick, Vance, Rhodes, Grayson, Brooks, and Smith will report to **Tom Kirkpatrick**, who previously was named to lead the Distribution Operations activities for the AEP System. Kirkpatrick reports to Cassady.

Distribution Engineering

Within the Distribution Engineering function, Distribution Engineering and Planning groups will be established in Roanoke, Columbus, and Fort Wayne.



Jones



Riggins

Bud Jones, currently electrical engineering superintendent at Appalachian Power, will lead the Roanoke-based Engineering and Planning groups. **Mike Riggins**, currently supervising engineer in Appalachian's General Office, will lead the Distribution Planning activity in Roanoke and report to Jones.

Joel Trad, currently senior engineer in Distribution Engineering at the AEP Service Corporation, will lead the Columbus-based Engineering and Planning Group. **John Williams**, currently planning supervisor for Columbus Southern Power/Ohio Power, will lead the Distribution Planning activity in Columbus and report to Trad.

Rod Walter, currently supervising engineer in the I&M General Office, will lead the Fort Wayne Engineering and Planning groups. **Dave Chen**, currently engineering supervisor in the Indiana Region of I&M, will lead the Distribution Planning activity

in Fort Wayne and will report to Walter.

George Allen, currently principal engineer in the Distribution Engineering Section at the Service Corporation, will lead the Distribution Equipment and Standards function for the AEP System.

Mike Miller, currently underground systems engineering supervisor in the Columbus Southern Power/Ohio Power General Office, will continue in that role in the new organization.

Jones, Trad, Walter, Allen and Miller will report to **Bob Gifford**, currently electrical engineering manager for I&M, who was previously named to lead the Distribution Engineering activities for the AEP System. Gifford also reports to Cassady.

Distribution Data Systems



Bevins

In the Distribution Data Systems function, **Jim Bevins**, currently property records accounting coordinator in Appalachian Power's General Office Accounting, will lead the Distribution Planning and Budgeting activities.

Mike Jackson, currently information systems supervisor in the Columbus Southern Power/Ohio Power General Office, will lead the Technical Operations Support group.



Huff

Carl Huff, currently computer graphics supervisor in Appalachian Power's General Office, and **Bob Burns**, currently information systems supervisor in the Columbus Southern Power/Ohio Power General Office, will lead the Database Applications activities for the AEP System and will be based in Roanoke and Columbus, respectively.

Another position in the Distribution Data Systems area is that of joint use supervisor, having Systemwide responsibility for joint use activity. This position will be filled at a later date.

Bevins, Jackson, Huff, Burns and the joint use supervisor will report to Gary Sams, currently information and management services manager for Columbus Southern Power/Ohio Power, who previously was named to lead the Distribution Data Systems function for the AEP System. Sams also reports to Cassidy.

Additional staff positions in Distribution Operations, Distribution Engineering, and Distribution Data Systems will be named later. □

Schaub To Head T&D Material Distribution Group

Ted Schaub, general stores supervisor for Columbus Southern Power/Ohio Power Company, has been named to head the T&D Material Distribution Group. The announcement was made last month by Carl Erikson, currently president of the combined Ohio companies, who will head AEP's new Energy Distribution Department.

The appointment is effective January 1. Schaub will report to Mark Bailey, currently vice president of Indiana Michigan Power Company, who will have operating responsibility for AEP's six southern distribution regions.

The newly formed function, which will be located in Columbus, will have direct responsibility for the current Central Warehouse organizations in Canton and Fort Wayne and will provide functional guidance to the T&D storerooms across the System. □

AEP Legal Department To Be Realigned

AEP's Legal Department will be realigned, effective January 1, to support the newly formed AEP organizational structure and to improve legal service to all AEP organizations, according to John DiLorenzo Jr., AEP vice president and associate general counsel.

The realigned Legal Department will consist of six functional groups: Power Generation and Litigation, Energy Delivery, Rates, Corporate and Finance, Tax Law, and Environmental.

Power Generation and Litigation

Michael Miller, currently chief legal counsel - fuel supply in Lancaster, will relocate to Columbus as chief counsel - power generation and director of litigation. He will be responsible for legal services to be rendered to the new Power Generation Group and for the implementation of a system to monitor litigation in order to control outside costs more closely.

Barbara Belville, senior attorney, will assist in these activities.

Miller will continue to provide legal support to the Fuel Supply and Business Support organization, and David Cohen, senior staff attorney in Lancaster, will continue to report to him.

Energy Delivery

Jack Shinnock, presently senior assistant general counsel, will be named as chief counsel - energy delivery and will be responsible for providing legal services to the new Energy Delivery Group. He will be assisted in those duties by regional energy delivery counsel in field locations who will report to him. Such counsel will be composed of Marc Lewis in Fort Wayne and Richard Cohen, James Reeves and Larry Sauer, all currently with the Columbus Southern Power/Ohio Power offices.

Shinnock will continue to supervise real estate, hydroelectric and nuclear legal services. Kenneth McDonough, real estate counsel, and Jay Jadwin, real estate attorney, will continue to report to him. It is anticipated that a nuclear attorney will be located in Bridgman, Michigan, at the time

of the announced move of nuclear management and support staff during the summer of 1996.

Rates

Edward Brady, assistant general counsel, will continue to head the group providing legal assistance in rate matters. He will continue to be assisted by Marvin Resnik, Kevin Duffy and James Bacha, all of whom are senior rate counsel, and by Mitchell Dutton, rate counsel.

Corporate and Finance

DiLorenzo will continue to head the group providing legal services for corporate and financing matters and will continue to serve as corporate secretary for all AEP System subsidiary companies. The staff attorneys in this functional group will remain unchanged and include Thomas Ashford, assistant general counsel, who is responsible for corporate disclosure under the federal securities laws, and John Adams Jr., assistant general counsel, who is charged with handling the legal aspects of AEP System companies' financings. Ann Graf, Thomas Berkemeyer and Bradford Signet, all senior attorneys, will continue to provide assistance in these areas.

The support staff in the Legal Department — consisting of paralegals, a legal librarian, and a custodian of legal files — will also report to DiLorenzo.

Tax Law

Earl Goldhammer will continue to function as tax counsel and head the tax attorneys in the Legal Department, consisting of Michael Luis, assistant tax counsel, who is responsible for employee benefit plans, and Timothy King, senior attorney.

Environmental

Daniel Kemp, assistant general counsel, will continue to head the environmental group, which will include Kevin Mack and Joseph LaFleur as environmental attorneys. □



Information Services Department To Be Realigned

AEP's Information Services Department will be realigned effective January 1 to support the newly formed AEP organizational structure and to improve information systems service to all AEP organizations, according to Joe Valentine, AEP vice president - information services.

The realigned Information Services Department will consist of six service organizations:



Information Technology Services; Information Operations Services; Security, Training and Administrative Services; Generation and System Operation Services; Energy Delivery and Customer Relations Services; and Corporate Services.

Information Technology Services

Velda Otey, currently director - information technology services, will continue to head the Information Technology Services organization, which will be responsible for developing information technology strategies and plans, performing technology evaluations and providing data administration services.

This organization will consist of three groups:

- Technology Evaluation and Integration Services, which will be headed by **Enid Barry**, who currently is manager - client services;
- Data Administration Services, headed by **Carole Clary**, currently manager - data administration; and
- Technology and Strategic Planning, headed by **Vince Stranges**, currently manager - information technology planning.

Barry, Clary and Stranges will report to Otey.

Information Operations Services

Tom Savage, currently director - information services operations, will continue to head the Information Operations Services organization, which will be responsible for the daily operations and equipment support for PCs, data communications (including wide and local area networks), mainframe and LAN servers. This organization will consist of six groups:

- Mainframe Support Services, which will be headed by Tom Beck, who currently is manager - operating systems;
- Computer Operations Services, headed by **Bruce Byron**, currently manager - Columbus computer operations;
- PC/Server Support Services, headed by **Frank Palmiero**, currently lead analyst in Operating Systems; and
- Network Support Services, headed by **Jeff VonHolten**, currently manager - data communications and network support.

Two additional groups — Equipment Support Services and Help Desk Services — will be headed by persons to be named at a later date. Beck, Byron, Palmiero, VonHolten and the heads of Equipment Support Services and Help Desk Services will report to Savage.

Security, Training and Administrative Services

Dave Stock, who currently is manager - security and administrative support, will continue to head the Security, Training and Administrative Services group, which will be responsible for network and data security, all information systems training, and internal department administration, including planning, budgeting, measurements and contracts.

Three organizations — Generation and System Operation Services, Energy Delivery and Customer Relations Services, and Corporate Services — will provide planning, development, production support and consulting services across all computing platforms.

Generation and System Operation Services

Glenn Beebe, currently director - engineering and operations applications services, will head the Generation and System Operation Services organization, which will provide application services for generation, system operation and resource management applications. This organization will consist of four groups:

- Nuclear Generation Applications, which will be headed by **Paul Grimes**, who currently is manager - nuclear generation applications;
- System Operation Applications, headed by **Ron McCrea**, currently manager - system operation applications;
- Resource Management Applications, headed by **Rick McKelvy**, currently manager - materials and fuels applications; and
- Fossil and Hydro Generation Applications, headed by **Dale Mellen**, currently manager - fossil and hydro generation applications.

Grimes, McCrea, McKelvy and Mellen will report to Beebe.

Energy Delivery and Customer Relations Services

Rich Kalisch, who is currently manager - major systems projects, will head the Energy Delivery and Customer Relations Services organization, which will provide application services for customer, T&D and customer relations applications. This organization will consist of three groups:

- T&D Applications, which will be headed by **Bob Bennon**, who is currently manager - T&D applications;
- MACSS/OPS/MDS Projects, headed by **Nancy Williams**, currently manager - customer applications; and
- Customer and Customer Relations Applications, which will be headed by a person to be named at a later date.

Bennon and Williams will report to Kalisch, as will the head of the Customer and Customer Applications group.

Corporate Services

Tom Morgan, who currently is manager - accounting and human resources applications, will head the Corporate Services organization, which will provide application services for accounting, human resources, planning and budgeting, and financial applications. This organization will consist of two groups and three major accounting projects:

- ABMS project, headed by **Mike Crea**, who currently is manager - management systems applications;
- Accounting and Human Resources Applications, headed by a person to be named later.
- In addition, this organization will lead three major accounting system development efforts in the areas of general ledger, accounts payable and leased asset management.

Crea will report to Morgan, as will the head of Accounting and Human Resources Applications and the leaders of the accounting system development projects.

Under the department's new organizational structure, Otey, Savage, Stock, Beebe, Kalisch and Morgan will report directly to Valentine.

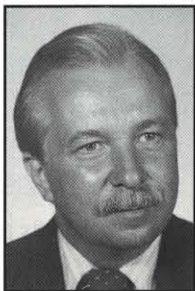
Additionally, the Systems and Procedures groups which have reported to AEP operating company accounting managers will be combined into the Information Services Department, beginning in 1996. □

Telecommunications Names Area Supervisors

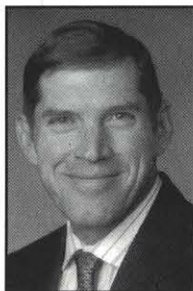
Four Appalachian Power employees are among the area supervisors named last month for the Telecommunications organization within AEP's new T&D Support Services Department. The announcement was made by Bruce Renz, who will lead T&D Support Services.

Each area supervisor will report to the respective region manager. Area supervisors named in the five regions are:

Tri-State Region



Jones



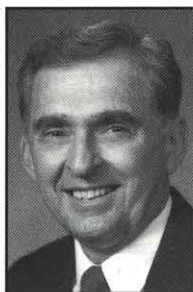
Jarvis

Bill Jones, currently telecommunications specialist, will supervise the Marmet area. **Dave Jarvis** will continue to supervise the Huntington area. **Randy Hennecke**, who earlier was named to head the Tri-State Region, will serve as acting supervisor of the Ashland area.

Appalachian Region



Linkous



Douthat

Don Linkous and **Derrill Douthat** will continue to supervise the Abingdon and Bluefield areas, respectively. **Todd Marlowe**, who previously was named to head the Appalachian Region, will serve as acting supervisor of the Roanoke area.

Northwest Region

Pete McQueen and **Jack Elmore** will continue to supervise the South Bend and Marion areas, respectively. **Shayne Johnston**, who previously was named to head the Northwest Region, will serve as acting supervisor of the Fort Wayne area.

Columbus Region

Dave Custer, currently telecommunication technician specialist at the AEP Service Corporation, will supervise the 1 Riverside Plaza area. **Dennis Kendrick** and **Dean Coil**, both currently non-exempt supervisors in Columbus Southern/Ohio Power Telecommunications, will supervise the Ohio Operations Center and Columbus areas, respectively.

Central Region

John Clevenger will supervise the Belmont area and **John Gibbs** will supervise the Canton area. Both currently are technicians with Columbus Southern Power/Ohio Power Telecommunications. **Steve Stauch** and **Al Mazur** will continue to supervise the Chillicothe and Zanesville areas, respectively. A supervisor will be named for the Findlay area at a later date. □



Nuclear Organization To Consolidate At Cook

American Electric Power Company will move its Columbus-based nuclear management and support staff during the summer of 1996 to consolidate it with the plant staff at the Donald C. Cook Nuclear Plant in Bridgman, Michigan.

The relocation affects approximately 250 employees, including all Columbus-based nuclear staff except a small number of AEP employees involved in the large-bore piping reconstitution program, who will remain in Columbus for the remaining

length of the project. The relocation will result in the elimination of about 50 positions from the overall nuclear organization. As plans develop further, nuclear generation employees at Columbus will be able

to volunteer to be considered for a severance plan. The severance package can include one-half month's pay for every year of service up to a maximum of one year's pay, as well as health, dental, and life insurance benefits and out-placement assistance.

Separately, the company said it will eliminate about 70 positions at Cook Nuclear Plant by early 1996. Cook Nuclear Plant employees are being asked to consider requesting voluntary severance to minimize the necessity for involuntary severance and express their preferences by mid-December. These employees would be considered for the severance plan.

Overall employment in the AEP nuclear organization will be reduced from approximately 1,300 to about 1,180, representing an overall reduction of about 120 full-time positions or 9.2% of the present nuclear organization in Ohio and Michigan. The early 1996 staff reductions, representing about 5.4% of the nuclear generation group, will affect plant employees only, but staff reductions made possible by combining the two staffs will probably be a combination of Columbus and plant employees, Eugene E. Fitzpatrick, AEP senior vice president-nuclear generation, said.



Cook Nuclear Plant's two generating units are scheduled to be operating throughout the relocation period.

"The decisions to reduce employment at Cook Nuclear Plant and to consolidate nuclear management and support functions in Michigan will help AEP's nuclear operations become more cost-competitive

"The decisions to reduce employment at Cook Nuclear Plant and to consolidate nuclear management and support functions in Michigan will help AEP's nuclear operations become more cost competitive as the electric utility industry moves into an era of price-based competition and customer choice."

as the electric utility industry moves into an era of price-based competition and customer choice," said Fitzpatrick.

"These staff reductions will bring our staffing more in line with other top

nuclear stations. They follow significant progress in the past several years in work process improvements," Fitzpatrick said.

"Most other utilities with only one nuclear site have tended to put all nuclear functions at or near the site itself, and we found that model has competitive and economic advantages for us as well," Fitzpatrick said. "The savings derived from integrating our nuclear group into one staff will be substantial in payroll, travel, and other expenses, allowing us to recover the costs of the move in a relatively short period of time."

Cook Nuclear Plant's two generating units are scheduled to be operating throughout the relocation period, Fitzpatrick said, allowing for a smoother transition. Also, he said, a transition team will be formed to ease the relocation process for employees who must move.

The reporting relationships associated with the current nuclear generation organization, including Cook Nuclear Plant, will remain intact pending further development of the integrated organization, which is expected to be finalized in the first quarter of 1996. □



14 Named To Customer Services Positions

Four employees from Appalachian Power and one from Kingsport Power are among those named to managerial and supervisory positions in AEP's new Customer Services organization. The announcement was made last month by H. E. "Butch" Rhodes, currently vice president of Appalachian, who will head the new organization.

The appointments are effective January 1 and involve positions within Customer Services' call centers, its Credit and Collections function, and its Customer Service Operations group.

Call Centers



Vest

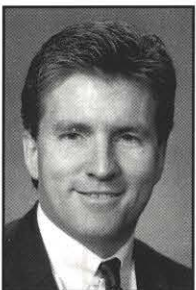
- **Jerry Vest**, currently Appalachian Power's Huntington customer services supervisor, will be the West Virginia-Virginia-Tennessee call center manager.

- **Brad Galford**, currently group supervisor at the Columbus

Southern Power/Ohio Power phone center in Groveport, Ohio, will take responsibility for network control, call processing systems, and performance at all AEP phone centers.

Credit and Collections

As indicated earlier, Bill Crawford, currently customer services manager at Appalachian Power, will head the Credit and Collections function. Five individuals have been named to report to Crawford:



Holland



Horn

- **Gregg Holland**, currently Appalachian's customer services coordinator, will be responsible for all credit processes in the System;

- **Carol Horn**, currently Appalachian's customer services coordinator, will direct all customer payment processes for AEP;



Aliff

- **Barbara Aliff**, currently customer services supervisor in Appalachian's Logan-Williamson Division, will be responsible for jurisdictional credit activities in West Virginia;

- **Dave Watters**, currently customer services coordinator for Columbus Southern Power/Ohio Power, will be responsible for Ohio jurisdictional credit matters, including the operation of a pilot program for state-based credit activities; and

- **Duane Schafer**, currently customer services administrator at Indiana Michigan Power Company, will be responsible for jurisdictional credit activities in Indiana and Michigan.

Customer Service Operations

As announced earlier, Susanne Moorman, presently customer services director at I&M, will be in charge of Customer Service Operations. Reporting to Moorman will be these seven individuals:

- **Jim Armstrong**, currently Lima office supervisor for Columbus Southern Power/Ohio Power, will be responsible for new program development;

- **Ruth Shively**, currently senior customer and marketing services analyst at the AEP Service Corporation, will coordinate the development of procedures for customer service programs;

- **Steve McLoughlin**, currently customer services coordinator for Columbus Southern Power/Ohio Power, will be responsible for development of performance standards and measurement;

- **Roberta Lammeier**, currently I&M customer service staff assistant, will be responsible for meter reading operations; and



Parker

- **Rick Parker**, presently customer services associate for Kingsport Power; **Bob Hewitt**, currently Elkhart office supervisor for I&M; and **Sandy Moreland**, presently customer services coordinator for Columbus

Southern Power/Ohio Power, will serve as field service coordinators in Roanoke, Fort Wayne, and Columbus, respectively.

In AEP's new organizational structure, Rhodes will report to Carl Erickson, who will be in charge of AEP's Energy Distribution organization. □

Administrative Services To Become Corporate Services

AEP's Administrative Services Department will change its name to Corporate Services, effective January 1, and will be realigned in order to provide and coordinate such services Systemwide.



Harry Vick, currently director - administrative services at the AEP Service Corporation, will head the Systemwide Corporate Services organization.

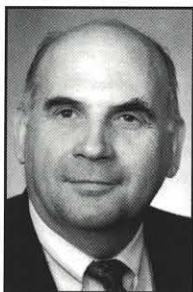
Effective January 1, corporate services managers in state office locations and the corporate services coordinator for the Fuel Supply and Business Support organization in Lancaster, Ohio, will report directly to Vick.

At AEP's headquarters in Columbus, five individuals will continue to report to Vick in their current positions:

Jeff Parlet, who will continue to head Office Services, and, effective January 1, also will be responsible for the corporate library in Columbus; John Blakie, Architectural Services; Kevin Dinan, Fleet Management; Rene Bluvol, Food Services; and John Schmansky, Security.

Corporate services managers and supervisory personnel in the state locations and Lancaster are as follows:

Virginia/West Virginia

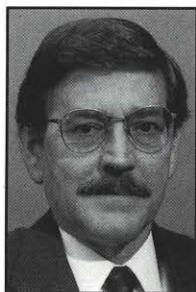


Parker

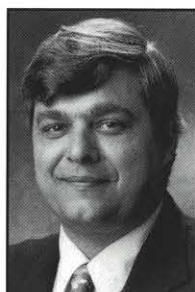


Bright

Gordon Parker will continue as corporate services manager, reporting to Vick, and will be responsible for services in the Kingsport area in addition to the States of Virginia and West Virginia. Reporting to Parker and continuing in their current positions are Raymond Bright, Office



Jacobs



English

Services; Wayne Jacobs, Fleet Management; and Randy English, Building Services.

Ohio

Bob Whitlatch will continue as corporate services manager, reporting to Vick, and will be responsible for services in the Wheeling area in addition to the State of Ohio. Reporting to Whitlatch and continuing in their current positions are Dan Cox, Fleet Management; Carl Maggard, Building Services; John Rice, Office Services; and Tom Graham, Security.

Associated Business Development Sets Structure

Further announcements regarding the management organization for the new Associated Business Development activity within the Energy Transmission and Distribution Group were made last month by Joe Vipperman, president of Appalachian Power Company, who will head the Systemwide group beginning in January.

As previously announced, Tom Jobs will head the Group Associated Business Development activity, with primary focus on delivery of transmission and distribution services, including customer services, to non-traditional customers. The group will also be involved with the expansion of services to existing customers in AEP's seven-state service territory. A New Ventures manager, to be announced in the near future, will be based in Columbus and develop non-core business services.

Indiana/Michigan

Gary Rhodes will continue as corporate services manager, reporting to Vick. Reporting to Rhodes and continuing in their current positions are Cindy Hohman, Office Services; Jim Vought, Building Services; and Jan Wimmer, Fleet Management.

Kentucky

Jerry Southers, currently support services manager at Kentucky Power Company, will serve as corporate services manager in the Kentucky Region, where the Corporate Services office is being reestablished. Southers will report to Vick. Reporting to Southers will be Rick Leary, who will head Fleet Management; Sondra Stevens, Office Services; and Emil Mayor, Building Services.

Fuel Supply and Business Support

Steve Schmelzer will continue to serve as corporate services coordinator, reporting to Vick. □

Initial plans call for the appointment of a regional manager for the Associated Business Development activity in Roanoke. Once business activities have been expanded to the rest of the AEP System, additional regional managers will be added in Columbus and Fort Wayne.



Key

Davie Key, currently energy services supervisor in the Roanoke Division of Appalachian Power, has been selected to manage the Roanoke function. The appointment is effective January 1. □

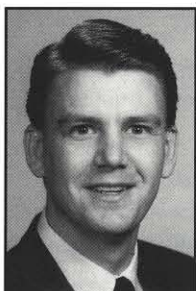
Corporate Communications Appointments Announced

AEP's Corporate Communications Department last month announced a number of appointments designed to establish a network of regional communicators as part of its restructuring efforts.

The appointments are effective January 1 and fill communications positions in 11 of the 12 energy distribution regions that have been established in AEP's Energy Delivery and Customer Relations Group as well as the two regions established for the delivery of support services in the Power Generation Group.

Power Generation Regions

As previously announced, Cathy Ferrari, Columbus Southern Power/Ohio Power public affairs director, will manage communication activities in the power generation groups. Ferrari announced the following appointments:



Moye

• Charleston: A two-person Charleston office will handle Corporate Communications needs of AEP's southern region of fossil and hydro generating facilities. As previously announced, Roger Dyer, currently public affairs manager at the AEP Service Corporation, will head Corporate Communications activities in this office, reporting to Ferrari. **Phil Moye**, currently public affairs assistant at Amos Plant, has been named to the Charleston staff.

• Lancaster: A three-person team will be formed in Lancaster to handle the Corporate Communications needs of AEP's affiliated mining operations and the northern region of AEP's fossil and hydro generating plants. As previously announced, David Hagelin, currently senior media representative at Columbus Southern Power/Ohio Power, will head Corporate Communications activities at Lancaster, reporting to Ferrari. **Jeff Rennie**, currently public affairs information manager at AEP

Fuel Supply, has been named to the Lancaster staff. The third position will be filled at a later date.

• Cook Plant: A two-person Corporate Communications team has yet to be named.

Energy Delivery Regions

As previously announced, Wayne Hasty, Appalachian Power public affairs director, will manage region communication activities in the Energy Delivery and Customer Relations Group. Hasty announced the following appointments in the region offices. The heads of Corporate Communications for both the state offices and the region offices will report directly to Hasty.

• Virginia-Tennessee State Office and Central Virginia Region: As previously announced, Tom Ayres, currently manager of investor communications for the AEP Service Corporation, will serve as head of Corporate Communications for the state office.



Ratcliff

Division, will assist with both state and region communications activities and report to Ayres.



Lavinder

Don Johnson, currently public affairs information manager at Appalachian Power, will serve as head of Corporate Communications for the region. **Vickie Ratcliff**, currently administrative assistant in Appalachian's Roanoke Division, will assist with both state and region communications activities and report to Ayres.

• Southwestern Virginia-Tennessee Region: **Charlotte Lavinder**, presently advertising manager for Appalachian Power, will head Corporate Communications activities for this region.



Shaver



Burns

• West Virginia State Office and Northern West Virginia Region: As announced previously, Raamie Barker, currently administrative assistant in Appalachian's Logan-Williamson Division, will serve as head of Corporate Communications for the state office. **Jack Shaver**, presently administrative assistant for Appalachian's Charleston Region, will serve as head of Corporate Communications for the region. **Todd Burns**, currently a staff writer with Appalachian Power, will assist with both state and region communications activities and report to Barker.



Simmons

• Southern West Virginia Region: **Karen Simmons**, currently administrative assistant in Appalachian Power's Bluefield Division, will head Corporate Communications activities for this region.

• Kentucky State Office and Kentucky Region: As previously announced, Lenore Leadingham, currently public affairs director for Kentucky Power Company, will serve as head of Corporate Communications for the state office. **Melissa McHenry**, presently a staff writer with Kentucky Power, will serve as head of Corporate Communications for the region. A third position will be filled at a later date.



- Ohio State Office and Columbus Region: As previously announced, Tom Holliday, presently communications manager for Columbus Southern Power/Ohio Power, will serve as head of Corporate Communications for the state office. Sarah Schmitt, currently an issues coordinator with the AEP Service Corporation, will serve as head of Corporate Communications for the region. Jackie Wright, currently a staff writer with CSP/Ohio Power, will assist with both state and region communications activities and report to Holliday.
- Southern Ohio Region: Pat Ingalls, presently an issues coordinator with the AEP Service Corporation, will head Corporate Communications activities for this region.
- Eastern Ohio Region: Greg Soulsby, currently an issues coordinator with the

AEP Service Corporation, will head Corporate Communications activities for this region. Carmen Prati, presently community relations administrator at Wheeling Power Company, will coordinate Corporate Communications activities in the Steubenville-Wheeling area, including support for the Power Generation Group.

- Central Ohio Region: Terri Flora, currently an editor with Columbus Southern Power/Ohio Power, will head Corporate Communications activities for this region.
- Western Ohio Region: Beth Rodenbaugh Craft, who has been a staff writer with the AEP Fuel Supply Department, will rejoin the company and head Corporate Communications activities in this region.

• Indiana-Michigan State Office and Indiana Region: As previously announced, Mike Brian, currently programs manager at Indiana Michigan Power Company, will serve as head of Corporate Communications for the state office. Rod King, presently communications services manager for I&M, will serve as head of Corporate Communications activities in this region. Vince LaBarbera, publications supervisor at I&M, will assist with both state and region communications activities and report to Brian.

- Michiana Region: An appointment will be made for this region at a later date.

An announcement of additional Corporate Communications positions at AEP headquarters in Columbus will be made in the near future. □

Accounting Operations To Be Consolidated In Columbus, Canton

AEP will be consolidating its accounting operations beginning in 1996, according to Pete DeMaria, AEP executive vice president - administration and chief accounting officer. When complete, accounting operations will be in Columbus and Canton.



The chief accounting officer will be located in Columbus, along with the Corporate Accounting operations, which will include financial reporting, general ledgers, Service Corporation billings, and accounting policy and research. The Columbus accounting organization, formerly the Treasury Department, has changed its name to the Accounting Department.

The Canton accounting operations will be renamed Accounting Services and will eventually house payroll, accounts payable, fuel accounting, customer accounting, general records, property accounting,

and data processing functions for the entire AEP System.

The Kentucky Power Company General Office Accounting in Ashland will relocate

to Columbus and Canton by October 1, 1996. The remaining two General Office Accounting Departments in Roanoke and Fort Wayne will relocate over time to Columbus and Canton.

The consolidation of accounting operations and the previously announced project to re-engineer accounting processes and install new PeopleSoft software will enable the management of the business units to obtain efficient accounting services from one organization at a lower cost.

The Columbus, Fort Wayne, and Roanoke payroll operations will relocate to Canton beginning in mid-1996, followed by the relocation of the accounts payable operations to Canton beginning in mid-1997. The subsequent relocation of other accounting functions is dependent on the development and installation of uniform software and other factors.

The consolidation of accounting operations and the previously announced project to re-engineer accounting processes and install new PeopleSoft software will enable the management of the business units to obtain efficient accounting services from one organization at a lower cost. □



Four Named To Key Posts In Purchasing

Four employees were named to managerial positions in AEP's new Purchasing and Supply Chain organization, according to an announcement last month by Tom McCaffrey, AEP vice president - purchasing and materials management.

The appointments are effective January 1. Each of the four positions will be located in Columbus and will report to McCaffrey.

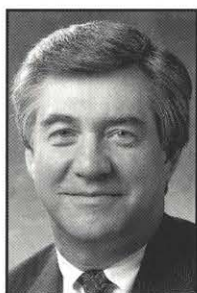
START

(continued from page 24)

Kentucky Power began to roll out START during the fall of 1994 with a presentation for 42 employees in Ashland. The program was so well-received that seven more presentations followed, covering each of the company's divisions, Big Sandy Plant and another program in Ashland to introduce the program to the AEP System's plant managers. This year, employees at Glen Lyn, Clinch River and Amos plants have experienced START. It will continue its route throughout AEP's Fossil and Hydro Production organization during 1996 and 1997.

"We believe in START and we're pushing hard," said Long. "We're hopeful that the non-plant organizations will find it appropriate and necessary for their safety organizations to include START as part of their program.

"We continue to receive positive feedback from START and we're seeing positive results," he concluded. "People are more concerned about each other. They talk to each other. People who've had differences in the past have said, 'Hey, let's throw that old baggage away and start over.' If it doesn't do anything else, it's bringing our people closer together in a time of uncertainty." □



Heninger

• **Wayne Heninger**, currently purchasing and stores director for Appalachian Power Company, will head supply chain services, a newly created position. In this capacity, he will be responsible for supply chain operations and supply chain technology. He will work closely with the new T&D and plant Stores organizations.

• **Dan Spillman**, currently senior purchasing agent - mechanical and civil for the AEP Service Corporation, will head procurement services for plants and mines. In his new position, Spillman will be respon-

sible for both corporate and field purchasing activities for plants and mining operations.

• **Howard Ull**, currently purchasing agent - electrical for the AEP Service Corporation, will head procurement services for transmission and distribution. In his new position, Ull will be responsible for both corporate and field purchasing activities for T&D.

• **Terry Trimper Jones**, currently executive assistant to William J. Lhota, AEP executive vice president, will be responsible for administrative services, which include contracts administration, corporate buying, and departmental office services. □

Land Management Supervisors Named

Four supervisors have been named for the Land Management Section within the new T&D Support Services Department, according to an announcement last month by Bruce Renz, who will head T&D Support Services.

Land Management is a part of the Operations Improvement Division of T&D Support Services. As previously announced, Larry Dickerman will head the Operations Improvement Division and Roger Wheeler will be responsible for Land Management activities Systemwide.

The following four supervisors will report to Wheeler:



Price

• **Dean Price**, currently the land management supervisor for Appalachian Power, will head the real estate activities at the Roanoke office. These responsibilities will include the real estate activities in Virginia, Tennessee, and parts of West Virginia and Kentucky.

• **Gary Kaster**, currently natural resources program administrator in AEP Land Management, will head all forest management, tree planting, and public recreation activities Systemwide. Kaster will be located at the McConnelsville, Ohio, office.

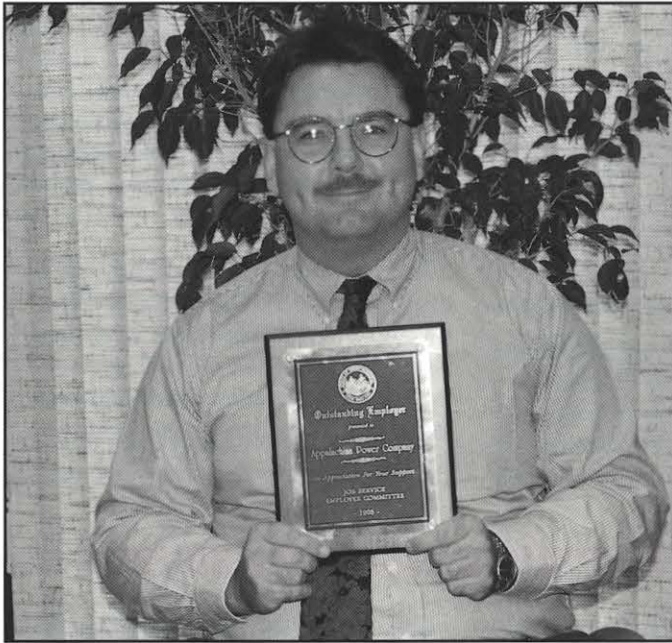
• **Tom Archer**, currently the forestry and parks supervisor for Columbus Southern Power/Ohio Power Company, will head the real estate activities at the McConnelsville office. These responsibilities will include managing coal lands, plant sites and other lands in southeastern Ohio and parts of West Virginia and Kentucky.

• **Frank Smith**, currently the real estate supervisor with Columbus Southern Power/Ohio Power, will head the real estate activities at the Columbus office. His responsibilities will include real estate activities in Indiana, Michigan, and parts of Ohio. □





APPALACHIAN POWER NEWS



Jay Harrison, maintenance superintendent at Kanawha River Plant, penned "Neoprene O-Rings Replace Gaskets for Easy Seal of Generator Casing."

Timothy Crane, fleet maintenance mechanic A, GO General Services, Roanoke, was the author of "New Tool Reduces Work Time on Diesel Engine Tune-Ups."

Larry Davidson and Kenneth Turley, maintenance mechanic welders for Centralized Plant Maintenance, co-authored "Spiders Get Mufflers at APCo."

Jack Bowers, Abingdon automotive supervisor NE, wrote "Seat Spring Replacements Durable for Abingdon's Meter Reader Trucks."

Vicki Martin, staff environmental specialist senior, GO Environmental Affairs, Roanoke, and Mike Campbell, engineer senior, GO T&D Computer Resources, Roanoke, collaborated on "PCBTRACE Tracks PCB Waste in Accordance with EPA Rules." □

APCo's Welch Office Recognized

Appalachian Power's Welch area office and service center were named "employer of the year" by the Bureau of Employment Programs of West Virginia. Jamie Beckelhimer, customer services office supervisor and chairman of the Bureau's Job Service Employer Committee, accepted the award at the annual JSEC dinner/conference at Pipestem State Park. □

APCo Employees Write Articles For AEP Operating Ideas

Ten Appalachian Power Company employees authored articles which appear in the November/December 1995 issue of *AEP Operating Ideas*.



Teresa Rogers, engineer senior, GO Hydro Generation, Roanoke, and Tom Worstell, supervising engineer-environmental at John Amos Plant, collaborated on "Aeration and Batch Stockpiling Dispose of Petroleum Contaminated Soils at Amos."

Randy Crawford, Mountaineer Plant unit supervisor, wrote "Deminerlizing Rinse Water Recycled."

OIP Savings Exceed \$6.5 Million At End Of Third Quarter

Appalachian Power Company's Operations Improvement Program (OIP) generated 298 proposals during the first three quarters of 1995, resulting in savings of \$6,520,841 or 130.7 percent of annual goal. In addition, 126 safety and 24 environmental proposals have been accepted.



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

Division — first place, five shares of AEP stock each, Kenneth Wines and Douglass Paitzel of Charleston; second place, 3 shares each, Clyde Adkins and Billy Harless of Huntington. Plant — first place, 3 shares each, James Bone and Gary Painter of Amos Plant; second place, 5 shares, Robbie Fleming of Amos Plant. General Office — first place, five shares, Garry Simmons of GO Accounting, Roanoke, and Jim Elswick and Ron Jamison of GO T&D, Roanoke, three shares each; second place, 2 shares each, Kenneth Posey, Richard Rader, and Tom Ruble, GO T&D, Roanoke.

The second quarter environmental winners, and their prizes, are: Division — Dan Adams of Abingdon, \$50 Savings Bond; General Office — Jacob Rhudy III of GO T&D, Bluefield, \$50 Savings Bond; and General Office — Robert Mossman, Jr. and Richard Thompson, \$50 Savings Bond each. □



219 Students Compete In AEP Educational Award Program

Forty-five children of Appalachian Power Company employees are among the 219 across the System who had applied by mid-October for the 34 awards in the 1996 AEP Educational Award Program. Kingsport Power Company had one student submit an application.

The awards are for \$6,000 each, with \$2,500 granted for the first year of college, \$2,000 for the second year, and \$1,500 for the third.

Selection of the award winners will be made by two impartial educators with no affiliation to AEP. During the 41-year history of the award program, AEP has presented 1,107 scholarships totaling nearly \$3.4 million. □

Appalachian, Kingsport Power Again Sponsor Neighbor Programs

Appalachian Power and Kingsport Power Companies again this year are sponsoring Neighbor-to-Neighbor programs to help people in crisis situations pay their winter electric bills.

Appalachian shareowners will match customer contributions up to \$37,500 each in Virginia and West Virginia. The disbursement of funds will be administered by the Virginia Department of Social Services and the West Virginia Department of Human Resources, which also determine eligibility of the recipients.

Kingsport Power shareowners will match contributions up to \$2,500. The Kingsport Area-Hawkins County Chapter of the American Red Cross will determine the eligibility of those who receive energy assistance, and the Kingsport Community Ministry will disburse the funds.

The power companies and the service agencies share the administrative costs of the program so that all funds go directly to help those in need.

Brochures describing the Neighbor-to-Neighbor program are being inserted in customers' electric bills through February 1996. All contributions are tax deductible.

Deloitte & Touche again has volunteered its services to audit the Neighbor-to-Neighbor programs at their completion. □



BENEFITS

Aetna Announces Changes To Benefit Statements

Aetna Health Plans has announced that it has changed its policy regarding Explanation of Benefit (EOB) statements in order to reduce unnecessary paperwork and make it easier for AEP employees to use the health plan.

Beginning January 1, 1996, you will no longer receive a benefit statement if:

- benefits are assigned to be paid directly to the provider (Aetna will notify the provider), and
- your liability is zero or consists of a co-payment only (i.e., when you are not responsible for any additional payment associated with the claim).

You should ask for a receipt for the co-payment (if any) from the provider each time you receive health care services. You will need the receipt for your records.

Aetna will continue sending an EOB statement when the claim involves:

- a denial, or the claim will be delayed pending receipt of more information;
- a deductible;
- co-insurance;
- an underpayment or overpayment; or
- another EOB processed for your family on the same day.

Aetna feels that this new EOB policy will make it easier and less confusing for you because you will receive an EOB statement only when you need to make a payment toward your portion of the claim.

If you have coverage under a spouse's plan and need an EOB statement to submit to another insurance company to coordinate benefits, you should call Aetna Member Services at 1-800-243-1809 and explain the situation to a representative. Aetna will send a letter with all the necessary information to you. You can then send this letter to the other insurance carrier to coordinate benefits.

Employees and retirees should contact Aetna Member Services with any other questions or to obtain additional information. □

Rapid Response Takes A REST

The Logan-Williamson Division's Rapid Response Program (RRP), which has greatly improved customer service, is taking a REST.

That doesn't mean taking a break. On the contrary, Rapid Response is moving into its second and logical phase — Rapid Estimating (REST) for small commercial jobs.

After developing and implementing the RRP in 1994, Division Manager Isaac Webb challenged a task force of five employees to develop a similar program for small commercial jobs. Working on the project were Don Meadows, power engineer; Bob Sanney, engineering supervisor; Dave Stone, engineering technician supervisor; John Myers, marketing supervisor; and Bill Horn, engineering technician.

At the heart of the REST program was the development of a guide which established rates and charges for rapid response type work orders which could be read by employees making initial visits with customers in the field. Job estimates can now be given on

the spot, saving time and eliminating waiting periods for customer replies.

According to Meadows, the new cost estimating guide allows customers to pay at the job site and the process reduces work period expectancy from 17-18 days to 5-7 days. "We believe we can even get that figure lower," he said.

Sanney said the new program is "working great," describing it as

service.

One of the major hurdles facing the group was how to develop the information in the estimating guide for use by C&MS employees who are involved in working with customers in the field. Myers said the challenge for the C&MS department was becoming familiar with the distribution standards and procedures and then adapting

"In the new era of competition, REST can't be anything but better for us."

and, in the long run, money.

Meadows reported the new program has strengthened ties of cooperation between departments, especially between T&D and Marketing. "Each group is aware of what the other is doing, and that's producing teamwork and improved production.

"From an energy standpoint, we can calculate demand on the site and that includes all involved. We are learning each others' jobs.

"Basically, REST falls in the same category as Rapid Response except it's commercial," Meadows concluded.

"It's the next step in speeding up the response to customers for even larger jobs." □



Task force members review the Rapid Estimating guide for a rapid response type small commercial job plan. L. to r., Bill Horn, Dave Stone, John Myers, and Don Meadows. The guide is the heart of a new customer service oriented program for small commercial clients.

"another step to efficiently serving the customer while saving dollars on the company end."

Meadows noted that the program applies mostly to single phase and under 76 kW service, which covers small businesses, churches, and convenience stores.

Stone added that REST eliminates a lot of the routing of forms through supervisors and has "streamlined the process", providing faster customer

to change.

"From the customer's standpoint, it's great," he said.

"There's more response, especially to cost and service; and, after all, that's what we are primarily interested in anyway. In the new era of competition, REST can't be anything but better for us."

Horn pointed out that REST allows the customer to make a decision "up front", which saves everyone involved time

REST Benefits

- On-the-spot job estimates;
- Customers can pay at job site;
- Reduces work period expectancy to 5-7 days;
- Eliminates some routing of forms through supervisors; and
- On-site calculation of demand.

Singing For Her Savior

Evelyn Conner was only three years old when she made her debut as a singer. Her mother was president of an elementary school PTA and the tot carried off a rendition of "Happy Birthday to the PTA!"

Her voice, now a strong contralto, has carried her throughout Tennessee, Virginia, West Virginia, and North Carolina, where she is in almost weekly demand as a gospel singer.

Looking up his figures, her husband Mike counted 40 concerts in 1994 and over 50 this year. People are becoming familiar with her voice in airings over nearby Christian radio stations.

Evelyn, a secretary in GO Human Resources, Roanoke, has had no formal voice training. However, she does read music and has directed a number of church choirs and ensembles. For several years she was director of the Appalachian Chorus, composed of Roanoke Division and General Office employees.

Evelyn's concert career coincided with her marriage to Mike six years ago. Both previously married and with six children between them, they met on a blind date arranged by a relative.

Evelyn recalls, "On our first date, we played gospel music. Mike asked me to sing for him, and I was so nervous that I couldn't sing a single note! Now I guess he feels like he is living with a Canary.

"I had been singing for special occasions, such as mother-

daughter banquets, and in duets and trios. After Mike and I were married, we felt God's call to begin a music ministry where we could work as a team to witness and reach others for Christ."

Mike doesn't sing but his presence is indispensable. The couple have invested in almost-invisible speakers, and Mike has become quite skilled in engineering the sound.

Evelyn's concerts are generally 45 minutes in length, and she often intersperses numbers



Mike and Evelyn Conner work as a team to witness and reach others for Christ through a music ministry.

with testimony or a monologue about some aspect of the Christian faith. She classifies her songs as mostly "southern gospel" but she does present some "contemporary Christian" selections. Occasionally, Evelyn will draw from her keen sense of humor in presenting songs such as "Operator/Royal Telephone" or take you back in time as a child for "I'm Getting Nuttin' for Christmas." Most are in the vein of "I

Pledge Allegiance to the Lamb" or the toe-tapping "Walking, Talking Testimony." She notes, "I try to sing in a variety of styles in order to reach people of all ages."

The Rev. Stephen Byers, a minister in North Carolina, praises the singer's Christian testimony as well as her singing. "The spirit that motivates her as a minister is so special we believe it is genuine, faithful, and touching."

Because of their Baptist backgrounds, most of the Conners'

Evelyn has two cassette tapes available. One was made in Nashville, Tennessee, and the other in Fayetteville, North Carolina.

Through the Daywind Studios in Nashville, the Conners came to the attention of Carolyn Cross, a concert artist, songwriter, and producer. She has become a personal friend and a valuable professional colleague. She and Evelyn are beginning to write some music together.

Cross produced Evelyn's latest tape, which features Milton Smith on the keyboard. "Milton has played for Tammy Wynette, Mac Davis, the Dixie Melody Boys, and for various Miss America contests," Evelyn said.

Evelyn has a simple explanation for the growing popularity that keeps the couple before a different group nearly every weekend. "God will use you if you let Him. If you make yourself available, He will make you capable. God is opening doors for us and allowing Mike and I to 'minister,' not just entertain." □

Kentucky Power Team Drives START Program

As the Safety Training and Response Technique (START) makes its way around the AEP System, a group of Kentucky Power Company employees will be woven deeper and deeper into the fabric of the program.

Known as the START Team, the Kentucky Power group works hand-in-hand with program facilitator Don Brown, president of Industrial Training Systems, to bring START to AEP employees.

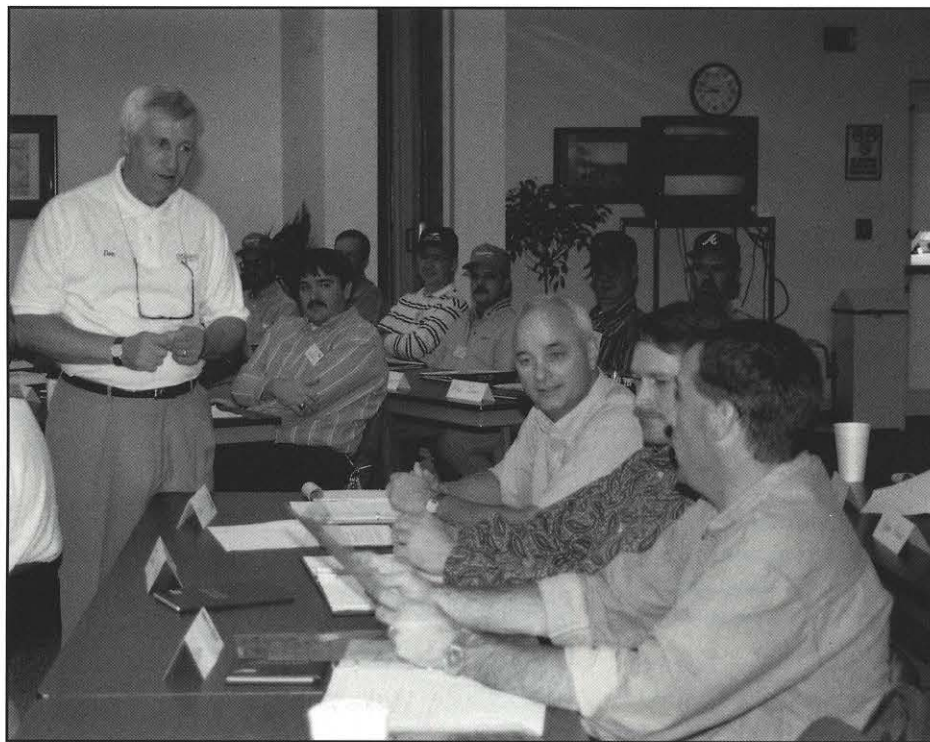
"We had heard about this program through one of our former employees who had a friend at FMC Corporation where this program originated," explained Fred Long, safety and labor relations manager for Kentucky Power and a member of the START team. "We went to Anniston, Alabama, in early 1994 to visit a FMC steel plant where the START program was being put on.

"We went down, looked at it and said, 'This is the best safety program we've ever seen,'" Long continued. "It's a motivational safety program that deals very much with the relationships between people caring for each other and watching out for each other on the job.

"START is . . . a process that re-establishes the foundation for any safety effort . . . caring."

"This program is not only good for the company and its safety program, it's good for individuals. Individuals gain and can grow from this experience, make their lives better, take it home with them. The process works with their spouses, their children, their neighbors, whomever."

In addition to Long, other members of Kentucky Power's START Team include operations specialists Dale Hughes (Ashland), Rick Bryant (Big Sandy Plant), Bill England (Pikeville) and Jim Mullins (Hazard), as well as Nathan Kirk, a customer services superintendent from Pikeville.



"Closing the distance is critical in this program," says Don Brown. "Positive reinforcement for doing a good job is important, as well as being firm but fair when behavior needs correcting."

"START is more than a safety program, it's a process that re-establishes the foundation for any safety effort . . . caring," said John Jones, senior vice president-fossil and hydro generation for the AEP Service Corporation. "It boils down all the rules and regulations to the basics of watching out and caring for your fellow employee, because *it's the right thing to do*. START takes place over two days and, at its conclusion, the participants have formed a common bond that will allow them to succeed in safety and relationships in ways they never thought possible.

"I want to thank Nathan (Kirk), Jim (Mullins), Dale (Hughes), Rick (Bryant), Bill (England) and Fred (Long) for their efforts in the START programs that have been held at Big Sandy, Glen Lyn, Clinch River and Amos plants," Jones added. "I have been fortunate enough to have participated in all of these except Big Sandy, and have witnessed their dedication to the fundamentals of START. I can't say enough about what these men bring to

every program and how they help bring out the best in all of us. In short, they care."

While the Kentucky Power team continues to steer START, Don Brown provides the ultimate motivation.

"If it doesn't do anything else, it's bringing our people closer together in a time of uncertainty."

"START evolved from a number of courses that I taught over years and years and years," Brown explained. "It is the best of the best of a lot of different concepts we put together in one course. The program has been presented at about 70 plant locations in eight different countries."

(please turn to page 19)

Jump Start

BROWN'S UNIQUE SAFETY PROGRAM Touches Hearts, Minds Of AEP Employees

By Dave Waitkus

Do you believe in destiny? I do.

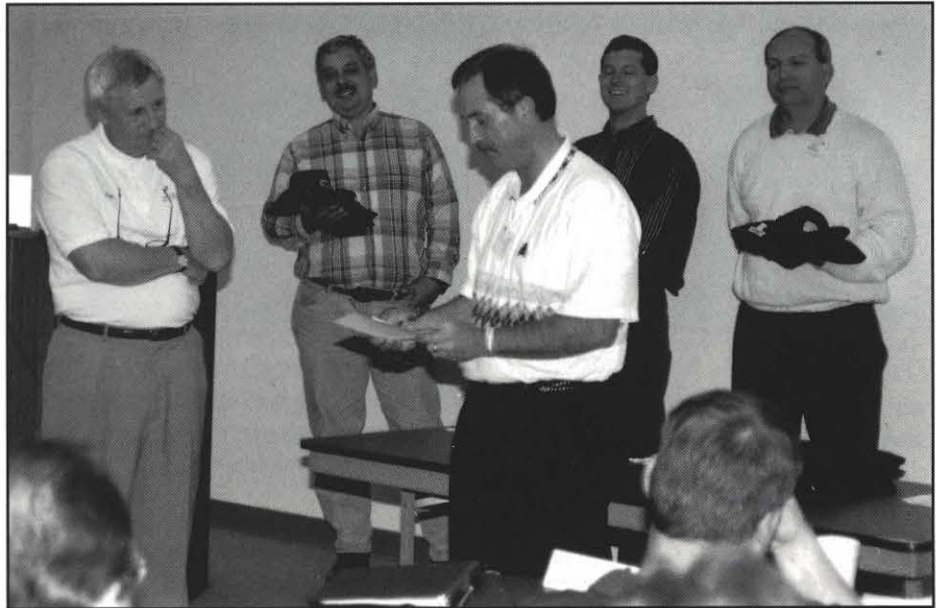
Do you believe in fate? I do.

Therefore, I believe there was a reason that I was dispatched to Abingdon, Virginia, on October 18. There was a reason that John Jones made the request and my boss had asked me to go to Abingdon to cover an AEP safety meeting.

So, off I went the day before, driving six hours alone to cover yet another safety meeting. Now before you get the wrong idea, let me just say that I am a HUGE advocate of worthwhile safety programs. I spent 10 years with the AEP Fuel Supply Department prior to my transfer to the Service Corporation, and during that time I watched employees in two of the nation's most potentially dangerous industries — coal mining and transportation — take safety to levels that had never been attained before in this nation. I never hesitated when it came to writing a story or covering an event that dealt with protecting the lives of employees and their families.

But, as you know, some safety programs and meetings can fall far short of that goal. A consultant reconstitutes the same information, a company manager cites valid statistics and employees are looking at the ceiling and searching for the door before 10 a.m. I wondered, then, if I was driving six hours for such an event. Little did I know just how wrong I was in that thought.

I began to realize that this safety program was very different early that morning — just after I met Don Brown. Actually, I didn't officially meet Don Brown. When he was informed that I was in the room, he bellowed to the 33 Clinch River Plant employees that, "The big tall photographer back there is taking pictures to do a story and make you all famous!" Thank you, Don Brown.



Don Brown (far left) listens intently as Vic Taylor, supervising engineer-environmental at Clinch River Plant, reads his personal commitment during the START program.

Moments later, Don Brown was drumming up enthusiasm and the crowd was applauding. Being the sporting fellow I am, I clapped, then reached for my notebook. When I looked up, Don Brown was staring right at me. He again bellowed to the crowd, "Apparently some people don't know the rules and since he came in late, we won't hold him to it this time. You see, Mr. Photographer, when we applaud, **nobody** stops clapping until I stop. Understand?" I nodded sheepishly, then said to myself, "Just who does this guy think he is?"

Well, I learned — or rather, **experienced** — over the next eight hours who Don Brown is and what the Safety Training And Response Technique (START) is all about. Don Brown is START and START is Don Brown.

By now, you folks at Kentucky Power Company, Big Sandy, Glen Lyn, Clinch River and Amos plants have already

witnessed the early impact of START, haven't you? In the days after your fellow employees experienced Don Brown, you noticed a change in them. Hopefully, that change is now permanent.

Let me explain.

For the past 31 years, Don Brown, who is the president of Industrial Training Systems — his own consulting firm based in Staunton, Virginia — has devoted much of his life to safety, accident investigation and safety training. He has dissected human behavior and the psychology of safety through thousands upon thousands of accident reports and interviews. His quest has been to identify the big "why" that has eluded so many dedicated safety professionals in the past. "If you **knew** that was an unsafe act, and you **knew** that it could maim or kill you, **why** did you do it?" The answer, sadly, on so many different occasions has been, "I don't know why."

Don Brown has come up with answers to those questions through an exhaustive study of some 5,000 accidents. He presents them via the "Psychology of Safety" portion of his two-day program, identifying what he calls the "five negative personality traits" that are the root causes of many accidents. The five negative traits are terms we have all heard before — anxiety, anger, agitation, frustration and self-pity.

Is that what makes START a unique program? No, Don Brown is what makes this program work. Why? Because Don Brown cares.

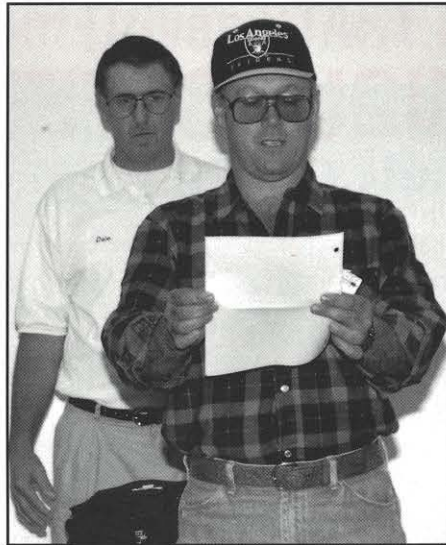
Now before every talented, dedicated safety professional from around the AEP System calls and screams that they care, as well, let me further explain. Don Brown's special caring and his ability to communicate it to everyone he comes in contact with will help AEP employees elevate safety to levels never before attained in the electric utility industry. How? By teaching us to truly care about each other like we never have before.

"Positive reinforcement for doing a good job is important, as well as being firm but fair when behavior needs correcting."

"Our managers are so concerned about those computer printouts that they have forgotten about the most important thing — those crazy people out there," said Brown. "We've got to close the distance between the two.

"Closing the distance is critical in this program," he added. "Positive reinforcement for doing a good job is important, as well as being firm but fair when behavior needs correcting."

Does this sound out of line for the corporate/industrial world of 1995? Too politically incorrect in a country that now scrutinizes and warns against almost every form of human contact and cautions that actually "getting to know" someone might be considered inappropriate behavior?



Mark Amos, assistant shift operating engineer at Clinch River Plant, reads his personal commitment at the conclusion of the START program. Dale Hughes, an operations specialist at Kentucky Power Company and member of the START team, looks on.

Or, is that what is exactly wrong with this world, which leads to needless accidents on the job and, on a much larger scale, to senseless shootings, beatings and murders both on and off the job? According to Don Brown, "I don't wanna get involved" doesn't cut it anymore, folks. If you truly want a safe workplace, you have to start by looking your co-worker in the eyes and asking, "What's wrong?" Then really listen to what that person tells you and take action to solve the problem.

"It's a whole lot easier to be down here with the crowd than to stand out and be an example," he noted. "We need to cultivate that behavior, and a good friend is very hard to cultivate."

Don Brown brings his message to those in the START program through poignant, graphic, heart-wrenching stories — true stories — that he drew from the multitude of accidents he investigated during the study.

For example, he relates the touching saga of a man who suffered a horrible accident despite the fact that he was a veteran employee, knew all the rules and followed them religiously throughout his career.

Upon investigation, Brown and others discovered that the man had suffered tremendous losses in his personal life, which loaded stress upon his mind until he basically snapped. When questioned about the accident, he didn't even remember the previous two hours, let alone the time the accident occurred.

The tragic part of the story is that other employees noticed that something was "different" or "weird" about the man that day. Yet nobody did anything to change the course of events. "Nobody closed the distance," Don Brown told Clinch River employees with tears welling in his eyes. "Nobody cared."

The stories continued that day in Abingdon and I observed the crowd as Don Brown openly cried . . . and sighed . . . and asked why. Some of them rubbed their eyes, some dropped their heads,

"If you truly want a safe workplace, you have to start by looking your co-worker in the eyes and asking, 'What's wrong?' Then really listen to what that person tells you and take action to solve the problem."

while others joined Don Brown and let the tears flow without hesitation, something I've never seen in my 11 years with this organization. All of them hung on every word he spoke, and you could feel the atmosphere changing as the stories continued.

Like any master educator, Don Brown followed the stories with a call to action to correct the situation. He identified the following four steps: attention awareness (Look for these problems); perception (Now that you know something, do something!); tryout/experimentation (You have the tools, now take it upon yourself to use them in some new and creative way); and genuine understanding (Many

people have **general** understanding, but very few have **genuine** understanding. There's a big difference between the two).

When that portion of the program ended, Don Brown instructed the participants that he was going to stand outside the door to the room. He invited each one to walk past him, give him a hug and tell him something about what they were feeling at that time. Nobody hesitated — except me.

Don Brown concluded his program that day by receiving commitments from each of the participants. They were instructed to develop a short-term action plan, followed by a written personal commitment. Little did they know that each would be called upon to read their commitment aloud in front of the whole group. Again, nobody hesitated. These people had changed, grown and matured in their thinking about safety in just two days. Don Brown had touched something in them, ignited a spark that will hopefully grow into a blazing inferno that will wipe out the barriers holding people back when it comes to genuinely caring about their co-workers, families and themselves.

"START is not a program, it is a process that goes on forever," Brown told the crowd. "It is a process called growth.

"We have changed plants across America," he added. "This is you doing the right thing for the right reasons. It starts with changing yourself.

"The five negative personality traits are



Dave Hayward, Clinch River Plant maintenance supervisor (second from right) discusses safety issues during one of the breakout sessions during the START program.

now in your hands. Do not let them slip through your fingers and back out into your workplace."

Don Brown solidified his bond with the Clinch River employees — as he will most assuredly do with every group he entertains, educates and touches across the AEP System — when he related his personal reasons why he has taken on this crucial mission. It pained him to talk about the first reason because it involves the painful, tragic loss of one of his children, but he offered the story to impress upon people the value of human life and how quickly it can disappear and never return.

"People ask me why I do this," he began. "First, I made a promise to a 15-year-old that she did not die in vain.

"Secondly, I am a teacher," he continued. "I love the young people. I love to lift them up and motivate them and have them motivate me.

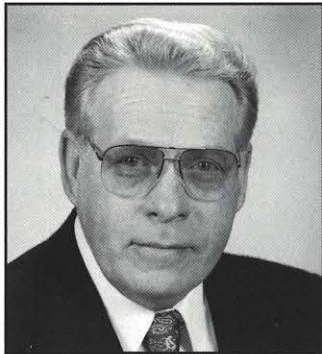
"I love the old people. I love their eyes and their wisdom.

"I have traveled this land for 31 years," he concluded. "I love the eyes that soar like eagles."

I did not hug Don Brown on that bright, beautiful day in Abingdon, Virginia. I did not hug him because I did not feel worthy of his individual attention. I had not made my personal commitment. Although I carry it with me every day now, I need to do more. Perhaps if these words help fan the flames of START and reach at least one employee, I will feel worthy. At that point, when I again meet my friend, Don Brown, I will hug him and say, "Thank you for caring." □



John Jones (second from right), Don Brown, and Bill Vineyard (center) join members of Kentucky Power Company's START Team following the program in Abingdon, Va.



"The company has been good to me and my family, providing an income and a good place to work," said **Jerry Cunningham**. A shift operating engineer at Mountaineer Plant, he elected early retirement on September 1.

During his 38-year career, he also worked at Beech Bottom, Kammer, and Mitchell Plants.

"It was quite an accomplishment when Mountaineer had 608 days of continuous run. I was glad to be a part of that."

Jerry looks forward to "doing a lot more things that I couldn't because of shift work. I'm an avid gardener and like to golf, hunt, and fish.

"We plan to travel some and have already been to Arkansas to see our son who lives there. We hope to spend a couple months in Florida during the winter."

A Marine Corps veteran, Jerry is a member of the Masonic Lodge at Clifton, W. Va., and the New Haven United Methodist Church. He and his wife Darlene have two sons and three grandsons. □



Edith Williams, Logan senior telephone operator, elected early retirement on September 1, "hanging up" a career spanning more than 30 years.

During that time she never reported late for work, even on cold and snowy days and when roads were blocked by high water.

Going into her third month of retirement, Edith said "I miss everybody. I still feel like I am on vacation."

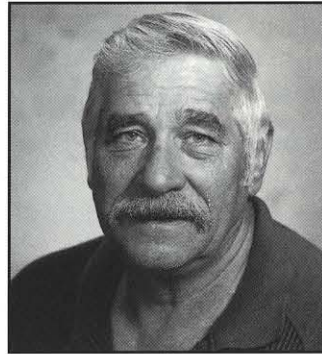
She and her husband "Tank", a retired Logan County educator, are now free to travel and pursue their varied interests. Edith likes to crochet and is active in Shaffer Chapel AME Church at Omar, W. Va.

They have one daughter and one grandchild. □

After a quarter century of service, **Kenneth Longstreth**, Philip Sporn Plant unit supervisor, elected early retirement on November 1.

He and his wife Betty have two sons, one daughter, and four grandchildren.

The couple, who make their home in Langsville, Ohio, enjoy traveling on their Goldwing motorcycle. □



After 21 years with the AEP System, **W. M. "Pete" Morrison**, elected early retirement on September 1.

Pete, who began his utility career in 1974 as a maintenance man at Philip Sporn Plant, transferred to Appalachian's Centralized Plant Maintenance Group in 1977 as one of its original employees.

As a maintenance mechanic for ACPM, he had the opportunity to work at the System's Sporn, Gavin, Mountaineer, Amos, Big Sandy, and Muskingum River Plants. "I liked the traveling part to a certain extent until I got older," he noted.

Pete said he doesn't have a lot of plans, except to work on his 545-acre farm at New Haven, W. Va. He enjoys hunting, fishing, and gun collecting.

A Navy veteran, Pete and his wife Christine have one son, one daughter, and three grandchildren. □



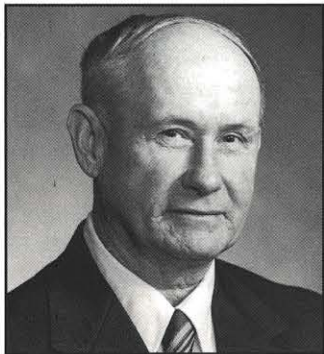
"I'm leaving the door open for anything interesting that comes along," said **Dale Beaty**. A classification and accounts payable clerk A in GO Accounting, Roanoke, she elected early retirement on December 1 after 35 years' service. "I've enjoyed the people here," she added.

Dale plans a trip to Florida sometime after the first of the year. "I have friends from Pulaski who go down there in the winter," she said. "They come back in April so I'm going to go down before that."

Dale enjoys quilting, making jewelry, "and just about anything that comes along. I'm going to get back into china painting, and I hope to get into some kind of volunteer work."

Dale attends Valley Word Ministries Church. □

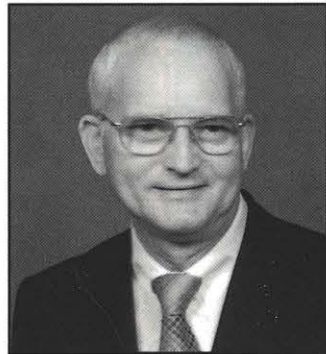




"I have been working 12-hour shifts for a long time so I have a lot of work to catch up at home," said **Randall Davis**. A shift operating engineer at Philip Sporn Plant, he elected early retirement on November 1.

"I was in the labor gang briefly and the rest of the time in operations," Randall said. "Sporn reminded me of a big ship. Everybody had to work together to keep it running right. I had 18 or 19 people working for me all the time, and they were a good crew. I enjoyed the people I worked with."

Randall is a deacon in the First Baptist Church of Middleport, Ohio, and enjoys gardening, hunting, and fishing. He and his wife Carolyn have one son, one daughter, and five grandchildren. Randall served aboard the *USS Valley Forge* during the Korean War. □



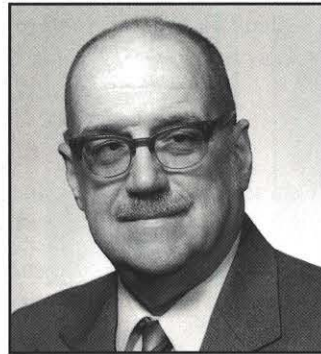
"I'm just now starting to realize I'm retired," said **Richmond Hicks**, who ended his 20-year career at Amos Plant on October 1. He was a maintenance mechanic A.

"Appalachian was a very good company to work for, and I was well treated. It was like one big family to me. But, with the package being offered, it seemed like the right time to go."

An Air Force veteran, Richmond has 17 years in the West Virginia Air National Guard. "Now I can start enjoying the rest of my time in the Guard," he said. Since his retirement, he has had duty in South America.

Richmond and his wife Kyra Sue plan to travel some. "We have a daughter and three grandsons in Oklahoma City, and we want to spend time with them as well as our daughter and two grandchildren here."

He enjoys skiing, golfing, bowling, and line dancing and is a member of the Catholic church and Masonic Lodge at Hurricane, W. Va. □



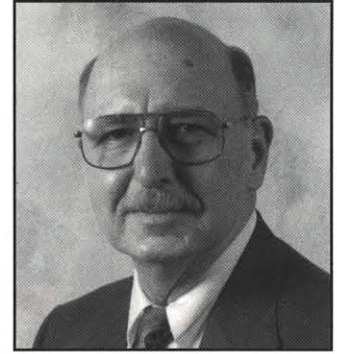
Roger Goff, manager-operator training, GO Plant Operator Training, Amos Simulator, elected early retirement on December 1 after 37 years' service.

Roger co-oped at Tidd Plant while a student at the University of Cincinnati, and started full-time employment at the Beech Bottom Power Plant. He left the AEP System for a short time to work on the startup of a power plant in North Africa.

He was involved with the startup of Cardinal Unit 1, Muskingum River Unit 5, and Big Sandy Unit 2 and worked at Big Sandy, Gavin and Cardinal plants as operation superintendent.

"I really enjoyed startup work," Roger said, "making sure that the equipment was properly set up. Eventually I will probably do some consulting work."

He has three stepchildren and two grandchildren. □

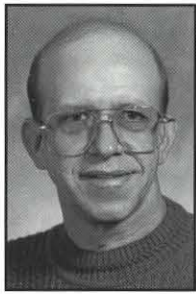


"My plan is to do what I want, when I want, at the time I want," said **Glenn Douglas**. He was operations superintendent at Clinch River Plant before electing early retirement on November 1.

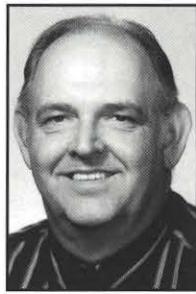
During his 38-year career, he also worked at the Kanawha River, Cardinal, Mitchell, Mountaineer, and Rockport plants.

Glenn continued, "I'll have no trouble keeping busy." He has been a Boy Scout volunteer for 36 years, currently with the Pellissippi District, as well as a hospital volunteer. He also is a member of the Masons, Scottish Rite, Christian Center board, and Baptist Church at Lebanon, Va.

Glenn and his wife Mary have one son, one daughter, and four grandchildren. □



Bradberry



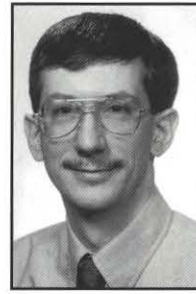
Skelton



Eans



Hatter



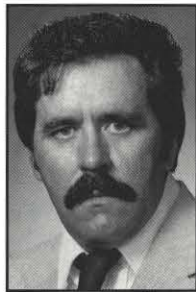
Raub



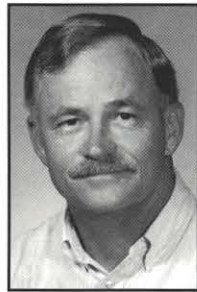
Ellis



Lowe



Long



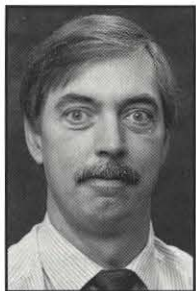
Goode



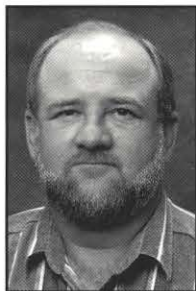
McClanahan



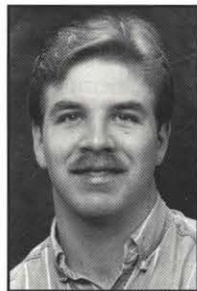
Johnson



Gibson



Kirby



Joyce

Danny Bradberry, maintenance mechanic A, was promoted to maintenance supervisor at Kanawha River Plant on November 1.

Clarence "Butch" Skelton, unit supervisor, was promoted to maintenance supervisor at Kanawha River Plant on November 1.

Kerry Eans, plant engineer II, was promoted to plant engineer I at Clinch River Plant on August 1. He holds a bachelor of science degree in mechanical engineering from North Carolina A&T State University.

Paul N. Lowe, Welch area servicer, was promoted to line crew supervisor NE on November 4.

Charles E. Long, Tazewell line mechanic A, was promoted to line crew supervisor NE on November 4.

William C. Goode, Pineville line mechanic A, was promoted to line crew supervisor NE on November 4.

Kirk Gibson, station operator A, was promoted to regional dispatcher, System Operation, Roanoke, on July 1.

Randy Kirby, surveyor-instrument, was promoted to survey party chief, GO T&D Civil Engineering, Roanoke, on July 1.

Bryon Joyce, station operator A, was promoted to regional dispatcher, System Operation, Roanoke, on July 1. He holds an associate in applied science degree in electrical technology from Virginia Western Community College.

Eric Hatter, engineering technician senior, was promoted to engineering technologist I, System Operation, Roanoke, on September 1. He holds an associate in applied science degree in electronics engineering technology from Virginia Western Community College and a bachelor of science degree in electrical engineering technology from Old Dominion University.

Walter Raub, engineer operator training, was promoted to instructor-operator training, GO Plant Operator Training, Amos Simulator, on April 1. He holds a bachelor of science degree in mechanical engineering from Youngstown State University.

Gary Ellis, assistant shift operating engineer, was promoted to instructor-operating training, GO Plant Operator Training, Amos Simulator, on October 1.

Jeffrey A. McClanahan, line mechanic A, was promoted to line crew supervisor nonexempt in Grundy on November 4.

Norman Johnson, engineering technician senior, was promoted to engineering technologist I, GO T&D Telecommunications, Roanoke, on October 1. He holds an associate in science degree in industrial electronic technology and a bachelor of science degree in electronic technology from Norfolk State University.





Jackie Weaver, engineer I, was promoted to engineer senior, GO T&D Measurements, Roanoke, on June 1. She holds a bachelor of science degree in electrical engineering from Virginia Polytechnic Institute and State University.

John Amos

Mitch Crislip from equipment operator C to equipment operator B.

Wendall Miller from equipment operator C to equipment operator B.

Paul Jordan from car dumper to barge loader/unloader.

Ray England from braker to barge handler.

Jack Hancock II from coal equipment operator to car dumper.

Mike Criner from coal equipment operator to car dumper.

Steve Erwin from utility worker to equipment operator C

Bill Webb from utility worker to equipment operator C.

Tammy Ranson from utility worker to equipment operator C.

Cary Mosser from utility worker to equipment operator C.

Beckley

Susie Hall from station mechanic C to station mechanic B.

David Myles from line mechanic C to line mechanic B, Rainelle.

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

Bluefield

Curtis Elswick, Jr. from line mechanic B to line mechanic A, Grundy.

Barry Miller from line mechanic B to line mechanic A, Tazewell.

Joseph Walker from line mechanic A to general servicer, Princeton.

Charleston

Angie Dolin from station mechanic C to station mechanic B.

Ronnie Short from station mechanic C to station mechanic B.

General Office

Sam Martin from meter electrician B-GO to meter electrician A-GO, GO T&D Measurements, Roanoke.

David Hacker from station mechanic B to station mechanic A, GO T&D Station, Kenova.

Charles Justice from hydro mechanic B to hydro mechanic A, GO Hydro Generation, Marmet.

Darren Majher from station operator C to station operator B, System Operation, Tri-State RDC.

Jason Thornton from station operator C to station operator B, System Operation, Tri-State RDC.

Page Wilson from engineer III to engineer II, GO T&D Civil Engineering, Roanoke.

Pulaski

Mary Ann Capp from marketing and customer services representative to marketing and customer services representative senior, Christiansburg.

Greta Grubb from junior clerk to area T&D scheduler B, Wytheville.

Roanoke

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

Jonathan Goodman II from energy services engineer III to energy services engineer II. □

Graham Receives Civic Honors Award



Elrica Graham accepts *The Southwest Times'* Civic Honors Award for 1995 from Editor-General Manager Mike Williams. Photo courtesy *The Southwest Times*.

Elrica Graham was named this year's recipient of *The Southwest Times* Civic Honors Award. A retired Pulaski County High School earth science teacher, she is the wife of Andy Graham, retired Pulaski marketing and customer services manager.

Graham personally championed the cause of a bond issue for rebuilding the Pulaski County Courthouse after it burned. She was a charter member of the courthouse adhoc citizens committee and chaired the courthouse exhibits committee.

Graham was the founding sponsor of the PCHS Science Club, which was named the best science club in Virginia for three consecutive years under her guidance. And in 1976 she was named the outstanding teacher for earth science in the eastern section of the U. S. by the National Association of Geology teachers. In her spare time, Graham still visits local schools to teach children about the earth science history of Pulaski County.

Graham also is a volunteer with the Hensel Eckman YMCA and serves the Trinity Evangelical Lutheran Church as choir member and Sunday School teacher. □

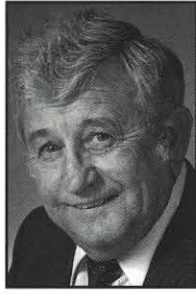


F R I E N D S W E ' L L M I S S



Raines

Gretis L. Raines, 88, retired Charleston PBX operator senior, died November 4. A native of Greenville, W. Va., she was employed in 1972 as a PBX operator and retired in 1972. Raines is survived by two daughters.



Riddle

Carl J. Riddle, 71, retired Kingsport line crew supervisor, died November 7. A native of Keokee, Va., he was hired in 1951 as a groundman and retired in 1987. Riddle is survived by one sister and one brother.



Richardson

Keith L. Richardson, 39, Amos Plant equipment operator B, died as the result of an automobile accident on November 9.



Hale

He began his career in 1979 as a utility worker. Richardson is survived by his wife Constance, 932 Evergreen Road, Fraziers Bottom, W. Va., and two sons.

Ralph Hale, 87, retired Pineville dealer sales representative, died November 18. A native of Princeton, W. Va., he was employed in 1937 as a rural service solicitor and elected early retirement in 1972. Hale is survived by his wife Mabel, 220 Circle Drive, Princeton, W. Va.; two sons; six grandchildren, four great-grandchildren; two sisters; and one brother.



Adams

Paul H. Adams, 83, retired Logan station foreman, died November 22. A native of



Smith

Whirlwind, W. Va., he began his career in 1936 as a laborer and elected early retirement in 1976. Adams is survived by his wife Quinnie, 142 Justice Avenue, Logan, W. Va.

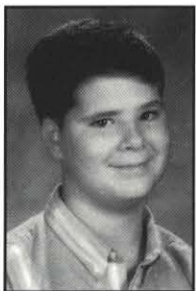
Durwood B. "Dusty" Smith, 76, retired Pulaski surveyor, died November 27. A native of Pulaski County, Va., he was hired in 1946 as a rodman and elected early retirement in 1983. Smith is survived by his wife Ophelia, 305 Galway Avenue, Dublin, Va.; two sons; four grandchildren; three great-grandchildren; and one sister. □



W H O ' S N E W S

Philip Sporn

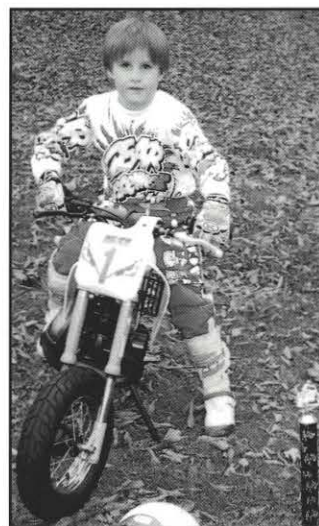
by Jill LaValley



Matthew, son of Marlo Bush, maintenance mechanic C, placed first in the city and sectional competition for the NFL/Gatorade Punt, Pass and Kick competition. He was starting pitcher for the Little League White Sox baseball team, which placed first in the league. He pitched two no-hitters and four hits were the most he allowed in a game. In league play, he was 8 and 0. Matthew also was a leading swimmer for the award-winning Gallipolis Dolphin Swim Team. □

Clinch River

by Chuck Perdue



Aaron

Kerry Eans, plant engineer I, was elected president of the board of Big Brothers/Big Sisters of Washington County, Va.

Aaron, seven-year-old son of Travis Woods, equipment operator C, is a flat track motorcycle rider. Competing in the final race of the season at the Georgia Karting Complex in Carnesville, Ga., he finished first in the 7-8 year olds' 50cc class. □





Abingdon

by Bill Roeser

Kelli, daughter of Russell Fields, automotive mechanic A, placed third in keyboarding at Virginia Highlands Community College's Office Technology Day.

The team of **Dan Plummer**, general servicer; **Lonnie Cunningham**, line mechanic A; **Haze Clark**, Lebanon meter reader, and guest Eugene Neeley placed first in the Abingdon Division Golf tournament at Draper Valley Golf Course. Placing second was the team of **Sidney Mitchell**, energy services engineer III; **Randy Cooper**, marketing and customer services representative; **Kevin Sigmon**, line construction and maintenance representative; and guest Hugh Sigmon. George Wright, guest of Gary Watson, had the longest drive and Sidney Mitchell won closest to the pin. □

Beckley

by Dana Perry



Allyson

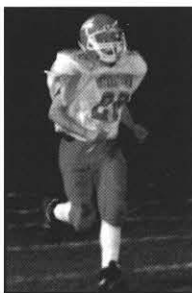
Allyson Rae, five-year-old daughter of Meter Reader Supervisor Eugene Warner, was crowned "1995 Little Miss Auxiliary" at the Woodrow-Dunbar, D. C. football game. "Little Miss Auxiliary" is a fundraising event sponsored by the auxiliary departments of Woodrow Wilson High School Band.

Dana Perry, administrative assistant, was named to a second term as chairperson of the School Improvement Council at the Academy of Careers and Technology.

Pam Lucado, customer services representative D, recently graduated from Marshall University with a master of science degree in physical education and health with certification in athletic training. She also has received her West Virginia contractor's license. □

Bluefield

by Karen Simmons



Thornton

Ben, son of David Thornton, Peterstown line mechanic C, accumulated 1,003 yards and averaged 16 points per game playing for Peterstown Middle School this football season. He and **Jason Hill**, son of Dewey Hill, Peterstown line crew supervisor NE, led the Pirates to an unbeaten record of 7-0.

Robert Farley, T&D superintendent, was elected third vice president of the Princeton-Mercer County Chamber of Commerce.

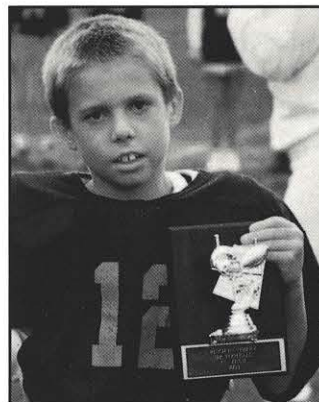
Larry Stiltner, Grundy area supervisor, was elected second vice president of the Buchanan County Chamber of Commerce.

Alex Yazdani, engineering supervisor, was elected vice president of internal affairs for the Tazewell Area Chamber of Commerce.

Winners of Bluefield Division's annual golf tournament, held at Wolf Creek Country Club, were: 1st flight - Jeff Harshbarger, guest, first; Robbie Clayton, guest, second; and third, **David Watson**, C&MS representative. 2nd flight - first, **Harry Street**, automotive mechanic A; second, **John Davidson**, records supervisor; and third, **Joe Johnson**, Tazewell line mechanic A. 3rd flight - first, **Mike Clayton**, retired station crew supervisor; second, Dan Akers, guest; and third, **Clarence Breese**, T&D clerk A. **Ted White**, division manager, won low gross and closest to pin; **Dave Rowe**, Grundy general servicer, had the longest drive. □

Charleston

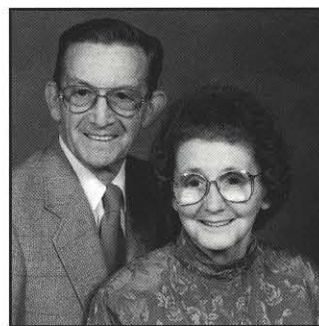
by Charlie Bias



Bryan

Bryan, son of Cathy Batten, T&D clerk A, was voted Mr. Football by his teammates. He is quarterback for Pinch Panthers "C" team.

Sheila Painter, human resources supervisor, was appointed to the business advisory committee of the Opportunities Industrialization Center, Inc., of Charleston. □



Golden Anniversary

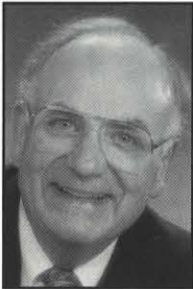
Carl and Reba Mooney celebrated their 50th wedding anniversary on October 14 with a reception given by their two children. They also have four grandchildren. Carl is a retired Kanawha River Plant shift operating engineer. □





Huntington

by Barbara Collins



Musgrave



Glusich

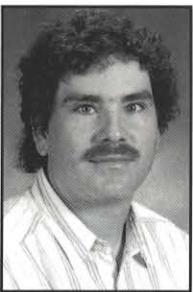
Jim Musgrave, marketing manager, was elected to a second term as Lt. Governor of West Virginia District, Kiwanis International.

Tom Glusich, electrical engineer senior, received the Leonard Jarrett Award from the Southeast Huntington Lions Club. The award is given by the West Virginia Lions Sight Conservation Foundation in recognition of distinguished service for sight and hearing.

Connie, wife of Raymond Nibert, Point Pleasant head custodian, won several awards in the Mason County Fair: first place in culinary arts division, first place in vegetable soup, first place trophy overall for canning and bake goods, and best of show for canning and bake goods. □

Kingsport

by Leta Dingus



Bill Brooks, building maintenance mechanic C, was featured in the 1994-95 edition of the *National Dean's List*. He is working toward an associate degree in electrical technology at Northeast State Technical Community College. □

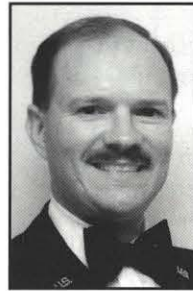
Pulaski

by Glenda Wohlford



Ashley, daughter of Joe Weddle, acting Pulaski division manager, was named home-coming queen for Pulaski County High School. □

Two Employees Complete Army College



Maynard



Jones

Jim Maynard, Abingdon electrical engineer senior and **Roger Jones**, Bluefield customer services supervisor, recently completed the U. S. Army Command and General Staff College. The class, offered for majors and above, primarily emphasizes senior management principles and strategic military planning.

Maynard and Jones attended night classes weekly in Roanoke for two years and completed two two-week courses held in Dover, Delaware, and Norfolk, Va.

Maynard is a major in Detachment 4, 2174th U. S. Army Garrison, Fort Pickett, Va. Jones is a major in the 1st Brigade, 116th Infantry, 29th Infantry Division, Staunton, Va. □

General Office

by Earl Smith



The children of David Wright, engineer senior, GO T&D Station, Roanoke, made up one-third of the Blue Ridge Tigers soccer team, which ended the season with a record of 7-1. They are, l. to r., Joshua, 8; Timothy, 7; Cathy, 7; and Brittany, 8. □

Wed 50 Years

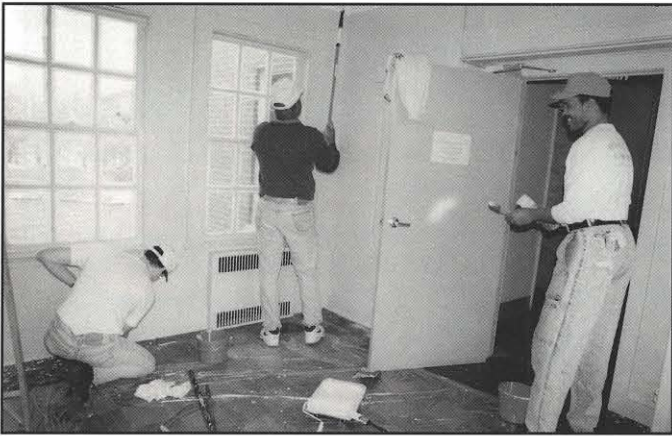


James and Ruby McGee celebrated their 50th wedding anniversary on November 30. They have one daughter and two grandchildren. James is a retired machinist 1st class at Central Machine Shop. □

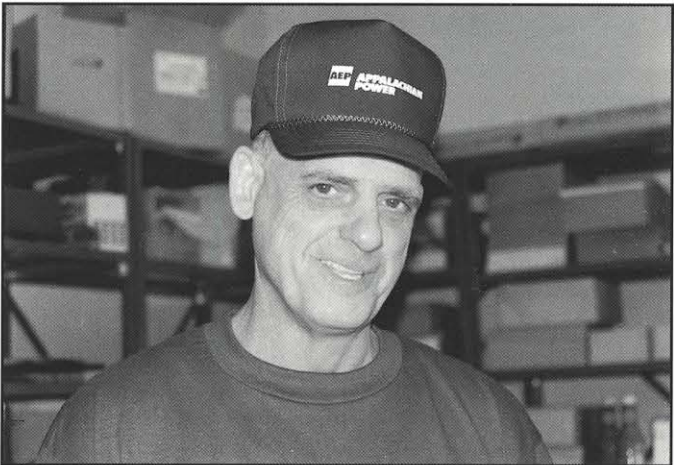




Human Bean Club Volunteers Refurbish Homeless Shelter Lobby



The lobby of the Pine Haven Homeless Shelter has been refurbished, thanks to the efforts of volunteers from Beckley Division's Human Bean Club. Nine Appalachian Power employees performed the work as participants in the fifth annual "Make a Difference Day", created by USA Weekend. The project cost the club only \$55.66 since most of the materials were donated. John Mainieri, AEP Ash Management, donated 10 gallons of fly ash paint and area businesses donated painting tools. Pictured are, l. to r., John Blake, James Jones, and Eugene Warner. □



England Assists Accident Victim

Jim England, Welch general servicer, assisted in the rescue of an accident victim recently. He relates, "I went to change a meter on a store in the Hemphill area; and, as I pulled up, some people came running out and asked if I had a jack. A trailer had fallen on a man's neck, and we used the jack in the company truck, along with another one, to get it off his neck." The man was transported by the rescue squad to a local hospital, where he was placed on life support. □

Truck Donated To Rescue Squad



Appalachian Power Company donated a 4x4 service truck to the Newport Rescue Squad to be used as an emergency rescue vehicle. Joe Weddle, acting Pulaski division manager (left), presents the truck title and keys to Squad Member Buford Belcher. □

Employees Help With Playground



Roanoke Division employees Eddie Glover, Dave Willard, and Terry Williams used a company truck to dig more than 30 post holes for new playground equipment at Roland E. Cook Elementary School in Vinton, Va. The employees volunteered to perform the service on their own time. □





APCo Donates To Career Academy



Larry Gearhart, Beckley division manager (left), presents a check for \$5,000 to Glenn Smith, vice principal for the Academy of Careers and Technology, its partner in education. The money will be used to purchase a box trailer to haul the Cavaletric and ElectroSprint to display at community, industry, and educational events. The two electric cars were in Washington, D. C. recently at the request of the Department of Energy to celebrate Energy Awareness Month. □

APCo Helps Renovate Firing Range



A Lynchburg Division crew contributed materials and labor to replace posts and cables that hold targets at the firing range of the Town of Amherst police force. The renovations will keep the range, also used by the Nelson County Sheriff's Department and the Central Virginia Criminal Justice Training Academy, up to state standards. □



APCo Co-Sponsors Reading Contest

Appalachian Power Company's Bluefield Division and Blue Ridge Public Television co-sponsored a Reading Rainbow Club bookmark contest at the Big Rock Elementary School. Fourth grader Tyler Stacy (left) designed the winning bookmark, entitling him to a certificate and free ice cream for the entire school. Also participating in the award assembly were Mike Rose, Grundy line mechanic C, dressed as Louie the Lightning Bug, and Larry Dyer, general manager of Blue Ridge Public Television. □

Students Get Safety Demonstration



Terry Akers, Bluefield line mechanic A (left), and Bob Hamilton, Bluefield general servicer, presented a safety and bucket truck demonstration to seventh graders at Rocky Gap Elementary School, one of the Bluefield Division's Partners In Education. □





Haynes-Short

Melesa N. Short to Christopher H. Haynes, October 14. Melesa is the daughter of Ronnie Short, Charleston station mechanic C.



Byrd-Collins

Susan Michelle Collins to Darin Kevin Byrd, September 9. Susan is the daughter of John Collins, Hillsville area T&D scheduler.



Koski-Collins

Tracy Lynn Collins to Matthew Paul Koski, July 29. Tracy is the daughter of John Collins, Hillsville area T&D scheduler.

Bluefield

Mark Nathan, son of George Filer, Jr., electrical engineer II, October 5.

Isaac Joseph, son of Joe Walker, Princeton line mechanic A, October 21.

Steven Wyatt, son of Amy O'Quinn, Grundy customer services representative D, October 13.

Riley Hannah, daughter of Tom Hevener, electrical engineer senior, October 31.

Lynchburg

Morgan Paige, daughter of Tommy Meador, line mechanic C, October 19.

General Office

Mark Jacob, son of Cheryl Hunter, engineer II, GO T&D Station, Bluefield, October 31.

Philip Sporn

Emily Rebecca, daughter of Mark King, performance technician, October 11. □



Keefe-Triplett

Terri Lynn Triplett to Thomas Nelson Keefe, October 21. Terri is the daughter of Kenneth Triplett, Lynchburg line construction and maintenance representative.



Perkins-Brown

DeAnna Lynn Brown to Mark G. Perkins, Glen Lyn Plant maintenance mechanic C, October 21. DeAnna is the daughter of Bernard Wayne Fink, Glen Lyn Plant maintenance mechanic A.



Cole-McAfee

Rachel McAfee to Dennis Cole, Bluefield line mechanic A, August 26.

Mullins-Coleman

Susan R. Coleman to Donald E. Mullins, Philip Sporn Plant instrument maintenance supervisor, October 7.





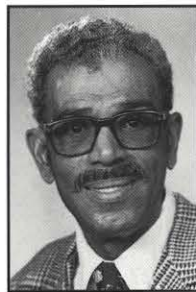
S E R V I C E A N N I V E R S A R I E S



Helen West
Roanoke
40 years



Jim Maile
GO-Roanoke
35 years



Cecil Dickason
Bluefield
35 years



Frank Oresta
GO-Roanoke
35 years



Richard Reed
GO-Roanoke
30 years



Jim Bevins
GO-Roanoke
30 years



Charlie Whorley
Roanoke
30 years



Sam Conner
Princeton
30 years



Bobby Adkins
Charleston
30 years



Ron Bellamy
Gate City
30 years



Bob Woolwine
GO-Roanoke
30 years



Landon Stepp
GO-Spohn
30 years



Donald Torman
GO-Turner
25 years



Mike Siemiaczko
Kanawha River
25 years



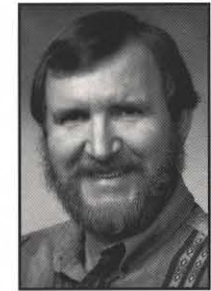
Ed Roush
Mountaineer
25 years



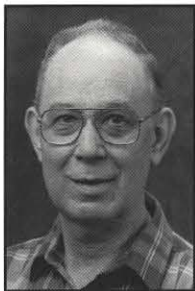
Jim Hackett
John Amos
25 years



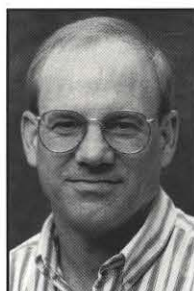
Frank Williams
CMS
25 years



Ron Bruffey
GO-Bluefield
25 years



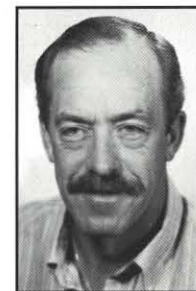
Bill Brewer
GO-Roanoke
25 years



Randy Agnew
GO-Roanoke
25 years



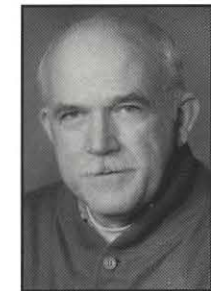
Ron Cruise
Rainelle
20 years



Bob Legg
GO-Marmet
20 years



Greg Morris
CMS
20 years



Gary McClung
Beckley
20 years





Kenneth Ferguson
Clinch River
20 years



Larry Bowers
Glen Lyn
20 years



Ronald Hull
CMS
20 years

Abingdon

5 YEARS: Tommy Minnick.

John Amos

25 YEARS: Ernie Taylor and Charlie Humphrey. 20 YEARS: Bob Smith. 10 YEARS: Steve Erwin. 5 YEARS: Phil Hudnall.

Beckley

5 YEARS: David Myles.

Bluefield

15 YEARS: Steve Hamm and Dick Sheldon, Welch. 10 YEARS: Barry Miller, Tazewell. 5 YEARS: Belinda Cook, Pineville.

Centralized Plant Maintenance

20 YEARS: H. W. Pickens.

Charleston

15 YEARS: Ronnie Meadows, Mike McGinnis, and Leonard Casdorh, Montgomery. 10 YEARS: Wallace Brown II and Mickel Parsons. 5 YEARS: Judy Taylor, Angela Dolin, and Edna Hamm.

General Office

15 YEARS: Ron Caldwell, GO T&D Stores, Roanoke; John Newcomb, GO T&D Engineering Graphics, Roanoke; and George Holland, GO T&D Telecommunications, Roanoke. 10 YEARS: Leslie Woods, GO T&D Station, Bluefield. 5 YEARS: Marsha Ryan, GO C&MS, Roanoke; Joan Bradley, GO T&D Computer Resources, Roanoke; David Oliverio, GO General Services, Roanoke; and Denise Henderson, GO Purchasing, Roanoke.

Mountaineer

20 YEARS: Wayne Cooper. 15 YEARS: Mike Hudson. 10 YEARS: Dave Hoffman.

Pulaski

5 YEARS: Sheila McGlothlin, Pearisburg.

Roanoke

25 YEARS: JoAnn Nichols. 15 YEARS: Ralph Hite. 10 YEARS: Terry Francisco and Mike Wray. 5 YEARS: Terry Cassity and Sandra Holland, Rocky Mount.

Philip Sporn

15 YEARS: Norma Ragland, John Nelson, Joe Cundiff, Gary Richards, and Vincent Mossman. □

Huntington

15 YEARS: Jon Atchley. 10 YEARS: Sonny Stanley. 5 YEARS: Carl Manns.

Logan-Williamson

20 YEARS: Glen Maynard. 15 YEARS: Sheila Roberts.

Grundy Crew Rescues Goats



Bryan Hatfield (in bucket) gets ready to lasso one of two goats stranded on a ledge. Curtis Elswick, Jr. and Jim Viers III wait on the cliff to assist.

Appalachian Power's customer service requests can sometimes be rather unusual.

A man recently called the Grundy office, asking for help in rescuing two goats stranded on a ledge overlooking U. S. Route 460. Chased there by dogs, the goats had been on the cliff for two days.

To remove the goats, one line mechanic let the end of a rope down off the cliff while another line mechanic in a bucket

the goats' horns. The goats were then hoisted to safety and returned to the grateful owner.

Employees assisting with the rescue were Ronnie Daniels, line crew supervisor; Jim Viers, line mechanic B; Mike Elswick, engineering technician; Jeff McClanahan, line mechanic A; and Bryan Hatfield, line mechanic A. □



Campbell Helps Erect Building On Indian Reservation

Frank Campbell, senior clerk in GO General Services, Roanoke, spent part of his vacation this summer on the Sioux Indian Reservation at Wounded Knee, South Dakota. Working in temperatures of more than 100 degrees, he and other members of Roanoke's First Church of God helped in the construction of a community building.

Frank, who serves as the church's chairperson, said members spent a year raising \$10,000 to finance the project.

"During the uprising in 1972, the old Wounded Knee community was burned, including the parsonage. About the only thing left was an old church.

"Earlier work groups had begun construction on the community building. The bottom level will be a place to house groups who come in, the second level will be a fellowship hall, and the third level a parsonage."

Frank continued, "Part of the funds we raised bought the siding that goes on the building.

The week we were there we framed the interior walls and the garage and put weatherboard on the building. Since then other groups have put on the siding and roof.

"There are about 500 people in the community, which I understand is one of

the poorest in the United States. Most residents have 10 acres of land, but the problem is that they can't afford to build houses. The tribal government leases the land out to farmers. The rent they receive is just enough money to pay to live in the

little television they see they probably think is fantasy.

"After being there, you realize how spoiled our kids are. If you gave one of the Native American children a soft drink, they not only were appreciative but also shared

with seven or eight others. One of the men who went on the trip with us said he spent one day just observing the children's shoes. During that day he saw only one pair of shoes — one shoe was on one child and one on another.

"Because of the high altitude, one of the ladies from our church burned a pan of muffins. They weren't thrown out. The children ate every one of them and were glad to get them.

"Not many adult Native Americans attend the church, but the whole time we were there I never saw less than 15 or 20 children around. They spend the whole day at the church and

have the full run of the pastor's trailer. There is a wide place in the creek that runs through the

community, and all the children congregate in that muddy swimming hole."

Frank's church sent gifts to the children last Christmas and will do so again this year. □



Frank Campbell (kneeling) works on framing for a community building on the Sioux Indian Reservation at Wounded Knee, South Dakota.

40 government-subsidized houses there. Most of the men have to go out of state to find work because there are no businesses in the community. Even if they had houses, they couldn't keep them up."

Frank added, "The children there don't know there is another way of life. What

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