

PLAIN TALKS

April 1987



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Volume 66

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THE COVER

Frank Shannon, senior draftsman, is one of two Gulf States' employees regularly using a relatively inexpensive computer-assisted drafting and designing package developed inhouse.

The package is so successful that a major engineering firm is negotiating to buy it from Gulf States. Read more about how employees cut costs and increased productivity by developing the system in the story on page 3.

Susan Gilley of Employee Communications shot the cover photograph.

PLAIN TALKS

April 1987

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Employees who change residences or offices should fill out company mailing-address-change forms (GSU0012-00-81) and return them to the mailroom in the Edison Plaza. GSU publications, departmental mailings and other company information are not automatically forwarded; addresses must be corrected when employees move.

Computer-aided drafting package tailored to Gulf States' needs

by Susan Gilley

When the company tackled the Louisiana 4A gas turbine and heat recovery steam generator project last spring, GSU's drafting and engineering groups found themselves facing their largest in-house engineering project.

"Not only that, but we had a compressed time schedule," recalls Bobby L. Thompson, section head-drafting. The generator, which was recently moved from Nelson Station to Louisiana Station by rail, will supply Exxon's Baton Rouge refinery. "We had minimal manpower," Thompson continues, "so we knew we had to get maximum productivity."

And Nolan Walker, supervisor-mechanical engineering, says those involved in the project decided to create a computer-aided drafting and designing package in-house. The effort to do that began in June 1986 and by August participants knew that it would work. The computer package was so successful, in fact, that a major engineering firm is negotiating to purchase the program.

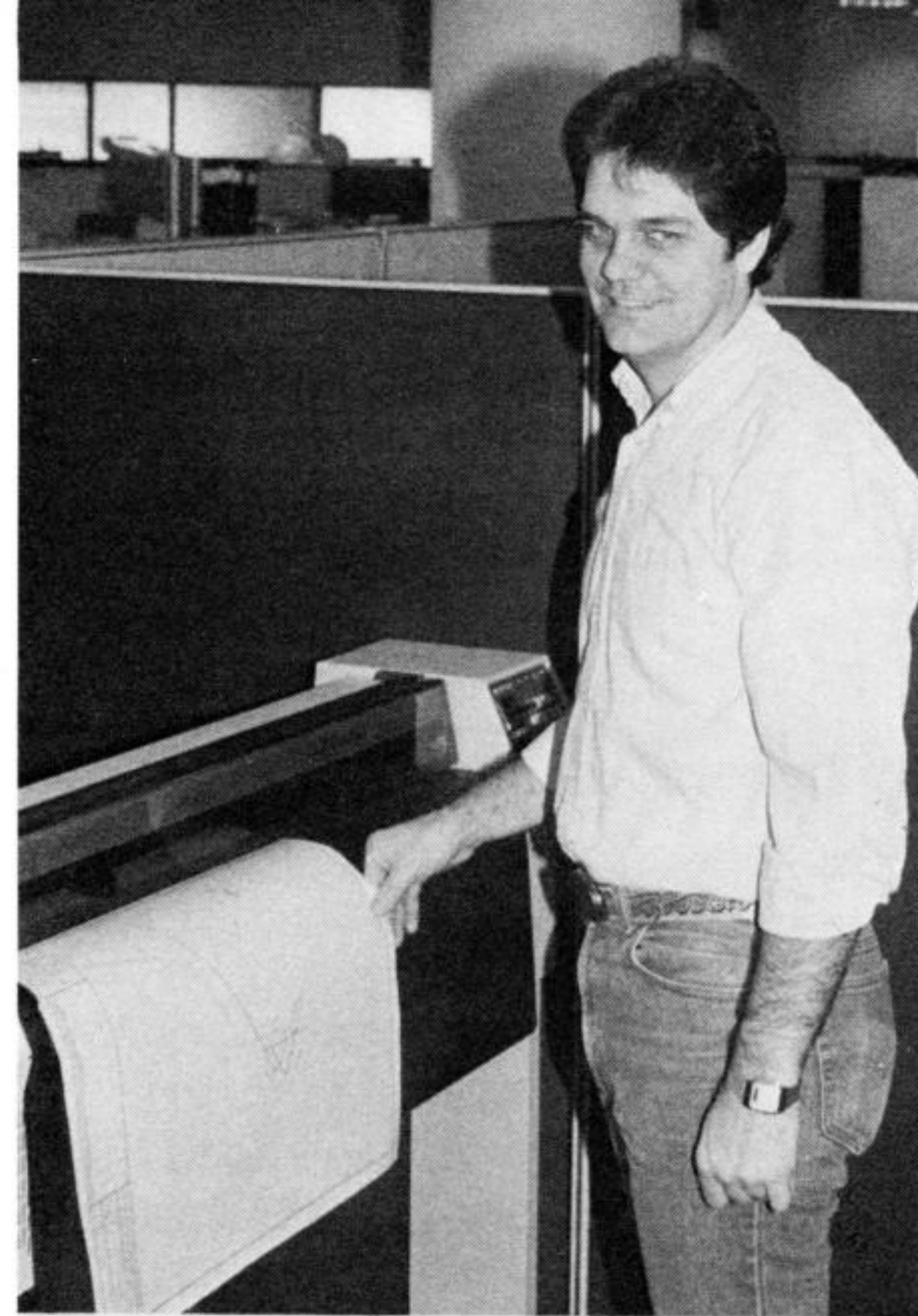
Both Thompson and Walker emphasize that computer-assisted drafting and designing is not a new concept; what is new is the ability to devise such an inexpensive system.

The challenge involved physically creating the GSU system on a screen. Making it even more difficult was the fact that the Louisiana 4A project involved attaching an existing power plant to another plant. "Ordinarily, you write the computer program beforehand. In this case, we didn't have that luxury — we had to build and develop at the same time," Walker points out.

Thompson had long followed the development of such systems, keeping up with the technology through trade publications and peers, but explains, "I felt we couldn't justify one of the expensive systems on the market at the time."

Nevertheless, because of the complexity of documentation required for River Bend, the nuclear plant is equipped with a state-of-the-art computer drafting system.

In layman's terms, notes Thompson, "When you're talking



Larry Loftin, senior draftsman

about a package, you're referring to both the software and the hardware. We use personal computers, because they're so diversified that you can tailor them to meet almost any purpose."

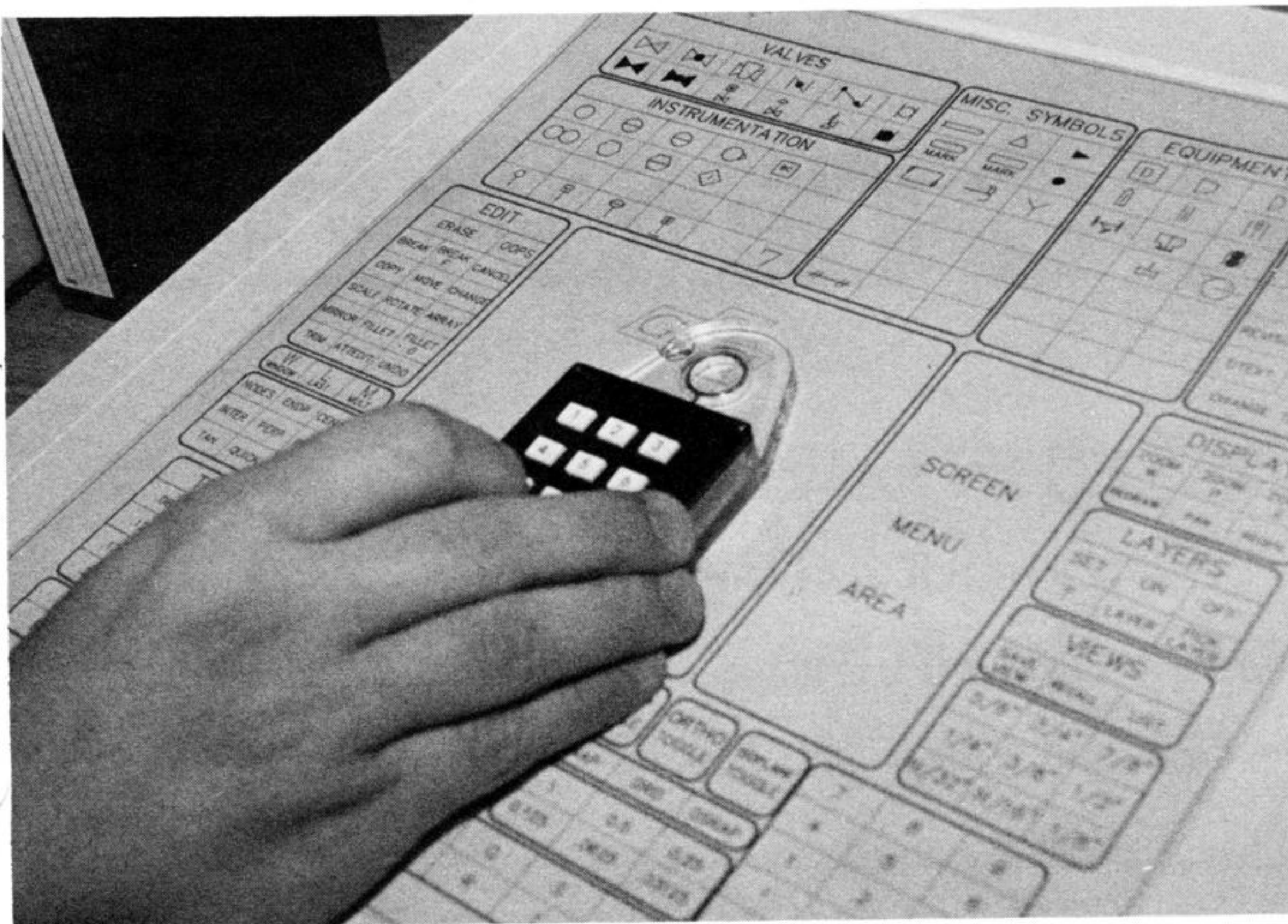
Thompson and Walker worked up the concept, although Walker plays down the importance of that role. "Concept is nice, but when you really get down to it, it's not worth anything if people can't use it to do their work."

But the system does work, and it's used on a regular basis by Larry J. Loftin and Frank Shannon, both of whom are senior draftsmen in Edison Plaza.

In addition to increased productivity and efficiency, Thompson and Walker cite other advantages of the GSU-developed system. "The big advantage," according to Walker, "is that it's tailored to our own specific needs, unlike a 'canned' program that is generic in nature."

Walker adds, "There were systems dealing with water and with gases, but (before this) there were none available for steam." He also mentions increased accuracy in calculations and improved record maintenance as other pluses.

But those who successfully created the system aren't just sitting around collecting compliments. "Our next step," says Walker, "is to go in and further develop the ability to add more detailed data to minute portions of a drawing."



Sabine blood donors:

Employees keep on giving

by Robert Adams

For the third consecutive year, Sabine Station has contributed over 100 percent to the Blood Bank of Southeast Texas, winning the best plant award for the second time. This award is given to the industrial plant with the best participation in the eight state area of Texas, Arkansas, Louisiana, Mississippi, New Mexico, Oklahoma, Arizona and Colorado. Actually Sabine would have won all three years, but the award is not given to the same group twice in a row.

Accepting the award for Sabine will be co-chairmen Marlan Verdine and Robert Breaux. The South Central Association of Blood Banks will host these representatives at its Austin meeting when the President's Award will be presented to Sabine Station.

Additionally, for the third consecutive year, the Blood Center of Southeast Texas will honor Sabine with an award for highest percentage of blood donors, according to Carol Weatherall,

director of donor recruitment.

Wes Schattner, plant superintendent for Sabine Station, praises the Sabine employees for their civic responsibility. In addition to blood donations to our employees and immediate families, these extra donations serve a life saving

mission in our local community. Sabine employees also participate actively in the United Way, Project Care, March of Dimes and food baskets for the poor. "Someone has a need and we try to fill it," concludes Schattner.

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To Life!



**Give
Blood.
Give
Life.**

American
Red Cross



We'll Help Will You?

VOTE★VOTE★VOTE

As a GSU shareholder,
voting your proxy
gives you a voice in the company.

Vote your proxy — return your proxy card by April 30.

Collectors need patience, understanding

by Mike Rodgers

When Collector Ricky Matte knocked on the door of the home in Lake Charles, the conversation went something like this:

Ricky: "Hi, I'm with GSU. Our records show that the day before yesterday you received a notice that your power would be cut off unless you pay the amount owed on your bill. Unless you can pay it now, I'm afraid I've got to terminate your electricity."

Customer: "How much do I owe?"

Ricky: "Your bill shows an unpaid balance of \$38.46."

Customer: "Okay, I've got the money. I'll pay you now."

Matte accepted the payment, handed the customer a receipt and walked away. "That," he says, "is a typical example of what happens when a collector makes a call for an unpaid bill. Most of the time, they pay up immediately. No one wants their power cut off."

On the day *Plain Talks* accompanied Matte, his working hours were filled with a variety of tasks common to a collector's duties. He disconnected electricity at several homes where payment was overdue, took payment on some other overdue accounts and checked several meters where power had recently been cut off to make certain that the resident had not reactivated the meter.

Matte lets you know quickly that he likes his job because it fits his lifestyle. "I enjoy working outside. And besides, a collector's job is always challenging because it's never quite the same thing." Carl Fruge, supervisor-credit and collections, points to Matte's working attitude, ambition and dedication as the reasons he does well. "Ricky is a good communicator. He can listen to abuse from a customer and turn the anger around into something positive. He knows how to diffuse tempers." Keeping his own



Ricky Matte makes a notation that he completed disconnecting a meter.

temper under control is a struggle at times, Matte acknowledges, since collectors hear every imaginable excuse and become adept at determining who is telling the truth and who is not. He lists patience, understanding and courage as the necessary qualities for the job.

Collectors as a group are quick to point out that whenever they can help a needy customer, they are eager to do so. Matte recounts visiting the home of an elderly woman with an overdue bill. Realizing that the woman could neither hear nor speak well, Matte used her phone and arranged for assistance from a local service agency. Collectors occasionally urge some customers to seek help from Project CARE.

Matte believes that the troubled area economy is responsible for an increase in the number of people who have difficulty paying their bills. "It's very hard on the

recently unemployed. When I show up and ask for a payment, they take their frustrations out on me. They're just looking for someone to talk to. Sometimes just by being a good listener, I can help ease their burdens a bit."

Later in the morning, Matte pulled his company car into the driveway of a home in another section of Lake Charles. The customer didn't have the money to pay on his account, but said he would be able to take care of it by early afternoon. Matte told the customer that although the electricity would have to be disconnected immediately, his power would be restored by 5 p.m. if the bill were paid within two hours. When the customer agreed, Matte disconnected the electricity and left for his next assignment. "Many people are like that man," he says. "They realize that you are only doing your job."

River Bend prudence—

Company explains its position

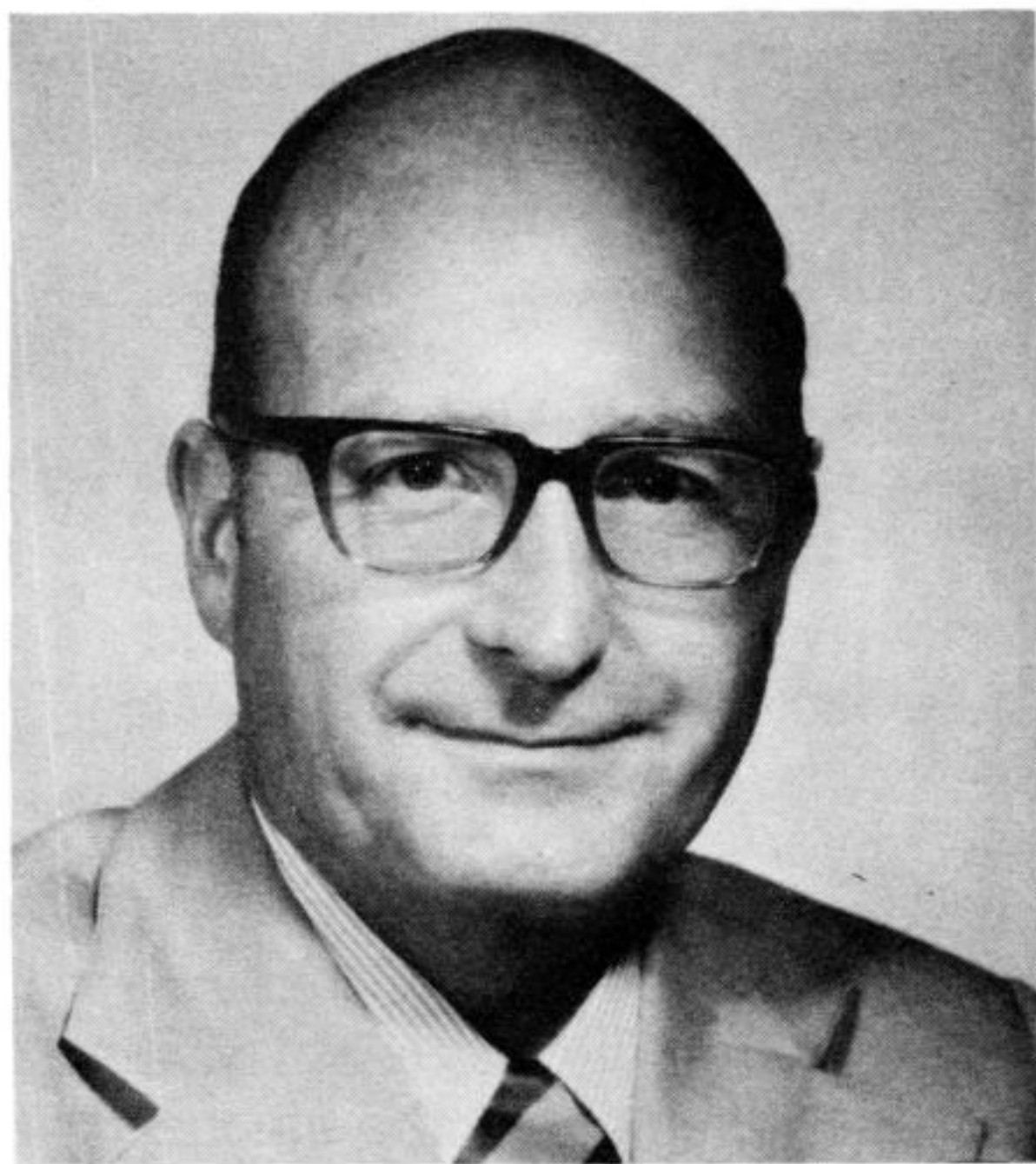
by Susan Gilley

Despite the fact that River Bend Station may have been one of the nuclear construction success stories of the decade, company officials must defend the prudence of the construction process and the decision to build the nuclear generating plant.

According to Bill Jefferson, vice president-Rates and Regulatory Affairs, a prudence review has the effect of requiring company management to virtually reconstruct the decision-making process that went on from the early 1970s.

A number of intervenors — including the Public Parties Committee, which retained O'Brien-Kreitzberg & Associates Inc., a construction management firm, as its prudence auditor — have submitted testimony recommending various levels of disallowance of the costs of River Bend based on what they consider "imprudence."

The catch to such analyses, Jefferson believes, is that some of those who investigate prudence do not necessarily imagine being "in our situation at a particular time, the way things were then. Instead, they may look at how they are now."



Bill Jefferson

The company is defending its decision to build River Bend on the basis of the way things were throughout most of the 1970s and even into the early 1980s — the uncertainty of the energy supply, federal legislation that limited use of natural gas by utilities and a service area that was a part of the Sun Belt economic boom.

Until a few years ago, the concept of prudence was barely familiar to utility executives. As more and more utilities turned to building nuclear facilities, the reviews became almost commonplace and have even begun to be held regarding construction of some coal plants.

"We knew for quite a while that it was coming. The facts of the construction were well-documented," Jefferson notes. But it was the speculation aspect of a review that concerned GSU, so the company hired Pickard, Lowe and Garrick, an independent consulting firm based in California, to review and evaluate the nuclear power plant project and how it was managed. The firm studied scheduling, costs and the management of the project, examining more than 41,000 pages of documents and interviewing 35 people in the process.

Written testimony for the prudence review submitted by Harold F. Perla, vice president and general manager of PLG, states, "The decision to suspend River Bend construction in 1977 reflected GSU's recognition of the need to assess customer needs for electricity and the company's long-term financial stability, with customer needs always being paramount. Construction was restarted in 1979, but only after load growth had increased and GSU's long-term financial stability was more reasonably assured. GSU had verified that adequate

financing was available to complete the River Bend project. Increased pressure at the state and federal levels for increased fuel diversity played a key role in GSU's decision to continue with River Bend."

PLG also praised the company's compressed construction schedule and active management participation in the project. The report describes the initial cost estimate for River Bend as entirely consistent with industry experience up to that time. It also points out that cost increases resulted from "economic conditions at the time of construction, regulatory requirements imposed on that plant and the company," and a number of other factors.

Jon Curless, manager-regulatory affairs and compliance, is coordinating the company's prudence review preparations. A former staffer in the River Bend Nuclear Group, Curless's work effort now focuses on getting the plant covered in the rate base.

One strength Curless brought to the Rates and Regulatory Affairs Department was the nuclear group's concern for careful documentation. After all, in the wake of Three Mile Island, regulatory changes had resulted in many changes in the original plant design. "There were about 2,400 changes since 1979, and most of them were related to the regulatory environment," Curless notes. A computer data base reflects the original design and each change as it occurred.

Curless and a small group of nuclear employees who transferred into the rate group in 1986 were able to transfer their approach to documentation, too. This was significant because for the five prudence and regular rate cases presented before the Federal Energy Regulatory Commission,



Although some have hailed River Bend as the nuclear construction success of the decade, the company must still explain its position regarding the decision to build the plant, pictured above in March 1985.

the Texas Public Service Commission and the Louisiana Public Service Commission, since June of 1986 the company answered about 5,000 individual questions from about 3,500 data requests. For the recent emergency rate cases, the company answered 1,840 questions from Dec. 8, 1986, through Jan. 7, 1987.

Curless believes building the department from 30 to 50 staffers in 1986 was a timely management move that has enabled the department employees to specialize in various areas of expertise, even though the departmental work load is larger than ever.

As the prudency hearings get underway, Curless admits that he will face "a logistical problem, since two cases (Texas and Louisiana) will be going on simultaneously."

Curless says that, as usual, the company's Austin control center is being staffed by temporarily-transplanted Rate and Legal Department personnel and corporate clerical support employees. The Austin office, which is tied electronically to Beaumont, provides our legal staff and witnesses with full office support in the preparation of testimony and legal documents. It also features a "make available" room where intervenors can view certain materials too bulky to be copied.

The Texas case is divided into four related parts — revenue requirements, rate of return, River Bend prudency and rate design — but Jefferson says the prudency portion is more like "a case within a case."

It could be mid-summer — or

later — before Gulf States gets a ruling from either state commission on the prudency of the River Bend Station construction project. If the news is bad, there would still be the avenue of appeal through the state courts, as Kansas Gas and Electric Co. is now doing in conjunction with its Wolf Creek nuclear plant.

But Jefferson feels that ultimately, Gulf States' individual customers will recognize the prudency of the decision to build River Bend. "I think that eventually River Bend will be considered a nuclear industry success story. It's just going to take the right situation in the energy market, and people will be grateful that we've got this option."

At River Bend:

Drill tests readiness

by Mike Rodgers

Once a year River Bend Station, like other nuclear plants around the United States, holds a drill to test the effectiveness of its emergency plans and the ability to respond. These plans would be put into effect in the event of a real emergency. The drills are observed and evaluated by personnel of the Nuclear Regulatory Commission.

Planning and executing a drill involves many GSU employees, parish representatives and the state of Louisiana. At the end of February, River Bend conducted its annual drill for 1987. These pictures were taken behind the scenes during the course of the event and capture the frenetic pace of the activities.

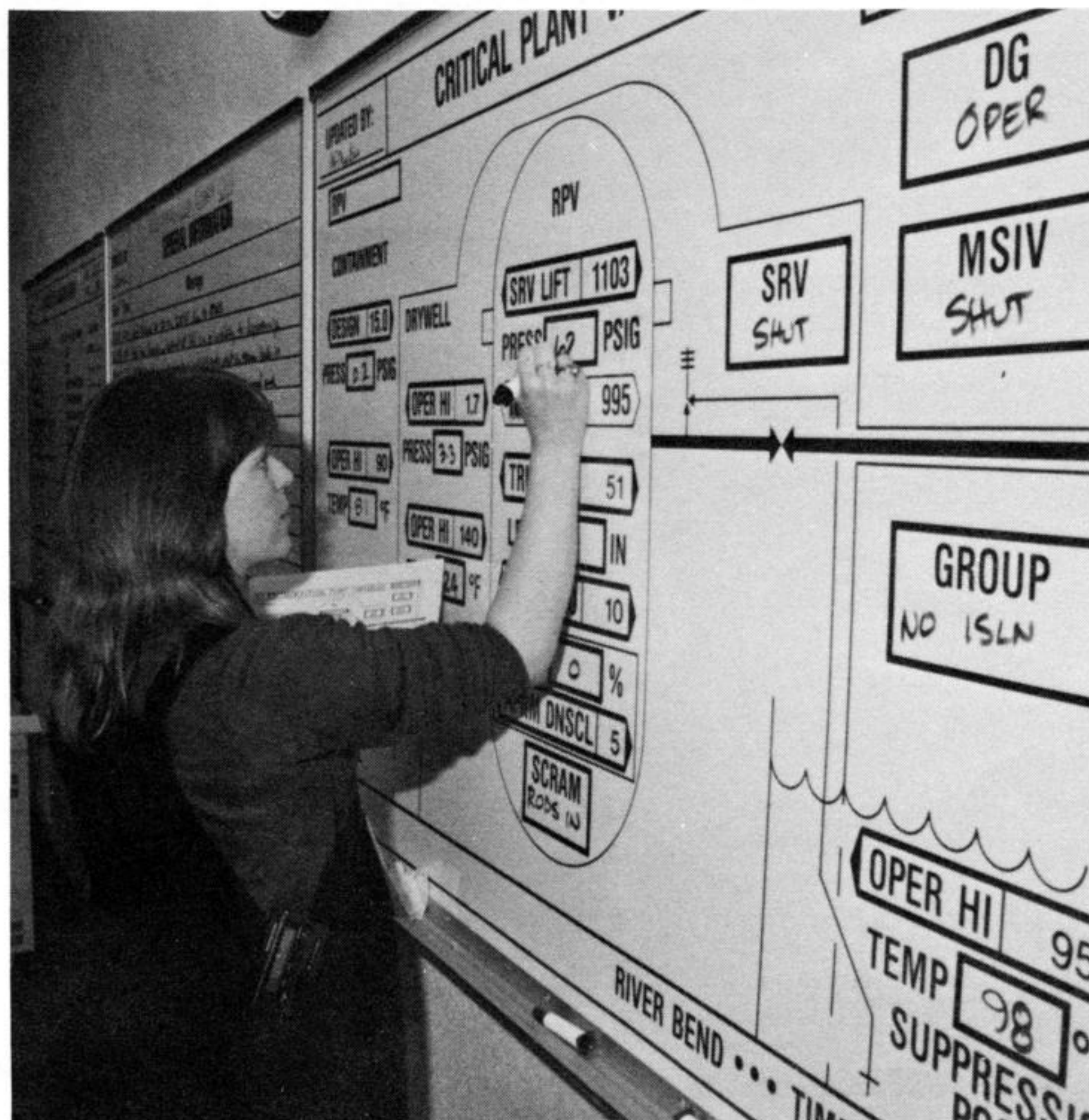


Photo by Alan Crnko

Mickey Meche, systems engineer, updates the critical plant parameter status board in the Emergency Operations Facility with new information.

Tom Bradish, shift supervisor, plots a graph in the Emergency Operations Facility.

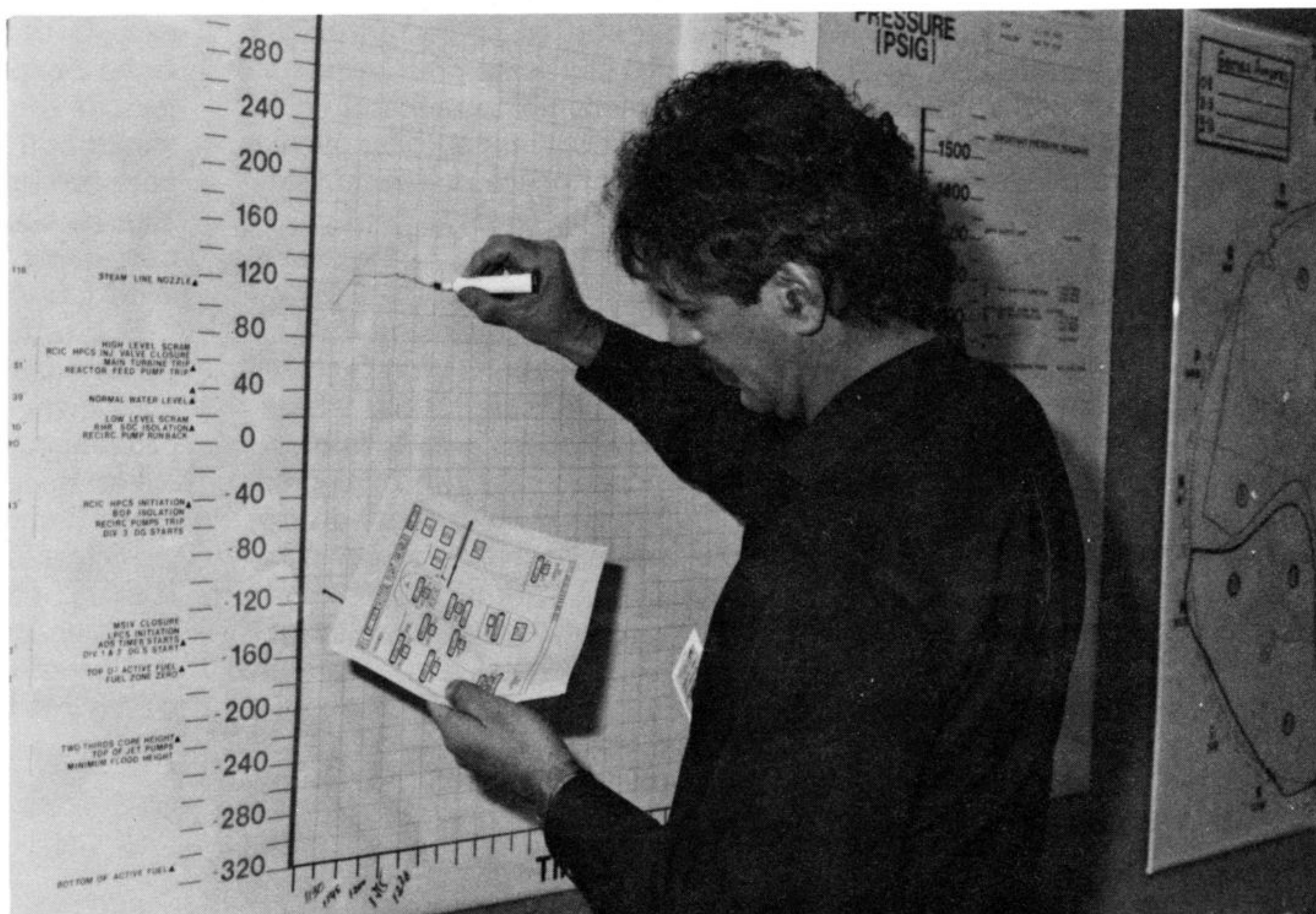


Photo by Alan Crnko

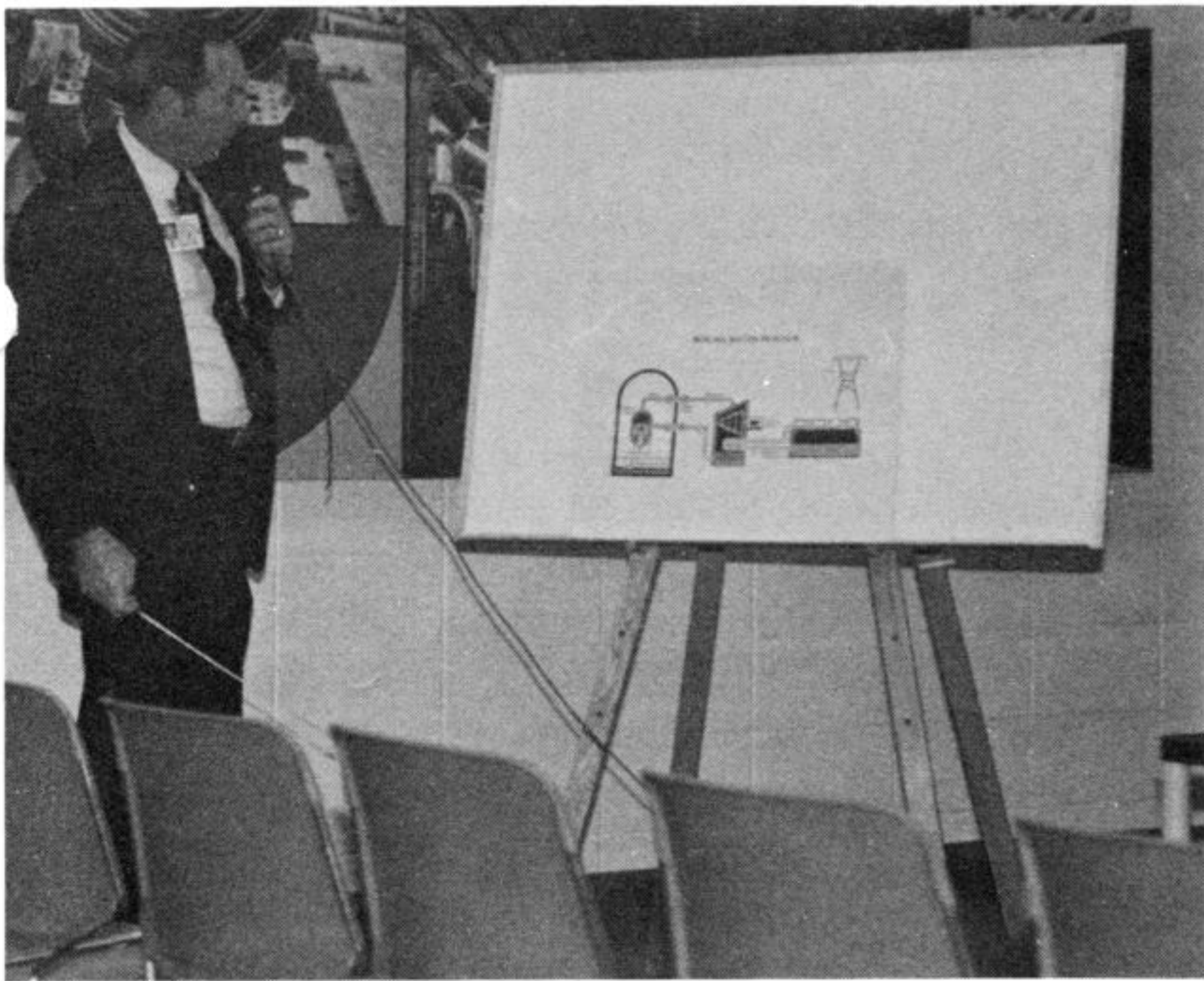


Photo by Mike Rodgers

Dale Andrews, director-nuclear training, explains the simulated emergency inside the reactor at a news conference in the Joint Information Center.

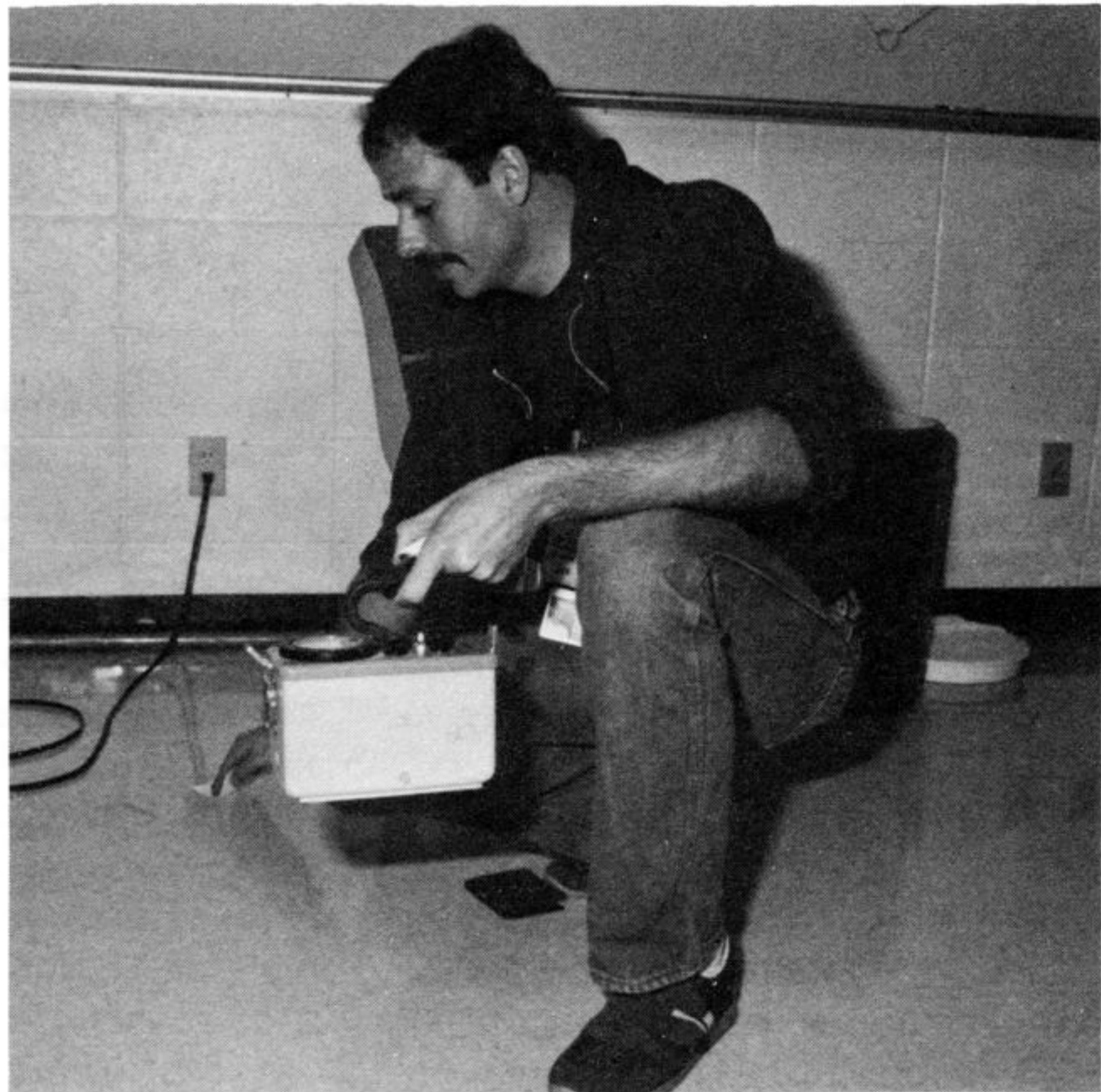
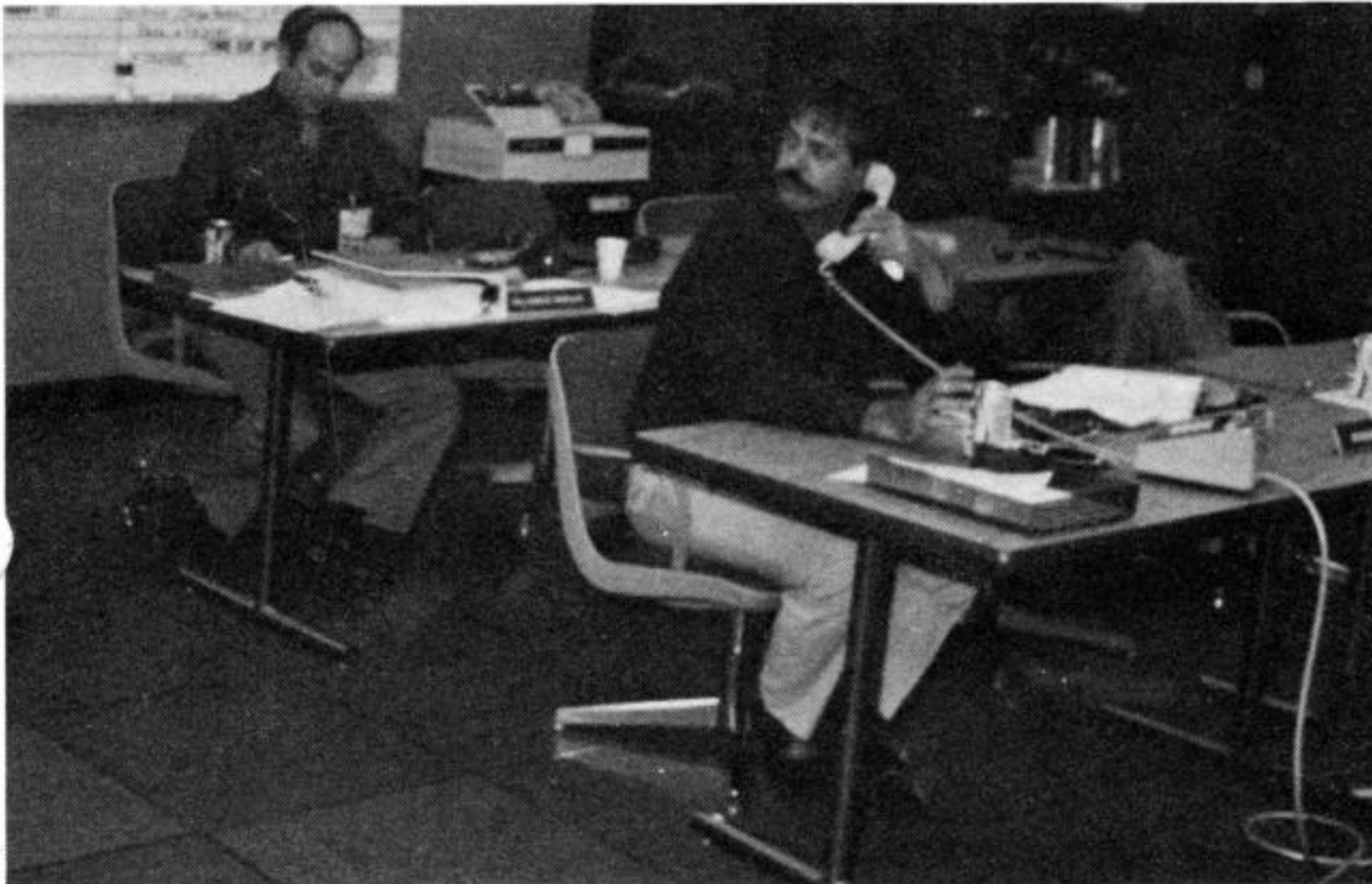


Photo by Alan Crnko

Larry Dautel, radiation protection technician-1st class, checks for radiological contamination in the Joint Information Center.

Photo by Alan Crnko



In the Technical Support Center, John Cadwallader (left), supervisor-emergency planning and Tom Bradish, shift supervisor, collect information on the operational status of the plant.

Photo by Alan Crnko



In the Joint Information Center, Marlene Brandt (left), senior district service representative and Sheila Soileau, employee relations associate, take questions from reporters in the media phone team room.

Shareholder Services

Keeping lines of communication

by Susan Gilley

Creating an in-house Shareholder Services Department in 1980 had the twin effects of boosting service to the shareholder and holding down company costs.

Looking back, Ridge Sewell, director-shareholder services, says a lot of hard work was required to establish the department, but that it has developed into "a vital function" of the company. One of the department's many important functions, he reveals, "is keeping the lines of communication open between shareholders and the company."

Nine employees, who handle an average of 2,500 shareholder calls each month, staff the unit. But work is not limited to answering shareholders' questions.

According to Nancy Poole, shareholder services representative, "We also spend a lot of time corresponding with shareholders, updating files, issuing stock certificates, posting transfers

from New York and locally, keeping up with outstanding shares, maintaining reinvestment accounts, making dividend distributions and subsequent year-end tax statements and preparing for the annual shareholders' meeting." Although the first half of the year is by far the busiest — tax season followed by the shareholders' meeting — Poole emphasizes, "Business never slows around here for too long."

Sewell offers statistics in support of Poole's statement. In January, the unit handled 1,770 terminations (a term that refers to dividend reinvestment withdrawals). In February, there were 871 terminations. Inhouse stock transfers in January totaled 277; in February, 210. Certificates issued in January were 2,157; in February, 1,181. Telephone calls handled in January totaled 2,478. There was a surge the following month as 2,795 shareholders called about recent rate case developments and the omission of the March 15

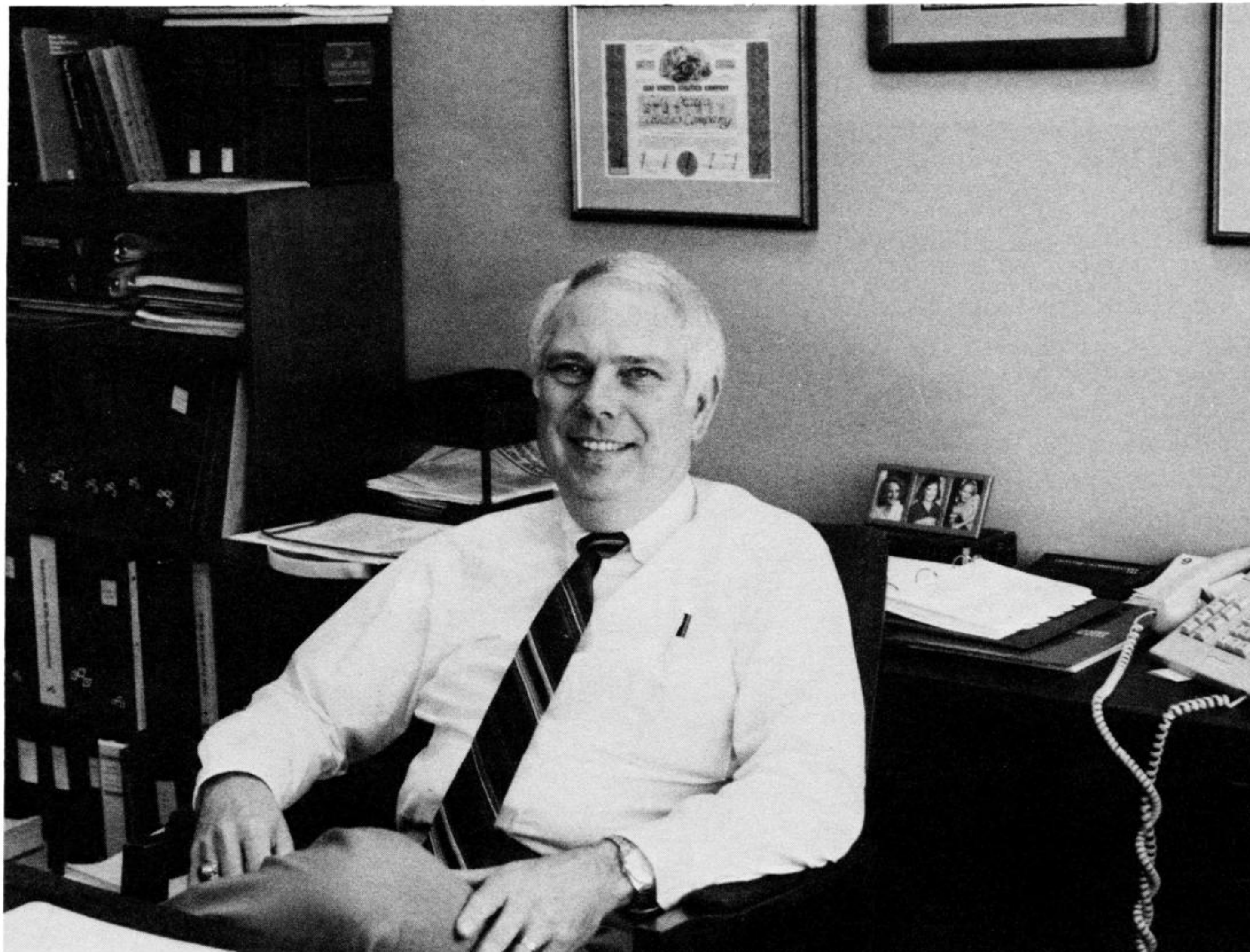
preferred and preference dividends.

Much of what the unit does is confidential. Sewell says divorce suits and estate battles are ever-present possibilities that illustrate why the department requires written confirmation and appropriate legal documents regarding certain stock transactions.

Sewell has some firm ideas about what kind of employee should work in Shareholder Services. "You have to be a good communicator, both verbally and in writing. You need some discipline in your work habits, but you need to be flexible, as you could be interrupted 50 times a day by other demands of the job. Some of the work is very detailed, often involving mathematics, so being able to reason is important."

Shareholders don't understand everything about the company, so when they call or drop by with questions, Shareholder Services employees "must take a little time to make sure they understand." Sewell adds, "The

Sewell: Employees in his department are "in the limelight."



unknown is scary to people. For instance, a woman called the other day with some concerns about what would happen to her stock when she died. Her husband had died about a year earlier and now she is getting ready to retire and was worried about the stock being distributed to her children." Often, callers are not friendly at the outset. Sewell admits that the pressure of the job can "get to you" after a while. He encourages those who work for him to vent steam with him, but to keep their cool with shareholders. And Sewell urges his employees to "have compassion, while realizing that you don't give away the bank. You have to be optimistic, too," he concludes.

As Poole notes, "Some shareholders have difficulty explaining specifically what they want to know, and we have to listen carefully to be able to assist them. And it can sometimes be frustrating for the employees to answer routine questions over and over. Our patience is required here."

In early March, it was easy to pinpoint the three most common questions from shareholders. They were:

—What percent of the 1986 dividend was return of capital?

—Are we still facing the likelihood of bankruptcy?

—When will the dividend be reinstated?

The first question is easy to answer, but the last two questions contain an element of the unknown, Shareholder Services employees admit. Even so, employees must be well-versed in what is happening on regulatory fronts and in other matters affecting the company.

Sewell is quick to agree that employees in Shareholder Services are in the limelight. "I look at it in a very positive way," he explains. "It keeps us on our toes; shareholders don't mind going to the chairman or the president with their concerns." But the payoff is when a shareholder calls with an annoyance or problem and "we're able to help them to their satisfaction," Sewell adds.



Poole: "Business never slows around here for too long."

Checking hospital bills can save money

Employees can help hold down hospitalization and medical insurance expenses by closely checking their bills for errors, reports Jommy Holder, coordinator-employee benefits.

Provident Life and Accident Insurance Co., which administers the GSU health plans, audits hospital claims over \$10,000 for overcharges and mistakes, Holder continues, but the expense of the audit does not justify auditing smaller claims.

Holder says employees stand to gain from catching such mistakes since the GSU medical plan is self-insured. "The more we hold medical claims to down, the less of an increase we'll have on our premiums. There is a direct relationship between what you pay

for your share of the premium for coverage and the dollar amount of claims that are paid."

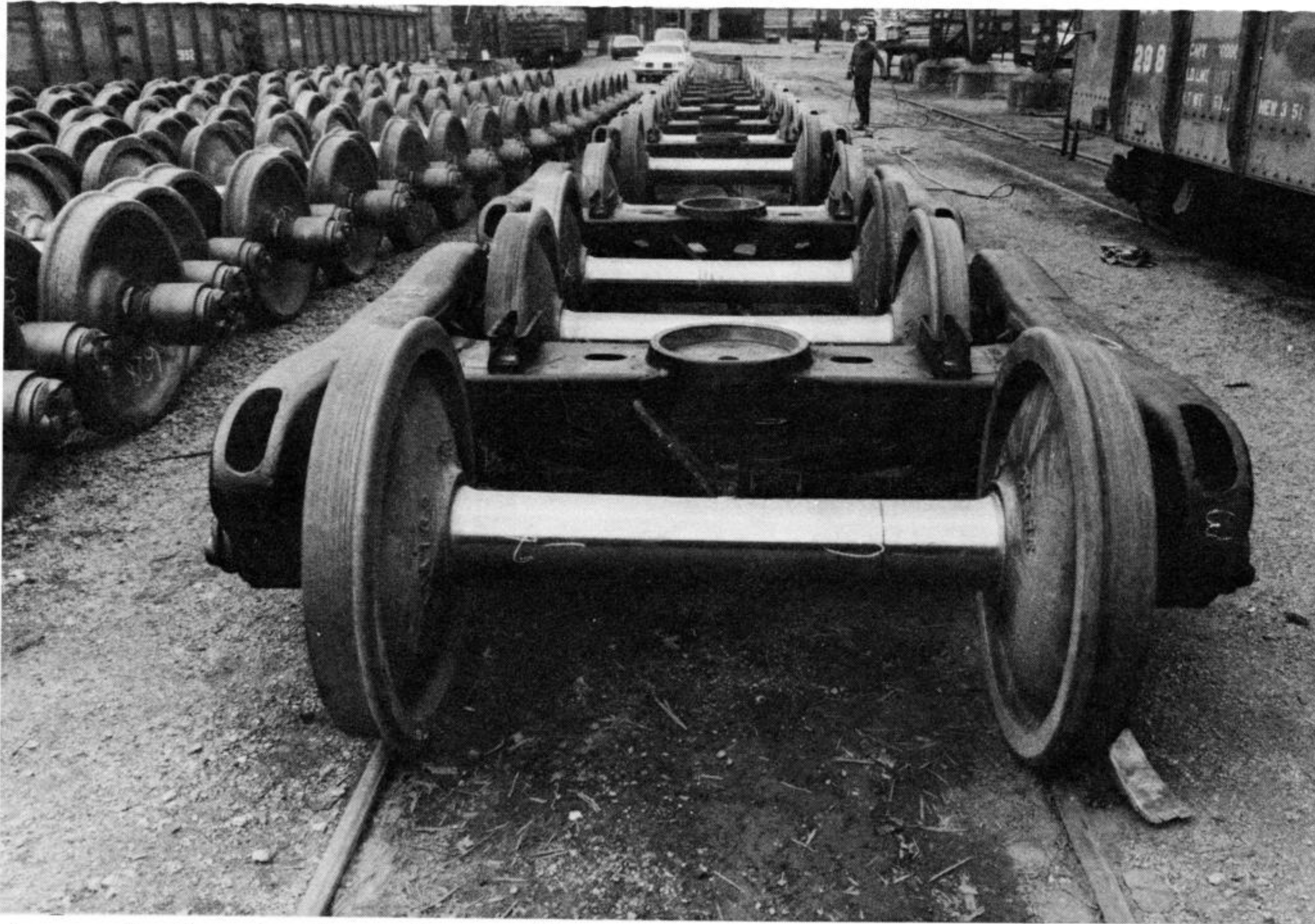
As an example of overcharges that are caught through the formal auditing process, Holder reveals that Provident recovered \$10,000 in overcharges and other mistakes for January 1987 alone. The auditors are medical professionals who are familiar with the treatment, procedures and medical equipment that might be needed for a particular condition or illness.

On the other hand, says Holder, "The patient is the one who knows the most about what they did or didn't have while they were in the hospital or undergoing outpatient treatment. Perhaps you had a baby, normal delivery, but

the bill showed charges for a caesarean section. This could be a \$600 difference on your bill."

Simply checking out your medical bills can help cut medical costs. Holder recalls that one patient was able to reduce his bill by \$9,000 by questioning some unfamiliar charges. Whenever an employee comes across such a situation, Holder advises him or her to let Provident know about it. "Their medical experts are even better equipped to question doctors and hospitals," he notes.

"If employees help us reduce duplicate or erroneous claims, it will directly impact the monthly medical premiums that we pay," Holder concludes.



A row of railcar trucks await assembly with the railcar bodies at the Johnstown, Pa., factory. A maintenance program is underway for the trucks portion of the GSU 605-railcar fleet.



Maintenance program underway for coal car components

by Susan Gilley

After about a half-million miles of use, a coal car ordinarily needs maintenance work on its "trucks" — the suspension system which supports the body of the car.

Because the 605-car GSU coal transportation fleet now averages about 510,000 miles, the company has begun a comprehensive maintenance program that will continue into 1989. However, the 1987 portion, which began March 2, will run continuously through

mid-June.

Even though about 200 of the sets will be repaired during 1987, normally costing GSU about \$280,000 under its car maintenance contract, the way the company is handling the necessary repairs will save Gulf States about \$40,000 this year, reveals Dan Gray, administrator-fuel transportation.

The savings will result from the company's ability to provide trucks in a continuous flow, rather than on a piecemeal basis, Gray explains.

"You really don't have any choice, as far as the need for carrying out the maintenance work," Gray notes. "Because of safety considerations, failure to perform such maintenance could cause the railroad to arbitrarily take the cars out of service, handle the repairs, then bill us." The railroad's cost for repairs is considerably more than what will be charged by PLM Railcar Maintenance Co., which will repair the GSU truck sets in a Bill, Wyoming, shop.

Gray says now is an ideal time



Photos courtesy of Bethlehem Steel

to remove cars from service because of reduced operations at Nelson Coal as routine maintenance is performed.

The decision of which cars to repair first is made during a car inspection, carried out according to the manufacturer's specifications. Although Bethlehem Steel built the bodies of the GSU railcars, the trucks were manufactured by American Steel Foundries.

The work done on the systems involves welding the major load-bearing components — a task that requires strict quality con-

trol. Two Beaumont-based GSUsers are serving as inhouse inspectors, a decision made on the basis of their welding expertise and as a cost-cutting measure. GSU will save \$1,000 per week by having Benton Brown, engineering analyst, and Johnal Bernard II, engineering assistant, handle this job.

Gray says he expects the draft systems — the couplers and all the related parts — are the next part of the railcar fleet that will need extensive maintenance. "The car bodies have held up extreme-

ly well, so I don't anticipate any comprehensive maintenance work on them any time soon," he adds.

Gray says the repairs will have the ultimate effect of enabling the company to stay on track with its ability to achieve a major corporate goal — that of managing facilities and energy purchases to maintain reliability at the lowest possible cost. The coal cars, which roll back and forth between Gillette, Wyoming, and Nelson Coal, are a vital part of that effort, he explains.

Sweeping the sidewalks

by Mike Rodgers

If you drive through downtown Beaumont on Saturdays this year, you will most likely see an energetic group of GSU employees picking up trash, cutting grass, trimming, sweeping and otherwise sprucing up the area. The Beaumont Division and System Gulf Staters volunteered to be part of an "Operation Clean Street" begun by the city to improve the overall appearance of selected commercial and residential areas.

"We see this as an economic development effort," says Debbie Morrison, supervisor-consumer

information services. "When GSU brings potential business prospects here, they will see clean streets along main thoroughfares." According to Morrison, those visitors may not consciously realize that streets are clean, but they will have a positive impression of the area regardless.

Gulf States employees are responsible for four blocks running from Martin Luther King Boulevard to Fourth Street on Calder Avenue. Signs denoting that this section was adopted by GSU are already in place. Morrison emphasizes that the effort is strictly voluntary and that employees will provide their own equipment for the



Photo by Les Jones

Carliss Jones, secretary, picks up trash and litter along the sidewalks.

Photo by Debbie Morrison



Before the GSU employee crew got to work...

Photo by Debbie Morrison



After sweeping, trimming, cutting grass and policing the area, the sidewalk looked much neater.

cleanup. She adds, "It's a good way for us to show our commitment to the community. Several of those helping out don't even live in the city." Employees will be responsible for the area running from the edge of the sidewalk to the edge of the street and except for repairs, will do whatever is necessary to maintain it and keep it looking good.

Twelve captains were selected from all over the division, each with the job of recruiting a team which will be responsible for only one month out of the year.

Morrison urges that employees and their families lend a hand. "If enough people volunteer, the job will be done quickly and more efficiently. It shouldn't take more than an hour or two to spruce up the area." The team captains for "Operation Clean Street" are Tom Amerine, Bobby Beattie, Brent Dorsey, Randy Fox, Carliss Jones, Kim McMurray, Tim Morris, Debbie Morrison, Rick Riley, Bert Rogers, Craig Summers and Janet Thomas. If you are interested in volunteering for this economic development effort, please call Debbie Morrison at 733-3302.

Meter reader lauded

Gulf States Utilities
Cleveland, Texas

To whomever it may concern:

As you well know, you hear immediately if anyone has a gripe about anything they DON'T like — but so few people ever take the time to give "a pat on the back" or a few words of thanks. Maybe I'm "one of the few" as I want to thank you for your courteous meter readers. I've always enjoyed them, but want you to know that I especially like the young lady who now reads our meter. I think she is one of the nicest people I've ever met — and being only 74 years old, I have met a LOT of people.

Sorry, but I do not even know her name.

Sincerely,
Mrs. John L. (Anne) Farrell

Editor's note: Mrs. Farrell's meter reader is Paula Higgins, who is based in Cleveland.

Topic hailed

Becky Watson
Gulf States Utilities
Lake Charles, La.

Dear Mrs. Watson:

On behalf of the Lake Charles group of the National Association of Bank Women, I would like to thank you for speaking to us on Monday, Aug. 9, 1986.

The subject of energy costs is a topic of concern for citizens of our area. We appreciate your explanation of the financial condition of Gulf States, as well as the River Bend project.

Thank you again for taking the time to give us a better understanding of this controversial issue within our society today.

Sincerely,
Kitty L. Broussard
NABW Chapter Secretary

Editor's note: Watson is supervisor-marketing and consumer information in Lake Charles.

Fighting crime

John Conley
Gulf States Utilities
Conroe, Texas

Dear John:

Please allow me to commend the alertness and integrity of your two employees, Warren Watson and Joe Cruz.

On the date, Monday, Sept. 26, 1986, we were able to effect the apprehension of an accused capital murder subject who had escaped from our jail, based upon information received from these community-minded individuals.

It is through the efforts of citizens such as these that Montgomery County will remain a desirable area for all citizens to reside, secure under the protection of the law. Both Mr. Watson and Mr. Cruz have contributed significantly to that guarantee.

Would you accept and forward the enclosed Certificates of Appreciation to your outstanding employees, along with the gratitude of the Montgomery County Sheriff's Department.

Sincerely,
Joe Corley,
Sheriff
Montgomery County

Editor's note: Watson is a utility foreman-line and Cruz is a helper-T&D Department. Both men work in Conroe.

Quick action

Virgil Fuselier
Gulf States Utilities
Lafayette, La.

Dear Mr. Fuselier,

We would like to thank you for your prompt attention given to our electrical problem, which I wrote you about on Aug. 26, 1986. We saw the immediate action

taken to try to resolve our problem. Hopefully, the work done in the area will solve our problem of surging electricity. We would also like to mention how helpful Mr. Kim Gallet was. He showed interest and determination in solving the problem. He cared.

Thank you again for all that you did.

Very truly yours,
Glenn P. Johnson

Editor's note: Fuselier is supervisor-marketing and consumer services and Gallet is a serviceman-1st class. Both are based in Lafayette.

UW pacesetter

George Irvin
Gulf States Utilities
Lafayette, La.

Dear George,

Happy Bryan informed me that Gulf States Utilities has done a phenomenal job as a pacesetter in the United Way campaign. Gulf States' employees' commitment to our community through UGF is deeply appreciated and their rallying to the cause at a time of great need speaks for itself.

George, we appreciate your leadership in the campaign. It is obvious you are a man who gets things done and we are grateful for your leadership.

If I may be of any assistance in the campaign, do not hesitate to let me know.

Sincerely,
Gary W. Cain
Executive Director
Boys Clubs of Acadiana, Inc.

Editor's note: Irvin is general superintendent for the Lafayette District.

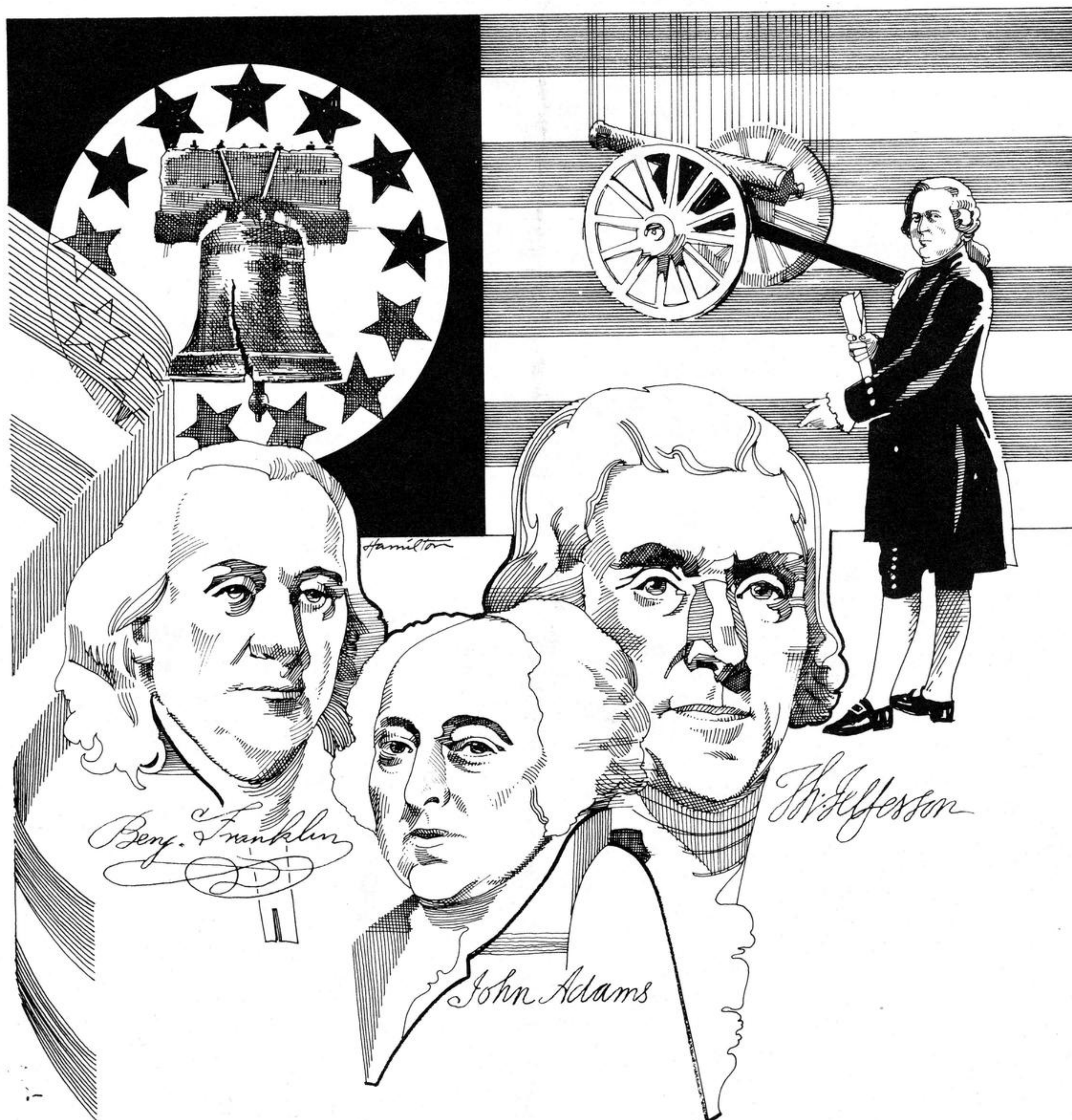
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