

PLAIN TALKS

August/September 1991

Volume 70 Number 4

On track with
clean-burning coal

GSU employees
chill out

Big catch
at Neches Station

Edison Plaza
reports outage



About the cover

Gulf States brings coal to Nelson Coal from Wyoming. The use of Western coal has proven to be more environmentally friendly as opposed to other high-sulfur Eastern coal. Pages 8-9

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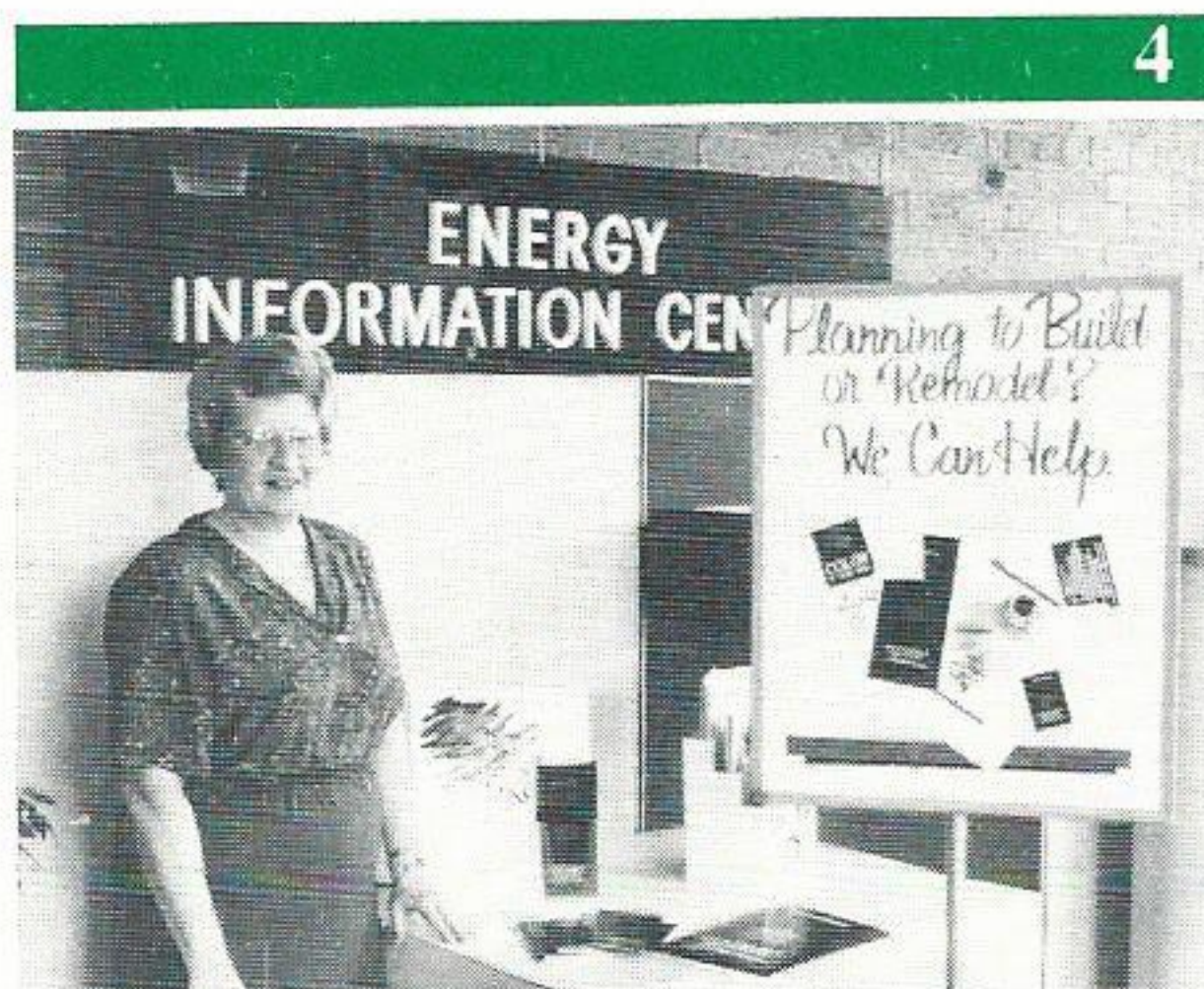
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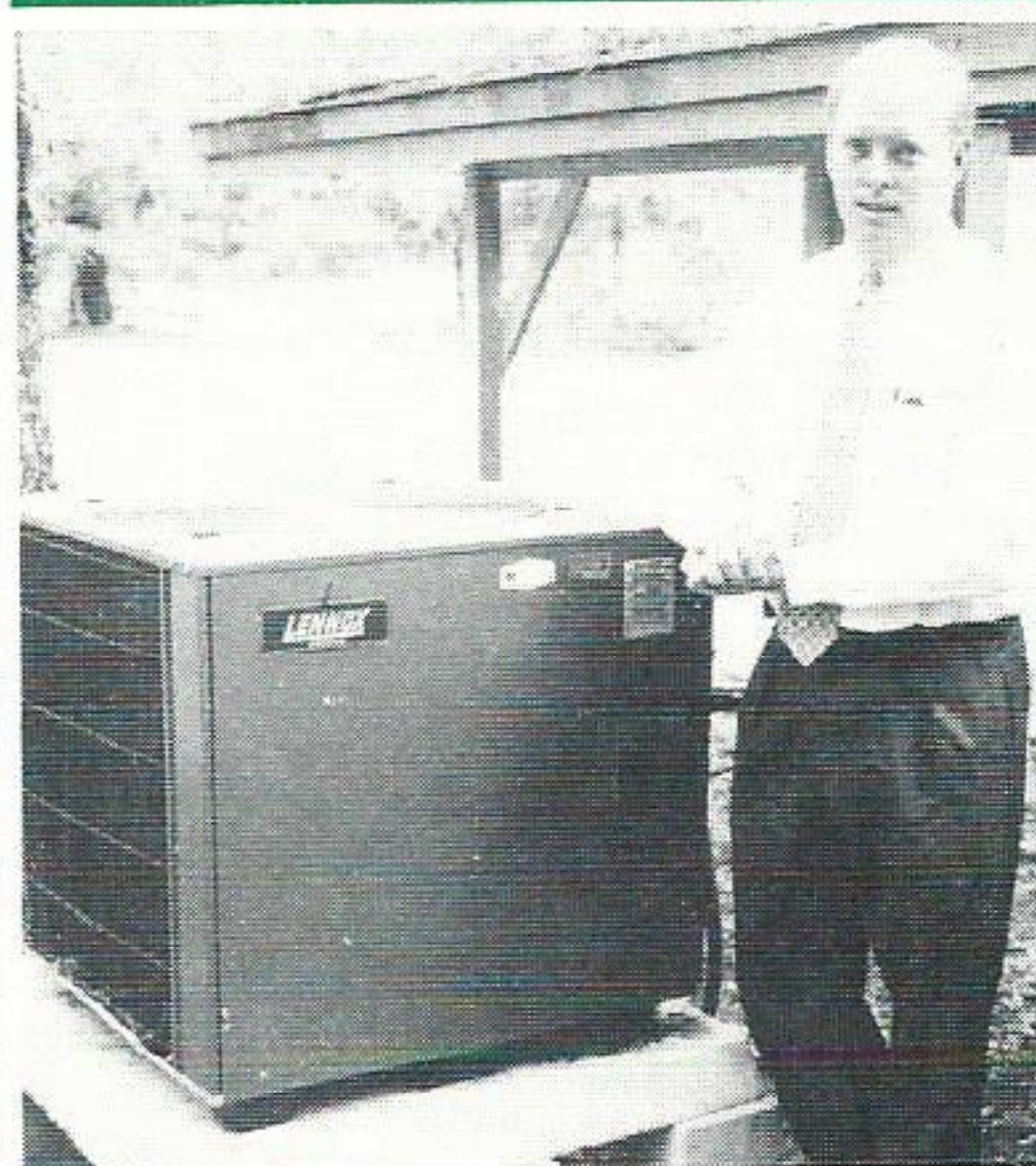
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Employees who change residences or offices should fill out company mailing-address-forms (GSU0012-00-81) and return them to the mailroom in Edison Plaza. GSU publications, departmental mailings and other company information are not automatically forwarded;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



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BISD, GSU cooperation spawns catfish project

story and photos by Susan Gilley

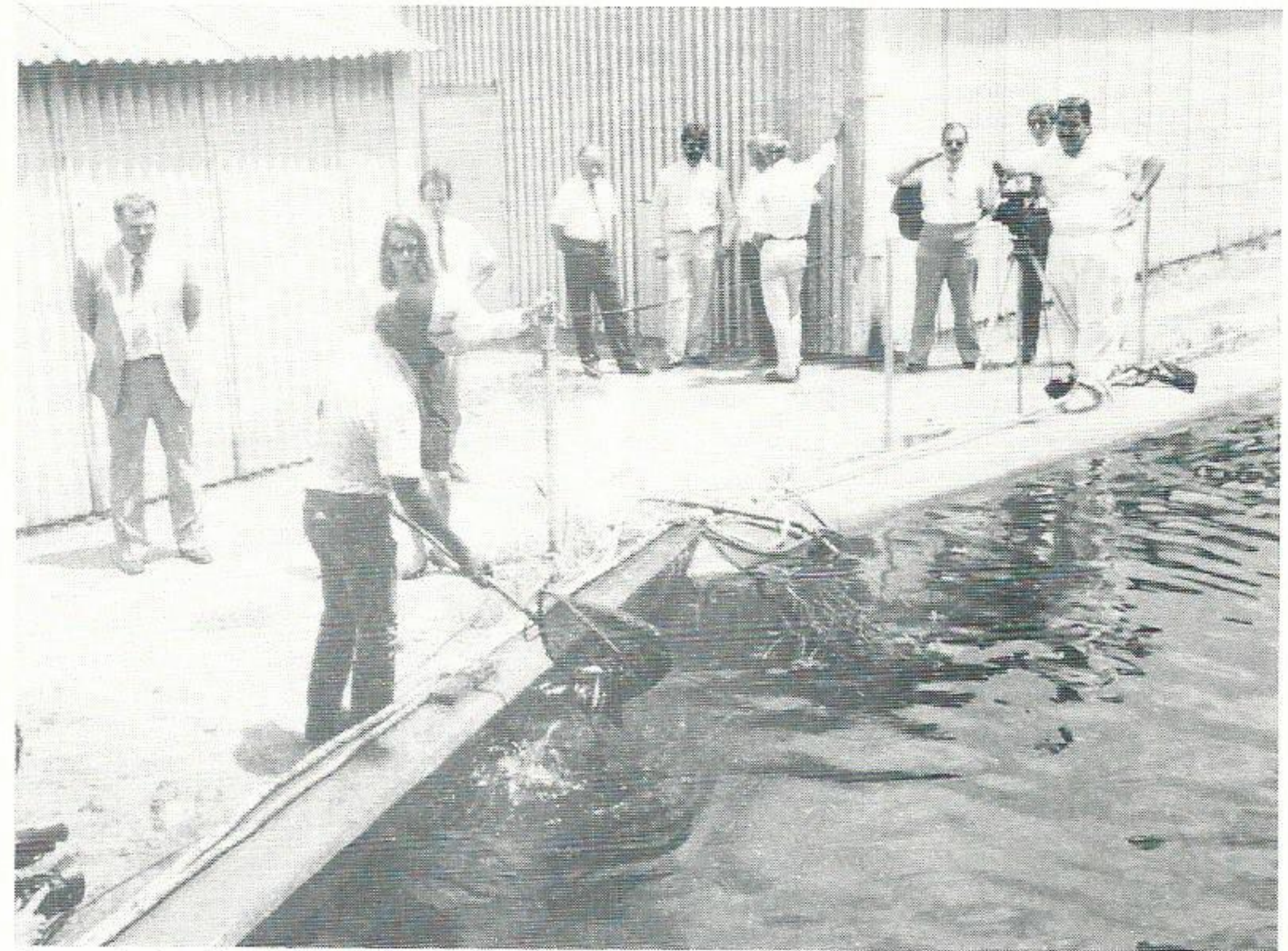
J.J. Whittington and Beau Butler became the Beaumont Independent School District's first aquaculture students as they began operating two catfish ponds at Neches Station in Beaumont.

Whittington will be a junior at Central Senior High School this fall, while Butler will begin his junior year at West Brook Senior High.

Gulf States, which has carried out aquaculture research demonstration projects for several years, is helping BISD's career technology group develop the aquaculture curriculum.

According to BISD's Joe Winston, director of career technology, agricultural science and technology teachers Hubie Hilz of Central and Doug Vanek of West Brook will teach high school students how to raise catfish. The ponds, presently located at Neches Station, will provide practical experience with the fish. Plans call for locating at least one aquaculture project on a high school campus in the fall.

A Texas A&M University graduate mariculture student will manage the two GSU ponds, which make use of wooden cooling towers. To prevent the ponds from posing a fire hazard at the half-century-old plant, utility employees must circulate water through the structures. As a result, the towers provide "an ideal environment for catfish," notes Don Hamilton, manager-industrial services and cogeneration, who manages the company's aquaculture programs. The facility is staffed



Top right (l to r), John Cole, Neches Station plant superintendent and Beau Butler. Above, An employee of The Catfish Meadows releases catfish into the cooling pond.

around the clock by GSU employees, making it a safe place for the students to work, Hamilton adds.

The 40,000 catfish to be raised at the plant will be provided by The Catfish Meadows of Buffalo. Owned and operated by Tillman and Lorene Meadows, the farm delivered 10,000 fish in June. The couple won the Fort Worth Star Telegram Farm and Ranch award as Texas' top fish farmers for 1991.

Representatives of the Texas Parks and Wildlife Department were on hand for the fish delivery. The state agency is contemplating a program in cooperation with Gulf States to replenish paddlebill catfish in Southeast Texas waterways. Although the fish is not an

endangered species, it has virtually disappeared from area rivers and lakes, says Hamilton.

Home remodeling packet provides helpful hints

by Scott Harper

Orson Welles used to say in an old advertisement, "We will sell no wine before its time." The same concept can be applied to "Centsable Dreams," a customer project with a 20-year history which kicked off in March 1991.

"Years ago, we helped customers design their kitchens as a service," says Sue Williams, supervisor-customer services, Port Arthur. "That service stopped in the early '70s, but it was agreed this information was still needed by customers."

Williams and other company home economists formulated ideas for packaging the information. She says the name "Centsable Dreams" came from the Good Cents home idea. "At the time, there was more remodeling going on than construction so we felt remodeling was the target market."

In 1988, customer service supervisors, customer information coordinators, energy auditors, community affairs and marketing met in Lake Charles. "There we decided to go with the packet idea," says Sue Guidry, consumer affairs specialist, Beaumont. In November 1988, working with a local advertising agency, a sample Centsable Dreams folder was developed. The next question was, "What information should we put in it?"

Home Economists in several divisions submitted ideas for the contents. According to Guidry, the Texas Energy Extension Service and the Louisiana Agricultural Extension Service also sent information. Williams went to the community for help. "I pulled together a focus group of seven women and asked them: 'Is there a market for this?' 'Would they use the information?' and 'What material should be included?'"

The final kit, completed in March 1991, includes information about lighting (inside and outside), choosing the right energy-saving lights, electric heat pumps and "Shopping for Energy Savings." An emphasis on kitchen planning includes a grid sheet and punch-out templates of appliances and cabinets to let

you try out various kitchen floor plans and a fold-out brochure that discusses space requirements, basic kitchen arrangements, kitchen work centers and selection of equipment. "It's beautifully done,"

Williams says of the kitchen brochure designed by



Sue Williams has packets at the Centsable Dreams display in the Port Arthur office lobby.



Joan Pierson, Better Business Bureau, speaks to participants at the remodeling seminar.

Henry Joyner and Linka Peveto of Corporate Communications.

This past April, a Centsable Dreams remodeling seminar was held at the Port Arthur Library. Williams, along with Joan Pierson, president of the Better Business Bureau of Southeast Texas, and Lisa Drago, interior designer and owner of Inside Ideas, presented helpful tips on remodeling. "We had a great turn out. We couldn't believe the interest it generated," says Williams. Forty-nine people attended the seminar.

The June bill insert announced the remodeling kit and has already produced inquiries. "We have had an overwhelming response to the bill insert in Baton Rouge," says Pris Gallagher, coordinator-Louisiana communications, Baton Rouge, and home economist. "The customers are real pleased we're providing this service."

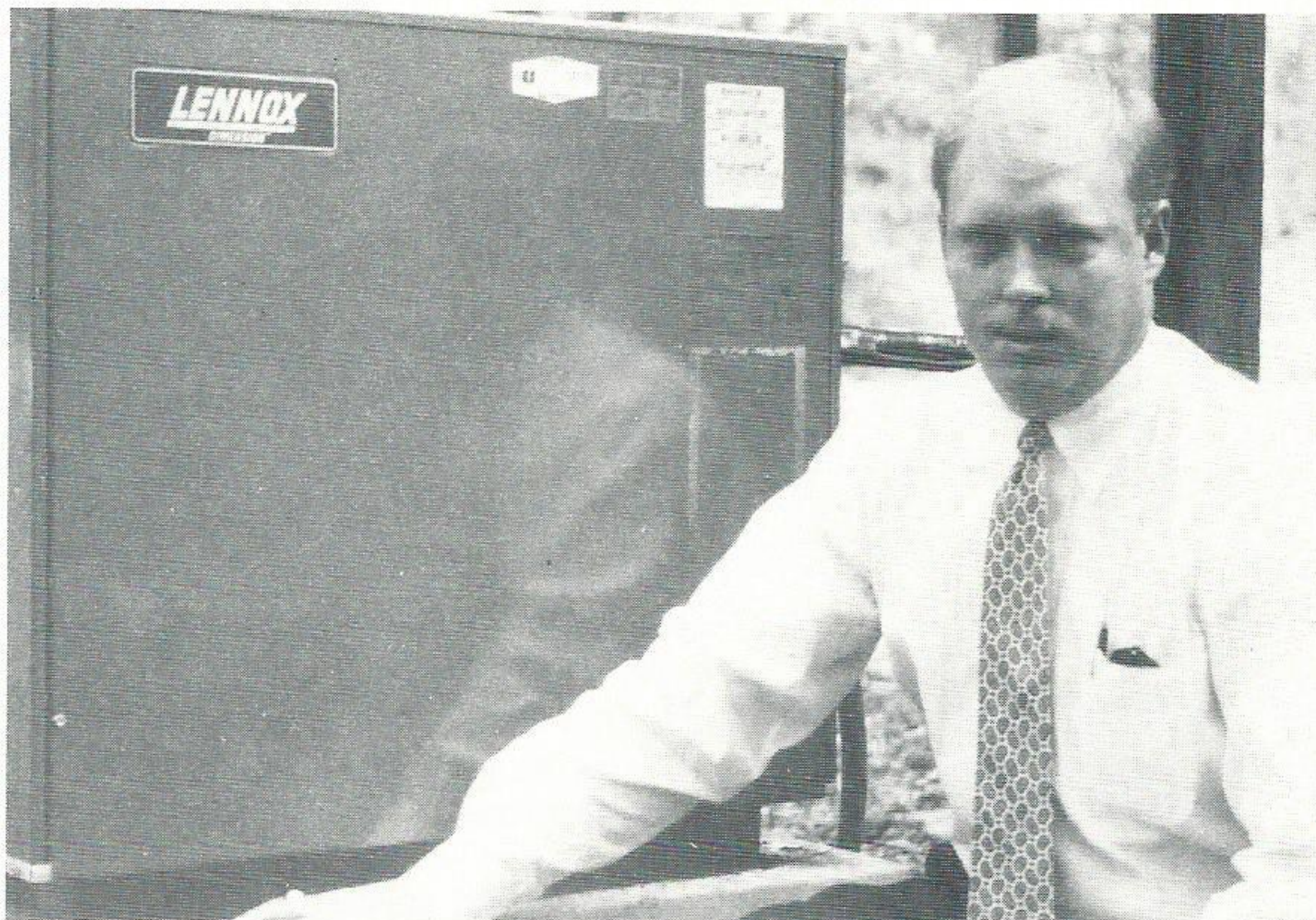
According to Shivaun Davis, nuclear communications coordinator, Baton Rouge, a librarian in East Baton Rouge Parish requested 15 packets to be placed in the reference section of each parish library.

"We've had a very positive response," says Guidry. "This program serves as a marketing tool as well as a customer service. Some customers have requested the information because they are selling their homes and, in turn, want more information about building Good Cents homes."

Customers and employees interested in obtaining a remodeling kit can pick up a Centsable Dreams application brochure in their local office.

Employees score high on the Chill Quiz

story by Mike Rodgers
photo by Scott Harper



The Chill Quiz. At first glance, it seems like something from the David Letterman Show -- "The Top 10 Ways to Keep Cool in a Gulf Coast Summer." In reality, The Chill Quiz is a marketing promotion aimed at acquainting GSU employees with the financial advantages of converting their homes to electric heat pumps.

"We want GSUers to know that if they're interested in a heat pump or an electric air conditioner, they can be eligible for incentives from the company and manufacturers," says John Stewart, administrator-residential marketing. GSU provides incentives and interest-free financing for qualified employees. In addition, some heating and air conditioning manufacturers offer rebates especially for utility company employees.

A recent *Newsbreaker* article on The Chill Quiz stimulated interest in the incentives among employees who were not aware of them, according to Debi Russell, sales training specialist, who urges employees to take advantage of the program. "Gulf Staters can get rebates from \$25-\$300 on selected equipment. In addition, other incentives may be available. Employees can call their local marketing representative for details," she says.

GSU helped found the Heat Pump Associations in the service area. "Heat pump association dealers handle the best equipment in the industry," notes Stewart. "The contractors are certified, licensed and bonded." A list of Heat Pump Association Dealers is available from local marketing representatives.

For Michelle Pinkney, graphic technician-Beaumont, the purchase of a home is the opportunity to go totally electric. "We're having a heat pump installed in place of the gas furnace," she says, adding, "I'm impressed with the efficiency of electricity and the easy maintenance." Pinkney and

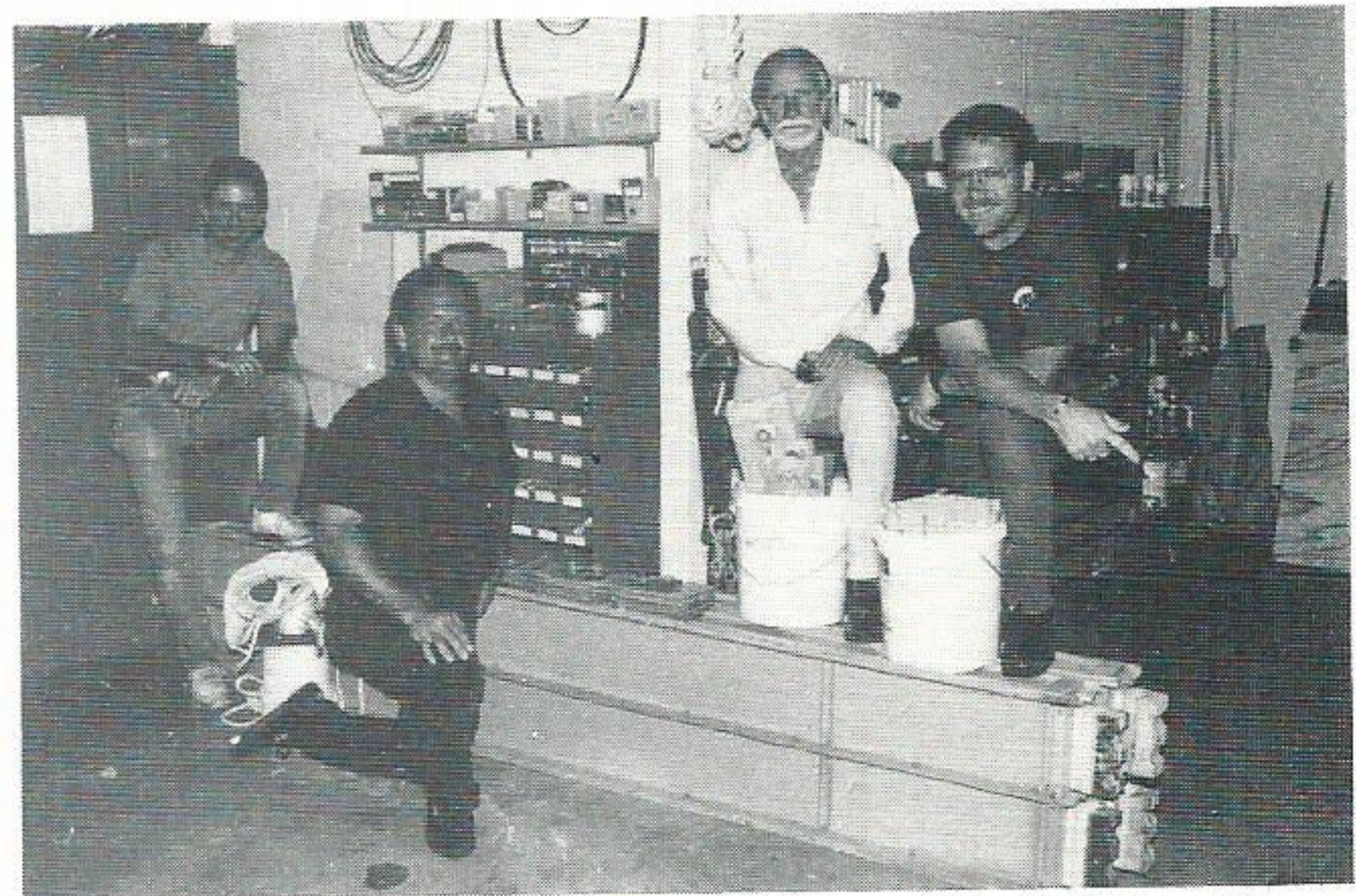
her husband will eventually replace the gas water heater and gas range. Safety was also a factor in their decision. With small children at home, the Pinkneys do not feel safe with natural gas.

As a classified employee doing a changeout from gas to electric, Pinkney is eligible for up to \$400 from GSU's employee merchandise plan to defray the cost of rewiring her home.

Another enthusiastic heat pump believer is Roger Carlyle, senior technical specialist, River Bend. Carlyle's home was already totally electric, but when his air conditioner had to be replaced, he began looking seriously at heat pumps. After talking with several dealers and reading about the efficiency heat pumps offer, he was convinced. Though the unit was installed only recently, he has noticed lower bills and is eagerly anticipating more savings next winter. Carlyle was able to take advantage of several of the rebate offers and sums up his feelings this way: "If I get any more money back on this, I'll get it for free."

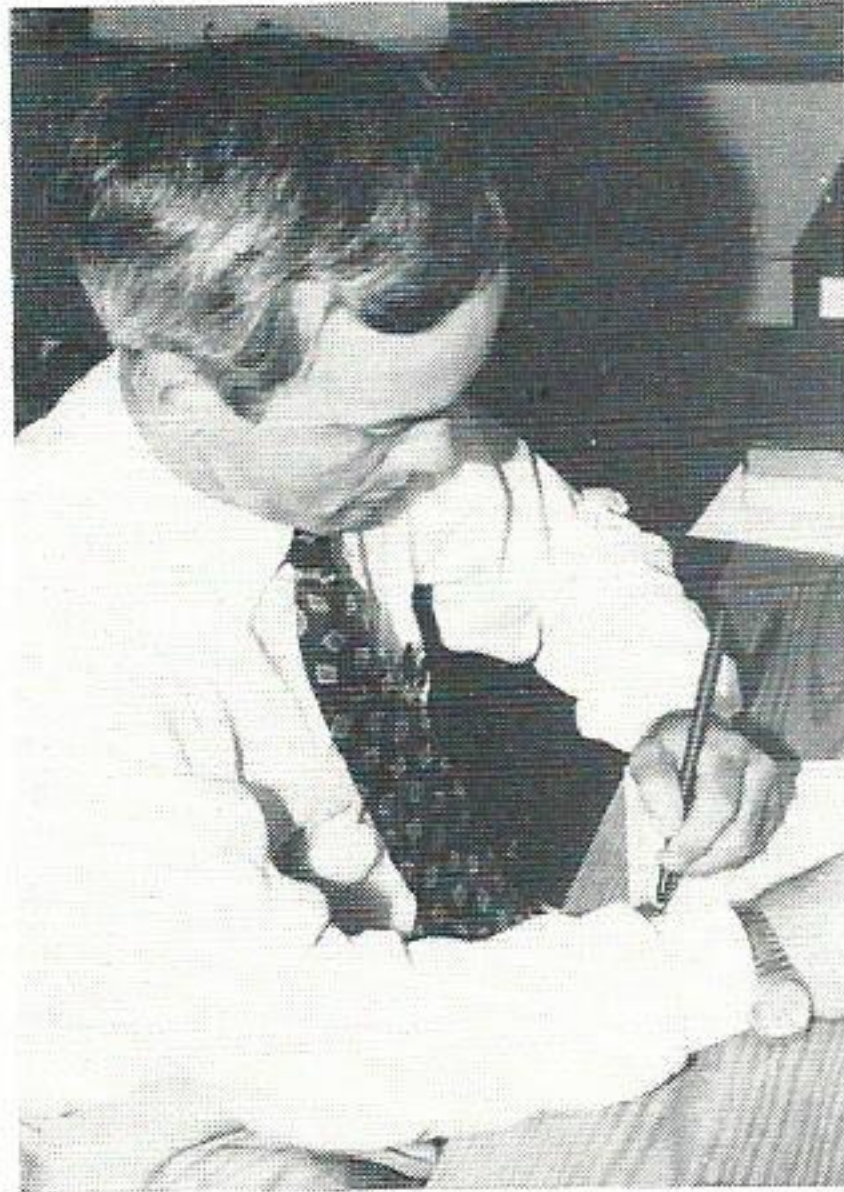
Dale Peddy, marketing agent, Beaumont, recently took advantage of a factory rebate and had a Lennox HP22 Dimension heat pump installed at his home. The heat pump uses the compliant scroll compressor and has a SEER rating of 13.40.

Edison Plaza blackout creates challenges throughout operations



L to R, Mark Philmon, Andy Bunn, Bill Hart and Craig Netterville were part of the crew that replaced the damaged bus duct riser shown above.

by Susan Gilley



Due to the outage, Lloyd Whittington, supervisor-short term finance, hand-signs payroll checks that are normally produced on the computer.

"You talk about going from high gear to grandma (speed), that did it."

Charles Bordeman

It was a dark, hot and humid day.

Unfortunately, that was the situation that greeted most employees who came to work at Edison Plaza on Tuesday, July 2.

At 2:28 that morning, a fault in one of three main bus runs serving the company headquarters caused a major electrical blackout that eventually affected work activities in every division of the company. Before the first GSUsers moved into the new building in late 1981, company officials had already developed contingency plans for major outages that could affect the building. According to Bill Barksdale, vice president-engineering and technical services, that preplanning placed three buses into the building, so that any one could serve the building in an emergency. This problem, however, was an unanticipated one that would be pinpointed only after several hours of troubleshooting.

While J.W. Hemby, superintendent-buildings and grounds maintenance, and his employees worked from the early morning hours on, employees in Edison Plaza sweltered. It may have been a little cooler in the division and district offices, but work slowed to a snail's pace because the outage put the main-frame computer out of service. "You talk about going from high gear down to grandma (speed), that did it," recalls Charles Bordeman, Beaumont Division accounting superintendent.

For instance, customer contact clerks could not check out information in the computer or schedule orders the normal way. "We've gotten so dependent on that old brain (the computer), then we had to do everything on paper. The service application line slowed down as everything was handled manually. We could still do business, but it was a lot slower and left a lot more room for error," Bordeman adds.

In the meantime, Hemby's group, now joined by John Newton, general substation supervisor, and his employees, Neches Station employees John Cole, plant superintendent, and Bill Moore, electrical maintenance foreman, and an outside electrician discovered that some of the bolts that had held the bus together had simply loosened with the passage of time and led to the outage. Although much of the building was restored to service by mid-morning on July 2, several floors including the

main frame were not restored to service until 11:30 a.m. Wednesday, July 3.

As employees switched on their desk lamps and turned on their personal computers throughout the company, Hemby, Newton and others involved in the restoration began devising a plan to minimize any future outages, Barksdale explains.

A preventive maintenance program will eliminate the likelihood of a similar problem, he notes, saying, "Our maintenance employees will periodically tighten the bolts." Beyond that, two sets of switches will be installed on the buswork to facilitate the transfer of electrical load from one bus to another. As a third step, an additional 150-ton air conditioning unit will be budgeted to be coordinated with the three 450-ton air conditioning units already serving the building. The new unit can be isolated to serve the computer area and keep the mainframe running. It will also help cut energy costs for Edison Plaza during light load periods and prolong the life of the three larger units.

Raney bats 1.000 as LSU baseball fan

by Pris Gallagher

"I'm a baseball nut," proclaims Sam Raney, proudly pointing out the LSU baseball memorabilia in his office. "Actually, I take a back seat to my wife. She's the one who got me involved."

It all started about five years ago when Raney's wife, Karen, encouraged him to go to a few games. For the last three years, Sam, Karen and their 13-year-old son, Neill, have been "serious" fans, as he calls it, never missing a game, even when the Tigers are on the road.

The Raney's were with the Tigers this June in Omaha, Neb., when they captured the College World Series championship title. But they were also with them in Omaha the last two years, when the results were not the same. They've traveled to Oxford, Miss., Athens, Ga., New Orleans - wherever the team plays, the Raney's are there with them.

"Baseball is not like football or basketball,"

explains Raney. "When you're on the road you really get a chance to see and know everyone on the team."

Raney feels close to the players, so close in fact, that when the announcement was made at the end of the World Series game that only families would be allowed on the field, Raney and his family were right there. "All the players are my family," he said. They were able to congratulate each team member personally, get pictures and meet their families."

Raney and his wife are on the Coaches Committee, a booster club that provides fundraising activities plus a host of other benefits for LSU baseball fans. The Coaches Committee takes credit for the sprinkler system, scoreboard, new

roof and left field bleachers at LSU's Alex Box Stadium.

With their seats on the second row, just above the team's on-deck circle, Raney is able to talk directly to the players on the deck by means of a megaphone. He often is heard giving words of encouragement, letting the players know they have his support and admiration.

His congeniality and true team spirit won the hearts of the players, so much in fact, that two college students replaced his small purple megaphone with a larger one. All the players, Coach Skip Bertman and retired Athletic Director Joe Dean signed it.

And when WAFB-TV was shooting a promotional spot for the team at the beginning of the last season, the likely

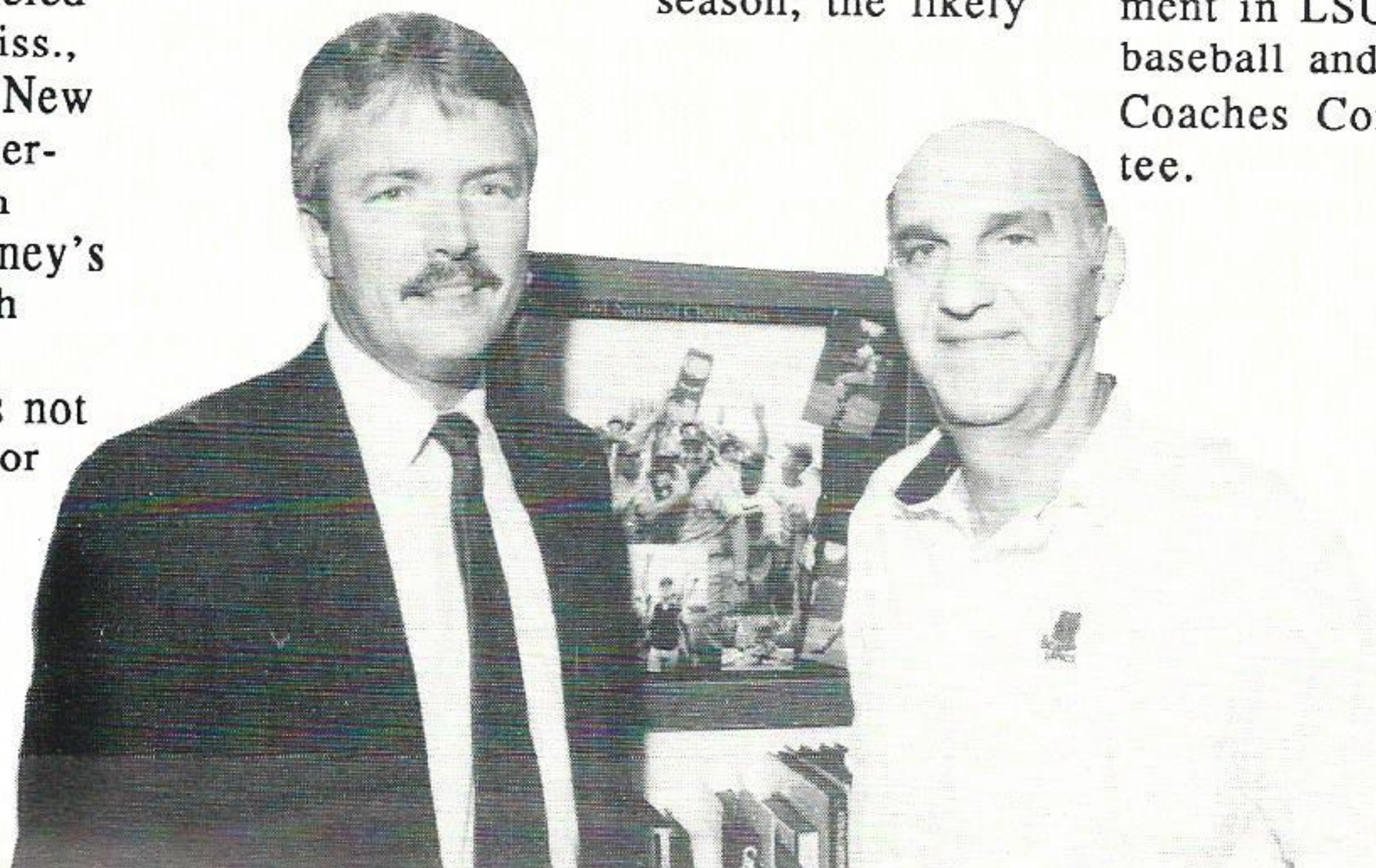
choice was Raney, with his new megaphone. So fellow GSUers and baseball fans alike were able to watch Raney promote the team.

The Raney's baseball interest doesn't end with the Tigers. They're avid Chicago Cubs fans, too, and have traveled to Chicago on Amtrak for the weekend to watch the Cubs play.

Son Neill has played ball since he was five years old. With his dad as coach or assistant coach, young Raney has stayed with the sport and now alternates between pitcher and first baseman in the Central Youth Athletic League in the 13, 14 and 15 year-old age bracket. "It's a great family experience and it's great for baseball fans," says Raney about his involvement in LSU baseball and the Coaches Committee.

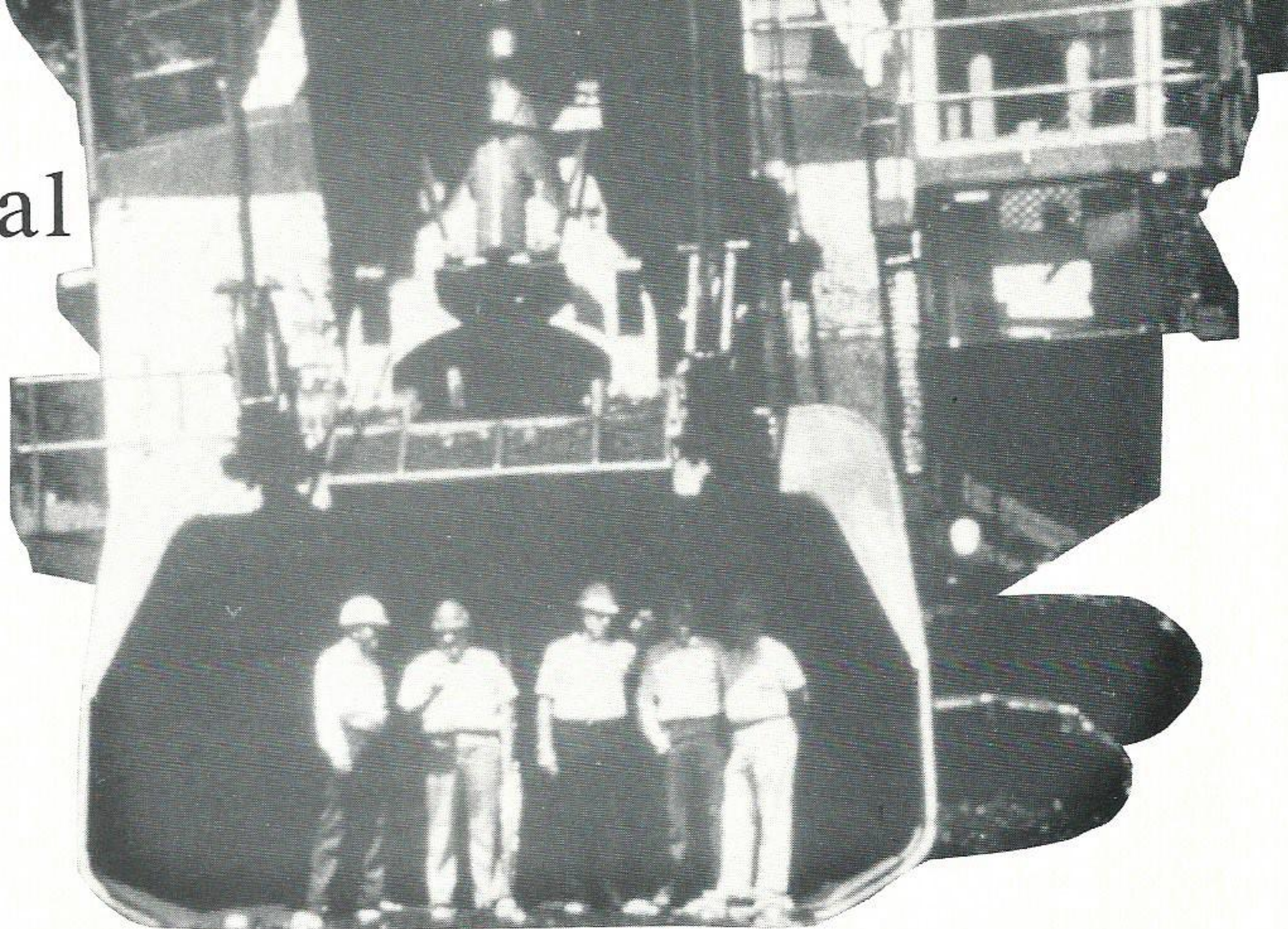


Raney with the autographed megaphone presented to him by two LSU students.



Raney with Head Coach Skip Bertman

Environmental concerns boost Western coal



by Robert Adams

ALL ACTIVITY COMES TO A COMPLETE STOP. EVEN THE dump trucks, whose wheels are taller than a six-foot man, pull over. Everywhere, the warble of a warning siren drifts with the wind. Suddenly a nearby radio crackles with a voice, "Fire in the hole!" And the dull thud of over thirty explosive charges follows as a section of a 50-foot-tall wall of coal disintegrates into a storm of falling rubble. Then one at a time, the trucks begin to load the

newly liberated solid fuel.

Loading coal is only one link in the chain that provides fuel to GSU's Roy S. Nelson Unit #6. And Nelson 6 is a big part of GSU's clean burning fuel mix that will save billions of dollars by the end of the decade in environmental compliance costs. Jim Mutch, director - environmental affairs, says GSU is in excellent shape to

comply with the new environmental regulations of the Clean Air Act Amendments of 1990. The Act regulates pollution of several different types, including sulfur dioxide and nitrogen oxides.

"The goal of the amendments is to cut the emissions of sulfur dioxide emitted from electric utilities in the U. S. by half by the year 2000," says Mutch, "to a limit of 8.9 million tons per year."

He adds that by the year 2000, each GSU power plant must meet a sulfur dioxide emission limit of 1.2 pounds per million BTU's of fuel used in the plant. Every GSU power plant already meets this requirement. GSU's gas fired



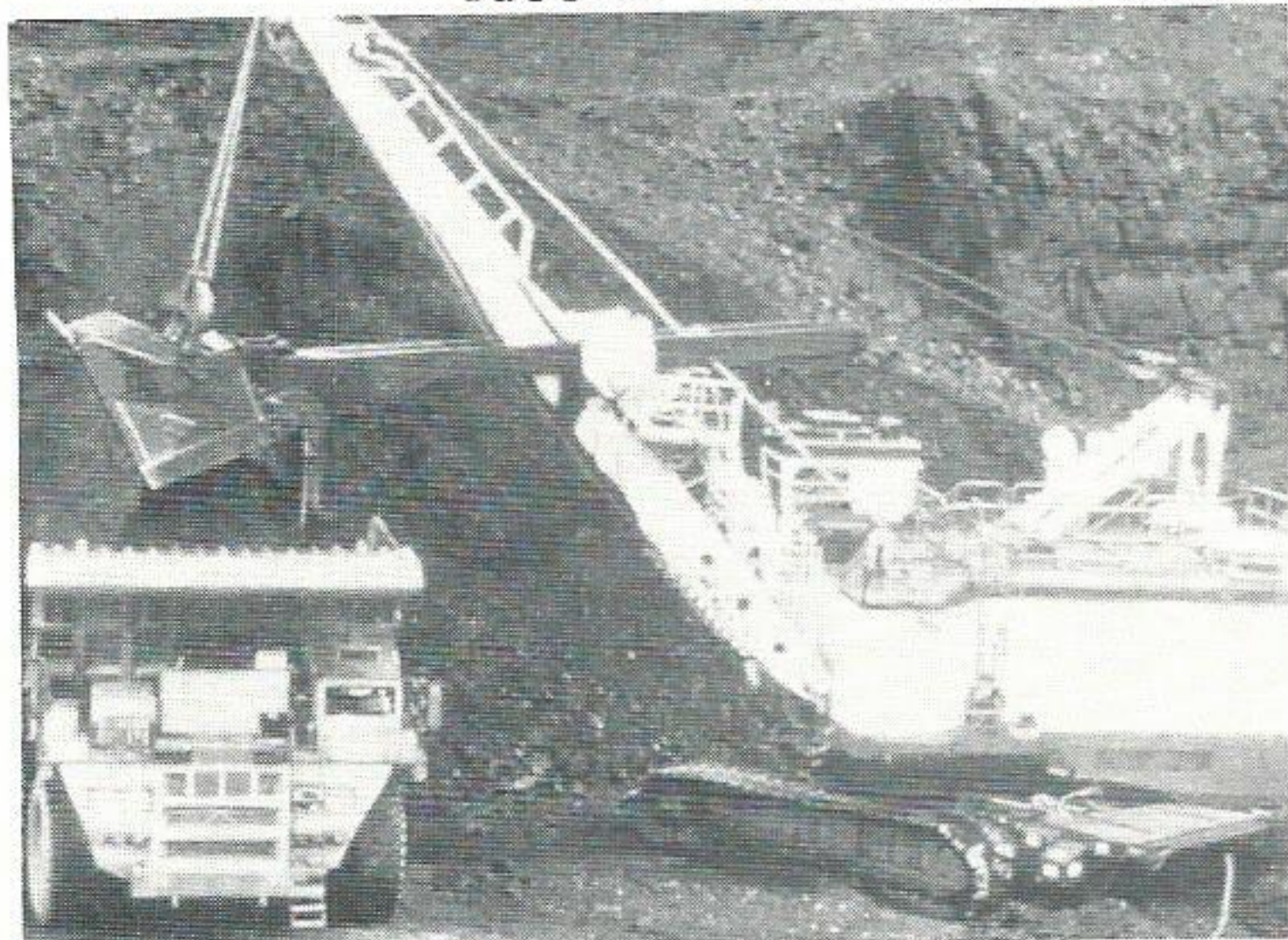
An explosive mixture of ammonia nitrate and fuel oil is loaded into the coal for igniting.

plants are essentially free of sulfur dioxide emissions.

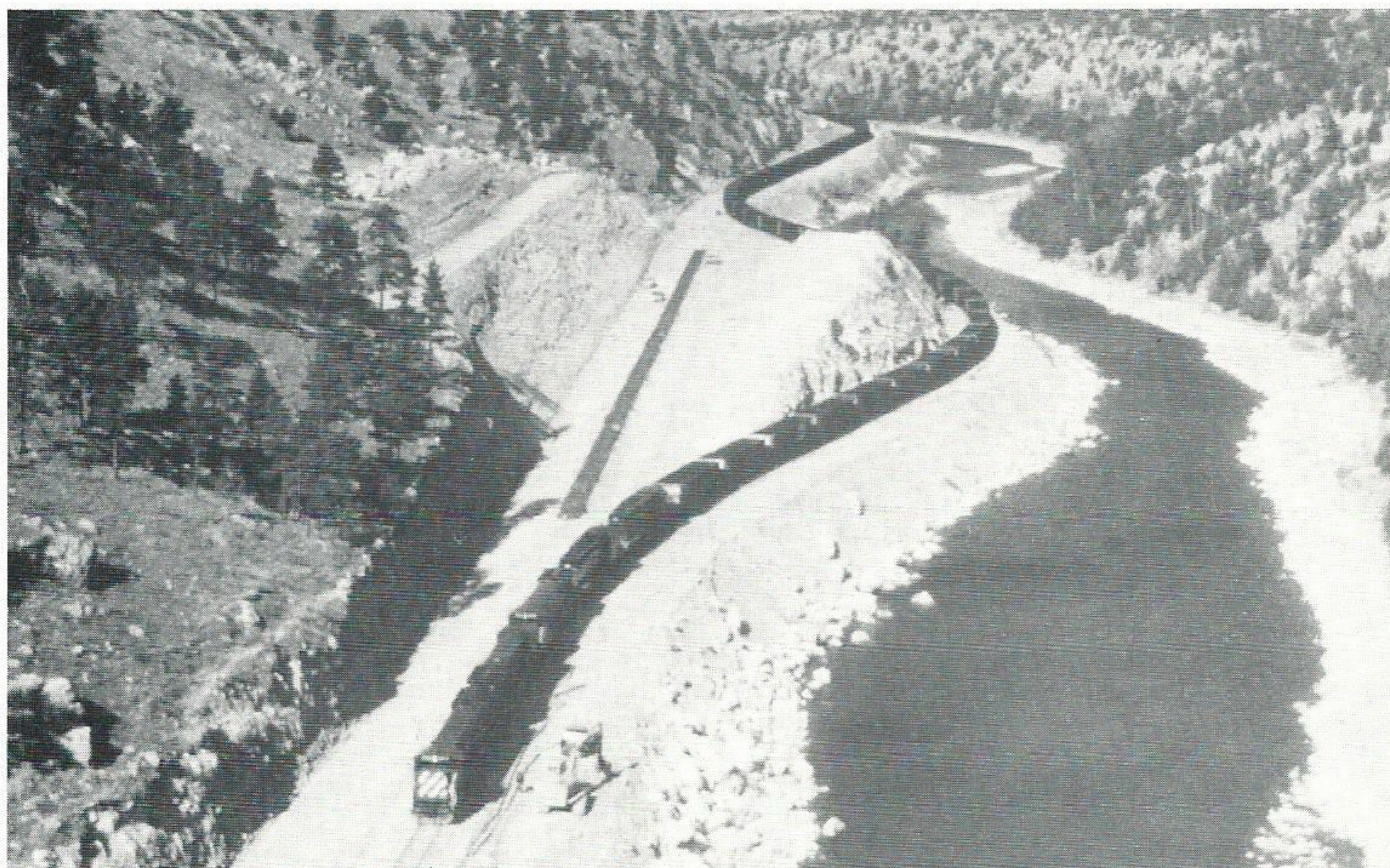
Nelson Coal meets the requirement by using low sulfur coal from the Powder River Basin area of Wyoming.

Dan Gray, administrator - fuel transportation, says GSU receives its coal from Kerr-McGee's Jacob's Ranch Mine near Gillette, Wyoming.

First, the top soil is removed and set aside. Then, a layer of rock and



After coal is broken up, it is mined. The mining shovel holds 40 cubic yards.

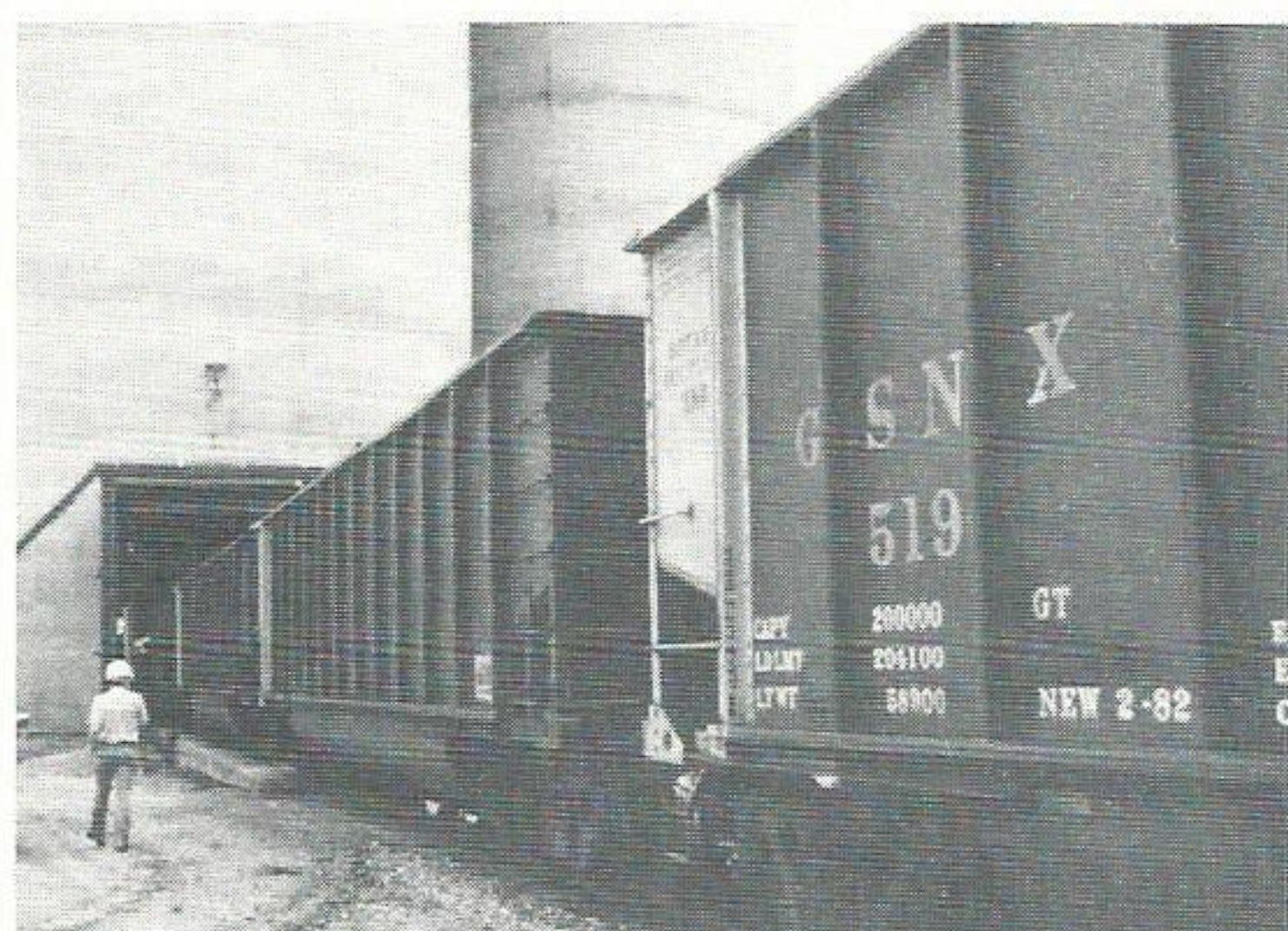
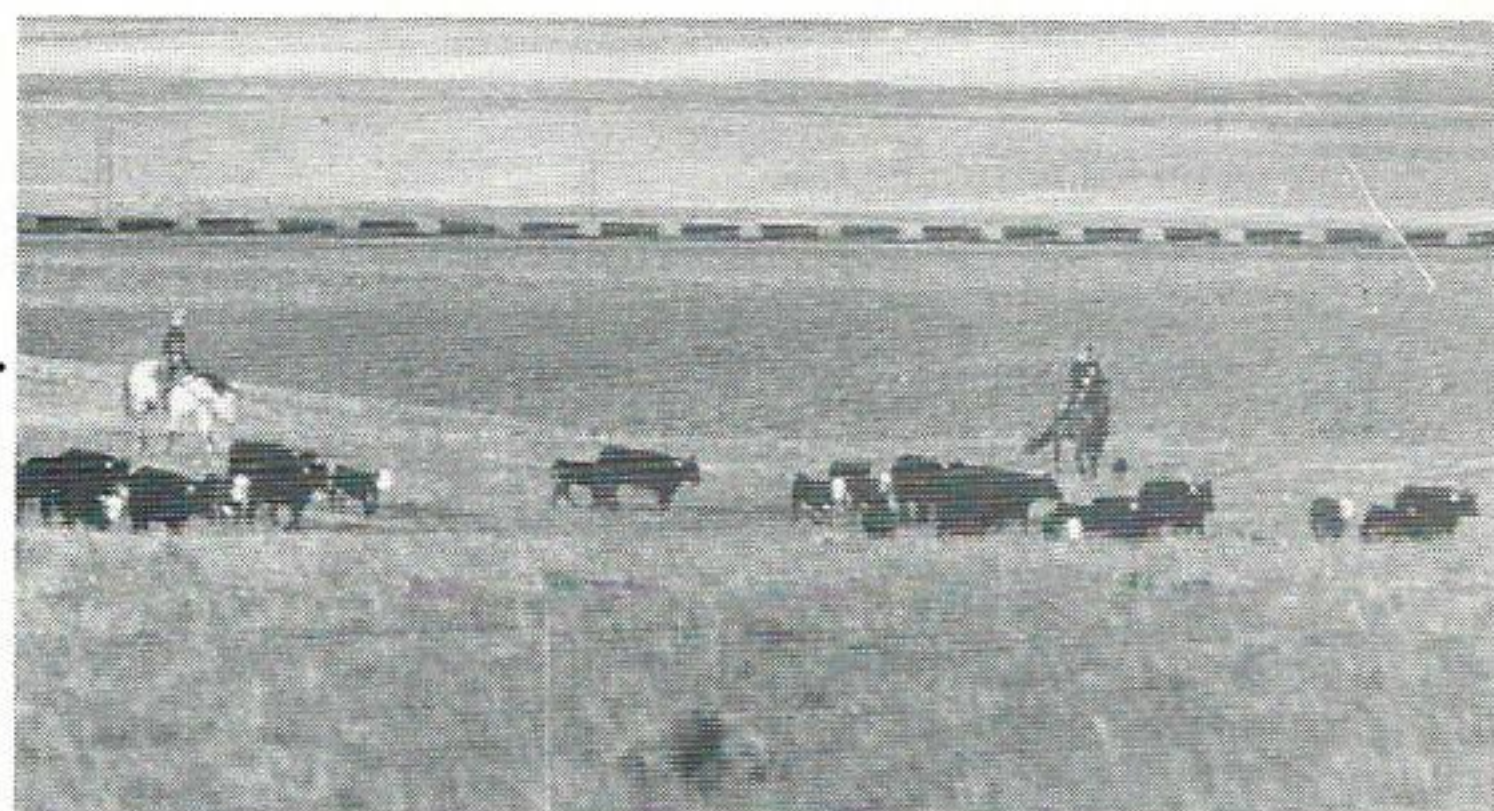


GSU trains occasionally take this scenic route between Alliance, Neb., and Edgemont, S.D., on the way to Nelson Coal.

clay, called overburden, is removed to expose the coal. Explosives break up the coal, which is loaded into dump trucks. They carry it to be crushed and loaded into silos before being loaded onto trains for transportation to electric utilities, including GSU. Afterward, Kerr-McGee replaces the overburden and top soil. It recontours the land to its original shape, plants grass seed and even replaces rock formations, creating habitats for animals.

Gray says Kerr-McGee mines about ten million tons of low-sulfur coal a year from the Jacob's Ranch mine.

After an area is mined, Kerr-McGee restores the land to its original condition.



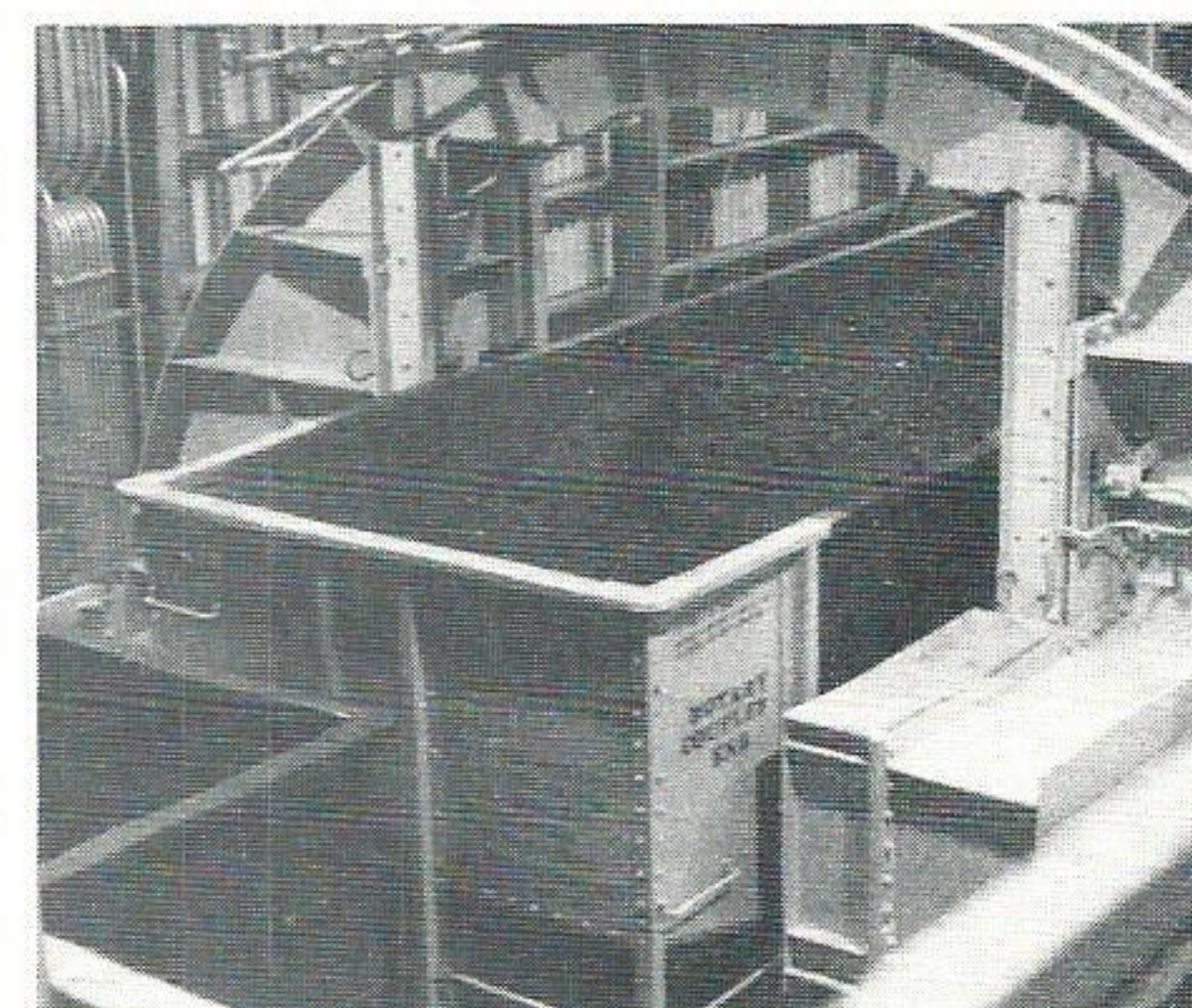
The low sulfur coal is instrumental in GSU's ability to meet the Clean Air Act's provisions.

"Most coal from the east is high sulfur," says Mutch. "Some utilities in that area found it economical to use this coal. Now, to comply with the law, they will have to install scrubbers to cut

their emissions."

Nationwide, it is estimated that utilities will have to spend about \$4-7 billion per year and all industry will spend about \$25-50 billion per year to comply with the new clean air standards.

In contrast, Mutch says GSU estimates to spend about \$12 million in new construction and about \$1 million dollars in annual costs to comply with the new standards. These costs will help GSU control nitrogen oxide emissions, add new measuring devices to monitor emissions at plants, obtain new air pollution permits and begin buying clean fuel vehicles for its fleet.



Center, GSU boxcars enter the coal loading silo at Jacob's Ranch mine. Above, At Nelson Coal, the boxcars are unloaded in the rotary car dumper.

Lightning detection strikes Gulf States

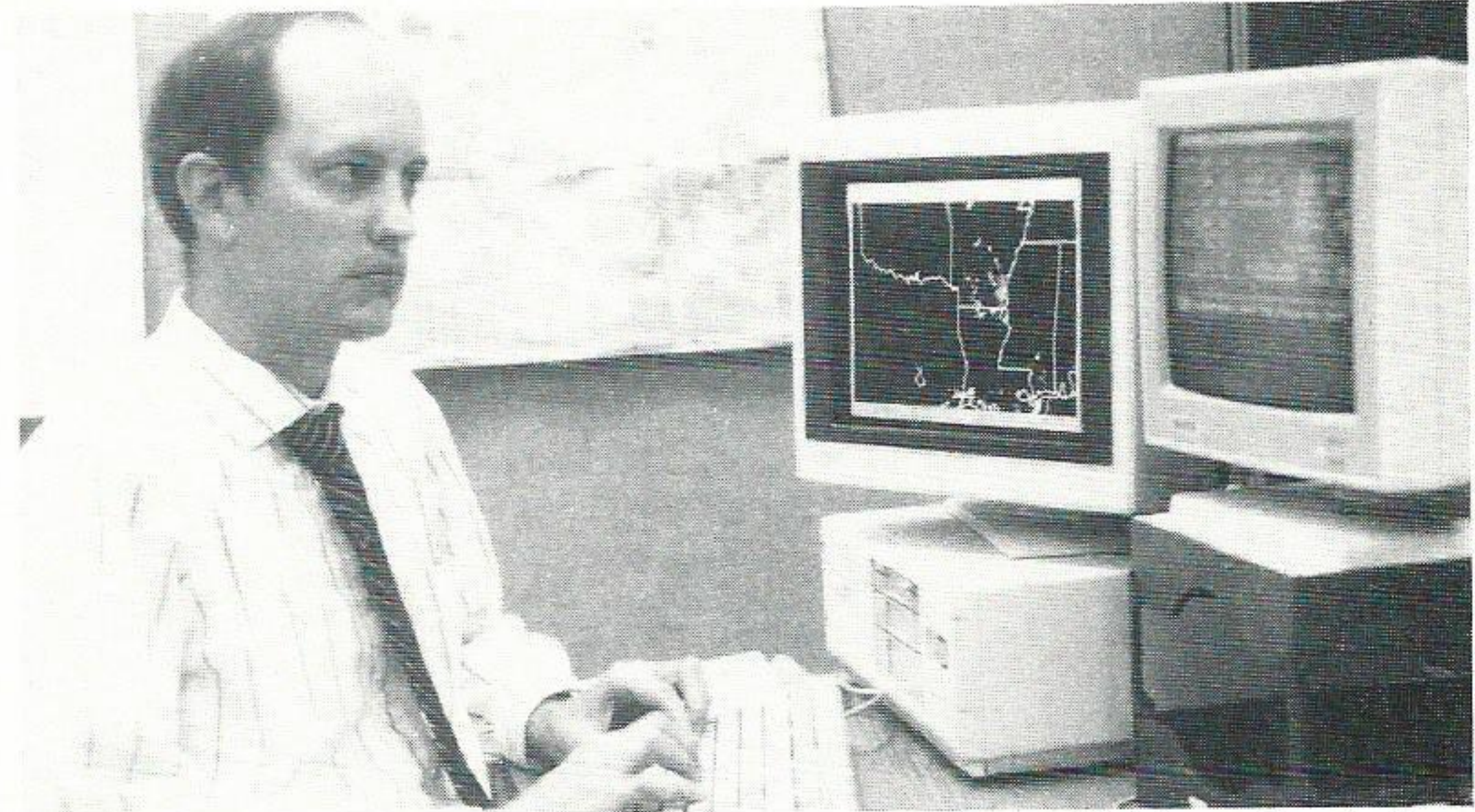
by Doug McCormick

Media interest was high when GSU unveiled its new state-of-the-art lightning detection network back in July.

The satellite-linked system, which utilizes high-tech sensors placed around the country and special software called "Thunder," pinpoints lightning strikes and displays them on a special computer monitor in order to assist company personnel in service restoration efforts and long-term reliability studies.

"The new system gives us a head start when it comes to service restoration efforts following bad weather," explains Rod Griffith, supervisor-division engineering, Conroe (formally principal engineer, Beaumont). "When our monitor shows a storm with a lot of lightning approaching an area, we can send crews in that direction. As soon as it's safe, they are on hand to repair the anticipated damage."

Lewis Guthrie, general manager-



Rod Griffith, principal engineer, Beaumont., analyzes data on lightning strikes in the company service area.

engineering, Beaumont, says engineers have always recognized lightning as a serious problem. But with the new system in place, they can document the magnitude of the threat for the first time.

Guthrie adds the lightning detection system is a valuable tool for long-term planning. "It helps company engineers decide upon transmission line designs and construction features which keep lightning-related line damage to a minimum in areas prone to strikes," he says.

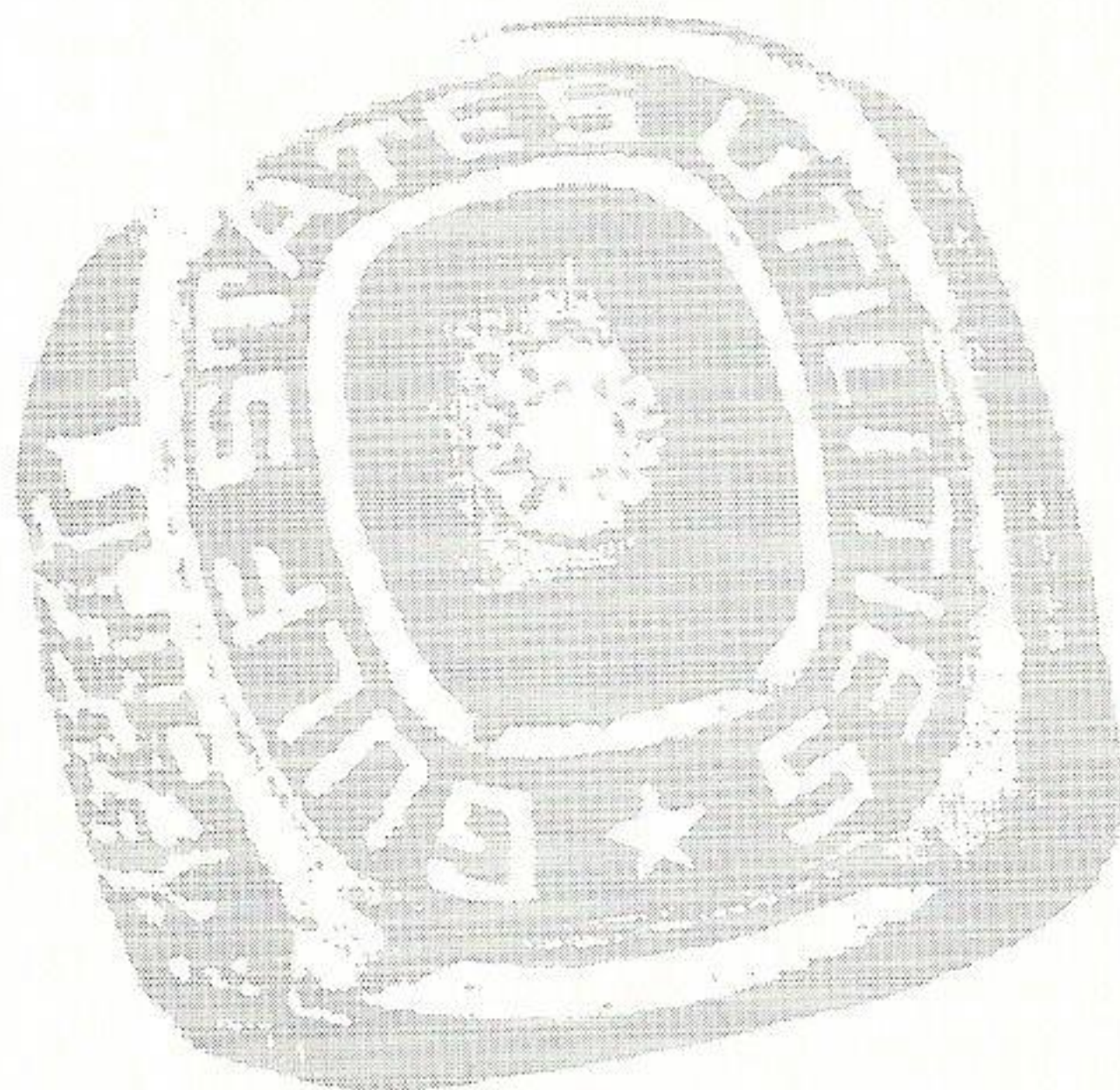
A camera crew for one Beaumont television station got more of a demonstration than they bargained for when they arrived at Edison Plaza to do a story on the new system.

As they were filming the special computer terminal, a lightning bolt clearly visible through a nearby window hit the ground not far from Edison Plaza. Sure enough, within seconds the strike was displayed on the computer screen.

Later in the day, the value of the lightning detection system was demonstrated to the same TV station in an equally tangible manner when another lightning strike disrupted power to the station.

GSU quickly got them back on the air--just in time to broadcast the story on the company's new lightning detection system.

WANTED: Service Award Photographs



Employee Communications plans to produce a Service Award Scrapbook in November that will include pictures of Service Award recipients from 1986 through the most current. Please forward any prints you may have to **Plain Talks-Service Awards**. Make sure all photos are identified by year.

NEWS BRIEFS

GSU tracksters break the tape at Chicago meet



Six Gulf States' employees participated in The Athletic Congress National Track and Field Championships July 4-7 in Naperville, Illinois, a suburb of Chicago. Leon Aiena, T&D truckdriver; Glen Hayes, substation mechanic-1st class; Willie Taylor, substation mechanic-1st class; Ed Stewart, electrician-1st class, Neches Station; James Perry, staff accountant I; and Herb Stein, manager-accounting research; all of Beaumont, competed, representing the Beaumont Blazers Track Club, a local Masters group made up mainly of GSU employees.

Perry fared the best of the GSU tracksters, winning his specialty, the 30-34 age group 100-meter dash. Stein placed third in the age 40-44 age group

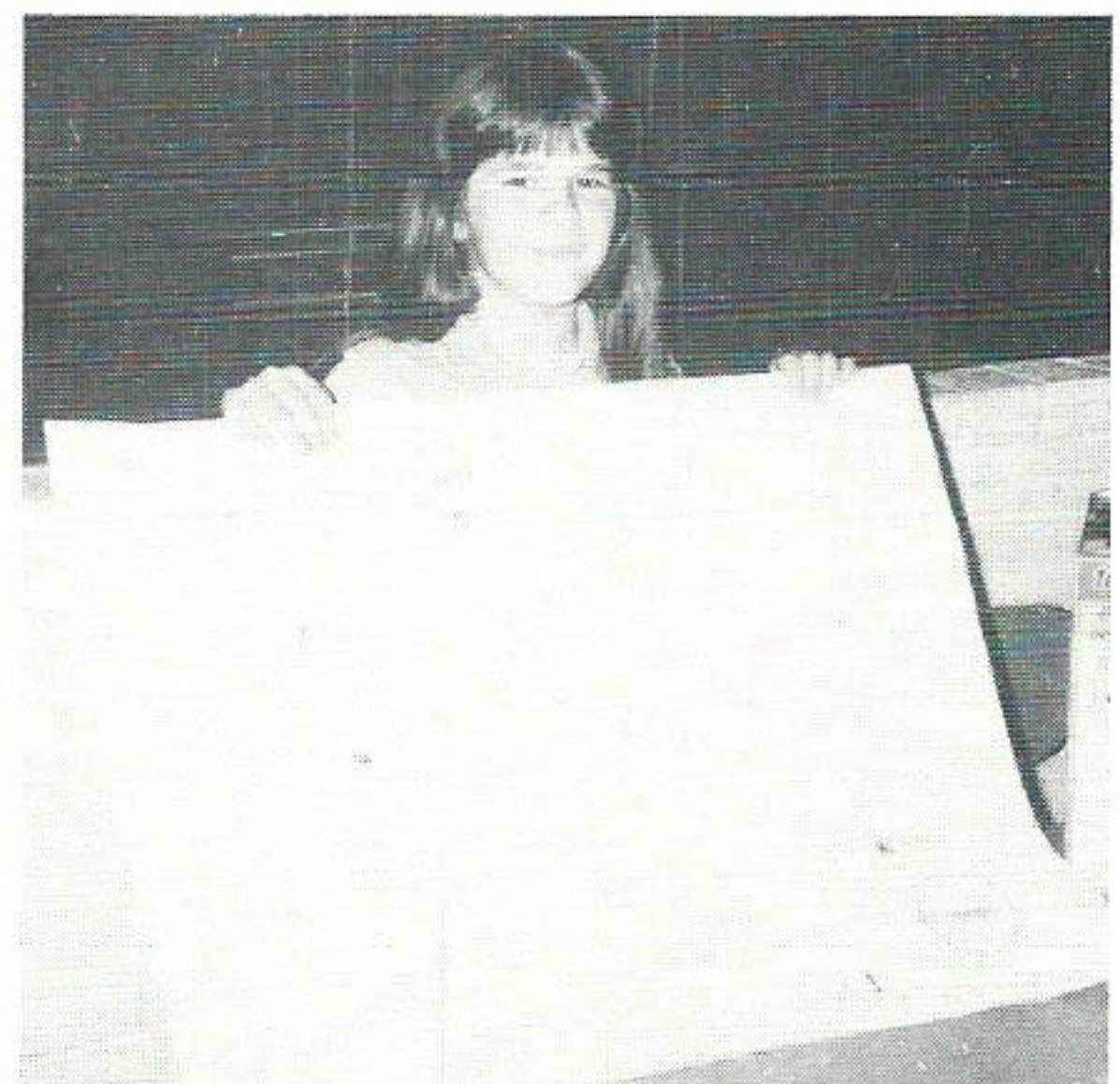
long jump with a leap of 18' 7".

Taylor also received a bronze medal as a member of an age 30-39 third place 4 x 400 meter relay team with the other three members being from Houston. Hayes finished fourth in the age 35-39 shotput with a toss of 40' 4" and Stewart, after a sterling effort to win his preliminary 200 meters heat in age 40-44, finished seventh in the finals. The Blazers age 30-39, 4 x 400 meter relay team, comprised of Aiena, Taylor, Stewart and Perry finished fifth, as a thigh strain hampered Perry on the anchor leg.

The 1992 National Masters meet will be held in Spokane, Wash. in early August and the GSU athletes are making plans to participate once again.



Top, Stein competes in the long jump. Above, (standing l to r) Stein, Stewart, Hayes and Perry; (kneeling) Aiena and Taylor at their hotel in Chicago.



Left, (l to r) Isabella Gage, teacher, Josh LeGros and JoNell Barrett, customer information coordinator, Beaumont, pose with LeGros' 3rd grade science project about how GSU produces electricity. Above, Katie Adams, daughter of John Adams, Calvert district superintendent, recently won the science fair poster contest at her school. Her poster was entitled "How Electricity Gets To Franklin." 11

SERVICE ANNIVERSARIES

May/June

1991

Service
Anniversaries

40 YEARS

M. M. Williams Jr.
Marketing
Beaumont

30 YEARS

Joseph R.N. Cloutier
Electric T&D
Lake Charles
Betty C. Bass
Design Engineering
Beaumont
Jules G. Benoit
Electric T&D
Lake Charles
Robert L. Gary
Electric T&D
Jennings
Clyde H. Nugent
Electric T&D
Beaumont

20 YEARS

Walter A. Dishman
Electric T&D
New Caney
Nancy W. Thibodaux
Electric T&D
Orange
John H. Anderson
Electric T&D
Cleveland
Quitman E. Locke
Electric T&D
Zachary
Linda B. Luneau
Division Accounting
Denham Springs
George H. Hapes
Electric T&D
Conroe
Davis E. Moulder
Electric T&D
Cleveland

K. R. Sandberg Jr.
Marketing
Beaumont
Pamela J. Webb
Engineering Services
Beaumont
John H. Zemanek
Electric T&D
Baton Rouge
James C. McGrew
Electric T&D
Baton Rouge
Stanley J. Pollins
Electric T&D
Baton Rouge
Ervin H. Wiese
Electric T&D
Conroe
Wonderful C. Yates
Electric T&D
Conroe
Paula D. Crowley
Internal Audits
Beaumont
Lloyd E. Ryman Jr.
Electric T&D
Beaumont
Gregory L. Williams
Electric T&D
Dayton
James E. Collier
Electric T&D
Woodville
Arlie D. Wells
RBNG Plant Operations
River Bend
Keith Joseph
Plant Production
Willow Glen
Glenn D. Young
Plant Production
Willow Glen
Alzelia P. Stephens
Electric T&D
Lake Charles
Donna M. Griffin
General Services
Beaumont
Daniel H. Campbell
Plant Production
Willow Glen
Norma S. Daniel
General Services
Beaumont
Shelton J. Duhon
Division Accounting
Lafayette
Joseph R. Gallier
Power Supply
Beaumont

10 YEARS

Jeanette S. Rideau
General Services
Beaumont

Richard A. Nelson
Plant Production
Willow Glen
Karen B. Thurston
Division Accounting
Orange
Daniel W. Feasel
Plant Production
Nelson Coal
John E. Hargrove
Engineering
Beaumont
Daniel J. Prudhomme
Accounting Services
Beaumont
Margaret B. Celestine
General Services
Beaumont
Kevin M. Clarke
Plant Production
Nelson Station
Timothy A. Cote
Electric T&D
The Woodlands
Dennis L. Delk
Electric T&D
Orange
Lena G. Moran
Division Accounting
Baton Rouge
Russell P. Rousseau
Electric T&D
Denham Springs
Jennifer T. Stanfield
Legal Services
Beaumont
Darrel E. Waldrep
Electric T&D
Woodville
Randy J. Butler
Design Engineering
Beaumont
David P. LaBorde
Plant Production
Willow Glen
Lorette P. White
Division Accounting
Huntsville
Tracy S. Dillon
Electric T&D
New Caney
Rudi F. Schamber
Division Accounting
Port Arthur
Tony J. Sibley
Gas Department
Baton Rouge
Robert D. Vance
Plant Production
Sabine Station
James D. Aytes
Electric T&D
Orange
Carol Y. Brady
Division Accounting
Conroe

Homer L. Carter
Materials Mgt.
Beaumont

Sarah C. Davis
Accounting Services
Beaumont

Connie P. Fabre
Division Accounting
Baton Rouge

Robert M. Morgan
Marketing
Beaumont

Martha T. Orlando
Division Accounting
Navasota

Anthony W. Simon
Electric T&D
Lake Charles

Dent B. Walker Jr.
Electric T&D
Beaumont

Ronald G. Webb
Plant Production
Sabine Station

Steve A. White
Electric T&D
Conroe

Lori L. Williford
External Affairs
Beaumont

Daniel M. Nelson
Gas Department
Baton Rouge

Rickie L. Farque
Plant Production
Nelson Station

Mark G. Blanchard
Plant Production
Louisiana Station

Gregory M. Devall
Electric T&D
Lake Charles

Randal P. Lantz
Electric T&D
Lake Charles

Tammy B. Lucero
Division Accounting
Lake Charles

Wanda C. Mancil
Accounting Services
Beaumont

Leon L. Thompson
Plant Production
Nelson Coal

Leroy W. Wepking
Plant Production
Nelson Station

Sharon H. Haymon
Electric T&D
Baton Rouge

Deanna P. Parrish
Plant Production
Willow Glen

Gary W. Thompson
Plant Production
Lewis Creek

Donald M. Zierold
Plant Production
Nelson Station

Samuel O. Schluter
Plant Production
Louisiana Station

Joseph W. Dobbs
Electric T&D
New Caney

Jay G. Bernard
Electric T&D
Baton Rouge

Gregory M. Degenhardt
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Nelson Coal

Theodore B. Johnson
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Beaumont

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Beaumont

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Plant Production
Nelson Coal

Wanda W. Mitchell
General Services
Beaumont

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RBNG Engrg. & Admin.
River Bend

Linda C. Guillory
System Operations
Beaumont

Thomas J. Hoy
Plant Production
Nelson Coal

Charles F. Hughes
Engineering
Beaumont

Thomas B. McBryde
Gas Department
Baton Rouge

Richard E. Tholborn
Electric T&D
Baton Rouge

Darryl W. Ricard
Electric T&D
Baton Rouge

Steven C. Couvillion
Electric T&D
Baton Rouge

Mollie B. Adomako
Plant Production
Louisiana Station

Richard Cortez
Electric T&D
Beaumont

Jeffrey Credeur
Electric T&D
Lafayette

Gene A. Hamm
Electric T&D
Beaumont

Eddie J. Journee
Electric T&D
Baton Rouge

Donald G. McCrosky
Plant Production
Nelson Coal

Donald P. Smyth
RBNG Engrg. & Admin.
River Bend

Linda M. Ursprung
Computer Applications
Beaumont

Joseph M. Leger
Plant Production
Louisian Station

Myra H. Castello
Plant Production
Nelson Coal

Patrick J. Cicio
Rates & Rgltry. Affrs.
Beaumont

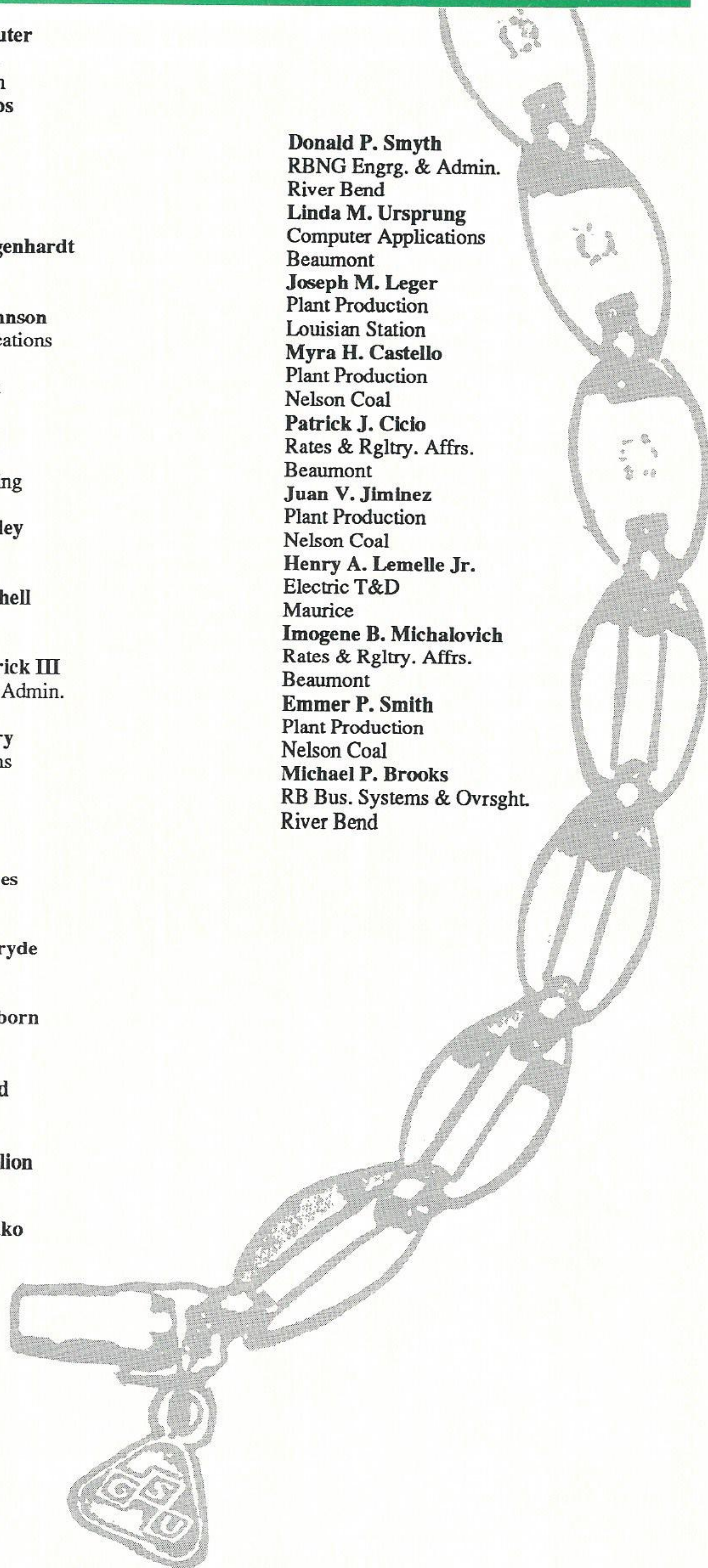
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Imogene B. Michalovich
Rates & Rgltry. Affrs.
Beaumont

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Nelson Coal

Michael P. Brooks
RB Bus. Systems & Ovrsght.
River Bend



MAILBOX



Marks from Purdue

"Last week I had the opportunity to present an education program as part of a comprehensive workshop between Gulf States Utilities Company and the University of Southwestern Louisiana....," writes Gerald H. Krockover, associate dean, School of Education, Purdue University, West Lafayette, Indiana, to **Dr. Linn Draper**, president and CEO, Beaumont. "...I wanted you to know how favorably impressed I was with the individuals that I worked with through your Lafayette office.

"**Liz Duhon** did a superb job in making the necessary arrangements, selecting appropriate materials, and acquiring the telecommunications materials that were necessary. She was ably assisted by numerous individuals...including **Danny Rozas**, **Burt Duhon**, and **Peggy Hyde**...It was evident to

me that, under the leadership of **Joel Jeffcote**, you have a superb operation at your Lafayette location. The contribution of **Lydia Jones** from your Baton Rouge office was also significant.

"As you can tell, I thoroughly enjoyed...my work with Gulf States Utilities. I hope that when you have the opportunity you will extend your compliments to these fine individuals for their superb effort in promoting a positive partnership between the business and education communities."

Liz Duhon, customer information coordinator; **Burt Duhon**, supervisor-customer services; **Rozas**, communications foreman; **Hyde**, departmental clerk; and **Jeffcote**, general superintendent, are all in Lafayette. **Jones** is energy education specialist, Baton Rouge.

Valuable information

"I want to express my appreciation to you for your valuable information presented to the staff of the Conroe Field Office Friday at noon," writes **Boyd L. Henry**, senior counselor, Texas Rehabilitation Commission, Conroe, to **Connie Calfee**, customer information coordinator, Conroe.

"I assure you the information you provided will be of great service to the disabled, handicapped individuals that this field office serves."

Short circuit service

Beaumont Customer **Emily Bisnar** sent this letter to the Beaumont office:

"...I called up...to inform your office of a chronic power surge in my apartment. I was greeted and attended to very courteously over the phone. Within 20 minutes, somebody had already arrived to trouble-shoot the place.

"Your man was able to locate and subsequently correct two broken wire connections. We are extremely impressed with your prompt service. It has saved us from sleepless nights worrying if something will short circuit us into a full blown fire..."

Handling the phone call was **Pauline Davis**, departmental clerk, and on location was **Albert Clay**, serviceman-1st class. Both are in Beaumont.

Thanks for service

Former Port Arthur customer **Mrs. A.D. Strother** sent this letter to the Port Arthur office:

"This will be my final bill. I lived in Port Arthur for 54 years. I paid my bills on time and enjoyed my service. Thank you for the good service and I hope TU Electric will be as good."

Remodeling regards

Sue Williams, supervisor-customer services, Port Arthur, received this thank-you note from **Roy and Carolyn Webb**, Port Arthur customers who attended a Centsable Dreams remodeling workshop:

"My husband and I gained so much good information from the seminar on remodeling. Thank you for all of the time and energy it took to prepare. We appreciate the others that assisted with the program. The speakers were great."

(see related story on page 4)

Boosting the band

Mrs. D.O. Weilby sent this note of thanks to employees at Edison Plaza:

"...I listened to **Al Caldwell** inform the audience of the financial assistance you gave the Lamar Pep Band to get them to Austin to support the Lady Cards. As parents of a band member, my husband and I want to thank all of you for your help. This will be an experience for the memory books."

Naval Reserve salute

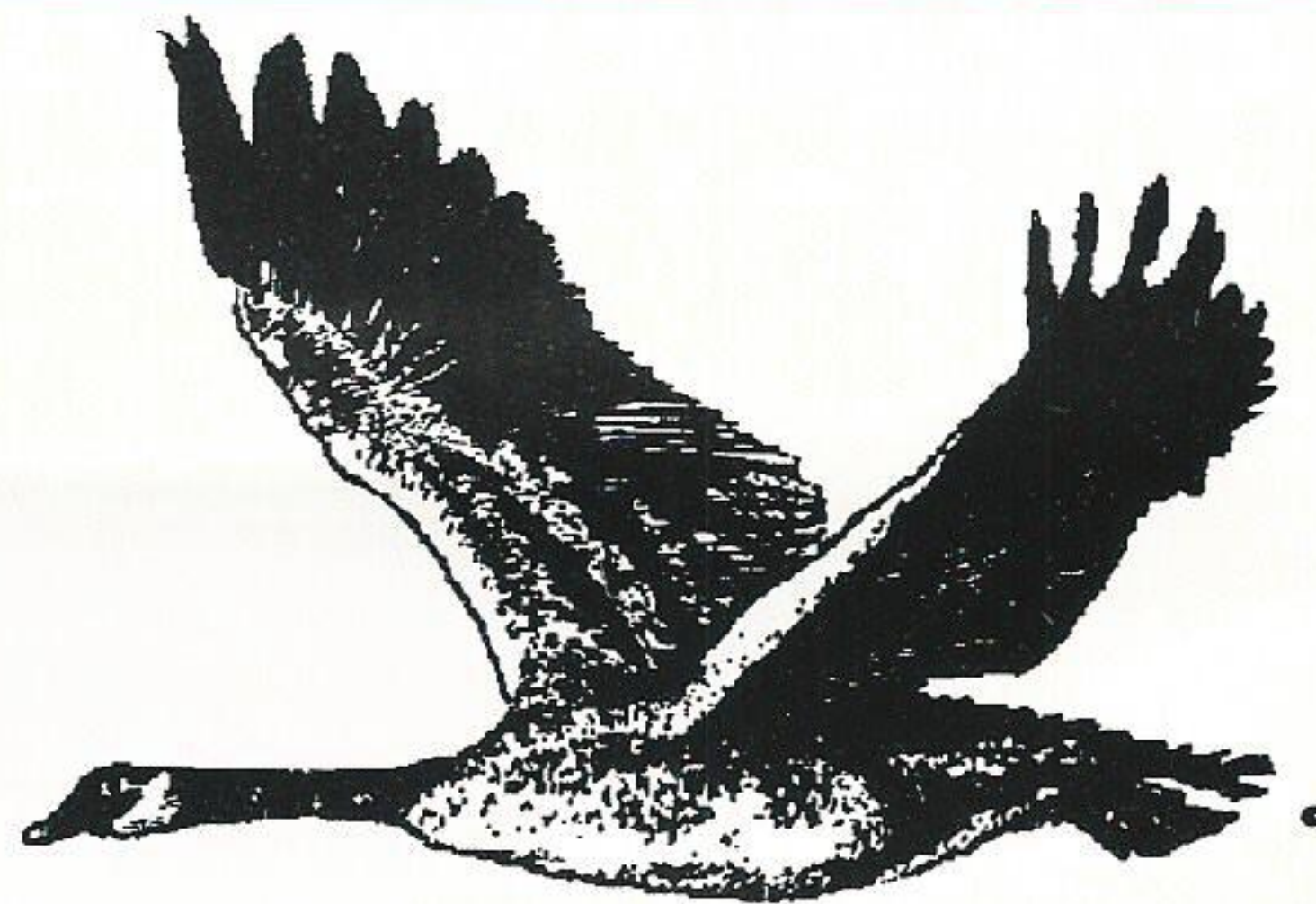
"I would like to express my sincere personal appreciation for your support of our Naval Reservists who served in Desert Shield and Desert Storm," writes **J. E. Taylor**, rear admiral, U.S. Navy, commander, Naval Reserve Force, to GSU. "If I could, I would thank each of you in person with a warm hand shake. You are an extremely important part of the team of Reservists, employers and families that makes the Naval Reserve so effective.

"...I am most gratified by your unqualified support of our veterans of Desert Storm. On behalf of the entire Naval Reserve, I thank you."



(Standing L to R) **Liz Duhon**, **Peggy Hyde**, **Bert Duhon** and (seated) **Joel Jeffcote** in Lafayette.

Color GSU 'green' --and other utilities green with envy



by Kim McMurray

Many utility companies would love to be the same shade of natural green as GSU. In this case, "green" doesn't refer to preferred dividend payments or to improving cash flow. It's the new buzzword that means a company is taking steps to show customers it is concerned about the environment.

GSU is a "natural" shade of green because our company was Earth-friendly long before it became a fad. Our fuel mix is among the cleanest-burning in the country and that didn't happen by accident. We could have built plants that used lignite or high-sulfur Eastern coal, but GSU management made a conscious decision to augment our natural gas power plants with low-sulfur coal and nuclear generating units.

Today, our natural gas, nuclear and low-sulfur coal power plants meet the tough sulfur dioxide emissions requirements in the new federal Clean Air Act, and our experts estimate the company will have to spend only about \$12 million during the remainder of the 1990's for new monitoring equipment and permits needed to comply with the law.

That's why GSU's fuel mix is viewed with envy: Many utilities will have to equip each of their coal plants with a scrubber that costs \$300 million or more. Major coal-burning utilities such as American Electric Power and the Southern Co. will have to spend billions of dollars to comply.

Another reason to color us "natural green": GSU had an Environmental Affairs group long before it became fashionable. In the early 1970s the company recognized that protecting the world around us was an important

priority and began hiring environmental experts. In 1978, management decided that, with virtually every area of company operations being affected, it made sense to centralize GSU's environmental activities. Today, Jim Mutch, director of environmental affairs, has a staff of eight professionals with training and experience in environmental science, biology, geology and chemistry.

Mutch and his group obtain the many permits and registrations that are required from various federal and state agencies, conduct environmental compliance audits, help with special problems encountered at power plants or in the divisions and recommend to management proactive steps the company can take to demonstrate its environmental commitment.

There's a long list of other ways that GSU and its employees, with little fanfare, have been working to protect the environment.

Electricity itself also can play an important role in protecting the environment. There are new programs and electro-technologies being developed all the time that will help industrial, commercial and residential customers perform necessary tasks in ways that are more Earth-friendly. In Baton Rouge, several industries that have the ability to generate their own electricity have signed up under a new ozone abatement program initiated by GSU. Baton Rouge is an ozone non-attainment area, which means that, when an ozone alert is declared, plants that are exceeding their emissions requirements must curtail operations. GSU is providing these industries with a chance to take power from us on such days, thus allowing them to reduce their emissions without reducing plant operations. (GSU, of course, has the ability to bring in power from plants that are in areas where ozone is not such a problem.)

Research shows that GSU customers are very concerned about the environment and, while they don't consider the company a major polluter, they aren't sure what we should be doing to promote a cleaner world.

We're about to tell them what the company has been doing as well as what is being planned for the future—but not before we tell our employees. A major focus of the company's communications activities during the coming months and years—for employees as well as customers—will be the environment.

We know many employees consider themselves environmentalists. Some show their commitment on the job by handling chemicals carefully, trying to save a tree or looking for ways to recycle materials they use every day. Some demonstrate their concern away from their jobs by volunteering to be a Reddy Recycler, helping with the Sabine wildlife project or picking up trash on streets and beaches. If you know a co-worker who has shown special concern for the environment, let us know so we can let others know.

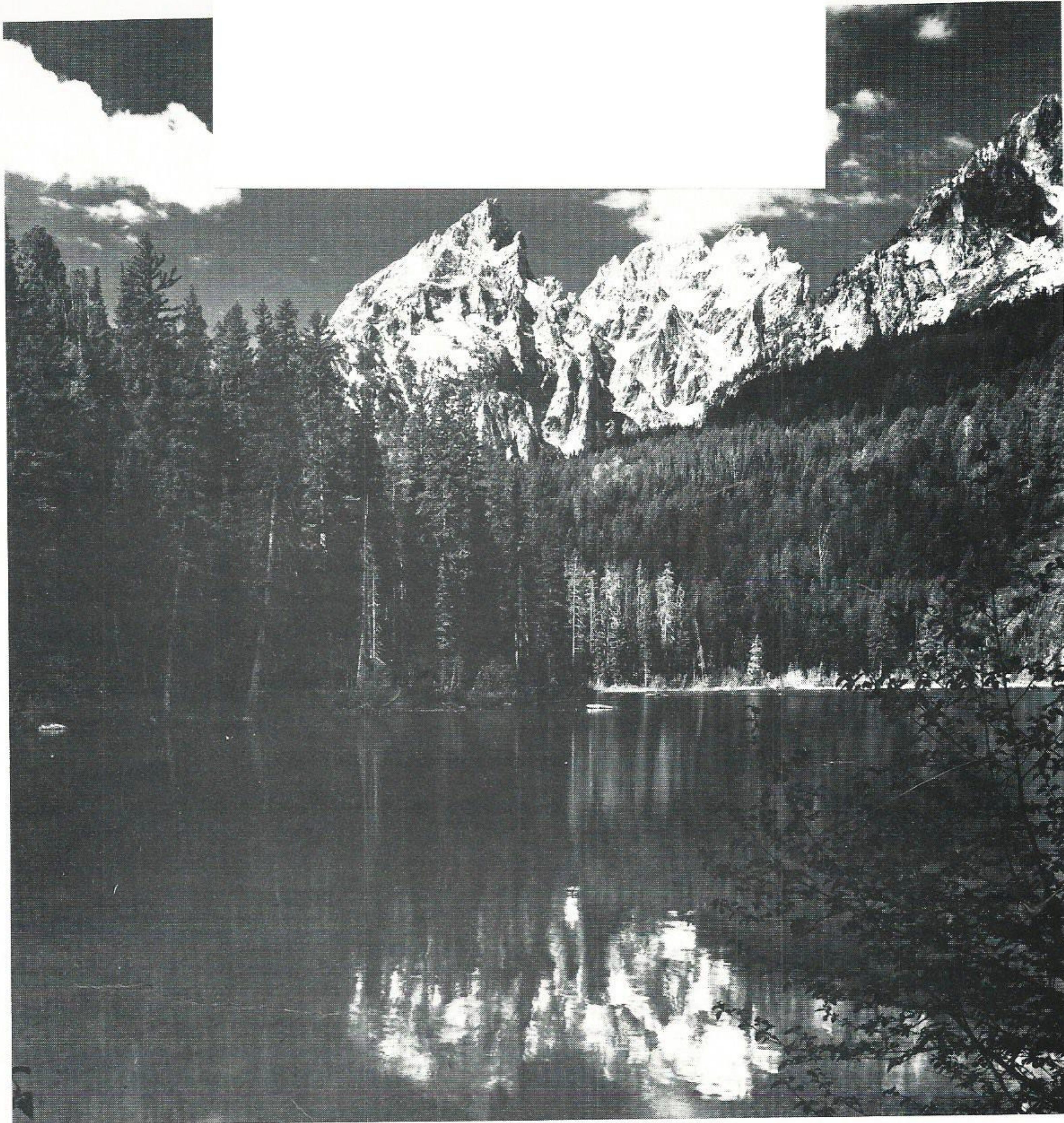
Many companies are trying to jump on the environmental bandwagon. In GSU's case, we've been on the bandwagon all along. Now it's time to let people in on the secret.

PLAIN TALKS

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To confirm the benefits of nuclear energy, we got an outside opinion.

In the words of the President's National Energy Strategy, "Nuclear power is a proven electricity-generating technology that emits no sulfur dioxide, nitrogen oxides, or greenhouse gases."

In fact, nuclear energy helps *reduce* air-

borne pollutants in the U.S. by over 19,000 tons every day. That's because the 111 nuclear plants now operating in this country don't burn anything to generate electricity.

The air we breathe is cleaner because of nuclear energy. But we need more nuclear

plants. Because the more plants we have, the more energy we'll have for the future of our planet.

For more information, write to the U.S. Council for Energy Awareness, P.O. Box 66080, Dept. BE01, Washington, D.C. 20035.

Nuclear energy means cleaner air.

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