

PLAIN TALKS

January/February 1991

Volume 70 Number 1

BLUE HILLS

From past to present



What was Edison
really like?

High inspections
lower costs

Lone Star cities
corral ideas

PLAIN TALKS

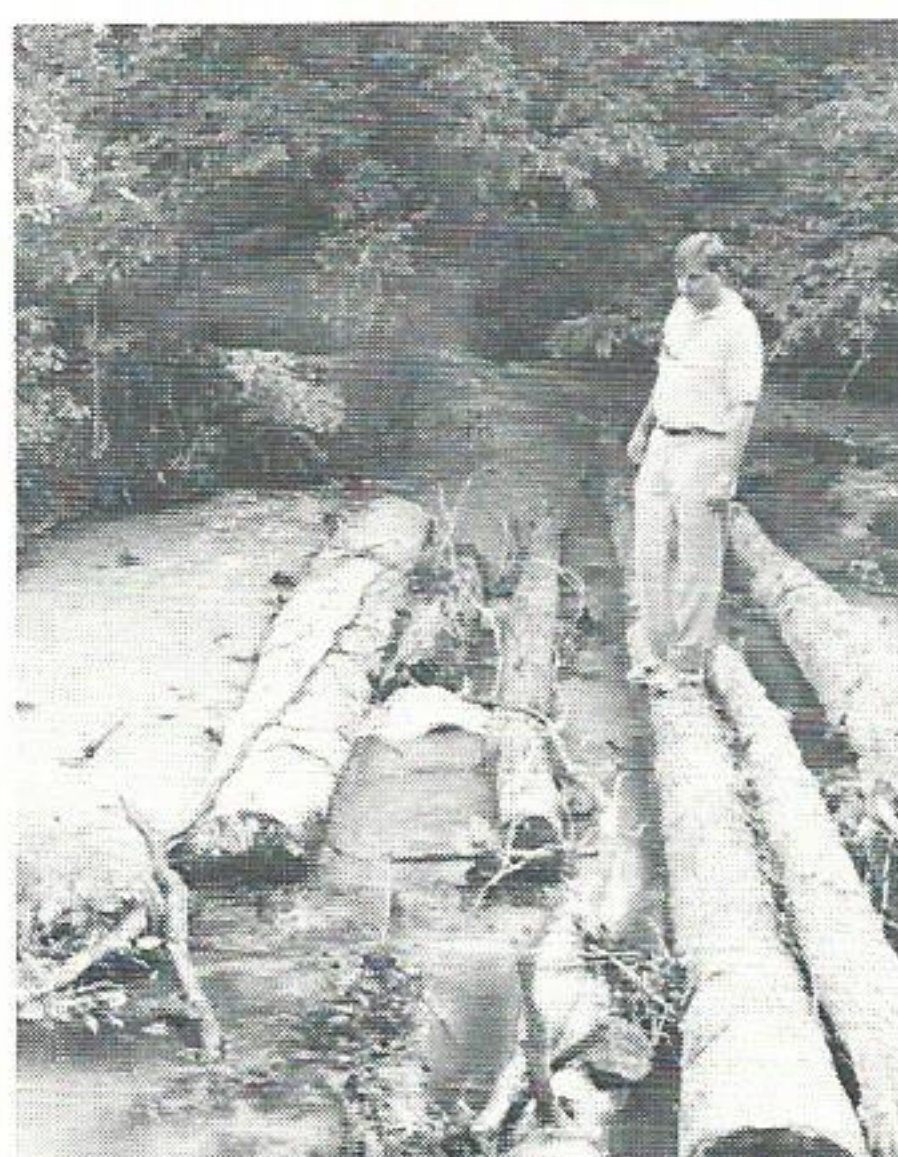
January/February 1991 Volume 70 Number 1



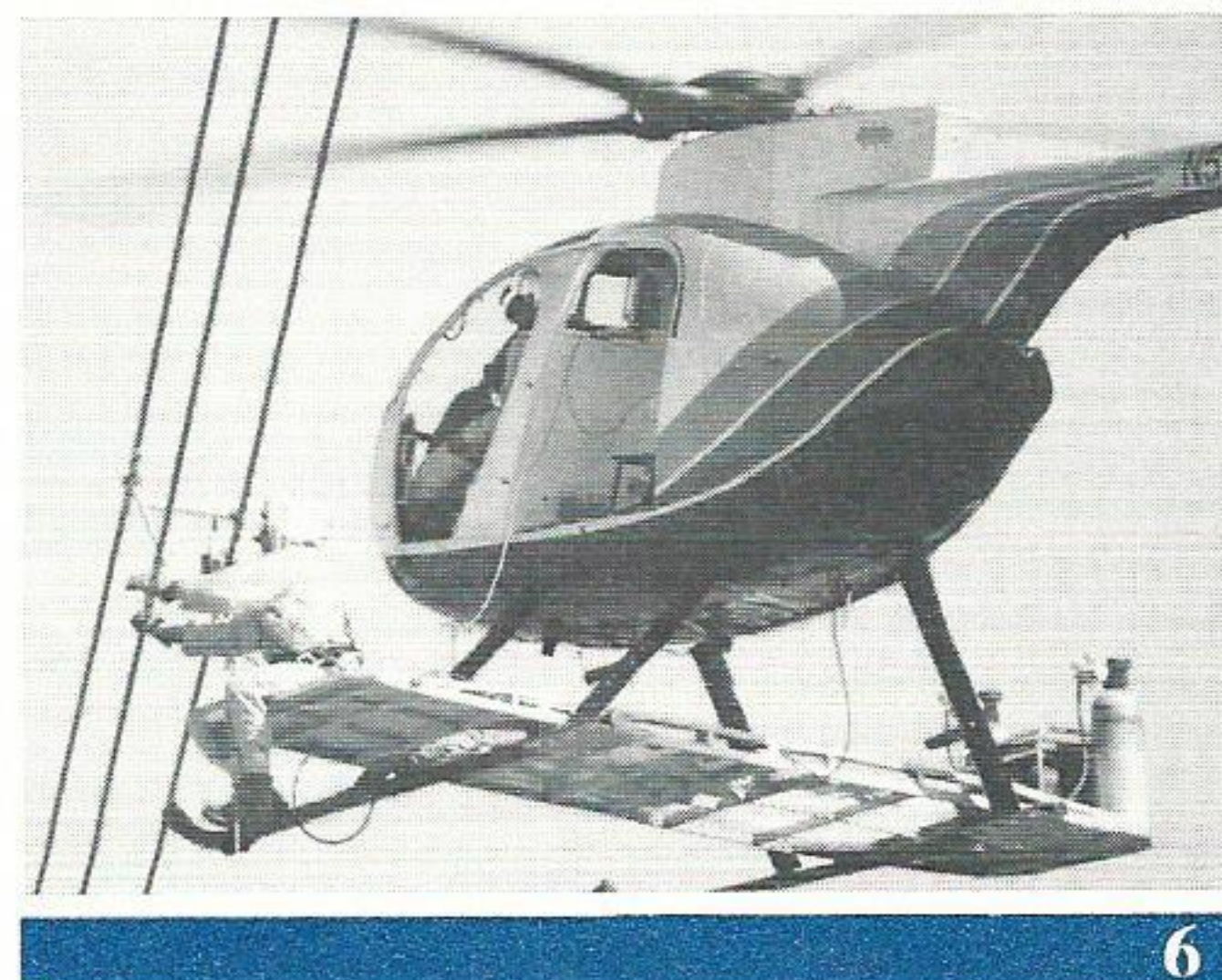
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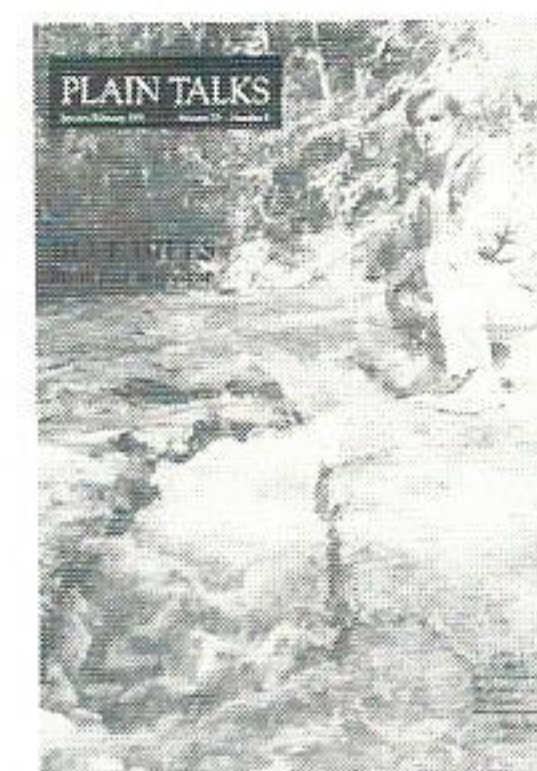
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About the cover

Phil Waller kneels near a creek that runs through GSU's Blue Hills reserve where a century-old family gravesite was recently discovered. The 3,000-acre area is located in Newton County in East Texas. Photo by Scott Harper. (Pages 8-9)



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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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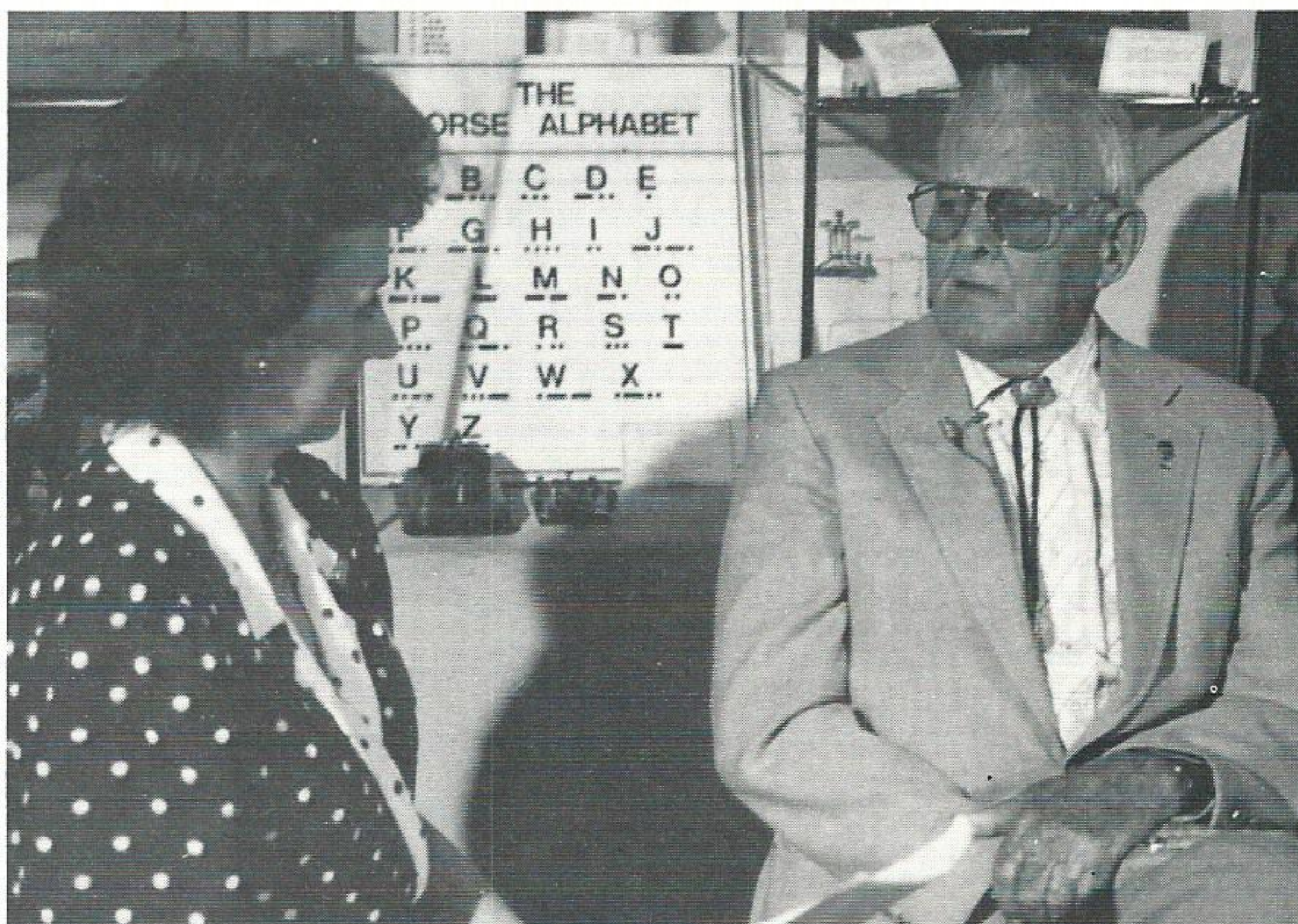
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Past meets present at Blue Hills site

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Halgrim recalls inventive years



Street interviews Halgrim in the Edison Plaza Museum. "This is the closest we'll ever get to talking with Edison," says Street.

story and photo by Scott Harper

While browsing through the Edison Plaza Museum and studying Edison artifacts, you might wonder what it was like to be around Thomas Edison. Well, we can't talk to Edison but we can talk to Robert C. Halgrim, his personal assistant for 10 years.

Halgrim and his wife, Mary, recently came to Beaumont to visit with Jill Street, museum curator, and to see the museum. Halgrim is the curator of the Thomas A. Edison winter home, laboratory and botanical gardens in Fort Myers, Fla.

"He said the museum was outstanding and that he wished their artifacts were displayed as beautifully as ours," says Street.

Street first met Halgrim in February 1990. "The Charles Edison Foundation arranged for me to meet the Halgrims at Edison's winter home in Fort Myers," says Street. Halgrim

gave her a personal tour of the entire compound.

Halgrim started working with Edison in 1921 as a tutor for the Edison grandchildren. Before long, he became Edison's personal assistant. "Edison was a diabetic and one of my duties was to see that he ate something every two hours," recalls Halgrim.

Halgrim worked as personal assistant until Edison's death in 1931. After a 14-year stint with the government, Halgrim, at Mrs. Edison's request, became curator of the Edison Winter Home museum, chemical laboratory and botanical gardens.

Today, Halgrim is the only surviving member of the Edison Pioneers, an organization of Edison co-workers and associates, and gives lectures and interviews about his affiliation with Edison.

According to Street, the

museum board wanted her to return to Fort Myers and do a videotaped interview with Halgrim. Since Halgrim came to Beaumont, a taped interview was produced in the Edison Plaza Museum.

The tape is currently in the corporate library available for check out to all employees. "We hope to have it on continuous play in the museum," says Street.

In the tape, Halgrim discusses Edison, what he was like and what Halgrim admires the most about Edison. Halgrim gets emotional when talking about the old days. "I think he realizes what a great man Edison was and what a wonderful opportunity he had to work with him," says Street.

Street encourages all employees to view the tape. "This is the closest we'll ever get to talking with Edison."

Community leaders share information in The Woodlands



Community leaders from across the GSU Texas service area meet in The Woodlands at the first Texas Team Cities Conference.

by Doug McCormick

The Woodlands Inn was the site of the first statewide conference for participants in the Team City Texas community development program. Representatives from some 26 cities and counties in Gulf States' Texas service area gathered last September to take part in the conference.

"The response to the meeting couldn't have been more positive," says Jim Moss, vice president-marketing. "Approximately 120 community leaders showed how serious they are about economic development by taking time out of their schedules to attend the conference. And strong local leadership is what makes the

Team City program go."

Moss welcomed those in attendance, telling them that economic development competition is "furious, dangerous and intense." He said the winners will be those commu-

"...strong local leadership is what makes the Team City program go."

Jim Moss

nities with goals, strategies and leaders. "You will be the winners," Moss said, pointing toward the audience.

No fewer than 13 community and county leaders proved Moss correct by addressing the crowd to tell of successes they

have already experienced.

They were: Becky Pierceall, Jasper; Jane Miller, Navasota; Honey Dowdy, Caldwell; Dave Santz, Huntsville; Dorothy Griffith, Lumberton; Linda Moe, Montgomery; Chambers County Judge Oscar Nelson; Polk County Judge-elect John Thompson; Randy Kilm, Groves; Kirbyville Mayor Jerry Nobles; Polk Curtis, Orange; Octavine Booker, Newton; and Bob Coffelt, Bridge City.

They served up details on successful downtown revitalization programs, economic diversification efforts, business retention programs and marketing efforts at the regional as well as local levels. They also



Left, Jim Moss and Honey Dowdy of Caldwell share ideas after her presentation at the conference. Above, Malcolm Williams addresses the conference about leadership in economic development.

described a variety of tools used to achieve economic development goals, such as tax abatements, the formation of merchants associations, surveys of existing businesses and prospects, and computerized demographics.

"This is exactly what we hoped for when planning the conference," says Malcolm Williams, manager-business development. "Community leaders sharing information, ideas and success stories is what made the Louisiana Team City conference so successful last year—and it proved to be a highlight of this Texas meeting as well. There is nothing like hearing success stories from

your counterparts first hand in other cities to really get you fired up."

Rounding out a very full conference agenda were featured speakers Sandra Stenzel of the Austin, Texas, workforce

"There is nothing like hearing success stories from your counterparts first hand..."

Malcolm Williams

development firm The Alliance, who spoke on business retention programs; Karen Richmond, of Johnson & Gibbs in Austin, who provided information on enterprise zones, municipal management districts and recent legislation impacting

economic development; Joel Wagher of the Texas Employment Commission, who spoke on developing and conducting statistical surveys; and Price Arredondo of the Texas Department of Commerce, who explained the state's AIM HIGH economic development training program.

In addition to Moss and Williams, Gulf States executives attending the conference included Charles Glass, vice president-operations; John Conley, Western Division vice president; Arden Loughmiller, Beaumont Division vice president; and Ron McKenzie, Port Arthur Division vice president.



A Haverfield employee conducts aerial inspections of transmission lines high in the Baton Rouge skies. Aerial inspection is a more efficient and cost-effective practice than ground maintenance.

Power line inspection reaches new heights

story by Pris Gallagher

photo by Lew Schug

Riding on a platform attached to the undercarriage of a helicopter hovering 100 feet in the air over high voltage electric power lines may seem like a job reserved for Hollywood stuntmen, but it is all in a day's work for employees of Haverfield Corporation, a Miami-based company specializing in utility transmission line inspection and maintenance.

Anchored by safety straps, Haverfield employees can detect problems and perform maintenance associated with transmission lines, power lines that carry high voltage electricity from one area to another.

The practice is more efficient and cost-effective than maintenance from the ground. GSU recently hired Haverfield to

inspect over 400 miles of transmission lines the company owns in the Baton Rouge area.

"Aerial inspection of our power lines offers an opportunity to detect trouble before it impacts our customers, thus providing a means for more reliable electric service," says Doug Watkins, vice president-Baton Rouge. Gulf States estimates up to 50 percent savings over conventional maintenance methods.

As part of the contract, Haverfield will provide photographs of each span of power lines, showing any damage and, if necessary, provide aerial maintenance. Haverfield personnel are available to perform maintenance on the power lines from the helicopter,

eliminating the time and expense associated with GSU employees crossing inaccessible areas, such as swamps, climbing the huge steel support towers and performing maintenance.

Once it is determined that maintenance is necessary, Haverfield personnel can replace equipment or repair damaged lines while the power line is energized with either 500,000 or 230,000 volts of electricity.

Watkins stresses the project will improve reliability while minimizing costs to GSU customers. "This is another way we can demonstrate our commitment to customer service," says Watkins.

Computer bulletin board quickens and improves information exchange

story by Sharon Englade
photo by Scott Harper

One of the major goals of the Investor Relations section of Financial Services at Gulf States is to get information to security analysts and other members of the financial community as quickly as possible.

Since about the middle of last year, information about GSU has been available to this audience on what Joe Donnelly, chief financial officer and senior executive vice president, believes is "unique to the electric utility industry"—an on-line electronic bulletin board.

Responsible for getting the program up and running was Frank Williford, supervisor-investor services and administration, who says the department had been "kicking around the concept since December of 1989.

"It took about six months to get the system running," he says, and the service was announced to the financial community in June last year.

Williford explains how the system works: Analysts and others sign on to the "Gulf States Utilities Financial News and Data Release System" on their personal computers. A main menu appears and the analyst chooses one or more categories to read on the computer screen, send to a printer or capture on a disk.

What the analysts can find on the electronic bulletin board are news releases, recent filings with the Securities and Exchange Commission, financial and statistical reports, letters to the financial community, quarterly financial highlights and responses to frequently-asked questions. One category on the menu allows analysts to leave messages for Investor Relations.

Williford says most of the company's officers and a few directors have signed on to the system and about 15 analysts have used it. Another 15 or 20 analysts have expressed interest in the system, he adds.

Williford says he believes the number of analysts has not been higher because of cut-backs in the brokerage and financial banking industries.

"There are fewer analysts now than there were a few years ago and each one is responsible for tracking a lot more companies," says Williford. "These people must have the necessary hardware (a personal computer and a modem) and communications software, and then take the time to learn the system," he adds.

Williford believes most analysts who follow GSU will eventually be accessing the electronic bulletin board because the need for timely and accurate information is so

critical to them.

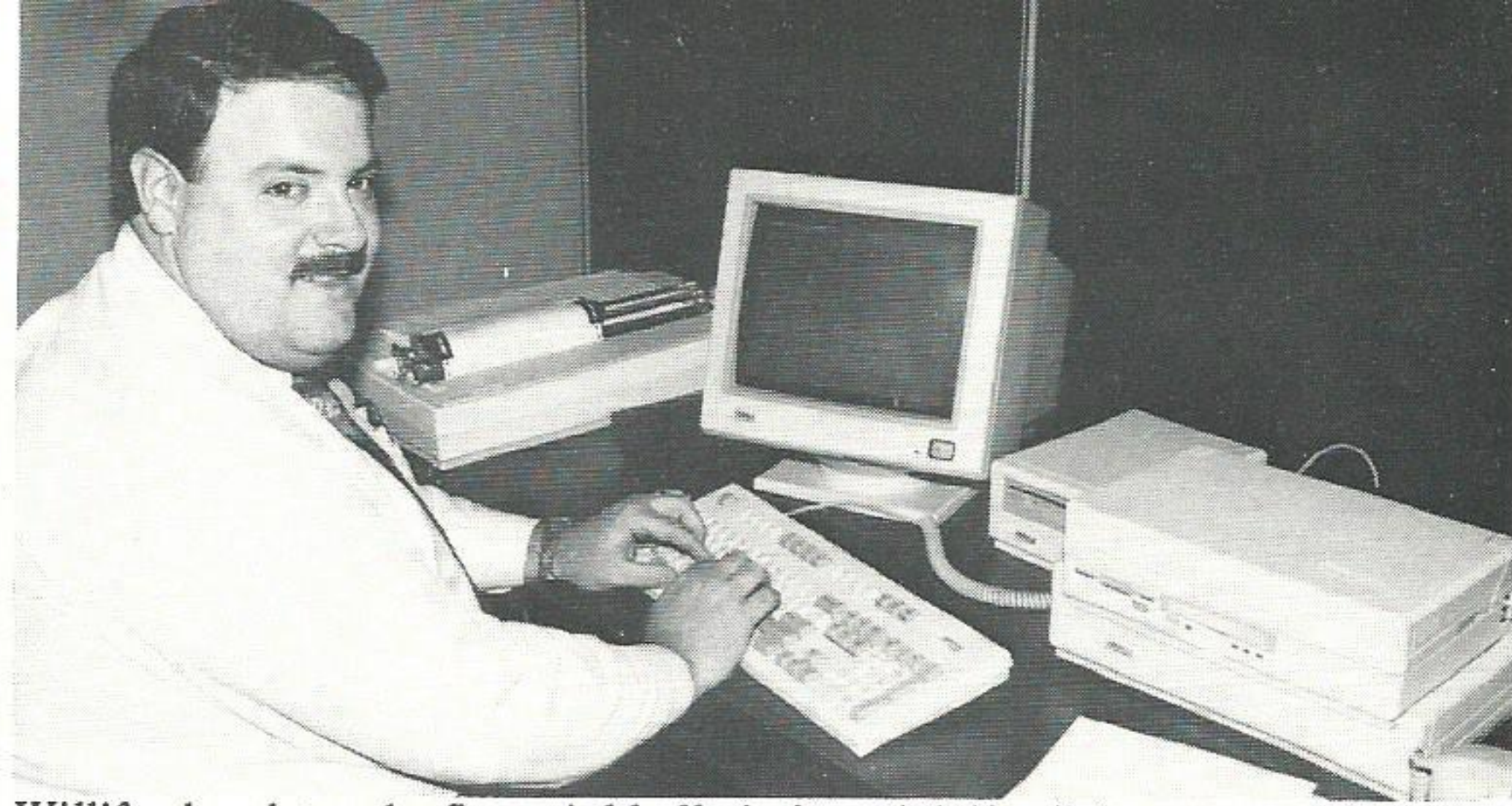
He points out, over the years, there has been a "gradual upgrade" in the speed of disseminating financial information. First, he says, there were the letters to the financial community sent through the U.S. mail; then letters went via overnight mail. Today, financial information is sent by facsimile machine and is available on the electronic bulletin board.

Williford says after the new service was mentioned in a letter to the financial community, he got calls from several analysts asking how they could get on the system.

Williford is able to track use of the service through the billing for the user's access time. "We pay for the analysts' time on-line at a rate of about 17 cents a minute," a charge he calls "well worth the investment." He notes the system is accessed through U.S. Sprint's Telenet network and Sprint provides free technical advice and programming.

And how's the electronic bulletin board working?

"Mr. Donnelly has asked me if we have an Edsel on our hands," says Williford, "and I tell him, 'No, a Corvair—a fine performer that was just a little ahead of its time. But I believe its time is coming—and we'll be ready'."



Williford updates the financial bulletin board daily with information such as statistical reports and quarterly highlights.

Past meets present at Blue Hills site



Waller views the gravesites of the Smith family in the northern part of GSU's Blue Hills site.

story and photos by Scott Harper

Standing among five graves in a century-old family burial site in the northern section of GSU's Blue Hills reserve, you can imagine a time and place long since gone. Over 100 years ago, Daniel and Easter Smith's daughter, Minnie E. Smith, and their infant son were buried on land now owned by Gulf States. Daniel and Easter Smith were buried there in the early 1900s. In the fifth grave is a baby son born to other Smith parents.

"We knew the graves were somewhere out there," says Phil Waller, coordinator-vegetation control. "But we just found them recently."

Minnie Smith was 9 months old when she died on Oct. 7, 1889. Her brother was born and died on the same day in 1886.

Waller recalls finding the

graves: "I kept following trails when I noticed two cedar trees on a hill next to a creek. Old home sites were usually near cedar trees." Even though someone came in and placed concrete tombstones at each grave, the original stone markers are still in place.

GSU acquired 3,000 acres of Newton County land in the early 1970s with the intent of building a nuclear power plant. After construction plans were canceled, Gulf States retained the land for future use.

"We've developed a plan to manage the site for multiple uses such as wood products, recreational activities and getting the area back to its original condition," says Waller.

According to Waller, the current Big Thicket is not what pioneers coming into East

Texas saw. "There were more long leaf pines and the woods weren't as thick as they are now."

The Big Thicket actually began in the 1920s when loggers took out most of the native long leaf pines. "Invasion species and hardwood trees came in to replace the pines and that's when the Big Thicket really started," says Waller.

Two methods of land management are used in GSU's Big Thicket site—prescribed burning and thinning.

"Weather conditions have to be just right for burning," says Waller. "The long leaf pines reproduce well under fire conditions. The long and thick terminal bud needles insulate the trees and heat opens up the cones so seeds can come out."

Prescribed burning is not a



new management method. "The pioneers would periodically set fire to the woods to clean them out."

Thinning is an effective defense against pine beetle infestation. "Pine beetles will attack trees that are under stress," says Waller.

Stressed trees are located in thick areas. By eliminating selected trees and thinning the area, pine beetles are less likely to attack. "In some of the areas where we thinned, pine beetles tried to get started but moved on," says Waller. "It's working."

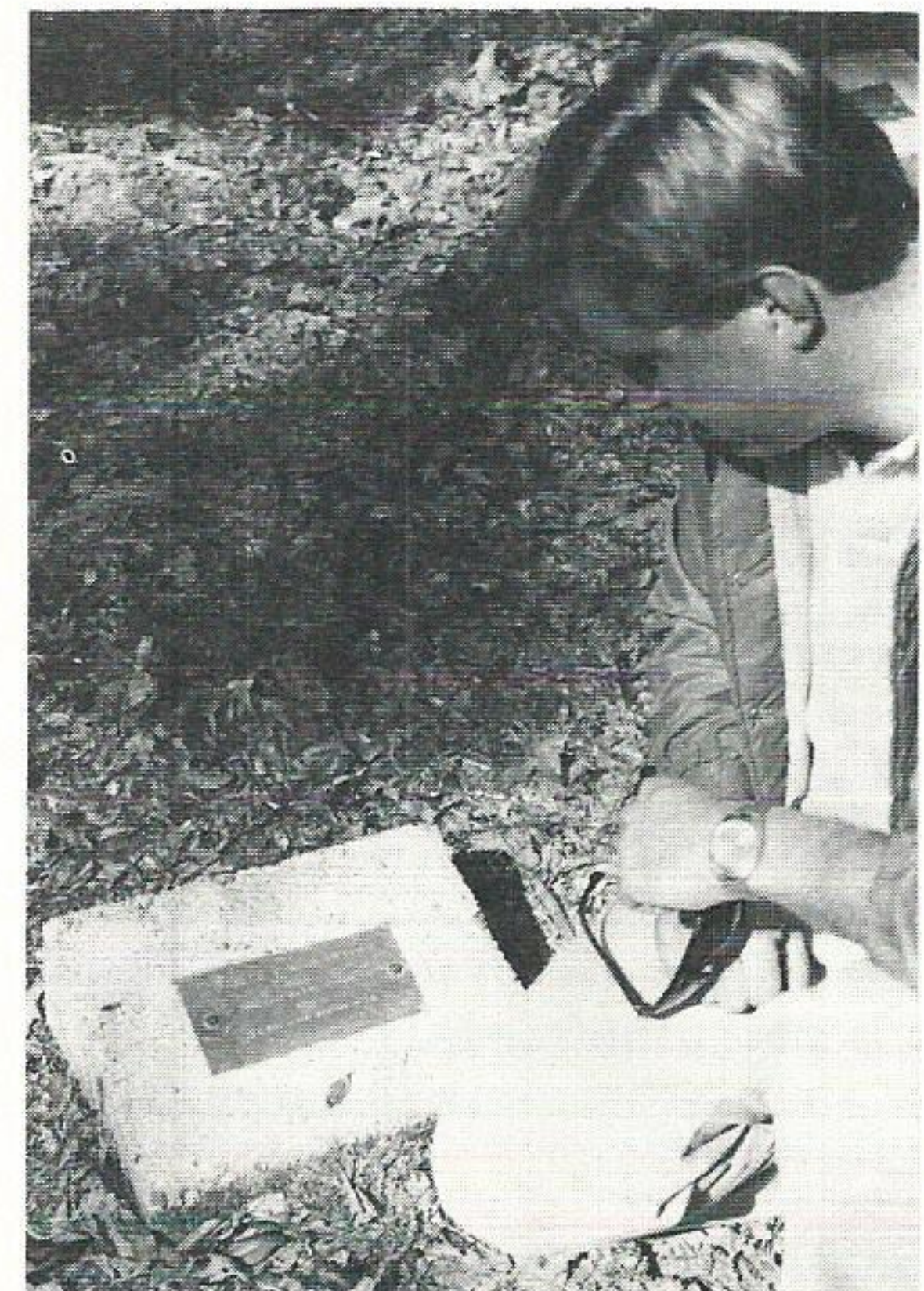
Waller says the first stage of the development plan is near completion. "Within the next four years, we will restart the process of thinning and burning."

Areas that were thinned due to pine beetle infestations will

eventually receive the same management practices. Burning not only helps to reduce stress on growing trees, but is also beneficial to wildlife and many endangered plant communities, such as pitcher plants.

Hopefully, in the near future, we'll be able to see what the East Texas forest was really like when Daniel and Easter Smith and their family lived off the land in Newton County.

We would also like to know more about the Smith family. If anyone has any information about the Smiths buried at Blue Hills, please contact **Plain Talks** at Edison Plaza-8/733-5845 (internal) or P.O. Box 2951, Beaumont, TX 77704 / (409) 838-7845 (external).



Left, Waller identifies a stand of endangered pitcher plants. Right, the original stone marker for Daniel Smith's grave. Note the initials "DVS" carved in the stone. Above, Waller reads the newer tombstone of Daniel Smith.

Norman selected Secretary of the Year by PSI



Norman

The Beaumont Chapter of Professional Secretaries International (PSI) has named Gesele Norman as Secretary of the Year for 1991. Norman is a senior stenographer in the Engineering Services Department in Beaumont. She was selected as a candidate for the award by a panel of her peers in the PSI organization and chosen by a blue-ribbon panel of judges as the honoree for 1991.

Norman credits her 9 years

with GSU for her achievement in the secretarial field.

"The role of the secretary," Norman explains, "is rapidly becoming a role of leadership rather than one of traditional subservience; it's keeping abreast of advances in modern office technology; it's loyally supporting one's employer at all levels of operation both in the work place and in the community."

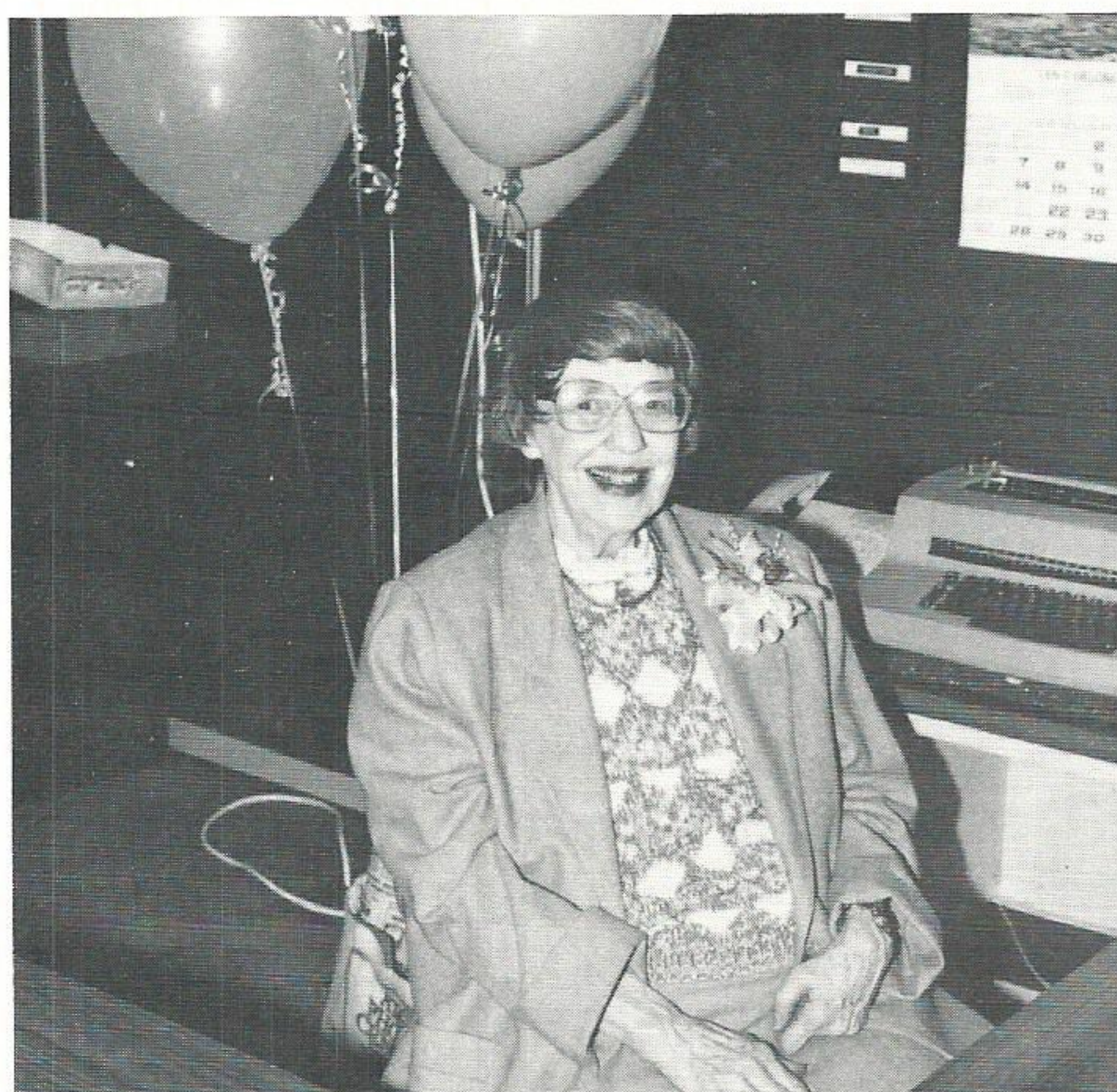
Nominees for the award are

selected on the basis of their secretarial experience, their education and their involvement in the PSI association.

Norman's selection as Secretary of the Year marks the second year in a row a secretary from Gulf States has won the award. Last year's winner was Karla Jones, senior stenographer, in Materials Management.

Robert Leonard, helper, Lafayette, received a hat and a warm goodbye from General Superintendent Joel Jeffcote and Lafayette district employees as he was called to active duty on Nov. 30, 1990. Leonard is a member of the Louisiana National Guard. Stationed at Fort Hood, Texas, Leonard will soon ship out to California.





Emma Dru McMickin, clerk, Beaumont, said goodbye to Gulf States on Jan. 23 after 48 years of service. She started working for GSU on Dec. 28, 1942. "The company was much smaller then," recalls McMickin. The last time McMickin missed a day of work was in 1957. Since then, she has compiled a perfect attendance record of 33 years. Her co-workers sent her off with gifts, refreshments and a special honorary luncheon. "Over the years, I have had so many good friends here who I will always remember," says McMickin. Happy Retirement, Emma Dru!

Gulf States supports troops with stickers

In support of Operation Desert Shield/Storm, Gulf States has printed bumper stickers saying, "We're proud of our Armed Forces." The idea came from Tom Crowe, director-electrical, I & C engineering, Beaumont.

"My son in Dallas sent me a similar bumper sticker that was produced by Ling Tempco Vaught, a defense contractor in Dallas," says Crowe. "I thought it would be a good idea if we could do something like that."

Crowe pitched the idea to Public Affairs where Advertising and Production had the sticker designed and printed.



Crowe displays the Ling Tempco Vaught sticker and the GSU bumper sticker.

They are currently available for employees through the Public Affairs Department.

The stickers will also be placed on GSU car pool vehicles. Some offices report that customers are inquiring about the stickers and want to display them on their vehicles.

The Persian Gulf War is close to the heart of Crowe. "I have a son in the National Guard and a son and son-in-law in the Army in Saudi Arabia."

Crowe hopes all employees will display the sticker proudly. "I think it shows our patriotism and support," he says.

SERVICE ANNIVERSARIES

October-December

1990

Service
Anniversaries

30 YEARS

Billy R. Hinze
Electric T&D
Conroe
Daniel R. Blanchard
Plant Production
Nelson Station
Louis C. Sandidge
External Affairs
Beaumont
Clara S. Wellmann
Division Accounting
Conroe
Thomas E. Amerine
Computer Applications
Beaumont
Paul Narcisse Jr.
Electric T&D
Port Arthur
Betty Johnson
General Services
Beaumont
Harry Butler
Electric T&D
Baton Rouge
Leo B. Adams
Electric T&D
Conroe
Leslie D. Cobb
Executive Department
Beaumont
Cleo S. Tolley
Division Operations
Beaumont
Conrad A. Kincaid
Electric T&D
Beaumont

20 YEARS

John T. Jasper
System Production
Beaumont
Ronald F. Tomes
Electric T&D
Baton Rouge
Lawrence Ardoin
Plant Production
Nelson Station
James R. Williams
Electric T&D
Orange
Philip W. Carter
Electric T&D
Beaumont
James A. Chabina
Electric T&D
Baton Rouge
Ernest L. Cannon
Plant Production
Lewis Creek
George R. Hima
Electric T&D
Baton Rouge
Charles R. Shimek
Engineering
Beaumont
Roger K. Frazier
Plant Production
Neches Station
John R. Butts Jr.
Accounting Services
Beaumont
Anthony Malveaux
Electric T&D
Lake Charles
Curry E. Goleman
Plant Production
Louisiana Station

Robert L. Hill
Internal Audits
Conroe
Shirley D. Taylor
Human Resources
Baton Rouge
Jesse O. Denham Jr.
Plant Production
Willow Glen
Beverly J. Bergeron
Plant Production
Willow Glen
Michael S. Case
Human Resources
Willow Glen
Sherman E. Reaves
Electric T&D
Baton Rouge
Marvin R. Garrene
Electric T&D
Baton Rouge
Ruth E. Bradley
Accounting Services
Beaumont
Calvin D. Bowman
Electric T&D
Baton Rouge
George E. Dell
Electric T&D
Baton Rouge
Keith E. Hays
Electric T&D
Woodville

40 YEARS

Martha E. Scanlon
Internal Audits
Beaumont

10 YEARS

Robin M. Butler

Accounting Services
Beaumont

Randall L. Still

Engineering Services
Beaumont

John C. Baker II

Electric T&D
Conroe

Randall D. King

Plant Production
Sabine Station

Ramona P. Moran

Division Accounting
Baton Rouge

Virginia S. Peters

Accounting Services
Beaumont

Clofa C. Hebert

Plant Production
Nelson Station

Donald G. Myrick

Electric T&D
New Caney

Dennis L. Forston

Electric T&D
Beaumont

Samuel W. Richardson

Plant Production
Willow Glen

Anita F. Harvey

River Bend Nuclear Group
River Bend

Karen P. Carroll

Human Resources
Baton Rouge

Marvin E. Harrison

Division Accounting
Baton Rouge

Frank D. Morse

Plant Production
Sabine Station

Ruth B. Rouse

Accounting Services
Beaumont

Donald A. Chase

River Bend Nuclear Group
River Bend

Elizabeth J. Smith

Purchasing
Beaumont

Shelia M. Fields

Division Accounting
Sulphur

Gregory D. Gothreaux

Marketing
Lafayette

Shirley N. Weston

Gas Department
Baton Rouge

Bruce Hackler

Electric T&D
Beaumont

Shirley D. McIntyre

Human Resources
Beaumont

Felipe Varela

Materials Mgt.
Beaumont

Wayne D. Bernard

Plant Production
Louisiana Station

John G. Cadwallader

River Bend Nuclear Group
River Bend

Carl Fruge

Division Accounting
Lake Charles

Calvin W. Anderson

Electric T&D
Beaumont

Jodine H. Coco

Engineering
Beaumont

Earl D. Core

General Services
Beaumont

Wanda L. Guidry

Computer Applications
Beaumont

Adela C. Martinez

Electric T&D
Port Arthur

Judy A. Sostand

Accounting Services
Beaumont

Christopher Thibodeaux

Plant Production
Nelson Station

Brenda M. Ardoin

Division Accounting
Lake Charles

David P. Barbay

Electric T&D
Baton Rouge

Thomas C. Evans

Electric T&D
Silsbee

Jack M. Foster

Electric T&D
Baton Rouge

Bill D. Horelica

Computer Applications
Beaumont

Rosemary R. Levy

Accounting Services
Beaumont

Leonard J. Patin

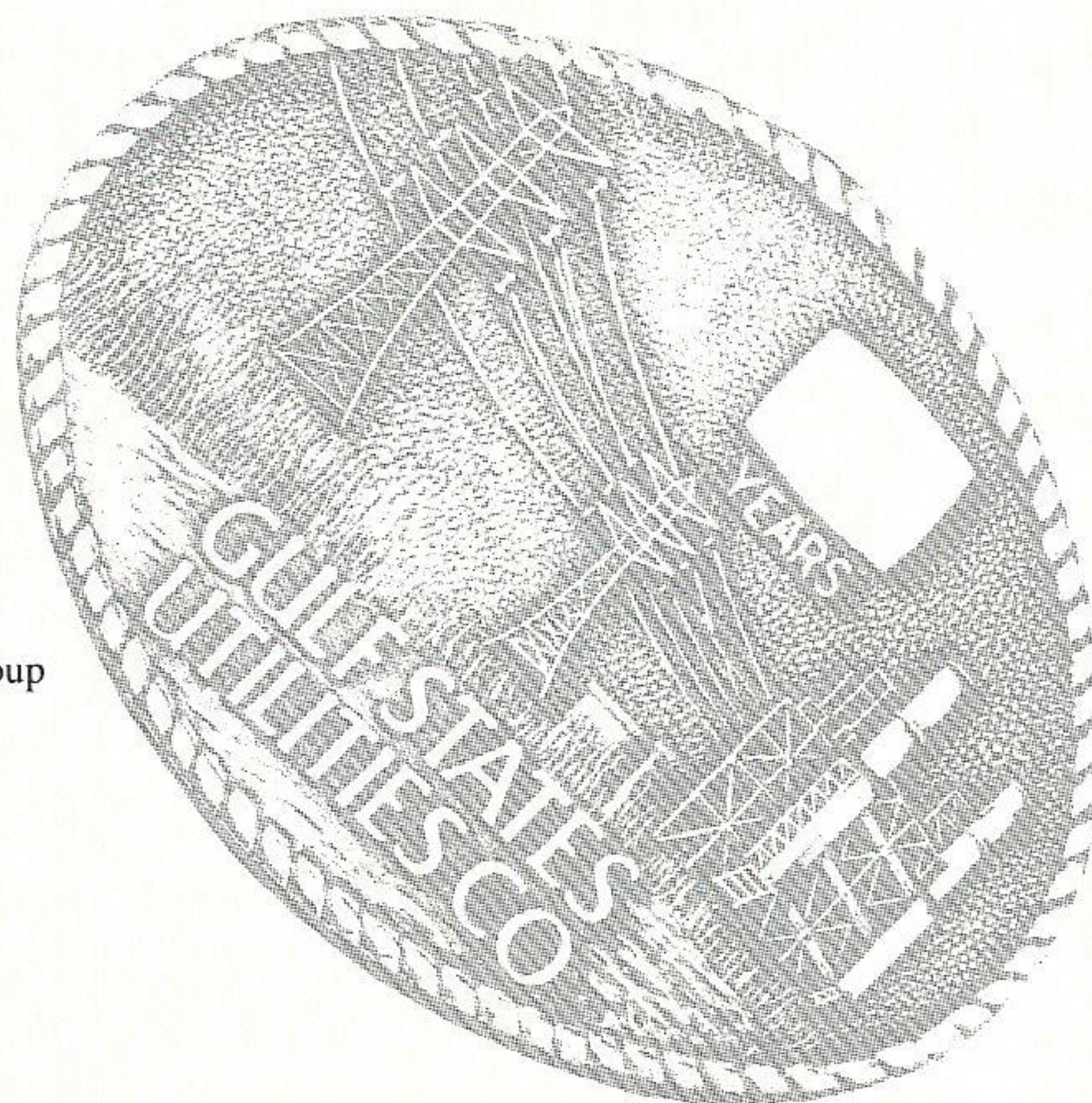
Electric T&D
Church Point

Norman L. Rains Jr.

Plant Production
Sabine Station

Denise M. Westbrook

Computer Applications
Beaumont



Georgia F. Harris

Customer Service
Conroe

Charles W. Kopp

Electric T&D
New Caney

Charles J. Bagley

Electric T&D
Lake Charles

Mark A. Guillory

Plant Production
Nelson Coal

Ernest D. Hardy Jr.

Plant Production
Nelson Station

Chris A. Kunkel

Electric T&D
Beaumont

Bernard P. Washington

Electric T&D
Baton Rouge

Leona C. Wells

Division Accounting
Baton Rouge

Karl D. Williams

Plant Production
Nelson Station

Jack R. Baggett

River Bend Nuclear Group
River Bend

Robert D. Ruby

River Bend Nuclear Group
River Bend

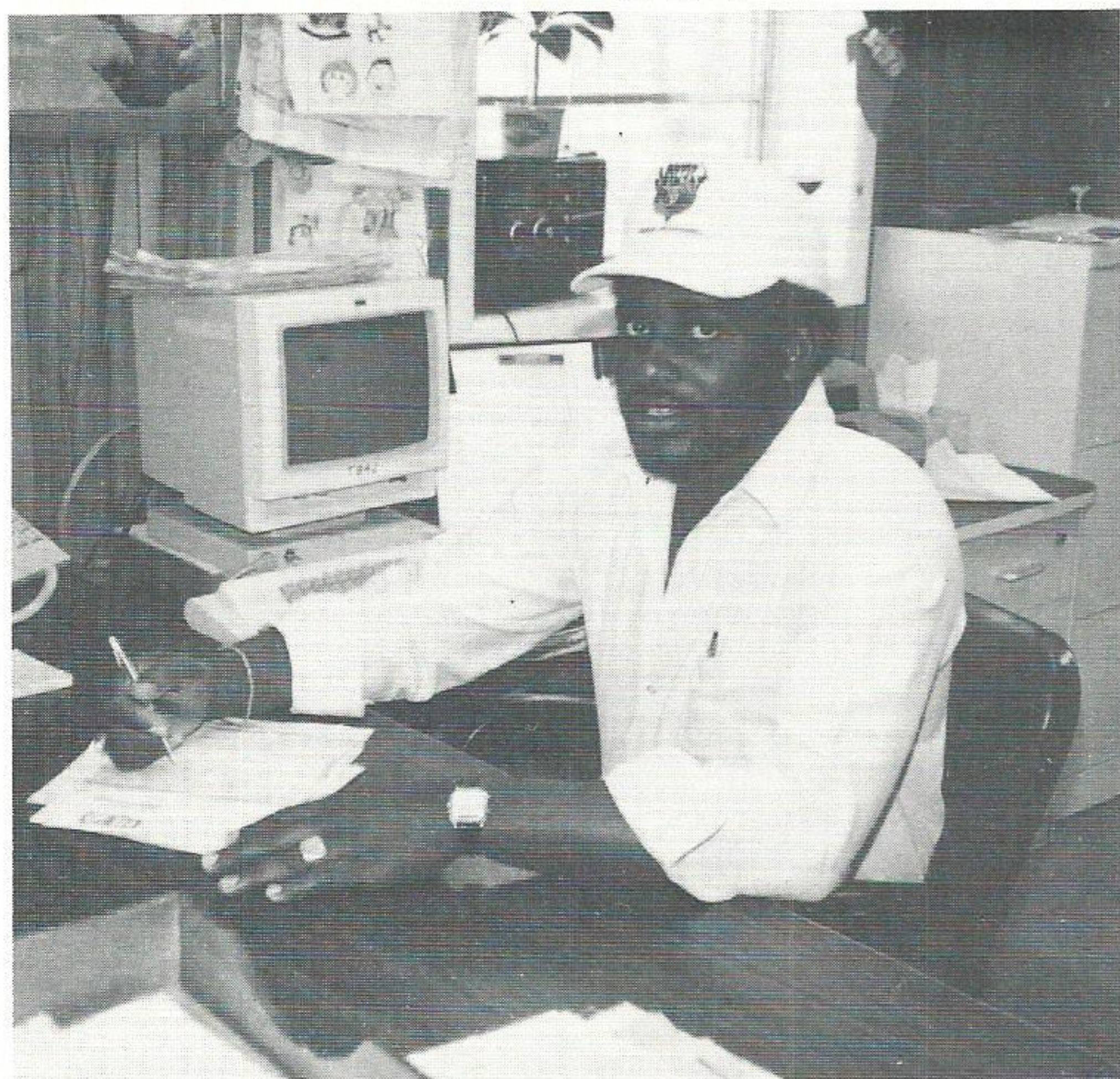
Alvin E. Hendrix

Computer Applications
Beaumont

Paul G. Barker

Plant Operations
River Bend

MAILBOX



Mitchell

Prompt action

"I want to express a heartfelt 'thank you' for your prompt action concerning the security light at Mom's House," writes Cindy Tippit, resident director, Crisis Pregnancy Center, Mom's House, Baton Rouge, to **Ken Bourque**, senior engineering assistant, Baton Rouge.

"Even though you had such a short notice of the need, your quick attention to it resulted in the light being installed before the start of our series of meetings at the House.

"You are truly a blessing and again we appreciate your help in this matter."

Valuable service

Bill Hinze, section head-engineering, Conroe, received this letter from Conroe customer **Herbert H. O'Quinn** regarding **Larry Mitchell**, senior engineering assistant, Conroe:

"I would like to take this opportunity to advise you of the valuable service that Larry Mitchell provided to us recently...Our builder at the very last moment realized he had not contacted GSU to provide permanent service to our home. Mrs. O'Quinn advised the builder she would contact GSU...Larry Mitchell was contacted and...he immediately began to formulate a plan of action and within a very short period of time our request was fulfilled.

"My wife and I appreciate Larry Mitchell going above and beyond the call of duty. Please convey our sincere appreciation to him for his prompt and courteous action."

Good judgment

Patricia L. Williams, teacher, Lee High School, Baton Rouge, sent this letter to **John Spivey**, supervisor-division engineering, Baton Rouge, regarding **Ree Ann Vogler**, senior engineering assistant, Baton Rouge:

"Your employee, Ree Ann Vogler, served as Junior Achievement consultant at Lee High School last semester, and I am pleased to inform you that the contributions she made to this program were invaluable. Ree Ann went far beyond what was required. She was enthusiastic and creative. She generated new ideas which will help me in future work with the program.

"Thank you for your support and participation in the Junior Achievement program and especially for your good judgment in sending Ree Ann to us."

Dynamic impact

Edwin K. Stagg, principal, Corner-Stone Christian Academy, Groves, Texas, sent this letter of appreciation to **Jill Street**, curator- Edison Plaza Museum:

"It is my honor to offer a special thank you. Your dedication and enthusiasm towards your job merits a great deal of respect uncommonly seen in today's society. The children, as well as the teachers, thoroughly enjoyed your presentation, of which included the Edison Museum exhibits.

"It is this kind of attention and loyalty to one's job and company that can make a dynamic impact on our youth today. If we can ever be of help to you, please contact us...Please extend a thank you to the appropriate management at Gulf States Utilities."

Easier business

Last November, Conroe customer **Sheryl Defoor** had her electricity disconnected as a result of a mail problem. "I went into your office and talked with **Beverly Hector**," she writes to **John Conley**, vice president-Western Division. "She was extremely helpful and concerned about my problem. I was told that I needed to speak with **James Wilder**. She located him for me and checked back with me every few minutes so I would know she had not forgotten me. She could tell I was upset and did a good job of calming me down...Beverly was very professional and should be commended on doing a good job during a bad situation.

"Mr. Wilder was understanding and listened to the problem. I did not have to wait long for him to straighten things out. I found him to be courteous, pleasant and professional.

"We should have more people like Beverly and Mr. Wilder in the work place. It would make doing business much easier and nicer. I thank you Beverly and Mr. Wilder."

Hector is a customer contact clerk and Wilder is division accounting superintendent. Both are in Conroe.

Generous contribution

Ann Lyons, principal, Navasota Elementary School, sends this thank you letter to **Connie Calfee**, customer information coordinator, Conroe:

"...We would like to thank you for the generous contribution to our school. The A to Zap Book is an asset to our safety curriculum. Your contribution is a way of expressing your support in our schools. You may be assured the activity books are greatly appreciated."

Special treat

Clyde Mitchell, customer affairs coordinator, Lake Charles, received this letter from Gloria Ann Frazee, tenant relations, Housing Authority of the City of Lake Charles:

"...I would like to extend our special thanks for the Christmas Bingo. Since our elderly residents no longer come together for the nutrition program it was a special treat for them to gather together to play bingo and visit. We would like to thank you for continuing to remember our elderly residents and for providing them with fun and an educational activity."

Developing 4-H skills

"The public speaking workshop you recently conducted for the 4-H members was wonderful," writes Susan K. Warren, county extension agent, Texas Agricultural Extension Service, to Betty Gavora, supervisor-employee communications, Beaumont.

"The information you presented was exactly what they needed to know in order to develop their public speaking and leadership abilities along with self confidence...We are also grateful for the opportunity to meet in the lovely GSU Service Center."

Thanks for support

Denham Springs customer Carolyn Gascon sent this note to the Denham Springs office last November in appreciation of GSU's support of Operation Desert Shield:

"Many thanks for showing the ribbons supporting soldiers and hostages in the Middle East. My husband is on his way home from there from the USS Saratoga."

The extra mile

Bill Blackmon, general campaign chairman, United Way of Beaumont and North Jefferson County, sent this letter of thanks to **Dr. Linn Draper**, CEO and chairman:

"...Congratulations to you and your employees for an outstanding campaign. During a time when we all experienced financial hardships, yours was one of the select employee groups who increased its giving 20 percent or more over last year to earn the Gold Award. That is a tremendous accomplishment."

"...Much of the credit for this success goes to employees such as yours, who are willing to go 'the extra mile' to ensure the much needed health and human services availability in our community...Your employees truly epitomize the theme, because you 'Gave from the Heart...The United Way.'"

Good Cents asset

Joel Jeffcote, general superintendent-Lafayette, received this letter from Gary and Laura Matte, owners, Gary Matte Builders and Movable Homes, Rayne, La., thanking **Ramona Fontenot**, customer service representative, Lafayette, for her assistance in promoting their new business:

"Ramona Fontenot made a special effort to attend our grand opening on her own personal time with information to promote our Good Cents moveable homes."

"Ramona has always been willing and available to work with Laura and I for the past two years and with our customers who have built Good Cents homes."

"Laura and I feel Ramona Fontenot is a great asset to Gulf States Utilities."



Fanese

Hughen help

"There just are no adequate words to say thank you for all that you did to make this the most wonderful Christmas ever for the youngsters here at Hughen," writes Susan Naquin, executive director, The Hughen Center, Port Arthur regarding Reddy Volunteers in Port Arthur Division. "I wish you could have been here to see the delighted faces."

"The donation designated for the birthday fund will insure each Department of Human Services child will have a cake and gift to make their special day. The television, games and balls have meant that there are lots of fun things to do during free times."

"...You, our GSU friends, have done so much to improve the quality of life for our physically handicapped youngsters - we are all tremendously grateful to you for your thoughtfulness and generosity."

Good service reflected

Beaumont customer C.R. Wagner sent this letter to the Beaumont office:

"This brief note is written to express my feelings of gratitude to the employees of Gulf States who assisted me and my wife in our recent move...The assistance your employees rendered was in the form of written communications to the City of Beaumont and the local gas company which eliminated the necessity for me to put up a sizeable cash deposit to receive their services."

"The designation or title of a service company is truly reflected in the highest meaning of the word by the service rendered in this instance by your employees. I will never forget the accommodation extended to me."

The assisting employee was **Kay Fanese**, customer contact clerk in Beaumont.

PLAIN TALKS

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When things are coming apart,

NOBODY WINS- EVERBODY LOSES

*you,
your spouse,
your family,
your employer.*



WE CAN HELP!

Employee Advisory Committee

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Pam Williams, Edison Plaza, (409) 838-6631, x-4237
Henry Welch, Sabine, (409) 735-7191, x-2264
Kerry Zimmerman, River Bend, (504) 381-4298
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