

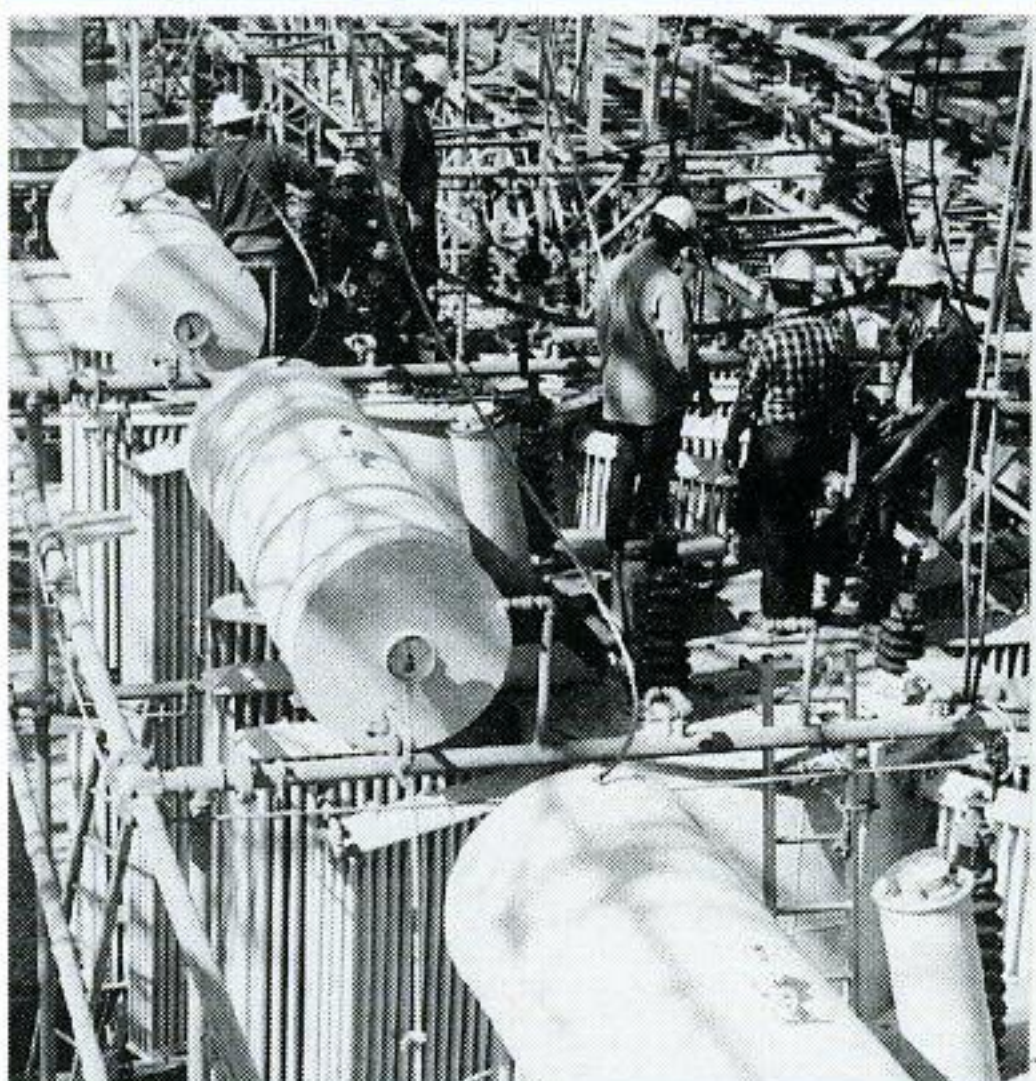
PLAIN TALKS

January/February 1993

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**We Remember
Glenda Broussard**



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GSU facilities flew their flags at half-staff in memory of Glenda Broussard, 1st class electrician, Sabine Station, who passed away Jan. 22. She was 46 years old and a 12-year GSU veteran. Photo by Scott Harper.



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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.

GSU remembers Glenda Broussard

*Sabine Station employees reflect on
their friend and coworker.*

by Scott Harper

When people speak of Glenda Broussard, three traits surface. She was a fun-loving person; she loved her family and she cared for others.

On Jan. 5, Broussard, 1st-class electrician -- along with Jeff Hollis, equipment operator; Larry Sam, 1st-class electrician; and Allen Daniel, 1st-class electrician -- was seriously burned in an explosion at Sabine Station. She passed away at John Sealy Hospital in Galveston on Jan. 22. Glenda was 46 years old and a 12-year veteran of Gulf States.

Glenda was a spirited individual whose love of life rubbed off on those around her. "She brought out the fun-loving spirit in others," says coworker Rob Smith, electrician-1st class. "We were always trying to get each other."

Whether she played a prank on a fellow employee or had one pulled on her, she appreciated having fun. Smith recalls the time he tied her new umbrella so it wouldn't open one rainy day. "When she saw it was tied, she laughed because she knew I did it," he says.

Henry Welch, electrical maintenance foreman, who once supervised Glenda, values a sign she left on his desk when he first came to Sabine Station, which typified her fun-loving nature. "I was always in a hurry trying to learn everything," Welch says. "One day I came in and found this sign that said, 'I must hurry for there go my people and I am their leader.'"

Family was important to Glenda. From her

immediate family to her work family, she always had their best interests at heart. "She loved her five children and her four grandchildren," Welch says. "She talked about her family all the time."

Smith, a close friend of Glenda, was reminded of her family-like kindness the day after her funeral when he discovered she had secretly organized his project book, something he had been intending to do.

"I recognized the handwriting on the tabs," he says with a smile. "She didn't leave a note to let me know she did it; she didn't expect any recognition."

The one word people seem to think about most when they think of Glenda is "caring." "It's a small word but it covers so much," says Smith.

"She was honestly concerned about everybody," adds Welch.

Smith shares an example of her caring nature he says he will remember for the rest of his life. The morning of the accident, Smith went over to the site to check on the injured employees.

He walked over to where Glenda was lying.

"She saw me and called my name," he recalls.

"She said, 'Rob, this is why I worry about you.' I felt like she was putting me ahead of herself. Glenda and I come from different cultures, different backgrounds, different values; yet, she really cared about me.

"Glenda was one-of-a-kind, a special lady. We'll miss her a lot."



Glenda Broussard
1946 - 1993

A decade of assistance

story by Mike Rodgers
photos by Robert Adams

Many things change after the passage of a decade. A look back to 1983 reminds us that Ronald Reagan was in the White House, the Soviet Union was a major threat and Bill Clinton was a rising young politician in Arkansas. Closer to home, Gulf States launched Project CARE, a program to help senior citizens pay utility bills during financial emergencies.

Ten years later, Ronald Reagan is a former president, the Soviet Union has collapsed and Bill Clinton is the 42nd president of the United States. Only Project CARE remains the same, still providing much-needed assistance.

"In 10 years, about 50,000 households have received help from Project CARE," says Sue Wright, consumer affairs specialist and Project CARE coordinator. It began in 1983 with \$150,000 seed money from GSU and is now funded completely by contributions from customers and GSU employees; employees account for 26 percent of the total dollars contributed annually. According to Wright, some \$3 million in assistance had been given out, as of the third quarter of 1992.

"Senior citizens are among our best customers," emphasizes Wright. "Many of them pay bills first and buy food and medicine with whatever money is left. Project CARE was started to help them pay utility bills during a financial emergency." When the program was started, the eligible age was 62. Since then, it has been lowered to 60. Assistance is available to each household a maximum of twice a year, with \$100 the maximum amount each time.

Project CARE is administered by the Red Cross in Texas and the Councils on Aging in Louisiana.



Beaumont area senior citizens celebrate the tenth anniversary of Gulf States' Project CARE.



Pumphrey, right, provides assistance to Wright, left, who takes over the Project CARE reins.

Wright notes that the program will pay the bill for electricity, gas, wood heating and butane. In some cases, the program will pay for repairs to heating and cooling systems or weatherization.

To Don Pumphrey, the key to the success of Project CARE comes down to one word, "simplicity." Pumphrey, senior corporate communications representative, served as program coordinator for eight years. "There is no bureaucratic red tape and guidelines are streamlined to allow the free flow of needed funds to recipients," he says. "It doesn't strap the administering agencies with paperwork."

Through the third quarter of 1992, the average assistance payment was \$72. Every cent contributed over the past 10 years has gone to benefit the elderly. No contributions from customers or employees are used to pay administrative expenses. Those costs are borne by the administering agencies and GSU. Wright is quick to stress that the need for Project CARE is greater than ever. "Many state and federal agencies are cutting back on the assistance they provide the needy. We are still helping people who truly need it."

Teamwork improves customer service

by Scott Harper

There's an old saying that "two heads are better than one." Gulf States employees recently proved this was more than a proverb.

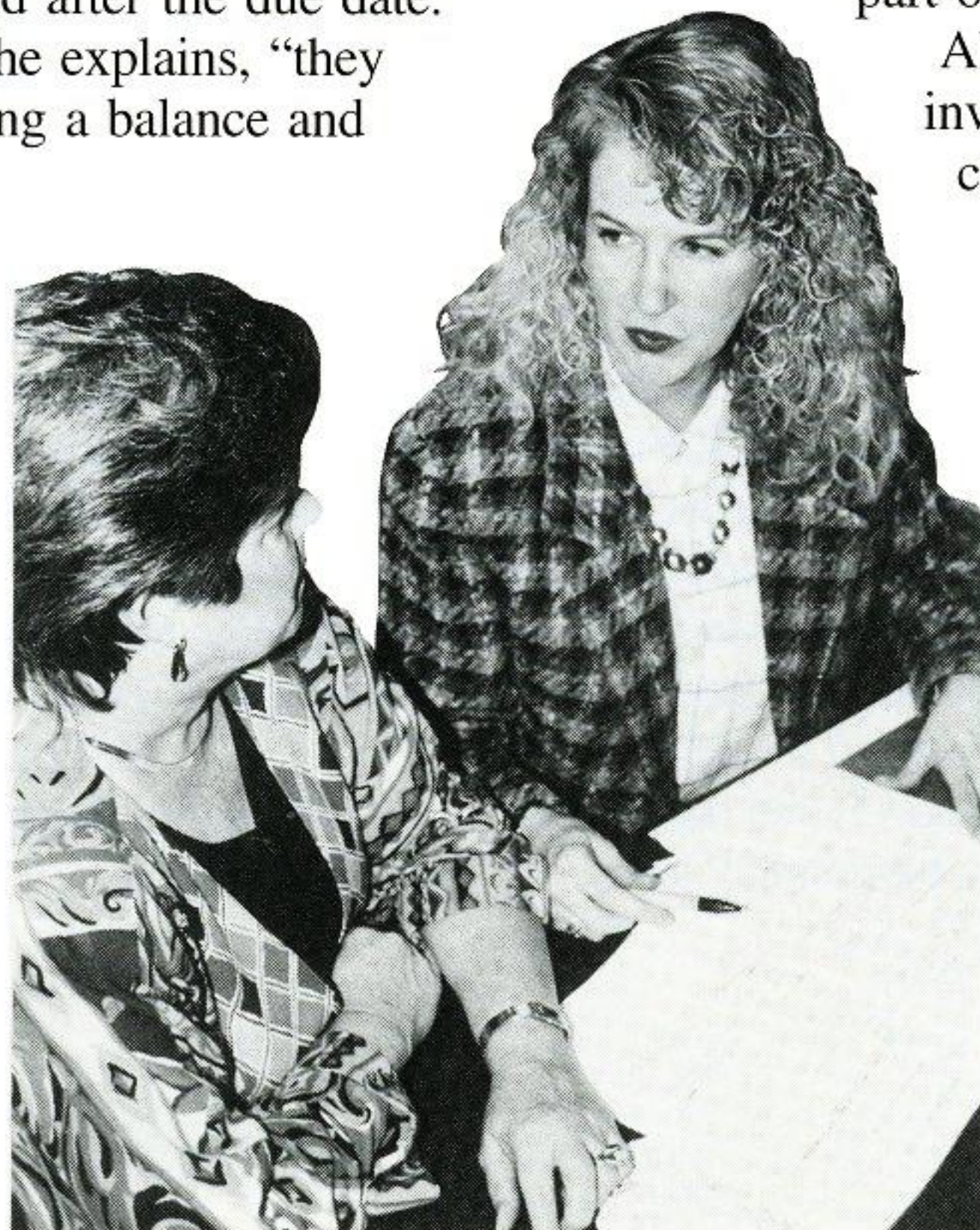
When a 1990 Port Arthur problem-solving team met to discuss Customer Accounting/Customer Satisfaction issues, their recommendations would not only affect operations in Port Arthur, but the entire system. The domino effect resulted in the creation of a problem solving team made up of customer accounting, customer services and marketing employees from across the system. Their task: to find a consensus solution to the customer satisfaction issues raised in the original meeting.

According to Lora Davis, supervisor-customer services, Beaumont, the issues addressed by the group were redesigning the GSU bill, rewriting the disconnect notice and deposit notice, and reconsidering the status of Credit Code 7 customers who pay their bills each month but do so after the past due date.

Davis says the bill form was redesigned to give customers more information about their billing, to include meter numbers and to help clarify dates. She says the new disconnect and deposit notices, which were written to sound more courteous, should lessen confusion and customer aggravation.

The credit code system was altered to help customers who paid their bills on time, but were penalized under the old system. "These customers never carried a balance, although they paid after the due date. Under the new system," she explains, "they are treated as never carrying a balance and their credit rating is upgraded from a 7 (bad risk) to an 8 (good risk)."

Davis believes the group took the right approach in addressing the issues. "What made this problem-solving team unique is we asked our customers for their opinion of our new proposals," Davis says.



The problem solving team: Front row, l to r, Jack Judice, Gayle Botley, Greg Shepard, Lynn Bankston, Theresa Hilbun. Back row, l to r, Frances Engelbrecht, Lora Davis, Jay Kaufman, Renee Stone, Susan Corgey, Gloria Hebert, Mary Sims, Sue Simon and Don Perio.

An outside, independent organization conducted focus groups of a cross-section of customers from across the system. "The consultants were very pleased with the customer blend represented," says Jack Judice, division accounting superintendent, Lake Charles, who coordinated setting up the focus groups.

"The focus groups were very beneficial," he says. "We took the problem-solving process one step further. We took it to the customer and we listened to them."

Employees who took part in the project were positive about the experience. "I really enjoyed it," says Sue Simon, senior energy auditor, Port Arthur. "It was good to hear other points of view."

Simon believes the group's success sends a good message to other employees. "I think it shows that, if you sit down and discuss problems with everybody -- classified and management -- by working together, we can make things better for our customers," she says.

Gloria Hebert, district accounting supervisor, Sulphur, feels the team problem-solving approach provides "a good way of reaching a consensus."

Hebert felt reasonably comfortable with the results, realizing the give and take of negotiations. "It was a coming together of different departments," she says.

"It's a good feeling to see your recommendations go into effect," says Susan Corgey, customer contact representative, Beaumont. "When you work hard, you want to be able to see something happen. And it did."

"I was really impressed," she continues. "Even though we are one company, things are done differently. It's good to learn how other areas operate."

Theresa Hilbun, customer contact representative, Baton Rouge, was pleased with the process and the product. "We had someone from every level and that worked out really well," she says.

"It was good to see that employees are willing to be a part of one big company," she says. "People really wanted to be part of one group."

All agree that by working together, everyone involved benefitted: the employees (management and classified), the company and the customer.

"This is great for me because we could implement our ideas," Davis concludes. "It's good when management values employee opinions by pledging time, effort and implementation of their ideas. I believe this encourages employees to continue to offer input, be creative and to consider the company really theirs."

Corgey, left, and Davis, right, discuss customer response to the new disconnect notices. Photo by Scott Harper.

Transformer reblocking squeezes out savings

by Robert Adams

You've probably seen a television show where emergency medical people administer a shock to a patient whose heart has stopped beating. Remember how the patient's body jumps at the time of the electrical jolt?

Imagine the inside of a GSU transformer as being similar to the patient. If the transformer is hit with a thru-fault -- a shock from the outside, such as when two conductors accidentally short circuit -- the internal parts of the transformer will try to jump, similar to the patient's body.

This is not good for a transformer.

A transformer uses two concentric coils of wire, called windings, to create electromagnetic fields. These fields change the electrical voltage levels that enter and exit the transformer.

"They look like two giant springs, or toy Slinkies, sitting vertically, one inside the other," says Joe Penner, principal engineer - standards.

Even slight movement of the windings may cause the transformer to fail, says Penner, because abrasion may tear the insulation off the wire.



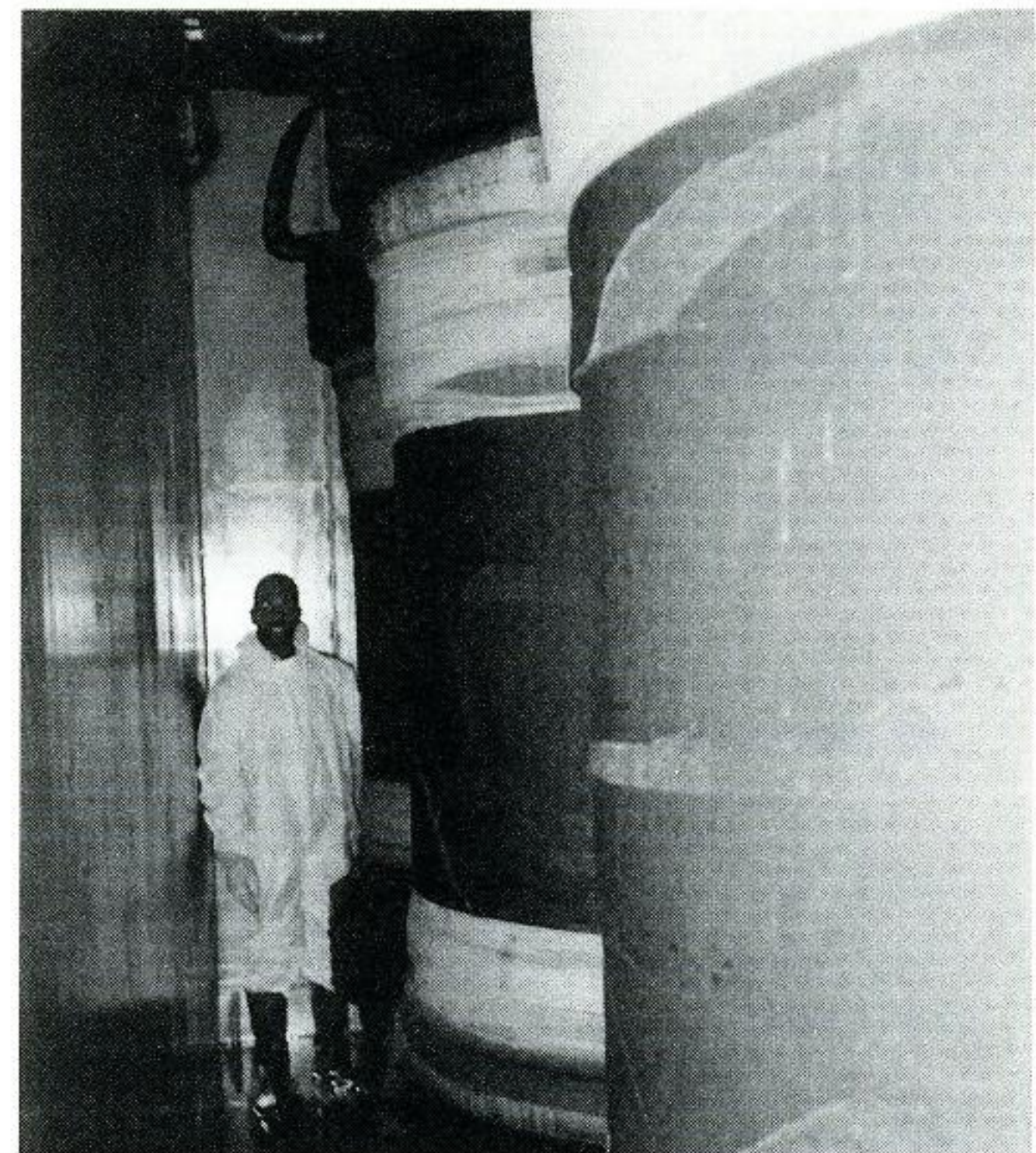
Tony Cervantes and Johnny Page, both substation mechanics-1st class, finish a job on a transformer at Neches Station. Photo by Robert Adams.

loosen the windings.

Technicians can replace and reposition a transformer's wooden blocks in a procedure called reblocking. Bill Barksdale, vice president - engineering and technical services, says a program to reblock GSU's transformers in the field began in 1990, using vendors to work on the equipment.

"Before we started the reblocking program, we would send failed transformers back to the factory to be rebuilt," says

To prevent movement in the windings, transformer manufacturers compress them under tremendous pressure, up to 100,000 pounds per square inch. Wooden blocks at the top and bottom hold the windings in place as clamps apply the pressure. As a transformer ages, however, these wooden blocks may become loose or even break apart, which will



Willie Taylor, substation mechanic 1/c, inspects the inside of a 500 kv shunt reactor, which controls voltage on extra high voltage transmission lines and is built similarly to a transformer. The windings are the three large cylindrical objects.

Barksdale, "but the cost to reblock a transformer in the field can be 20 to 30 times less than the cost of having it rebuilt at the factory."

As an example, the generator step-up transformer at Nelson 4 was reblocked for \$100,000 by a contractor. The cost to rebuild this type of transformer is in excess of \$2 million.

To realize even greater savings, GSU began in 1991 to perform the reblocking procedure itself using company engineering and supervision and either GSU or contract labor.

Barksdale says GSU's reblocking program targets transformers to be reblocked *before* they fail, saving the company even more. By avoiding a catastrophic failure of a transformer, other problems can be prevented, such as destruction of nearby equipment, outages, fires and environmental damage.

To date, GSU has inspected 22 transformers. Thirteen of the transformers have been reblocked, with GSU reblocking eight of them.

The company plans to inspect every substation transformer which has been in service for more than 20 years and is rated 50 mega volt-ampere (Mva) or larger.

Barksdale says that the ability to reblock the transformers depends on the available space inside. He adds that selected smaller transformers may be added to the program later.

GSU is one of the first utilities in the country to begin a reblocking program of this magnitude.

Power quality seminars help improve service

by Mark Viguet

Gulf States Utilities and the Electric Power Research Institute recently sponsored seminars on power quality problems and solutions for industrial and commercial customers in Beaumont and Baton Rouge.

What is a "power quality problem?" Basically, it is a deviation from the norm in voltage, current or frequency which results in the failure or faulty operation of electrical equipment.

"Power system disturbances have been present since the beginnings of the electric utility industry. However, years ago the customer's equipment was more forgiving toward disturbances than today's highly sensitive electronic equipment," says Mike Hillhouse, industrial power quality manager. "People are putting more and more electric equipment into their businesses all the time, and the number of these sensitive devices is growing. The bottom line is that, if a customer's processes are disrupted, it can cost them money."

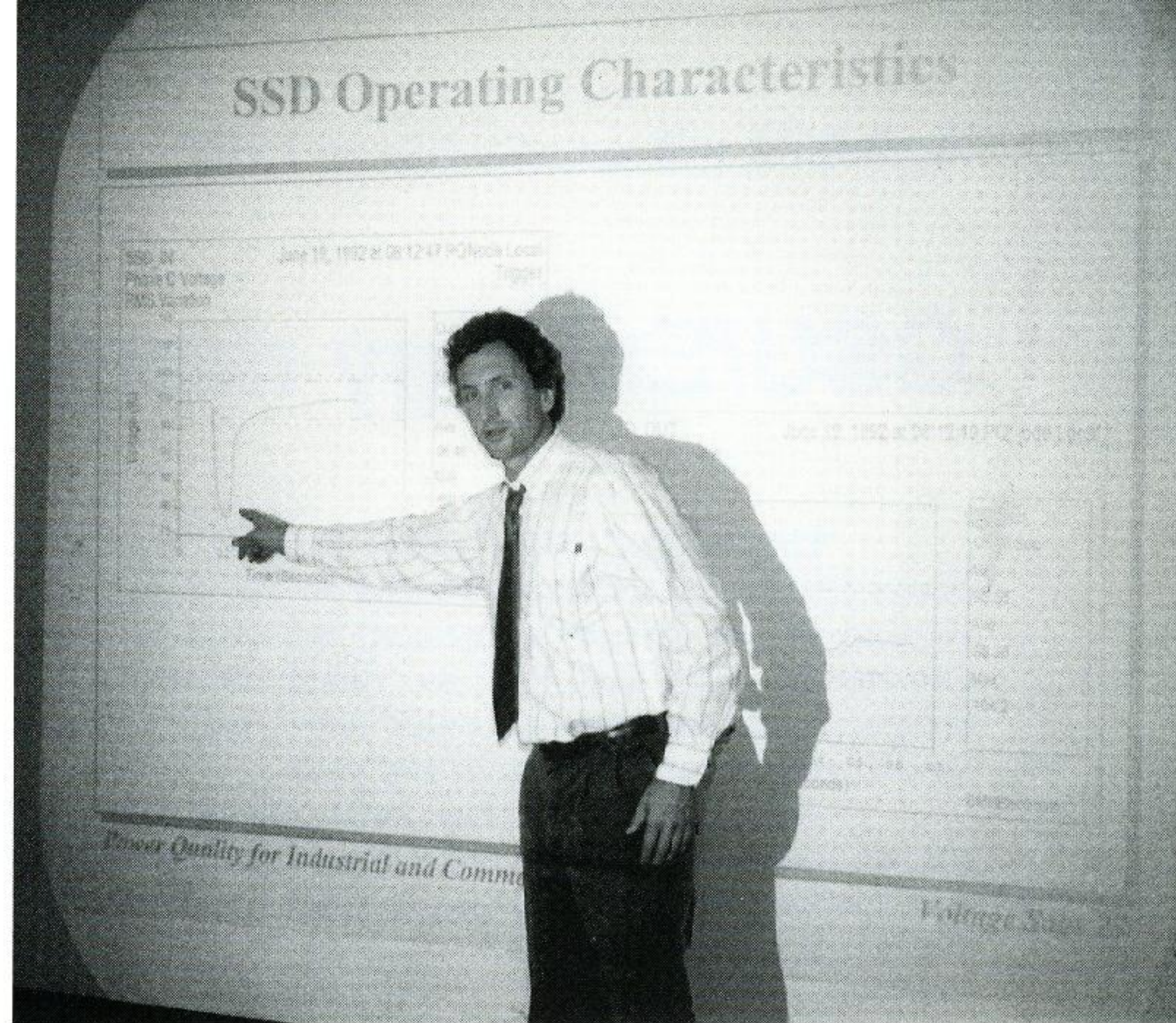
At GSU, our power quality program ensures that our industrial and commercial customers understand how power system disturbances can occur--and how they can minimize disruptions in their operations.

"From our viewpoint, if the customer has a problem, then GSU has a problem," Hillhouse says. "These seminars are intended to educate our customers. The more the customer understands about how electrical disturbances affect his facility and how to deal with them, the better off we both are."

Speakers from Electrotek Concepts Inc. of Knoxville, Tenn., and an EPRI speaker from Dallas presented GSU customers with an overview of power quality problems and how they can be addressed. Industrial and commercial customers and GSU personnel attended each meeting, with about 100 attending in Texas and 60 in Baton Rouge. "There are many causes of power disturbances--some originate on GSU's system and some are internal to a customer's electric system," Hillhouse explains. "Typical sources are power network switching, power system faults, large load changes, utility equipment malfunctions and lightning. When these happen, the customer's electric equipment may be affected, resulting in loss of processes, equipment shutdowns or physical damage."

According to John Zemanek, industrial marketing manager-Louisiana, and Steve Williamson, industrial marketing manager-Texas, the seminars serve other important purposes in addition to education.

Williamson says customers appreciate GSU's concern. "The people attending the seminars were very pleased with the effort put out by GSU to try to help them," he says. "They indicated that they would like to



Mark McGranaghan, manager-power systems products and studies for Electrotek, explains the finer points of power quality at a recent GSU-sponsored seminar in Baton Rouge.

have additional seminars that would address one power quality issue, like voltage dips or harmonics, in depth."

Zemanek says the seminars provided an ideal vehicle for communication with customers.

"These types of meetings improve communication between our customers and the company," Zemanek says. "Often they don't realize we offer this kind of service. We let them know we have a power quality team to help them, and people will then call us."

Typically, GSU's industrial marketing representatives will become aware of a power quality problem, then contact Hillhouse. They begin to put together a team to evaluate the problem and offer solutions. GSU's power quality team includes industrial marketing representatives and managers, as well as other GSU employees who lend expertise in a particular area.

The team will go through a customer's facility and conduct a "power quality audit" to pinpoint possible causes of power quality problems. Customers are then provided with a report on the possible causes of power disturbances and what can be done to prevent or minimize equipment and process disruptions.

"If there is an impact to a plant or business from power quality, then we need to address it, because whether the problem is on our system or not, we're going to get credit for it," Zemanek says. "By helping resolve these problems promptly, our customers' profitability is improved and they form positive opinions of the service GSU delivers."

Hillhouse agrees on the importance of communication with the customer.

"We can't help customers with power quality concerns improve their operations unless we know they have a problem," Hillhouse says.

Williamson notes that, in many cases, the contacts made with customers at the meetings are just a starting point.

"The follow-up afterwards by GSU is very important," he says.

GSU/Entergy merger takes center stage

The biggest news story of 1992 for Gulf States Utilities and Entergy started on June 5 with the signing of the merger agreement between the two companies. Now that 1992 has faded into 1993 the merger continues to hold center stage, and it promises to stay there throughout the year.

Added emphasis has been placed on employee communication at Gulf States since the merger was announced and, according to GSU Chairman Joe Donnelly, that focus will continue.

"Although only a small number of Gulf States and Entergy employees have been directly involved in merger activities, we want to keep all employees up-to-date on merger progress," Donnelly said.

While combining Gulf States and Entergy into one new company is a complex task, Donnelly stated, "That is our mutual goal. It will take the best efforts of everyone at GSU and Entergy to make this a reality, and we need to see ourselves as contributing to the future of the combined company."

Key developments summarized

Every month that has passed since the merger agreement has included one or more developments associated with the project.

Highlights of the first eight months of merger developments include:

June 5—GSU Chairman Joseph Donnelly and Entergy Chairman Edwin Lupberger sign the merger agreement during the early evening in GSU's Beaumont, Texas, headquarters. The signing climaxes months of confidential exploratory discussions between representatives of the two companies.

The agreement provides for Entergy to pay \$20 per share for GSU common stock. GSU will become an operating company subsidiary of a new holding company that will be formed by the combination of GSU and Entergy. The new company will be named Entergy. The companies agree that Gulf States will continue to be headquartered in Beaumont.

June 8—The merger agreement is announced to employees in both companies and other audiences, including the financial community, key public officials in the two service areas, IBEW leadership, state and federal regulators, and numerous others.

News media in the local areas, as well as the financial press and utility industry publications treat the merger as one of their top news items.

Operational advantages and cost efficiencies for both companies

July 1—The companies formally file their joint application for merger approval with the Louisiana Public Service Commission and the Public Utility Commission of Texas. The application notes that the combination of GSU and Entergy will offer:

■ Operational advantages and cost efficiencies for both companies from the creation of a larger, four-state network with numerous synergies in electrical operations and business practices.

■ Fuel savings of approximately \$790 million in the first 10 years following closing,

with the full amount to be passed automatically on to Gulf States' customers through the fuel clause elements of their bills.

■ A cap on Gulf States' base rates for a minimum of five years at the level that exists on the date of closing.

■ Continuation of the highest level of service to the four-state region and of both companies' strong commitment to work for economic growth and regional prosperity.

August 18—Chairmen Donnelly and Lupberger address a LPSC informational hearing in Baton Rouge. They also go beyond merely discussing the numerous benefits that will result from the merger. For example, Lupberger tells the commission that one of the principles underlying Entergy's future is a commitment to "take the burden of profitability off the shoulders of our customers and place it on the management skills of our company."

August 26—Hurricane Andrew strikes South Louisiana damaging sections of both the GSU and Entergy systems. Over the next two weeks, the companies work side-by-side making repairs and getting an early start on learning some of each other's work practices and procedures.

August 26—On the same day that Hurricane Andrew strikes South Louisiana, the companies present to the PUCT extensive written testimony by Chairmen Donnelly and Lupberger, other company officials and experts from outside consulting firms to support the July 1 application for merger approval.

The testimony provides voluminous data justifying the merger and elaborating on the benefits it will produce.

A similar Louisiana filing had to be postponed until August 28 because the hurricane closed state offices and commanded the full attention of



government and company personnel.

Two weeks after the dual state filings, an avalanche of data requests begins to arrive at GSU and Entergy from the staffs of the commissions and intervenors who are formal participants in the regulatory proceedings. The companies set up teams of legal and administrative personnel who work virtually around-the-clock to answer more than 2,300 inquiries, most of them highly complex and accompanied by numerous pages of documents and supporting data.

September 9—The companies gain a favorable ruling in a conference before the three-member Public Utility Commission of Texas. The commission rules that the case has been properly filed as a merger case and it denies the request of various intervenors to classify it as a rate case.

LPSC hears chairmen outline customer benefits

October 5—The Louisiana PSC opens several weeks of cross-examination of GSU and Entergy witnesses. GSU Chairman Donnelly appears as the first witness and tells LPSC members, staff and other participants that GSU and its customers will enjoy substantial benefits from the merger that would not be possible if GSU remained an independent company.

Entergy Chairman Lupberger testifies later in the month and makes clear to Commission members that the benefits for GSU customers will be available across all classes of customers and in all areas of the two-state GSU service region. He also says that the Entergy System will gain a share of the total operational and cost benefits produced by the merger, thus enabling it to extend its pledge of not filing new rate increases.

October 19—The companies ask the Federal Energy Regulatory Commission to expedite consideration of the combination and to make an initial decision within six months after issuing an order setting a procedural schedule.

November 9—A joint proxy statement and prospectus is mailed along with proxy cards to all GSU and Entergy shareholders. Both companies announce December 17 as the date of special shareholder meetings for shareholders to vote on the merger.

Staff of LPSC leaning in favor of merger

December 15—The LPSC staff says its preliminary analysis of the merger indicates that it would "likely be in the public interest" and that "potential savings appear to exist that would make the merger beneficial" to customers. The staff recommends further hearings in early 1993 to pursue



GSU Chairman Joseph Donnelly with Entergy Chairman Edwin Lupberger following the Dec. 17 special shareholder's meeting in Beaumont.

additional information and analysis. They indicate a LPSC decision could come by April 1993.

December 17—The common stock shareholders of Entergy meet in New Orleans and approve the merger by a wide margin. Later in the day, GSU's common stock shareholders endorse the merger at their special meeting in Beaumont. More than 75 percent of each company's common shares are voted in favor of the merger, with the proportion of "for" votes exceeding 98 percent of the total number of shares voted in both companies.

January 6, 1993—A hearing examiner for the PUCT affirms March 8 as the date to begin that regulatory agency's hearings on the merger. Examiner Kathleen Sanford rejects requests filed by some intervenors for a delay in the hearing schedule.

January 27—FERC grants expedited consideration of the combination. The FERC administrative law judge is directed to render an initial decision on the merger case by Aug. 31, 1993. A final decision could come by the end of the year.

Internal planning for combining GSU and Entergy to begin

As the merger continues to move forward, 1993 promises to be a year filled with numerous regulatory proceedings before the LPSC, the PUCT, the FERC, the Nuclear Regulatory Commission and other agencies. This year will also be the period during which the two companies start in-depth internal planning to prepare for the combining of their operations and staffs.

Employees will be kept fully informed as the integration planning begins and then proceeds on a schedule that allows for completion at approximately the same time that final regulatory approvals should be received.

Cost of living increase for Gulf States retirees

“Thank you, Thank you, Thank you!”

Recently, GSU's board of directors voted to include a supplemental cost of living increase to the pension checks of GSU retirees. It was the ninth such financial supplement approved by the board since 1965. Many retirees wrote letters to Chairman of the Board Joseph L. Donnelly to express their appreciation for the board's concern for all members of the GSU family. Here are some of their comments.

“Thank you, Thank you, Thank you!
What a nice surprise.”

Wanda C. Phifer
Searcy, Arkansas

“It is very nice to have an additional increase to my pension check. Thank you very much. It is appreciated. May God bless you.”

Jessye L. Garrison
Baton Rouge, Louisiana

“I wish to thank you for the recent increase in the pension supplement. There is a great satisfaction in having been a member of the GSU family. I appreciate the thoughtfulness you and the board of directors have shown by your consideration of retired employees.”

C.M. Scott
Port Arthur, Texas

“I want to express my thanks to you and the board for the supplemental increase in my pension check. I am finding that the increasingly high cost of insurance is at times overwhelming, and this will certainly help.”

Lillian A. Oliver
Beaumont, Texas

“Having received your letter, I want to express my appreciation of the increase in my pension payment. I am 93-years-old and right at the point where my living costs are exceeding my income, which means the increase is very important. Thank you very much.”

Alan W. Hastings
Hightstown, N.J.

“I appreciate very much what you and the board did in increasing my payment. The increase will help us to pay hospital bills. Thank you and the board for your kind act.”

Henry C. Levois
San Antonio, Texas

“As the widow of a 38-year Gulf States employee, I wish to express my deepest thanks and appreciation to you and the board of directors for the supplemental increase in my pension check. This will greatly help me in meeting the rising cost of today's living, and also, my very special thanks for your many kindnesses extended toward retirees and their spouses.”

Margaret B. Parent
Groves, Texas

“My wife and I want to express our gratitude to you and the board of directors for the supplemental increase to our retirement check. It will be most helpful to our budget.”

Edward J. Sanchez
Baton Rouge, Louisiana

“Just a note to say thanks to you and the directors for the pension increase. It is a very thoughtful act and I appreciate it.”

Ward McCurtain
Beaumont, Texas

U. S. Navy salutes Cormier with awards and honors

by Scott Harper

To Harry Cormier, senior energy auditor, Lake Charles, it seems like only yesterday when he was called to active duty for Operation Desert Shield/Storm. Actually, two years have passed.

The 20-year Navy veteran was on active duty for almost a year assigned to the United States Navy Military Sealift Command in Beaumont.

"When I was called," he says, "the suspense of not knowing what might happen was scary, but it felt good to answer the call of duty and represent my country."

Following his active duty, Cormier has received numerous awards and honors. In November 1991, he was honored as Naval Reserve Center "Sailor of the Year" for Orange, Texas. In January 1992, he was presented the Navy's Unit Commendation by the Secretary of the Navy in recognition for his unit's performance.

In February 1992, Cormier was selected as Commander - Readiness Command Region 10 "Sailor of the Year" in competition throughout a 5-state area (from Austin, Texas to Pensacola, Fla.). He was first of 46 finalists and is the first reservist from the Orange center to hold the Region 10 title.

Also in February, he took the nationwide Navy examination for promotion to Chief Petty Officer and, later in June, received notice of his advancement. In a formal ceremony held last September, the traditional Navy Anchors were presented.

This was a symbolic event for Cormier because he had requested John Taylor, Jr., supervisor-rate research, Beaumont, and a



Cormier

Navy Senior Chief in the reserves, to sponsor him for his initiation.

In December 1992, Cormier received the Navy Achievement Medal from the Secretary of the Navy, for invaluable supply expertise in the absence of a unit's contracting officer and interacting with numerous Department of Defense agencies involved in the movement of government equipment during the Gulf War. Speaking of his naval reserve service, Cormier remarks, "I get a sense of fulfillment, honor and commitment."

Even though he could retire now, Cormier sees continued service as a reservist in his future. "My true desire is to roll over into the warrant officer program with the chaplain's corps," says the ex-seminarian. "There's a shortage of chaplains and I believe there's a real need to spread the Good News and be there for people."

Historic poles light up Beaumont Service Center

by Susan Gilley

Perhaps one can't get something for nothing these days, but Beaumont Service

Center employees are pleased with what they obtained with a little sweat--and hardly any money.

Employees salvaged several scrap light poles they had accumulated over several years. Under the direction of LaMech Wright and Jim Lusk, they sand-blasted and painted the poles, transforming them into attractive street lights for their employee parking lot.

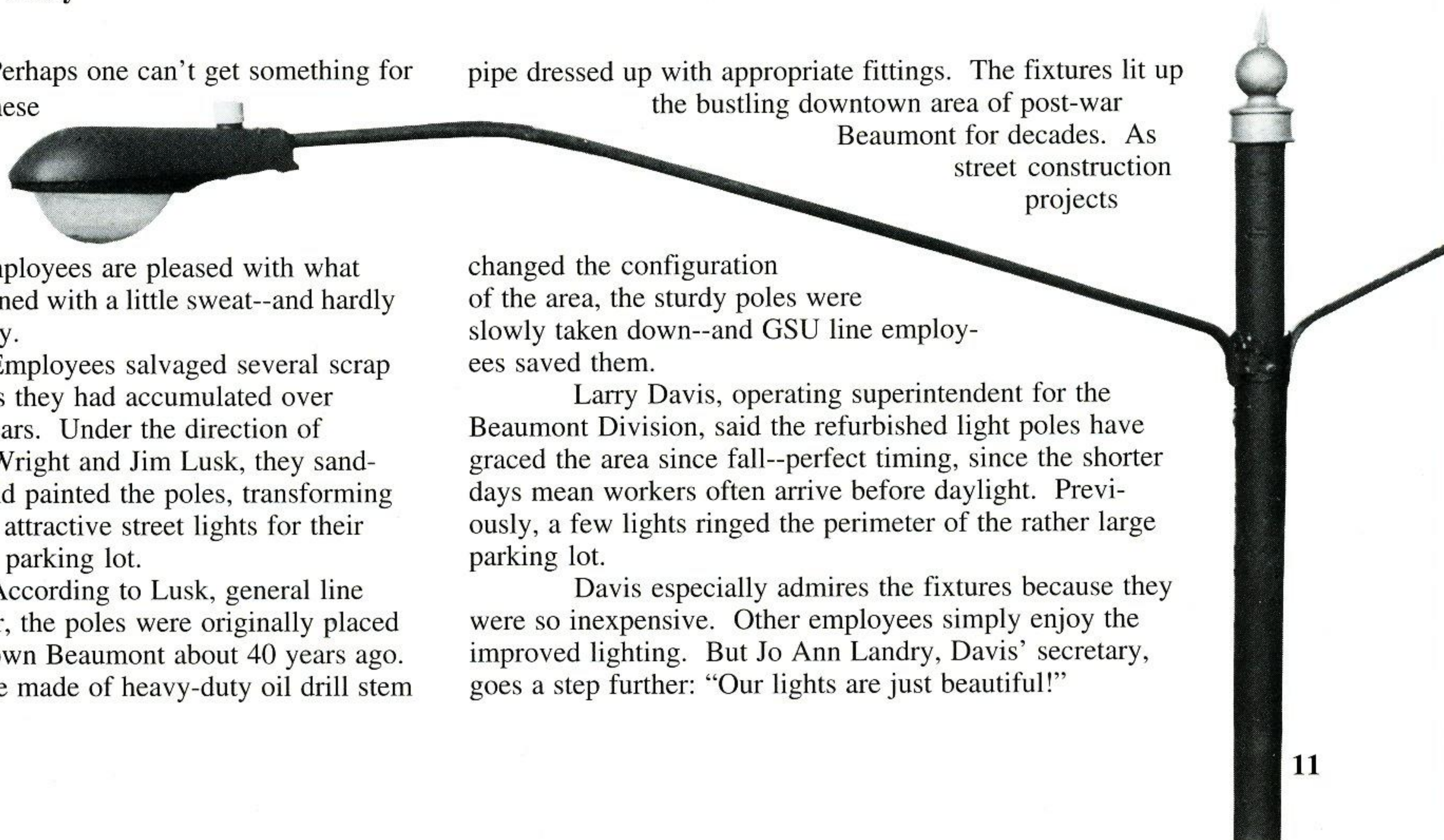
According to Lusk, general line supervisor, the poles were originally placed in downtown Beaumont about 40 years ago. They were made of heavy-duty oil drill stem

pipe dressed up with appropriate fittings. The fixtures lit up the bustling downtown area of post-war Beaumont for decades. As street construction projects

changed the configuration of the area, the sturdy poles were slowly taken down--and GSU line employees saved them.

Larry Davis, operating superintendent for the Beaumont Division, said the refurbished light poles have graced the area since fall--perfect timing, since the shorter days mean workers often arrive before daylight. Previously, a few lights ringed the perimeter of the rather large parking lot.

Davis especially admires the fixtures because they were so inexpensive. Other employees simply enjoy the improved lighting. But Jo Ann Landry, Davis' secretary, goes a step further: "Our lights are just beautiful!"



Promotions from November 1 - December 31, 1992

Bagbey, Thomas M., River Bend, to senior planning and scheduling specialist, RBNG-Plant Operations (3).

Bangs, Wayne O., Louisiana Station, to head fireman, Plant Production (18).

Beck, Wally J., River Bend, to director-nuclear training, RBNG-Administration (8).

Bergeron, Barry M., Baton Rouge, to lineman 2nd class, Electric T&D (9).

Bowers, Scott A., Lafayette, to apprentice-line and service departments, Electric T&D (1).

Brawner, Stephen J., River Bend, to nuclear training representative, RBNG-Administration (8 months).

Brown, Vicky F., Beaumont, to operations analyst, Computer Applications (10).

Castille, Gregory J. Sr., Lake Charles, to meterman 2nd class-T&D, Electric T&D (6 months).

Caswell, Robert L., Jr., Lake Charles, to lineman 1st class, Electric T&D (10).

Chargois, Julie R., Beaumont, to senior operations analyst, Computer Applications (4).

Copeland, Robert W., Beaumont, to automotive technician helper, Fleet Administration (2).

Crow, Michael A., Baton Rouge, to communication serviceman 2nd class, Electric T&D (1).

Dupre, John L., Baton Rouge, to meterman 1st class-T&D, Electric T&D (4).

Floyd, Don L., Beaumont, to automotive technical helper, Fleet Administration (2).

Fondon, John W., Dayton, to lineman 2nd class, Electric T&D (6 months).

Graham, Philip D., River Bend, to vice president-RBNG, Executive-RBNG (3).

Green, Hayward L. Jr., Beaumont, to meterman 2nd class, Electric T&D (1).

Hamilton, John R., River Bend, to manager-engineering, RBNG-Engineering (9).

Hance, Douglas C., River Bend, to senior licensing engineer, RBNG-Oversight (3).

Hermann, William J., River Bend, to senior technical specialist, RBNG-Engineering (3).

Horn, Richard A., River Bend, to radiation protection technician 1st class, Plant Production (1).

Huval, Terry J., Lafayette, to general superintendent-Lafayette District (14).

Israel, Benjamin L., Louisiana Station, to repairman 3rd class, Plant Production (1).

Jaycox, Devon S., Beaumont, to energy planning engineer, Energy Resources (3).

Jeffcote, Joel E., Lafayette, to district manager-Port Arthur, Division Operations (22).

Johnson, Milford R., River Bend, to senior planning and scheduling specialist, RBNG-Plant Operations (1).

King, Glyn E., Nelson Coal, to electrician 2nd class,

Plant Production (6 months).

Schandorff, Cleland H., Conroe, to shop and field tester, Electric T&D (6 months).

Kusmierz, Steven J., New Caney, to lineman 2nd class, Electric T&D (1).

Langlois, Eric J., Willow Glen, to test technician 2nd class, Plant Production (1).

Marshall, Richard A., Baton Rouge, to lineman 1st class, Electric T&D (3 months).

McKenzie, Ronald M., Port Arthur, to vice president-information services, Executive, Beaumont (25).

McNeely, Arnold L., Beaumont, to systems analyst, Computer Applications (1).

McQuirter, James H., River Bend, to senior licensing analyst, RBNG-Oversight (11).

Miller, Florence M., Baton Rouge, to apprentice-gas department, Gas Department (11).

Mitchell, Billy D., Beaumont, to lineman 1st class, Electric T&D (8).

Moore, Patrick K., Lake Charles, to apprentice-line and service departments, Electric T&D (1).

Neal, Michael D., Lake Charles, to substation mechanic 3rd class, Electric T&D (1).

Park, James R., Huntsville, to lineman 4th class, Electric T&D (2).

Paul, Phillip I., Port Arthur, to lineman 1st class, Electric T&D (12).

Phillips, Peyton M.,
Beaumont, to computer operations associate, Computer Applications (3 months).

Ricketts, Bobby R.,
River Bend, to senior emergency planner, RBNG-Administration (4).

Rizzotto, Vincent M.,
Beaumont, to senior market research analyst, Marketing (7).

Schippert, Joseph P.,
River Bend, to plant manager-RBNG, RBNG-Vice President's Staff (7).

Scott, Thomas P.,
Port Arthur, to engineering assistant, Electric T&D (5).

Shelton, Stacey L.,
Baton Rouge, to helper-gas department, Gas Department (8).

Shingleur, Robert M., Baton Rouge, to apprentice-gas department, Gas Department (10).

Sims, Randall E.,
Zachary, to apprentice-line and service departments, Electric T&D (7).

Smith, Tommy J.,
Baton Rouge, to pipeman welder 3rd class, Gas Department (4).

Stein, Michael A.,
River Bend, to director-design engineering, RBNG-Engineering (6).

Threadgill, Joel B.,
Calvert, to lineman 4th class, Electric T&D (6 months).

Varela, Felipe, Beaumont, to storekeeper, Materials Management (12).

Vukovics, John M.,
River Bend, to systems engineer, RBNG-Plant Operations (2).

Walker, Carl W.,
River Bend, to supervisor-contracts and procurement services, RBNG-Business Systems (8).

Ward, Henry K.,
Beaumont, to storekeeper, Materials Management (13).

Wellman, Tracy P.,
Navasota, to lineman 3rd class, Electric T&D (3).

Wheeler, Raymond L., Beaumont, to systems analyst, Computer Applications (23).

Wilson, Anna V.,
River Bend, to planning and scheduling analyst, RBNG-Plant Operations (6).

Woods, Douglas T.,
Baton Rouge, to customer contact representative, Division Accounting (1).

Wright, Sara W.,
River Bend, to chemical foreman, RBNG-Plant Operations (7).

()denotes years of service

Jeffcote, Huval head up districts

Calvin Hebert, senior vice president for division operations, announced the promotions of Joel Jeffcote to district manager-Port Arthur and Terry Huval to general superintendent-Lafayette District.

Jeffcote, who joined Gulf States 22 years ago as a mechanic's helper at Sabine Station, has held such positions as internal auditor, Beaumont, and accounting superintendent-Western Division, as well as superintendent-Huntsville district and general superintendent-Lafayette District.

A graduate of Bridge City High School, Bridge City, Texas, Jeffcote received his bachelor of business administration degree in accounting from Lamar University, in 1974. He also served in the United States Air Force. He and his wife Margaret are the parents of a son and daughter.

Huval joined Gulf States in 1978 as an engineer in T&D Engineering, Baton Rouge. In 1981, he was assigned to Lafayette, where he has held such positions as substation relay and communications supervisor, district engineer and, most recently, district engineering and substation supervisor.

Huval, a graduate of Breaux Bridge Senior High School, has a bachelor of science degree in electrical engineering from the University of Southwestern Louisiana in Lafayette. He is a registered professional engineer in the states of Louisiana and Texas. Huval and his wife Annette have one son.

SERVICE ANNIVERSARIES

November/December

1992

40 YEARS

Carl E. Courtney

Plant Production
Louisiana Station

Alice E. Maldonado

Computer Applications
Beaumont

Jack E. Strickland

Electric T&D
Beaumont

20 YEARS

Gary L. Andrus

Plant Production
Nelson Station

Robert C. Bowling

Fleet Administration
Conroe

Richard D. Bozeman

Electric T&D
Lake Charles

Kenneth T. Duhon

Electric T&D
Lake Charles

Richard W. Harrell

Plant Production
Nelson Coal

David E. Kovach

Electric T&D
Conroe

Charles W. Loewenthal

Electric T&D
Baton Rouge

John A. Mitchell

Electric T&D
Beaumont

Ronaldo R. Trevino

Electric T&D
Port Arthur

Wanda S. West

Division Accounting
Lake Charles

10 YEARS

Jane W. Berryman

Electric T&D
Lake Charles

Dennis C. Dunn

Electric T&S
Winnie

Daisy S. Fontenot

Human Resources
Beaumont

Steven B. Gomez

Engineering Svcs.
Beaumont

Elvira J. Hebert

Legal Services
Beaumont

James H. Hyde

Plant Production
Willow Glen

Barbara W. Johnson

Computer Applications
Beaumont

William E. Melton

Plant Production
Willow Glen

June A. Montalbano

Plant Production
Nelson Coal

Ridley K. Oden Jr.

Plant Production
Nelson Coal

Thomas W. Oliphant

RBNG Engrg. & Admin.
River Bend

Kent D. Passman

Plant Production
Willow Glen

Roger C. Phillips

Plant Production
Sabine Station

Myrle L. Rodgers Jr.

Rates and Regulatory Affairs
Beaumont

Tony Scott Jr.

Electric T&D
Cleveland

John D. Sells Jr.

Fleet Administration
Beaumont

Warren D. Singleton

Electric T&D
The Woodlands

John H. Taylor

Plant Production
Nelson Coal

Michael M. Trigg

RBNG Plant Operations
River Bend

Thomas H. Vandergriff

Plant Production
Sabine Station

Charles R. Walters

Electric T&D
Orange

James L. Watkins

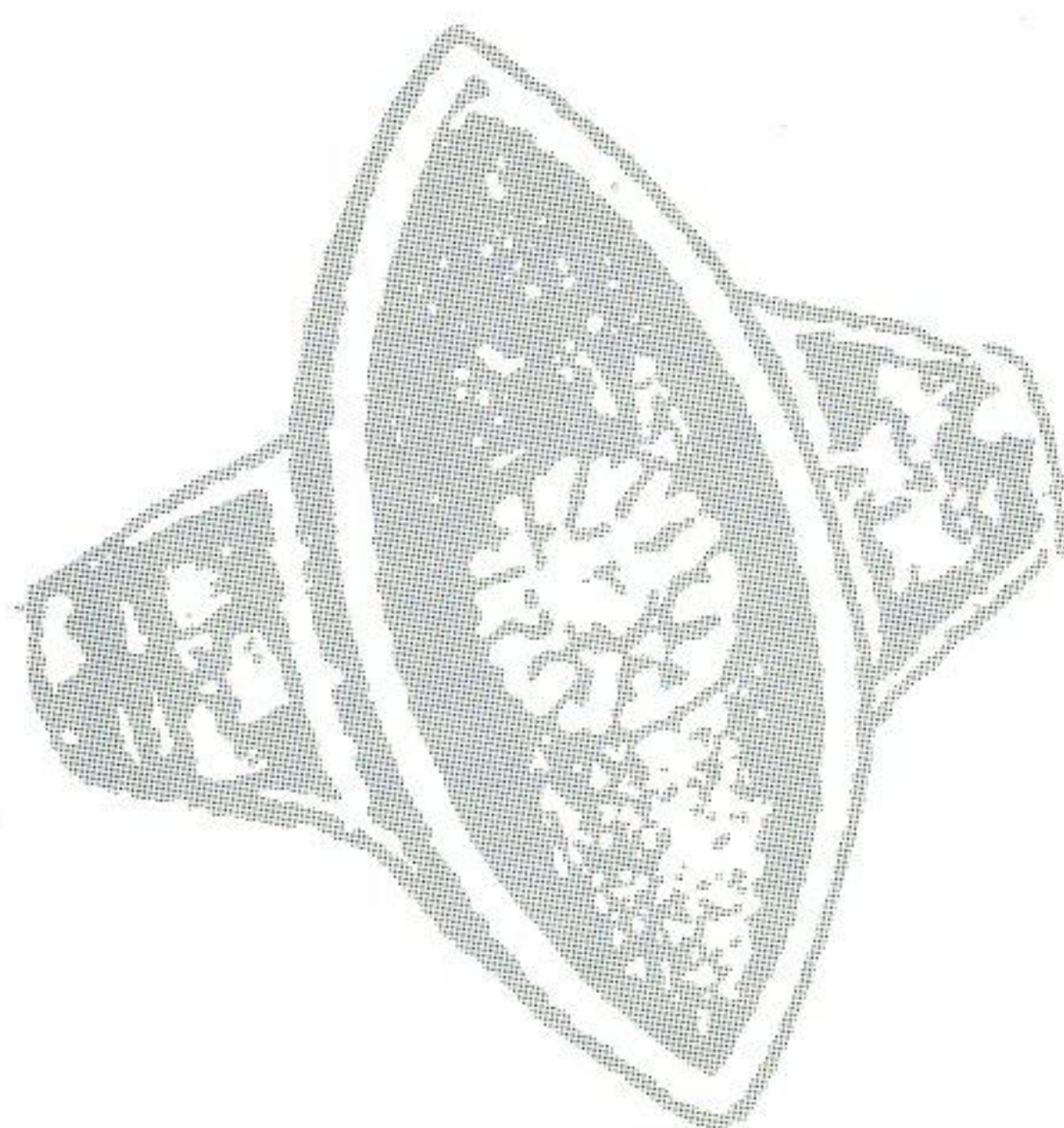
Electric T&D
Jennings

Randall M. Watson

Electric T&D
Baton Rouge

Scott A. White

Electric T&D
Lake Charles



MAILBOX



What a good job

"Knowing that you are extremely busy, I decided to drop you a line to tell you what a good job Gulf States Utilities did restoring our power on Reymond Avenue," writes Lynn F. Morris, executive director, Baton Rouge Green, to **Ken Sandberg**, manager-division operations, Baton Rouge.

"It was a difficult and complex job to say the least. Mr. **Larry Rainwater** from Beaumont was on site and he supervised the repairs on our "hot line" which had caught fire twice."

Rainwater is an inspector-tree trimming, Beaumont.

Truly grateful

"The 1992 Channel Six toy drive was the most successful ever," writes Ed Smith, director of community relations for Channel Six, to **Sue Williams**, supervisor-customer service, Port

Arthur. "More than 5,000 new and used toys were given to appreciative children throughout Southeast Texas and you were a vital link in placing these gifts in their hands before Christmas."

"You and your fellow GSU volunteers eliminated the uncertainty of transferring toys from the receptacles to the distributing agencies of the Southeast Texas Interfaith Council. In past years this has been a major problem."

"Channel Six and the Interfaith Council are truly grateful."

Fine, excellent and courteous treatment

"The purpose of this letter is to express our appreciation for the fine, excellent and courteous treatment received when dealing with GSU personnel," writes Alexander E. Chionsini, customer, to **John Conley**, vice president, Western Division.

"We returned to Texas

recently after a long absence and are building a house in Willis. Naturally we need electrical service and contacted GSU. All of the people we were in contact with went out of their way to be helpful. Two, **M. E. Evans** and **L. L. Whitesides**, were especially helpful. Thanks."

Evans is a senior engineering assistant, Conroe. Whitesides is a party chief, Conroe.

Thanks...we are now well on our way

"Thank you very much for allowing **Karen Yates** to work with the Chamber on its regional economic development initiative meetings," writes William B. Little, President and CEO of the Baton Rouge Chamber of Commerce, to **Jim Moss**, vice president, marketing.

"Each meeting was successful beyond our original expectations. This was due in large part to Karen's hard

work and great attention to detail in coordinating each event. The success of the regional initiative is dependent upon the success of these first meetings. Thanks to Karen, we are now well on our way!

"Karen is a great asset to, and a wonderful representative of, Gulf States Utilities."

Yates is a marketing agent, Baton Rouge.

Everyone benefited

"Thank you for your participation in the Tenth Annual Texas Energy Education Development Leadership Conference," writes Alan B. Sowards, vice president of education, Texas Mid-Continent Oil & Gas Association to **Les Jones**, customer information coordinator, Beaumont. "The information you shared about energy conservation and weatherization was put to good use. Everyone benefited from the experience."

GSU InfoLine



For the latest in GSU/Entergy merger news, as well as company news, special features and what's happening in your division, dial the GSU Info Line daily.

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Sabine Station lowered its flags to half-staff, as did other GSU facilities, in memory of Glenda Broussard. See related story on page 3. Photo by Scott Harper.



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