

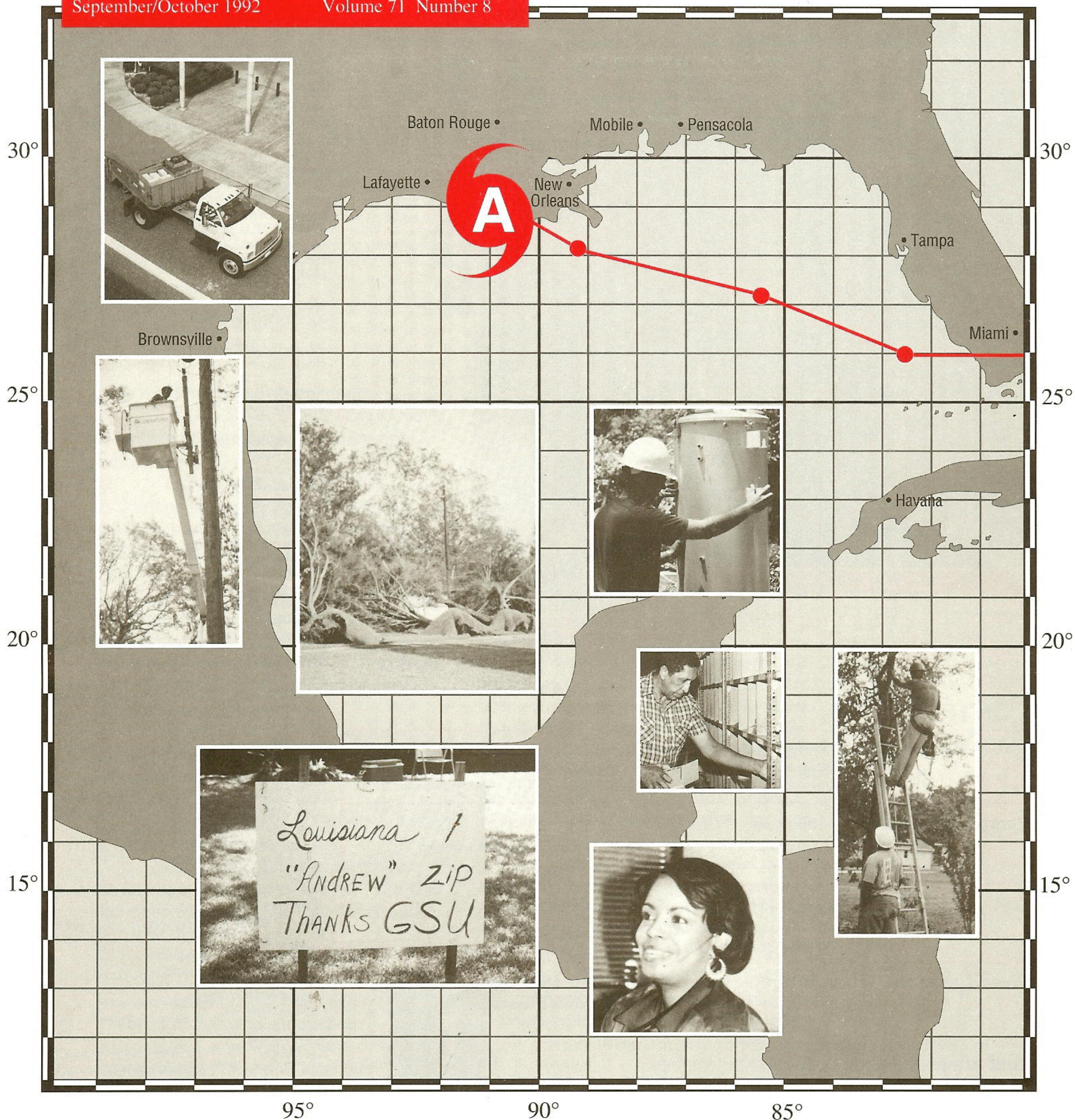
# PLAIN TALKS

September/October 1992

Volume 71 Number 8

## ANDREW!

Gulf States responds to Hurricane Andrew



### In this Issue:

Business as UnUsual  
at Gulf States

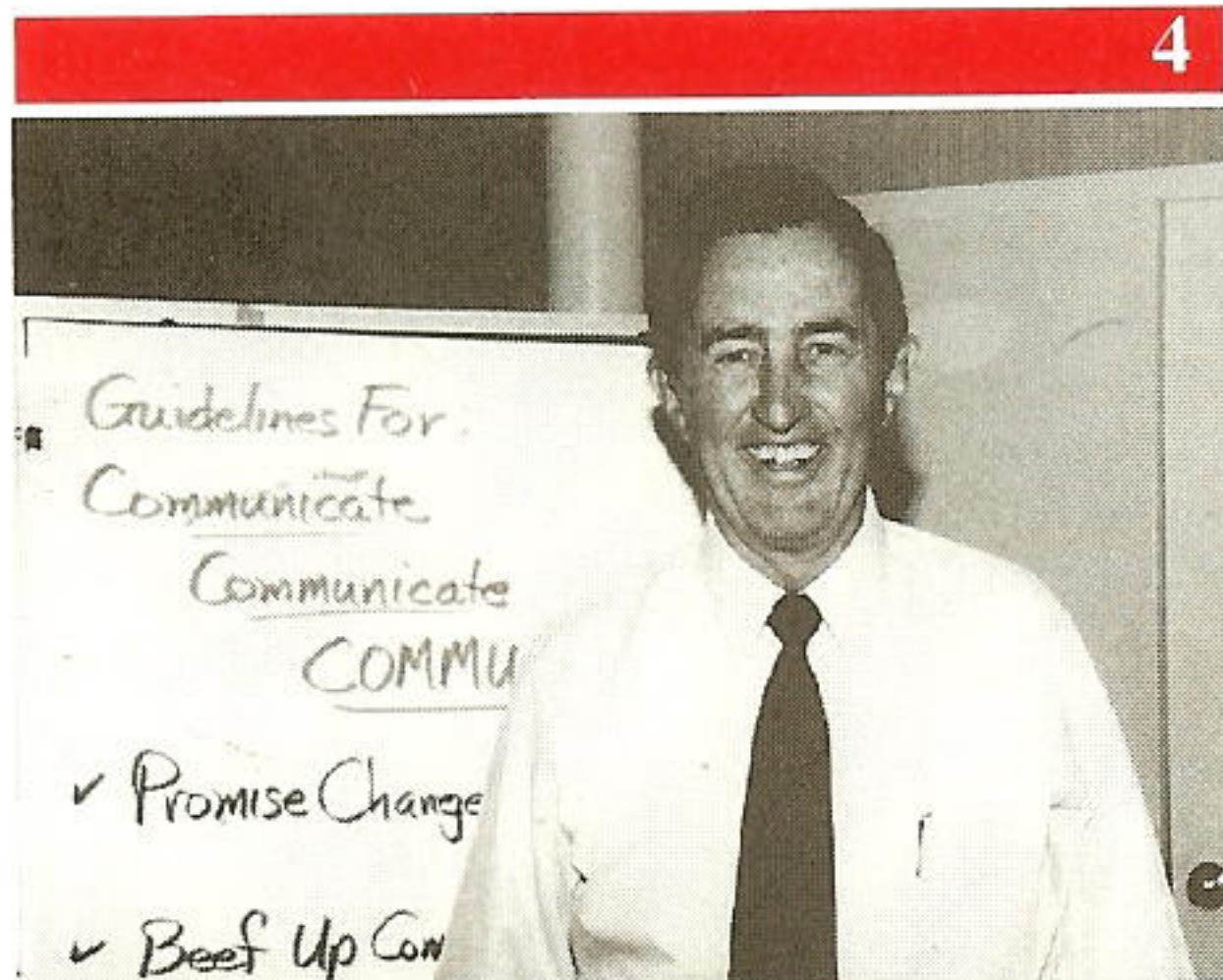
Institute produces  
environmental educators

Beaumont employee  
sets world record



# PLAIN TALKS

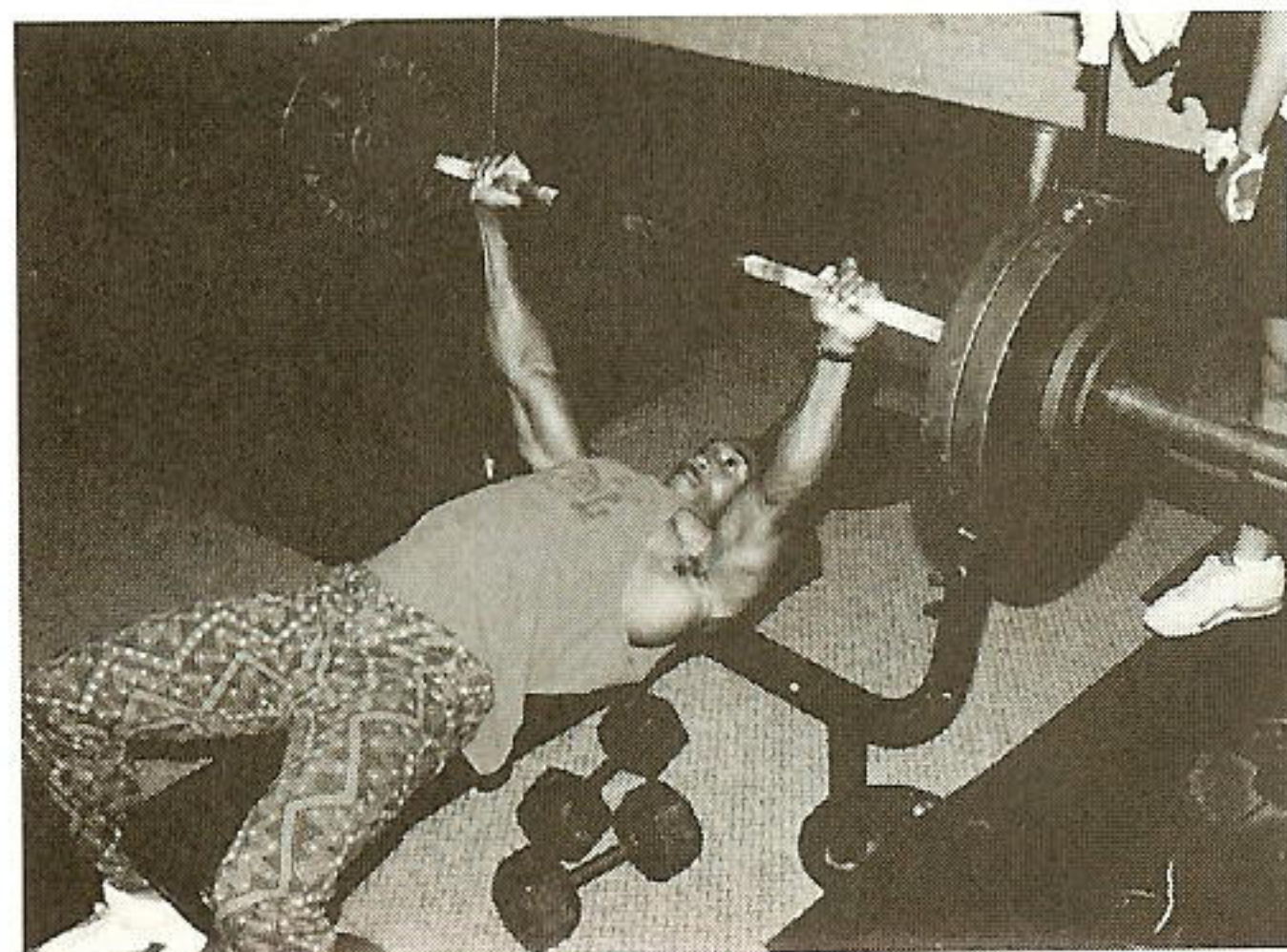
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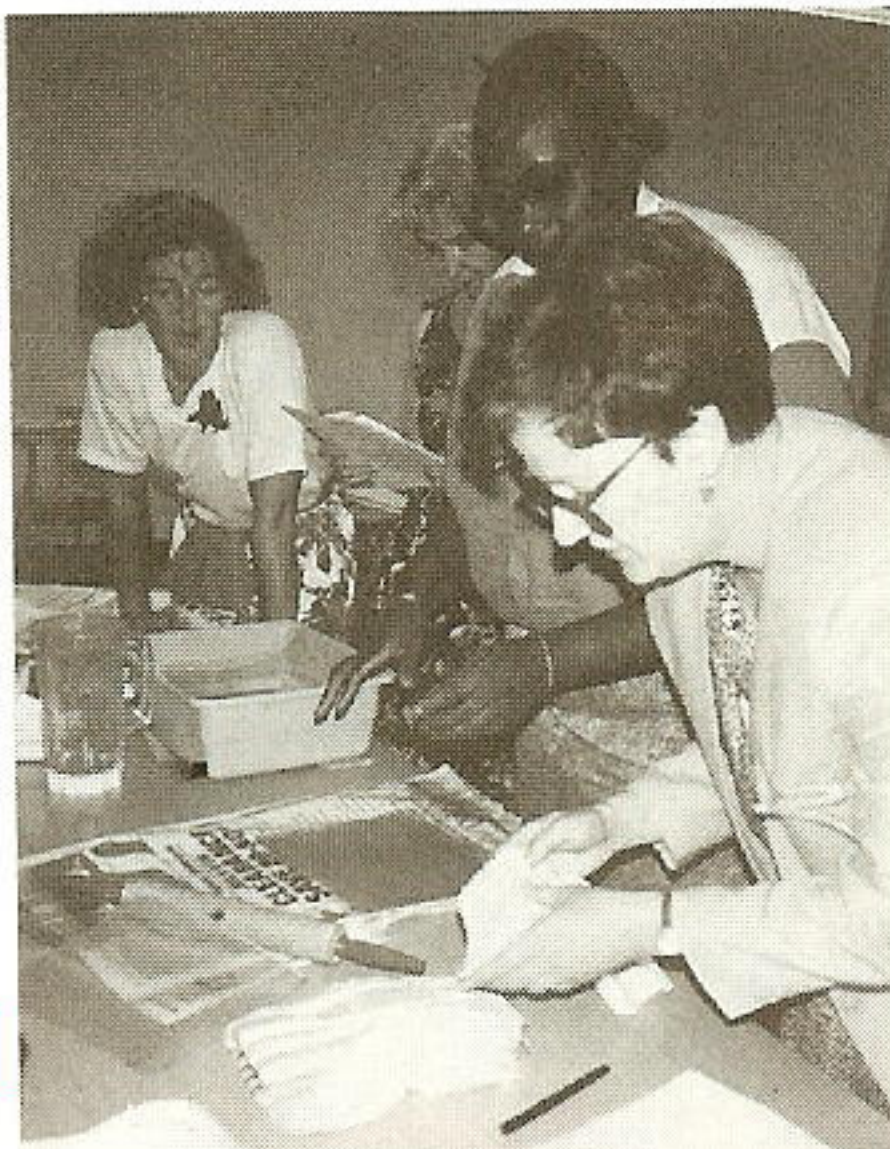
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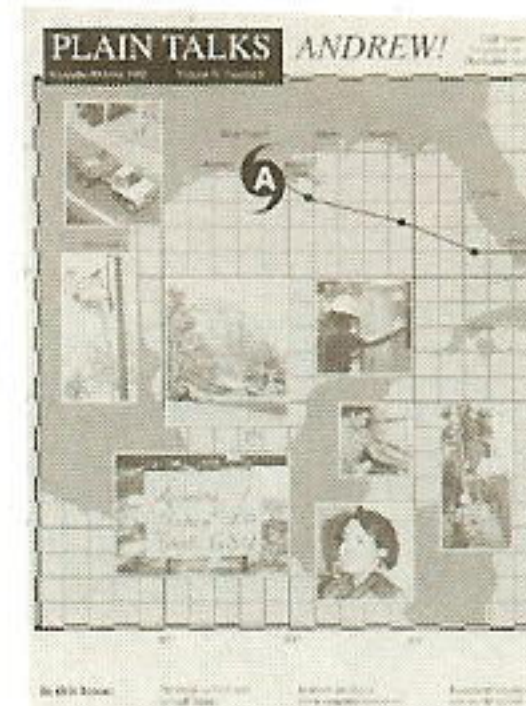
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On Sept. 22, Hurricane Andrew hit the Louisiana coast, leaving behind thousands of GSU customer without power. This issue of **Plain Talks** salutes the men and women of Gulf States who restored service in spite of long hours and difficult circumstances. (See pages 7-15).



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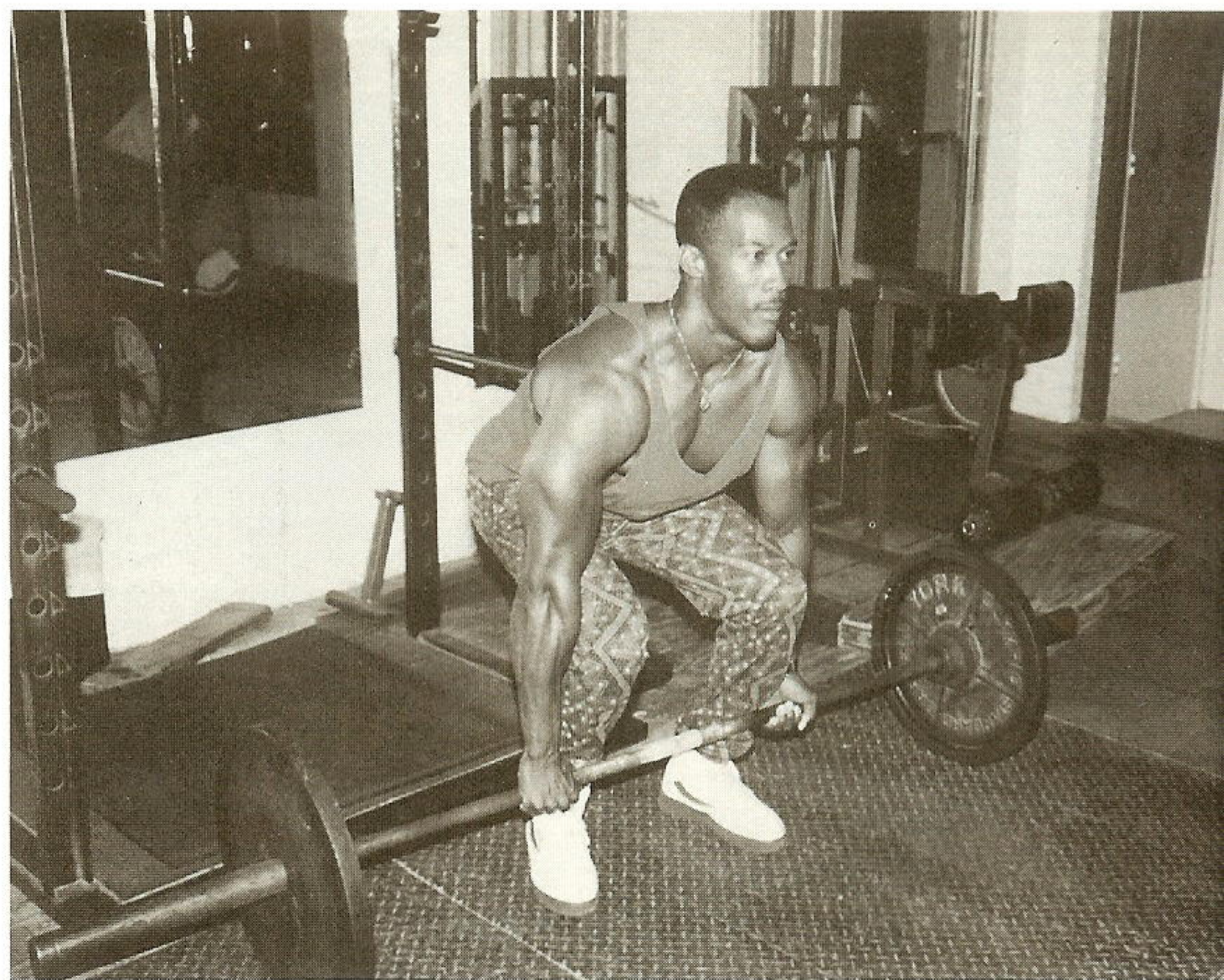
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## GSU's Walker presses world record in Spain



story and photos by Robert Adams

A Gulf States Utilities employee recently set the world record for a weightlifting event.

Calvin Walker, lineman 1/c, Beaumont, bench-pressed 440 pounds while competing against Spain last August in Madrid and Seville. Walker, a member of the U. S. Power Lifting Federation (USPF) team, won the world record in the 181 pound weight class. Walker beat his nearest competition by over 100 pounds, when second place was taken with a lift of 310 pounds. The previous world record in this event was 350 pounds.

Walker already has plans for competition next year. He will compete against Sweden in February and against Greece in August.

Then, in 1996, he plans to go to the Olympics to be held in Atlanta.

"The bench-press has never been an Olympic event," says Walker. "But after the competition in Spain, they voted to add it to the Olympics."

Walker has lifted weights for about 10 years, after coming to work at GSU 12 1/2 years ago. "When I started work, I weighed 130 pounds," says Walker, who weighs about 175 now. "I started lifting weights to build myself up."

At the spa where Walker works out, other lifters commented about his strength and encouraged him to compete. He

specializes in the bench-press but is able to squat about 650 pounds and dead lift about 600 pounds. He adds that he is capable of bench-pressing 470 pounds, even though he set the world record at only 440 pounds.

Lifting weights helps Walker on the job. "It keeps me physically fit, long-winded and in good shape. It keeps me strong and gives me lots of stamina," says Walker. "I can climb to the top of a pole without stopping."

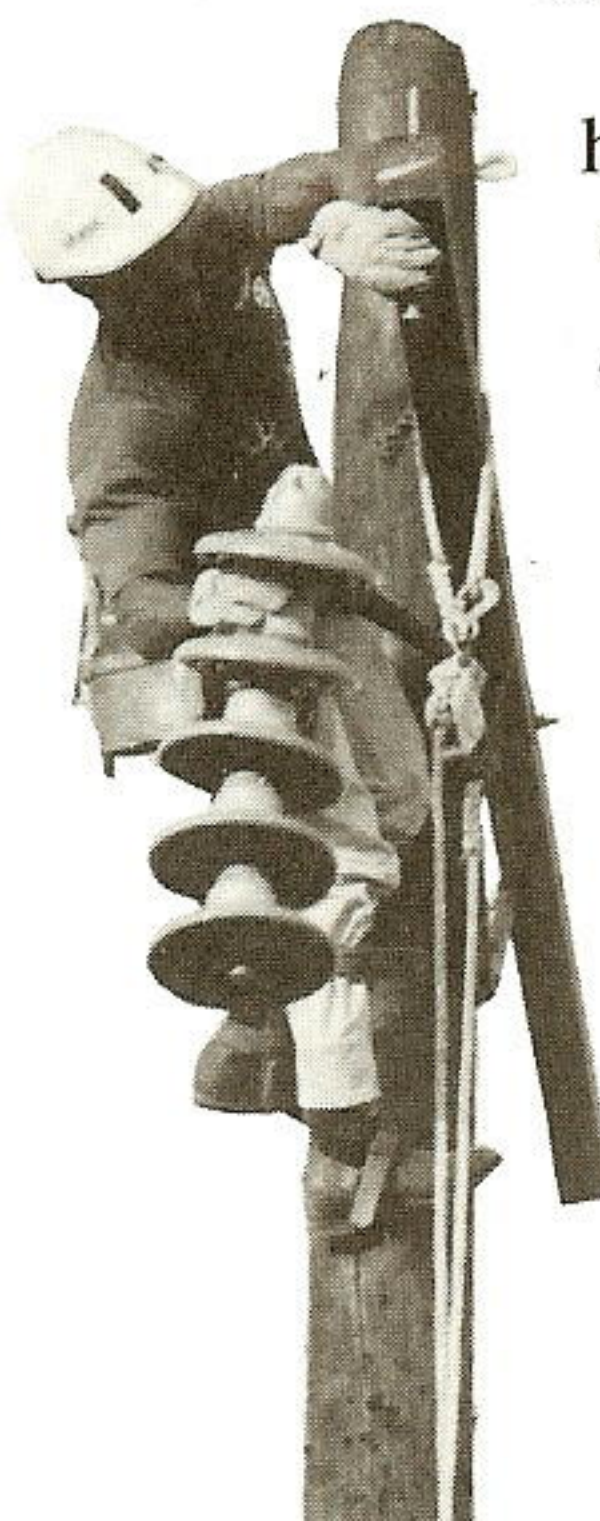
Weightlifting also helps to maneuver the heavy equipment, like insulator bells, linemen must work with every day. "I can do with one hand something that normally requires help from a ground crew using a hand-line," says Walker. He says he holds the bells, which weigh about 70 pounds, with one hand while he pins them in place with the other.

Walker's plans to travel to competition mean being away from home. He plans to take his two children when he competes in Atlanta.

His family, co-workers and friends help out in the form of donations, such as proceeds from garage sales. Two friends made the powerlifting jacket he wore to the competition last August.

"I just want to thank everyone who helps me," says Walker.

*Walker practices a dead-lift at the Nautilus training facility in Beaumont. He specializes in the bench-press for competition.*



*Weightlifting helps Walker to single-handedly hang insulator bells.*



# Company prepares for business as unusual

story by Mark Viguet  
photos by Lynn Vairin

Any change--good, bad or indifferent, is easier dealt with when you are prepared for it.

The program Business As UnUsual is designed to do just that: prepare supervisors to deal with change by making them aware of the predictable behaviors in both individuals and the organization which change will trigger. With this skill, supervisors will become change agents, better able to manage the change process itself--becoming more proactive rather than reactive.

In reality, GSU supervisors have been handling change all along, in some form or another. It seems lately,

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*"An employee's feelings and their reaction to them affects productivity. If you're sensitive to what employees may be feeling and deal with those feelings at the outset, you're actually dealing with productivity issues."*

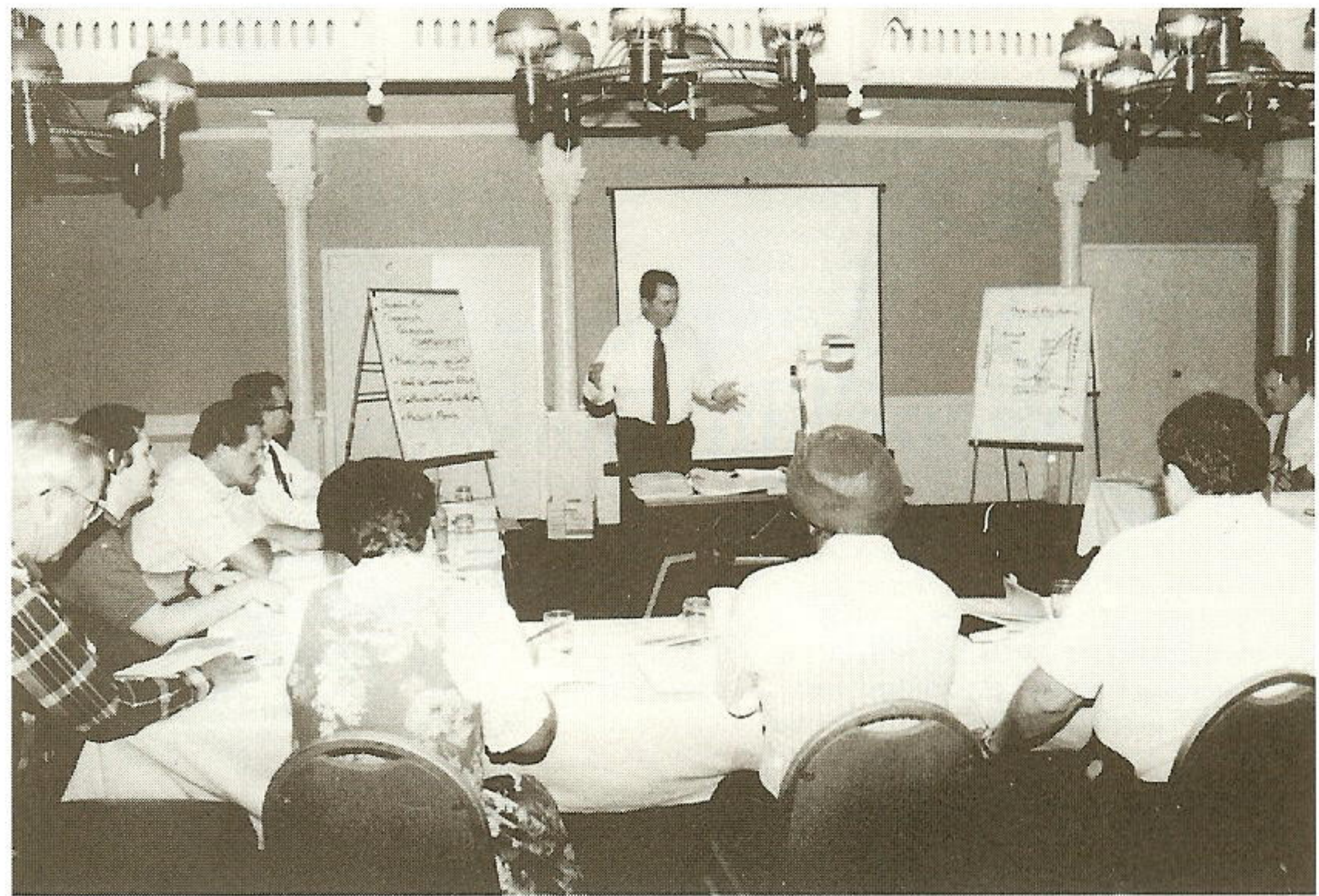
**Bill Odell**

however, with the announcement of the pending combination between GSU and Entergy, the emphasis on change has become more focused. Twenty-three GSU supervisors from throughout the system were trained as facilitators of the Business As UnUsual program. They were responsible for conducting sessions in their respective divisions, plants and departments. Approximately 1,000 management supervisors have participated in the program.

Three major points of the Business as UnUsual message are: change is here to stay; the merger presents a new set of challenges; and you are accountable for productivity, people and profits.

The program addresses the predictable reactions of people and the organization during periods of change and encourages open communication of feelings.

Bill Odell, manager-River Bend oversight, and Lenelle Juban, coordinator-customer accounts, Baton Rouge, were two of 23 supervisors trained to present the program.



Management employees discuss change at a recent Business As UnUsual meeting in St. Francisville.

Odell cites the two-pronged approach of the program--it deals with the personal feelings of those going through organizational change as well as the productivity issues--as a big plus.

"Supervisors in our area haven't openly discussed people's feelings that much. They usually deal with the nuts-and-bolts type issues. This program is unique in that it integrates personal feelings and productivity," Odell says. "An employee's feelings and their reaction to them affects productivity. If you're sensitive to what employees may be feeling and deal with those feelings at the outset, you're actually dealing with productivity issues."

Juban found it important to note that change is inevitable.

"The winds of change would have hit GSU anyway," Juban says. "We would go through change either with or without a merger."

An exercise in the program that measures the effect change has on specific areas of leadership competency struck Juban as being particularly beneficial.

"The participants would answer a series of questions that would be used to evaluate their flexibility, innovativeness, tolerance of risk and tolerance of stress," Juban explains.

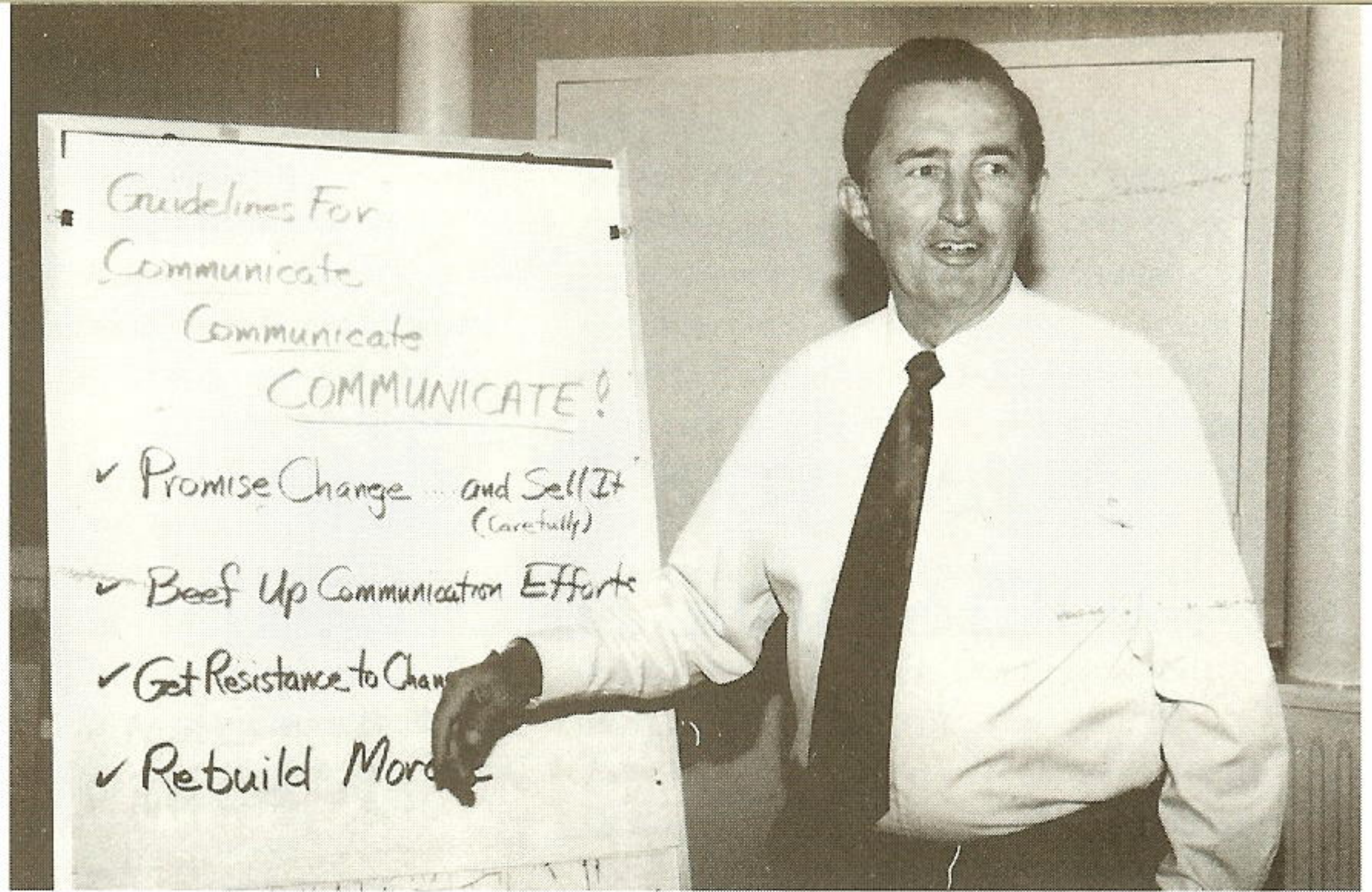


"They could identify how flexible they were, for example, and then decide if they needed to improve in that area.

"People really enjoyed finding out something about themselves they may not have known before," she states.

Juban, a 22-year GSU veteran, also found an extra benefit from her role as facilitator.

"I had the chance to get together with people I've known through my career at GSU and get closer to them. Some of them really opened up during the discussions," she says.



Odell feels the two-pronged approach of Business As UnUsual is beneficial. "This program is unique in that it integrates personal feelings and productivity," he says.

## GSU, USL and EPA team up for Environmental Institute

story by Scott Harper

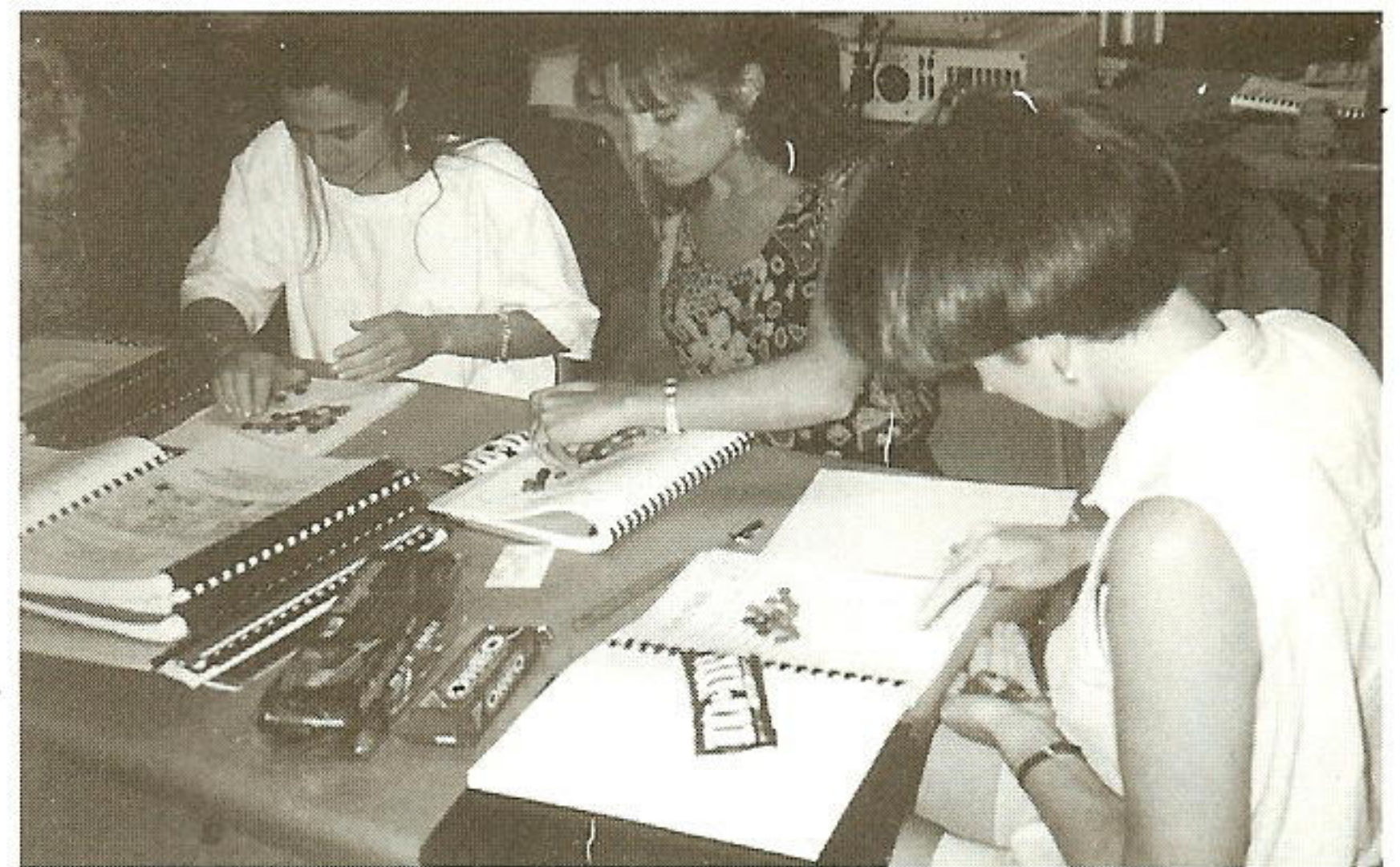
photo by Liz Duhon

Twenty-seven elementary and secondary teachers from five Louisiana parishes discovered new ideas and methods in environmental teaching techniques at the Environmental Science and Technology Education Institute at the University of Southwestern Louisiana (USL). The three-week course, co-sponsored by Gulf States, USL and a new partner, the United States Environmental Protection Agency (EPA), was held last July. The EPA provided assistance by awarding a two-year grant to the institute.

According to Liz Duhon, customer information coordinator, Lafayette, the institute combined the efforts of three entities: government (EPA), business (GSU) and education (USL). "It's a nice partnership when you put it all together," she says.

The institute consisted of presentations, hands-on experiences and field trips. Participants gained experience, knowledge and conceptual skills useful in developing classroom instruction in environmental science and technology education.

Last year's featured speaker, Dr. Gerald Krockover, a



Participants at the Environmental Institute take part in an M&M math probability and prediction exercise.

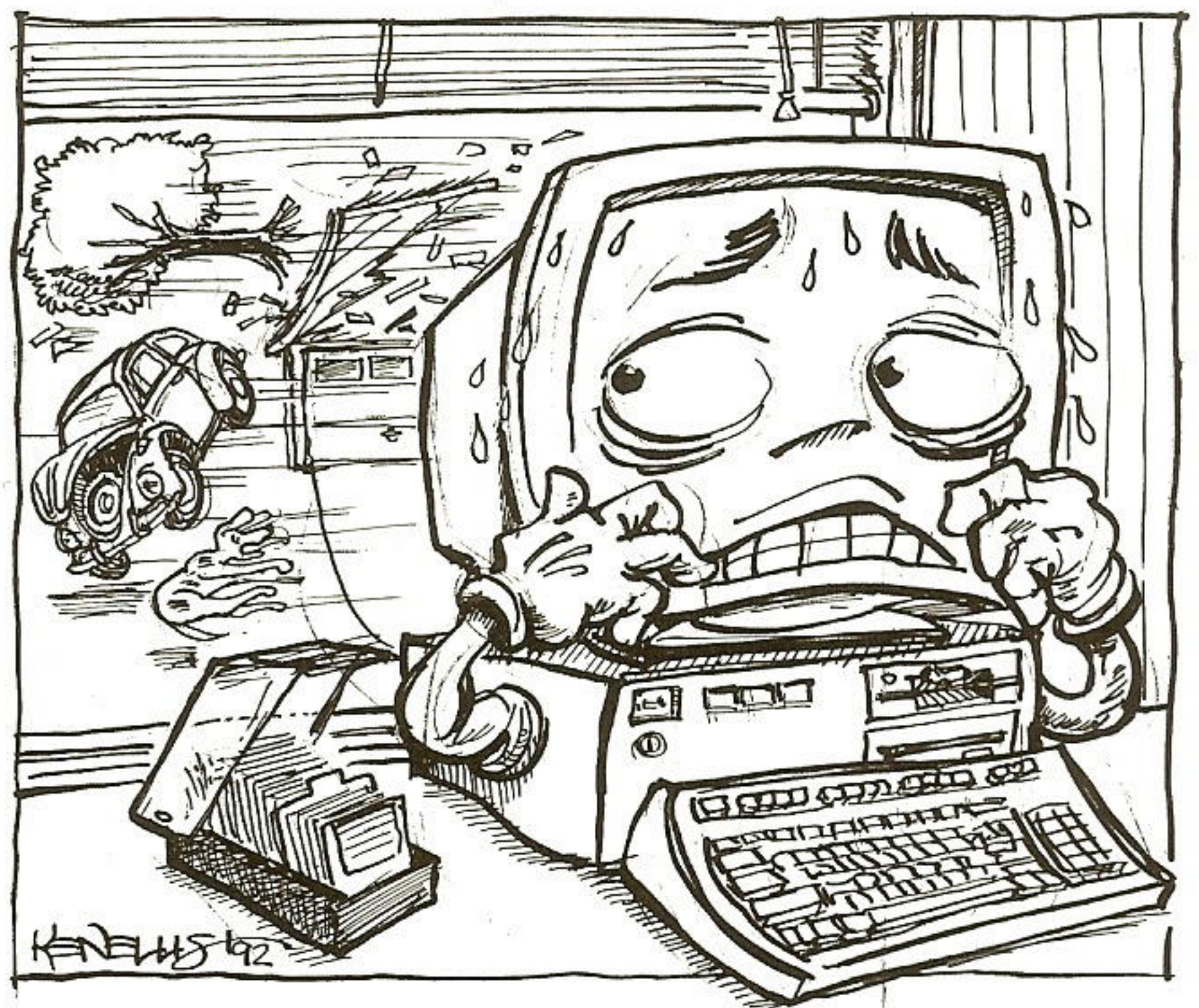
nationally-known educator from Purdue University, returned this year to lead participants through a series of activities such as an egg drop to simulate landing a scientific package on the moon.

Participants also used personal computers to communicate with NASA via a world-wide computer link to the agency's facility in Huntsville, Ala., Prodigy Interactive Service in White Plains, N.Y., and the National Earthquake data base in Golden, Colo.

"This was an excellent program," says Duhon. "The participants were very receptive. They received a lot of information about environmental issues and learned how to use that information in their classrooms."



# Protect your PC data with simple safeguards



A hurricane like Andrew can cause damage in many ways. Besides the structural and property damage caused by high winds and storm surge, loss of power can cause problems with electrical equipment. One important piece of machinery that can be harmed is computers.

Low voltage and power surges can create trouble for PC users by damaging or eliminating data. Without backup copies of files, that data will be lost. Good business practices will help minimize the risk and impact of a loss of a PC or hard disk due to a hurricane, fire or other unplanned event, as well as computer viruses.

For a copy of the **Personal Computing Policies/Procedures** manual, contact Ted Johnson (733-4885) or Ron Carlin (733-4790). If you're a PC user and need specific assistance, most departments have a PC implementation coordinator who works closely with the PC department. The following guidelines should help employees protect their PC files. These tips are not GSU-customized but, rather, generalized PC guidelines.

## **DO**

- Make regular backups of all data, keep several backup cycles in rotation and store the critical backups (those you will need if you lose the whole computer) at least 10 miles from the computer in a temperature and humidity controlled environment.

- Use only shrink-wrapped software products and check them for viruses. Abolish SneakerNet and beware of anything downloaded from Bulletin Board Systems (BBS).

- Use only write-protected boot disks on a floppy disk system.

- Make executable files (\*.COM and \*.EXE) read only.

- Move COMMAND.COM out of the root directory.

- Write protect installation diskettes and all other program and data diskettes possible.

- Protect the file allocation table (FAT) at all costs.

- Keep backup copies of all programs (to reinstall them) in case of virus infection and/or lost data.

- Frequently examine media (diskettes and hard disks) for indications of tampering (changes to system date, volume IDs, etc.)

- Reboot with a sterile operating system (DOS) before using any computer that has been exposed to public access (used as a BBS).

- Make regular antivirus checks of all media.

## **DO NOT**

- Let anyone else use your computer. If you must, do not let them use their own program disks.

- Use programs of an unknown origin.

- Loan out program disks. If you must, DISKCOPY before loaning and reformat the loaned disks when returned.

- Accept non-message files from electronic mail networks.

- Forget to backup regularly and properly.



*In the early hours of Wednesday, Aug. 26, Hurricane Andrew, hit the Louisiana coastline. This Level 4 storm left a path of destruction in the eastern end of Lake Charles Division and much of Baton Rouge Division. Thousands of customers were instantly without power.*

*The days that followed were filled with many long and difficult hours for all. Customers and businesses did their best to cope without electricity. Communities began picking up their neighborhoods and rebuilding.*

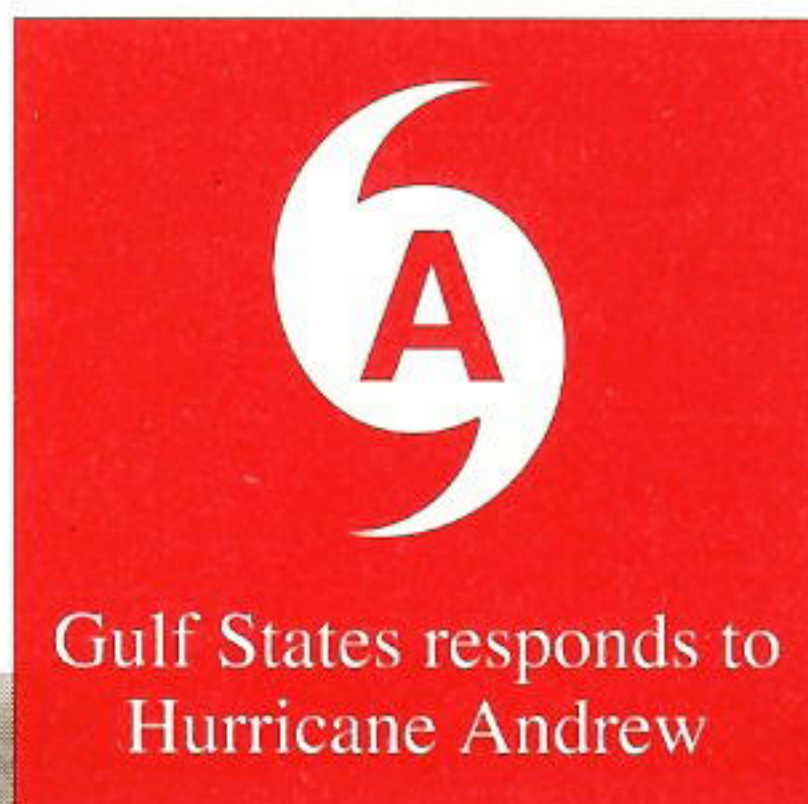
*For Gulf States employees, it was a monumental task. Thousands of employees were called upon to go the extra mile. But these were more than just GSU employees. They were mothers and fathers who spent hours away from their families. They were*

*husbands and wives who were separated from their spouses. They were sons and daughters who were out on their own in dangerous conditions. Many of our employees would put in 14-16 hour days and then go home to hot, powerless homes and help their own families cope with the hardship brought on by Hurricane Andrew.*

*In this issue of **Plain Talks**, we want to pay tribute to the dedicated employees of GSU who worked in the restoration effort. In an effort this size,*

*some areas or people may seem to be overlooked. We do not in any way want to overlook any employee because this operation was a team effort. Everyone had a part to play and obviously played it well. We salute all the team players: the line crews, the phone operators, the people stocking the storeroom, the hotel coordinators, the folks preparing and serving meals, the employees purchasing material, the people carrying on the day-to-day business of GSU, and everyone else in between.*

*While there are a few stories about specific areas printed in this section, we believe the total story is best told by the photographs and the numerous letters sent by happy, satisfied customers.*





# Phone teams answer the call

by Pris Gallagher

"When you're going through it with them, when you have problems at your own house, you can relate to the customer on the telephone," said Kay



Monte

Monte, customer contact representative, Baton Rouge, reminiscing about the hundreds of phone calls she answered following Hurricane Andrew.

Monte's comments sum up how many employees felt about their 12-hour shifts on the telephones. The telephones were manned 24 hours a



*I wanted to express my appreciation to Myrtle Malveaux. She was so very polite and efficient when I called Friday morning to report the Hospice Foundation office was one of only three offices without power on Government Street. She was kind and assured me that she would report it. The power was on by Saturday. We truly appreciate the extra effort on our behalf. I commend each of you for the tremendous effort that has been expended to restore power.*

*Kathryn Grigsby  
Hospice Foundation of  
Greater Baton Rouge*

"Customers were shocked that we were working. They were surprised that we left our families, too, that it wasn't just the men who were out working," said Pauline Patterson, Baton Rouge PBX operator. "The first few days customers didn't understand the extent of our damage, the actual damage that was out there. Once they realized that, they were understanding."



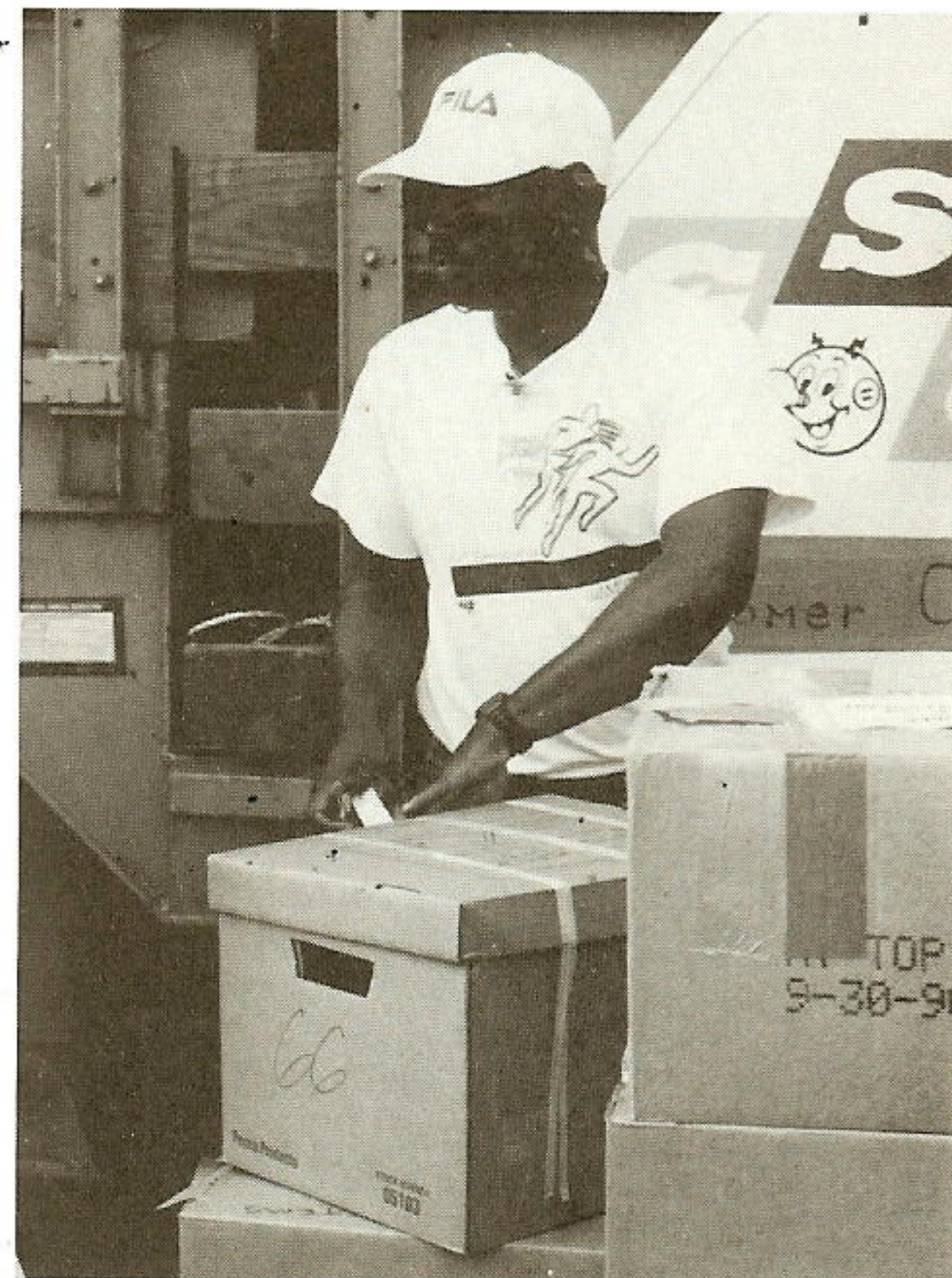
Patterson



day in the "Reddy Room" at the Government Street service center and from 7 a.m. to midnight at Essen Lane. These employees left homes, many of them damaged, and families who had to cope with life without electricity, while they worked long days and nights responding to thousands of customer inquiries.



Malveaux



The employees in the Baton Rouge and Lafayette offices were a vital part of the restoration effort and often the first contact a customer had with the company. They were usually the ones customers vented their frustrations on, often late at night.

"I think the heat woke a lot of people up in the middle of the night."





They would start calling about two or three o'clock and some called every night. We were able to give them some information, tell them how much longer they would be without power and they were satisfied with

that," relates Mamie Burrell, customer contact representative, Baton Rouge.



Burrell

Peggy Hyde, departmental clerk in the Customer Services Department in

*I would like to express my thanks to all of those people taking phone calls. They were unfailingly helpful and cheerful and no matter how weary they may have been, there was never any indication of it.*

*Joyce M. Lundgren  
Baton Rouge*

lucky. She was able to see both sides of people, those who were waiting for their electricity to be restored and those who had service once again. She called individuals back who had reported trouble, to be sure no customer was overlooked. "The truth

is there are many grateful people out there. They were glad we called back and commented on how polite and professional our crews were."

Harriett Pope,



Petrere



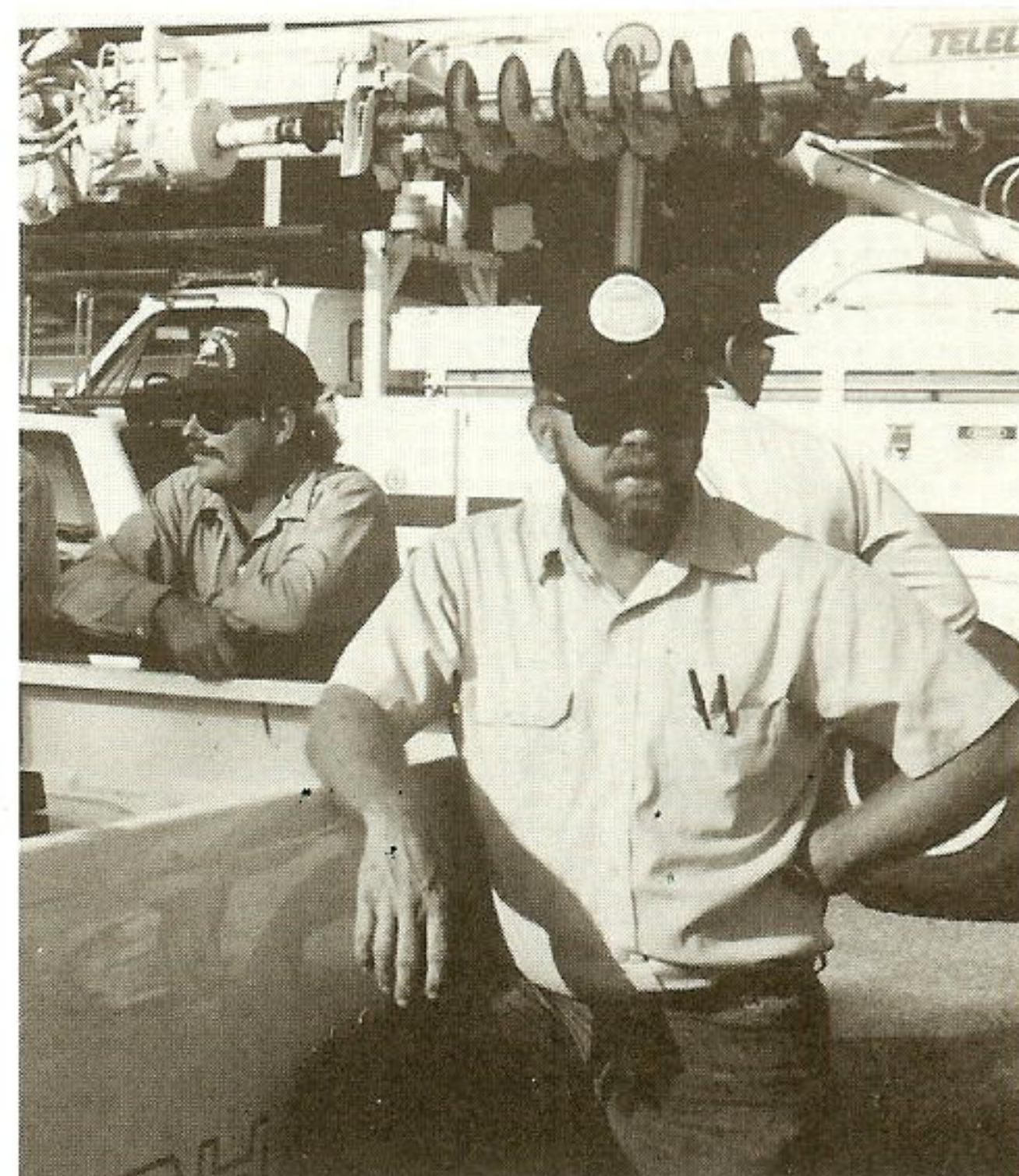
Hyde



Lafayette, shared her perspective.

"Even though I was working long hours, I was blessed because I had a home to go to. Many people I spoke to didn't even have a home," she commented.

Sheila Petrere, customer representative, Baton Rouge considers herself



Pope

PBX operator added, "Toward the end, everyone realized we were doing all we could."



# PURCHASING FOR RESTORATION

On a hot August day, a mother and her two kids head out to the neighborhood grocery store. Making their way through a crowded aisle, she rummages through picked-over canned goods and bottled water, then they hurry to another part of the store looking for batteries, candles and flashlights. Living on the Gulf Coast, this can mean only one thing: a hurricane is on the way.

While coastal residents made preparations for the hurricane's landfall, so did Gulf States. Before Hurricane Andrew came ashore in Louisiana, GSU's Purchasing group was prepared for what turned out to be a major supply effort.

"We tried to go ahead and bring in the things we knew we would need ahead of time," says Don Paxton, senior purchasing agent, Baton Rouge. "We stocked up on things like flashlights, batteries and poles."

Lou Buuck, purchasing agent, Baton Rouge, adds, "We beefed up

our stock of big-usage poles and topped off everyone's gas tank."

Before the storm hit, Purchasing employees made contact with vendors to be sure critical items were in stock and emergency numbers were correct.

According to Roy Dauzat, manager-purchasing, the group has to take a wait-and-see approach to purchasing the majority of materials needed in restoration. "GSU has storm trailers stocked with many common items used during emergencies, but we really have to wait and see where the storm hits and what damage it does before we begin purchasing new material," says Dauzat.

In an effort this size, problems were bound to occur. "The material was used up at such a rapid pace, we had difficulty locating some supplies," Paxton says.

Buuck continues, "There were a few critical times. We came close to running out of cutouts. Fortunately, we never did."

One particular item that became difficult to locate was wet ice. "Ice was a problem," Paxton says. "We needed a lot of wet ice for the additional crews."

Paxton worked with Cliff Morris, purchasing agent, Beaumont, and Shivaun Davis, Louisiana Communications, to locate ice in Jackson, Miss., and Conroe. Within a couple of days, 5,000 bags of ice were sent to Baton Rouge and stored in refrigerated trucks donated for use by local businesses.

Wesley Simpson, senior purchasing agent, Beaumont, and Morris supplied the Central Storeroom with materials for storm support. They say their biggest problem was the emergency lasted so long that the local distributors ran out of stock and it became difficult to find material to purchase within the needed time frame. "This was when experience and relationships built over the years came in handy," they agreed.

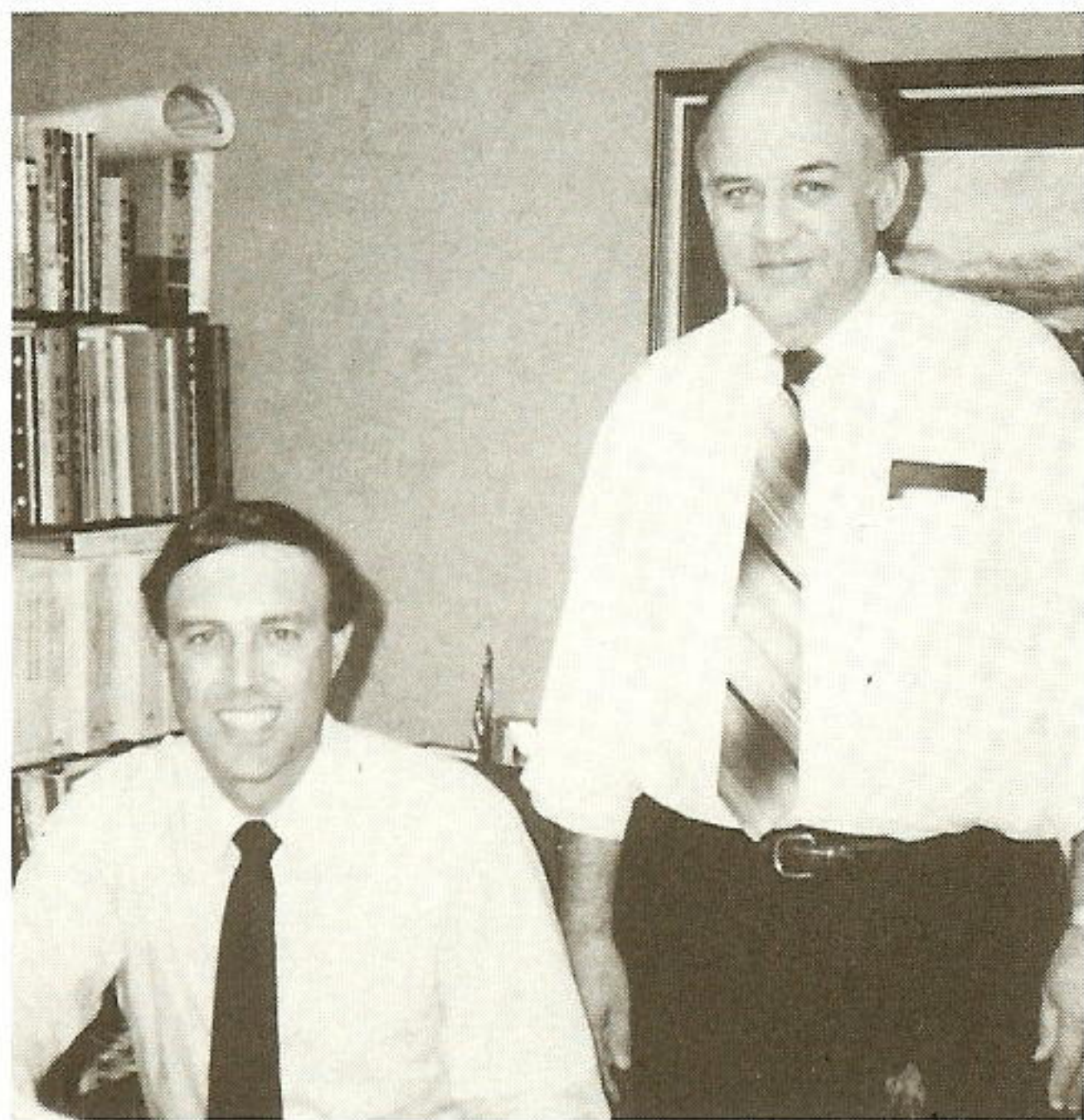
Jerry Steger, senior purchasing agent-contracts, Beaumont, helped locate contractors who fueled fleet vehicles in Lafayette and Baton Rouge. He also located helicopter services which allowed GSU personnel to assess line damage within hours of the storm's passing.

"We used the helicopters in Lafayette and Baton Rouge," says Steger.

GSU was pleased with the support and action of its vendors and contractors. "I'm calling them Andrew's All-Stars," says Steger of the contractors he worked with. "We're sending them letters of appreciation for going the extra mile."

"Our vendors did a great job," adds Paxton. "They went out of their way to get material to us."

All feel the purchasing effort was a success. "I think we did a pretty good job," concludes Buuck. "But, the people who really deserve the credit are the ones who worked in the field and coordinated the crews. Their job was a much harder job than ours."



Above, Buuck (seated) and Paxton.  
Right, L to R, Steger, Simpson and Morris.





# LETTERS



This letter is written in reference to the excellent service we received from two GSU service people: **Jim Boyt and Brenda Beavers...** They went



**Boyt, Beavers**

above and beyond with helping us get a tree off the line to restore power. Thanks!

Danielle Pace  
St. Gabrielle

I want to express my deep appreciation for the kindness shown by one of your linemen, **James Collier**, and his family during our recent evacuation. They came to the shelter (a Baptist Church where they are members) looking for a family with a dog to take shelter in their home because dogs weren't allowed at the church.

They welcomed us into their home and treated us like family.

Mrs. Jo Bevilacqua  
Mary Jane and  
Wendy English  
Beaumont

I am 92 years old and I can truly appreciate having my utilities restored in 28 hours after my family and I had lost them.

Thanks a million. Words cannot

express how much we appreciate the job you have done. May God bless you and yours.

Mrs. John S. Greco, Jr.  
Baton Rouge

Thank you for your service to our community after Hurricane Andrew. I appreciate the fact that you were working when you and your family would have preferred to be together during the storm.

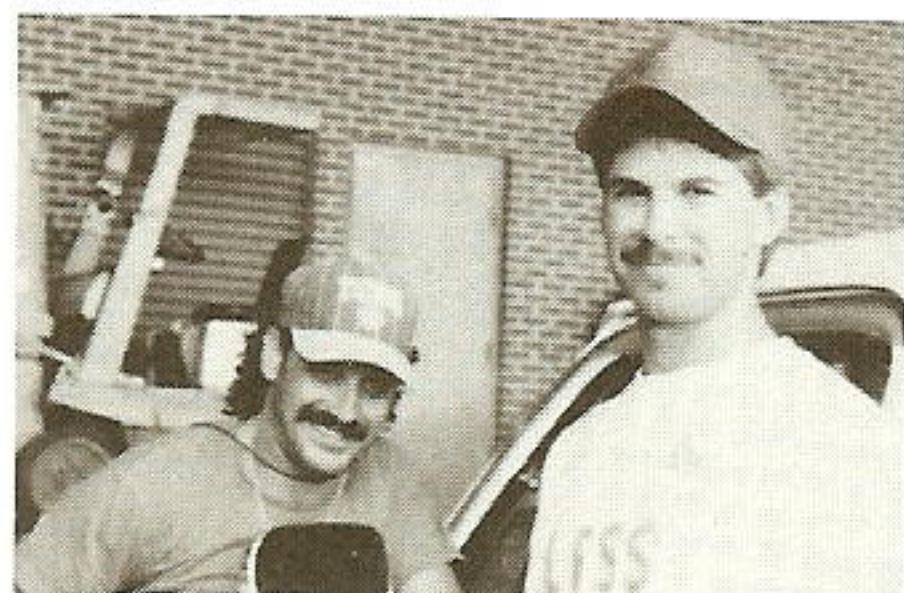
I know you have received your share and more of abuse from people who expected you to do magic, but there are a lot of people who do appreciate your hard work and dedication. A few weeks from now most things will be back to normal and your community service will be forgotten and you may never receive more than a thank you for a good job. But, even if you don't hear it, there are a lot of people who do appreciate you.

Gretchen Hutchinson  
Baton Rouge

My wife and I would like to recognize two of your men who worked so hard to restore our electricity to our home. The crew noted that there was a broken wire coming down to our house.

Both of these men worked expertly and got the problem corrected. One of the men, **Frank Canella**, was very courteous and made sure the complete power was on before he left. He is the true spirit of helping others. The other man was **Richard Peavy**. Thanks for having nice men working for you.

A.B. and Diana Cronan, Jr.  
Sunshine, La.



**Canella, Peavy**

During the storm we suffered the loss of two tremendous trees. In falling they broke the water and gas lines to our home. I called your department and reported a bad gas leak. I want to commend your crew for the pleasant and efficient way they served this customer under extreme conditions. The names of the men are **Ronald Gerald, Leon Scott and Kevin Paulk**.

I might add that the electrical department also hooked us up in good fashion. Our best to Gulf States, our friend for 53 years.

Leonard B. Watt, Jr.  
Baton Rouge

To the entire crew who is working so hard to restore the power here in Baton Rouge, I just had to write and commend you for the wonderful work that's being done and the great unity. My power was restored in my home last night. My neighbors and I shouted for joy! May God bless and keep all in his loving care.

Alma Bowman  
Baton Rouge

I wanted you to know how much I appreciate what you and other GSU employees did to assist South Central Bell during the aftermath of Hurricane Andrew.

**Charley Coleman** and his crew helped clear our line of power so we could restore service to Jackson, La. **Kyle Todd and Conrad Starnes** worked with me to get service restored to our Engineering Building. All of these efforts helped my company. Each person I talked to at GSU was



**Coleman**

extremely thoughtful and polite.

Pat Regan  
South Central Bell

I wanted you to thank a certain crew who helped to get our elderly mother's power restored. She had an unusual circumstance and these men went right to work to help her. **James Strudel, Patrick Hoffpauir and Richard West** went beyond the call of duty to help an elderly member of your community. We will always be grateful for these men.



**West**

Joan and Rodney  
Chastain, Sr.  
Baton Rouge

Thank you for all the work after Andrew. I appreciate you guys tremendously.

Rebecca

Please extend my gratitude to all the GSU crews who worked so hard under impossibly difficult conditions to restore power everywhere in Louisiana after Hurricane Andrew. GSU employees always do a marvelous job after any disaster.

Gulf States employees - one and all. Thank You!  
Joyce M. Lundgren  
Baton Rouge

I want to take this opportunity to recognize **Dwayne Breaux**. Dwayne's

While high winds from spiral bands of Hurricane Andrew still battered Lafayette, Bill Luther, director of standards, Beaumont, was at the Lafayette Airport waiting for a helicopter to patrol lines.

Luther walked into the office at the Paul Fournet Fixed Based Operation (FBO) section of the airport and noticed a tense man on the phone. "I told him I was waiting on a helicopter," recalls Luther.

"No one's been in here but these guys," the man responded pointing to a small group of military personnel.

After some conversation, Luther learned this group was responsible for transporting the President's support equipment such as his limousine. "They showed me the plane on the runway that carried his equipment," Luther says.

## "Air Force One... cleared to land."

It didn't take Luther long to figure out the President of the United States would be landing shortly. "Being a licensed pilot, I know whenever the President lands, the airport is closed to all other aircraft," Luther says.

When Mark Stearns of Era Helicopters in Lake Charles arrived at the airport, Luther told him they needed to get started right away because the airport would be closing for President Bush. Stearns, looking very puzzled, replied, "Well, OK."

"Shortly after taking off, we heard the air traffic controller announce the airport

would be closed for 30 minutes," Luther says. He then heard the control tower, after denying a private plane access to the airport, make contact with Air Force One. "They told them, 'Air Force One, you're three miles northeast of the airport, cleared to land.' Stearns then turned to me and said, 'You weren't kidding.'"

After about an hour, Luther and Stearns returned to the airport for refueling. "We were cautioned by the control tower not to overfly the aircraft on the ground," Luther says.

Another helicopter wasn't fortunate enough to get the caution from the control tower. "This guy flew in directly over the President's plane parked on the runway," says Luther. "The Secret Service and Louisiana State Troopers were all over him."



assistance helped to allow us to continue providing telephone service.

Pat Regan  
South Central Bell

Please extend our gratitude to all the women and men who worked so courageously during and after the hurricane. We sincerely appreciate their efforts and sacrifices.

Barbara Aldrich  
Baton Rouge

This letter is directed to the many people, especially the work crews, or whomever is responsible for the restoration of power so quickly after Andrew.

We thank you, we appreciate your hard work and we salute you. You all did a first class job.

Quida Hutchinson  
Denham Springs

My hat is off to the GSU linemen for doing a great job in a difficult situation. Thanks GSU! The air conditioning and lights feel great!

Thomas Turner  
Turner Industries, Ltd.  
Baton Rouge

Let me take this opportunity to thank you and all the wonderful workers that worked unending to bring our lives back to normal.

Dorothy Leblanc  
Sunbelt Management  
Abbeville, La.

It is with an extremely high degree of sincerity that I write to express our appreciation for the expeditious and professional manner in which our electrical utilities were restored after Hurricane Andrew.

I personally observed many employees of GSU and each displayed the highest degree of safety, perseverance and professionalism possible. You have every right to be proud of their accomplishments. Please relay our heartfelt appreciation and thanks to

each individual and inform them that they are members of a tremendous organization.

Harry Anderson  
AKZO Salt Inc.  
Avery Island, La.

This letter is to commend your employee **David Carter** of Vidor, Texas. Mr. Carter was sincerely interested and concerned in seeing that electric power lost with Hurricane Andrew was expeditiously and correctly restored to our home and we truly are appreciative.

Charles I. Black, M.D.  
Baton Rouge

The Board of Aldermen and I wish to express our sincere appreciation to all who assisted in any way during the recent hurricane crisis in the City of Denham Springs. Your quick and efficient manner in which the electricity was restored in the city was appreciated by our business owners and our citizens.

James E. DeLaune, Mayor  
City of Denham Springs

May I take a moment of your time to thank the lady who was answering the phone yesterday afternoon. It was a real pleasure to be treated so courteously during what must have been very trying times.

To the crew who were working on

Cornerstone Road until well after 8:00 last night, our heartfelt thanks—and to the families of these men, a great “thank you.”

Mrs. John E. Murphy  
Gonzales

Just a note to say “thank you” for your efforts to restore our power to our home and later to our workshop. We know all of your tasks have not been easy.

Special thanks to **Shelby Brignac, James Nixon, Clifford Johnson, Lionel Lewis, Wallace Aultman** and **Ina Smiley** for “putting up” with us. We appreciate each and every employee of your fine company.

M.A. “Buck” and  
Betty Weber  
Prairieville, La.

You have done a tremendous job; selflessly leaving your homes to help us begin to recover from this disaster.

Alan McConnell  
Gonzales

I just wanted to say “thank you” to all the employees of GSU for the great effort you have made to get power back on. We sometimes take the good things in life for granted, but we know you were there in all the bad weather, facing all kinds of disasters day and night, giving your all for us.

So I would like to say “thank you”

for every risk you took and all the discomfort and all the long, tiresome hours you have put in. You have my gratitude and my thanks.

A satisfied customer,  
Inez Forte, Gonzales

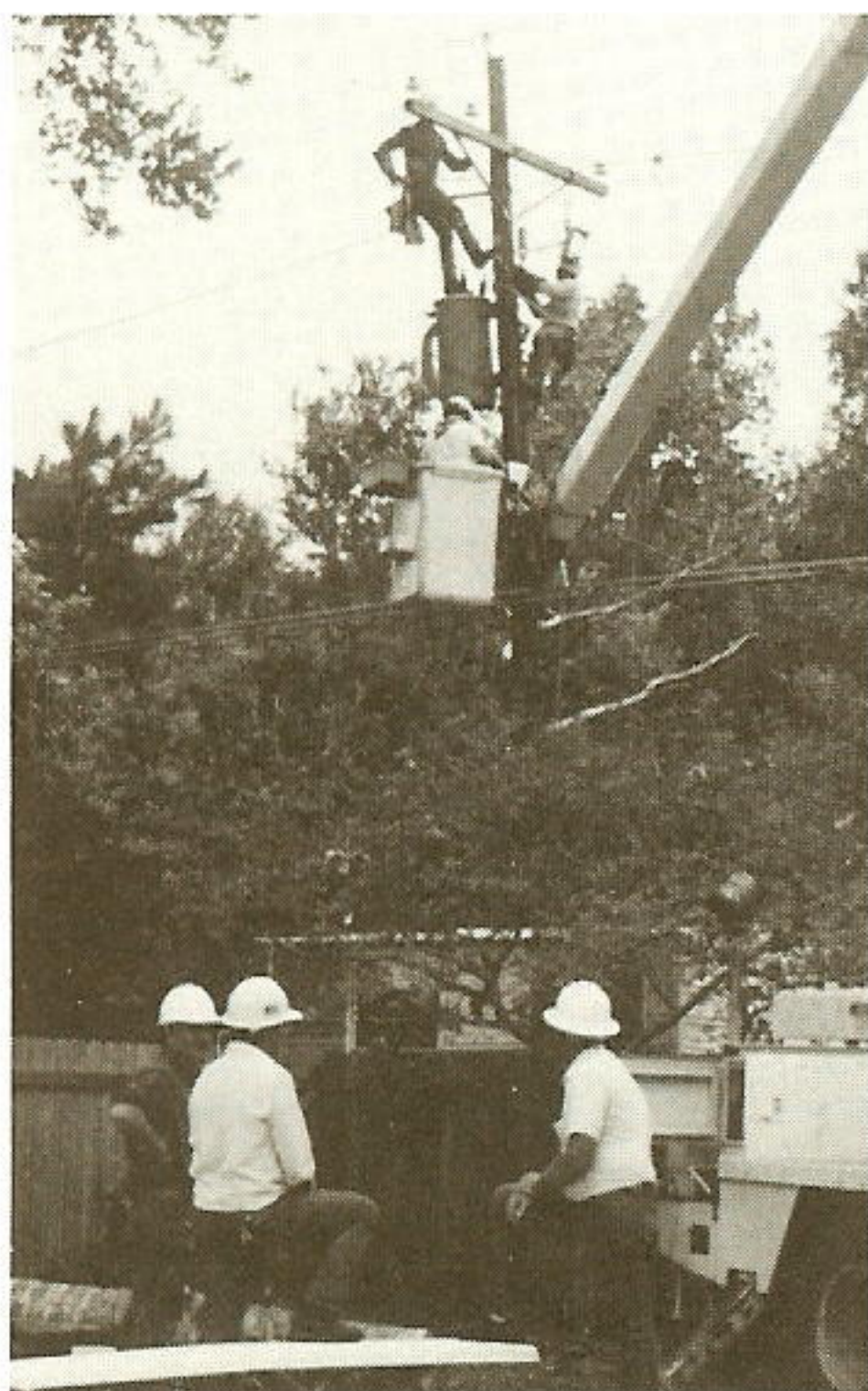
I wanted to thank you for the job well done during and after “Andrew.” It’s not often when a customer will give a pat on the back, as quick as they would be to complain. Gulf States employees were put to hard work and I and many others appreciate it! Here’s to a job well done.

Mrs. T. Fieklin  
Gonzales

Thank you so much for the outstanding service you provided during the hurricane. I have three small babies and having my home back to normal



Paul, Lee





## RESOLUTION

**WHEREAS**, on August 26, 1992, the City of Port Allen and South Louisiana were the victims of Hurricane Andrew; a hurricane that will go down in history, and

**WHEREAS**, Gulf States Utilities and South Central Bell Telephone Company, both vital in the recovery from the hurricane, both companies worked untiringly without regards to hours to restore service to the public, and

**WHEREAS**, their work continued until complete service was restored.

**THEREFORE, BE IT RESOLVED**, that the City of Port Allen extends compliments and thanks for a job well done.

*William C. LeBlanc*  
William C. LeBlanc, Mayor  
City of Port Allen, Louisiana

so fast really helped. I really appreciate your people who were out working in the middle of such dangerous weather.

Adele Smith  
Denham Springs

I want you to know how lucky I was Thursday when these two young men named **Cary Lee** and **Jimmy Paul** came to my house. I had been out of power for four days. I have been a customer of GSU for 64 years. In my book, you are tops. God bless all of you.

Jeanne Whitehead  
Baton Rouge

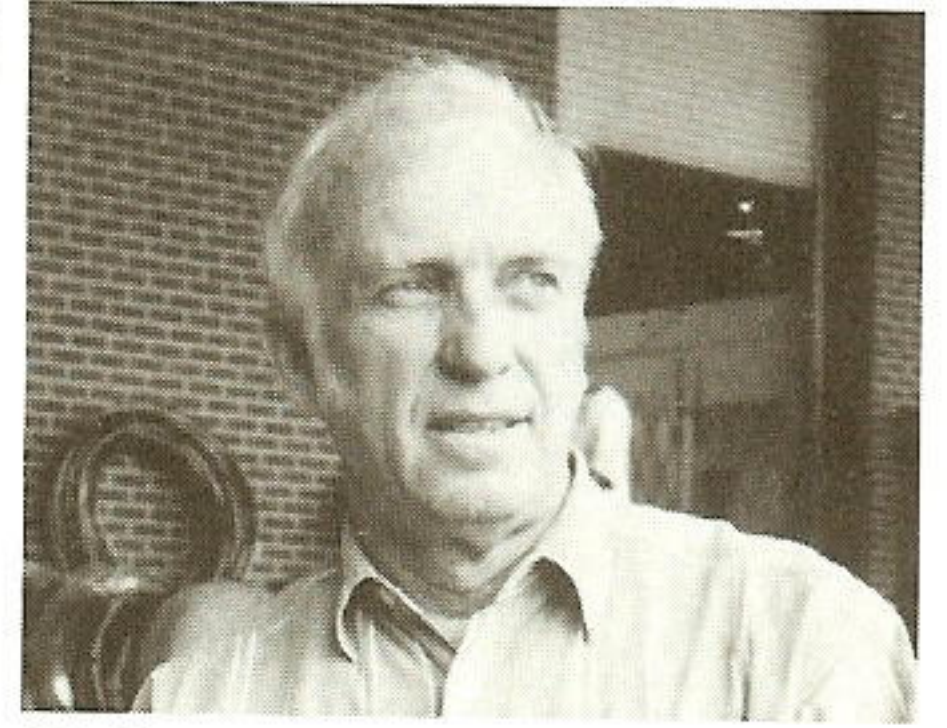
Thanks to all the GSU employees who worked so hard and long and under difficult circumstances to restore our power as quickly as possible. God bless you.

Mary Oglesby  
Baton Rouge

Two years ago my wife had a double lung transplant. She has done extremely well taking anti-rejection medication which alters the immune system making a person much more susceptible to infections, particularly mold and fungi.

When the power went out, the house quickly became "mildewed." By August 28, I could feel the mildew.

On Saturday, I drove around looking for a Gulf States person for their help.



*Dake*

I found **Eroll Mencer**. He kindly gave me the number of **Charlie Dake**. I called Mr. Dake and he could not have been more helpful. He listened intently, realized our unusual situation and made arrangements for our utilities to be turned back on that day. I cannot tell you how much this kindness meant to my family. It perhaps saved my wife a pulmonary infection which would surely have landed her in the hospital. I thought it would be important to point out to you the effort of Mr. Dake, Mr. Mencer and the entire Tiger Substation section. These people were fabulous and I thank you and them for all of your efforts during this incredibly stressful time.

Curtis C. Chastain, M.D.  
Baton Rouge

I know many long hours were spent by the crews both on the lines and in the offices in order to restore services to the customers. I realize that many who worked during the week left their homes, some without power and damaged, and their families.

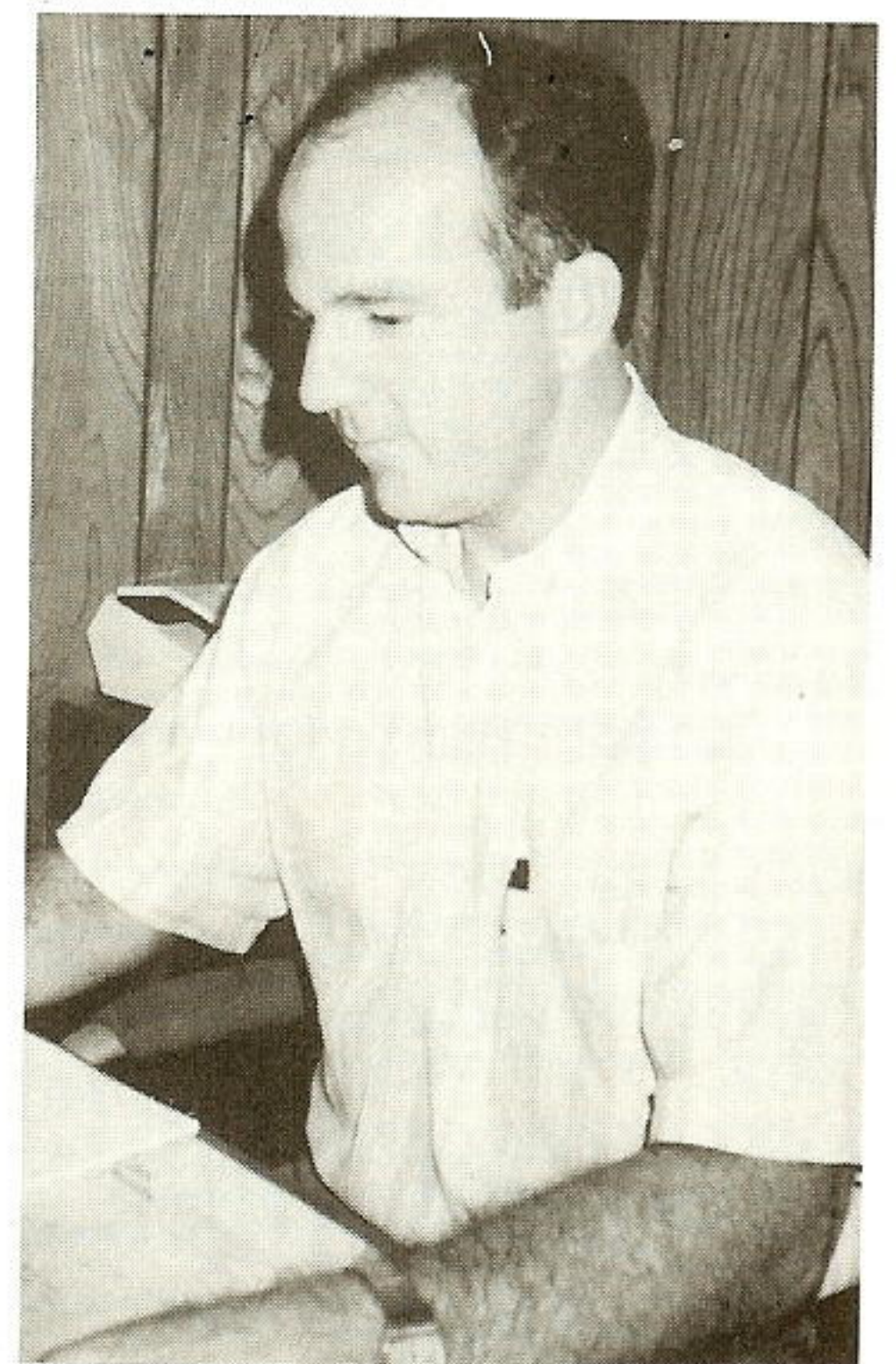
We prayed for the safety of the crews and their families each day during our family devotions.

We are most grateful to the whole GSU organization for their work.

J.W. "Bill" Stewart



*Eroll Mencer and Paul Kerst worked as a team.*



*Breau*



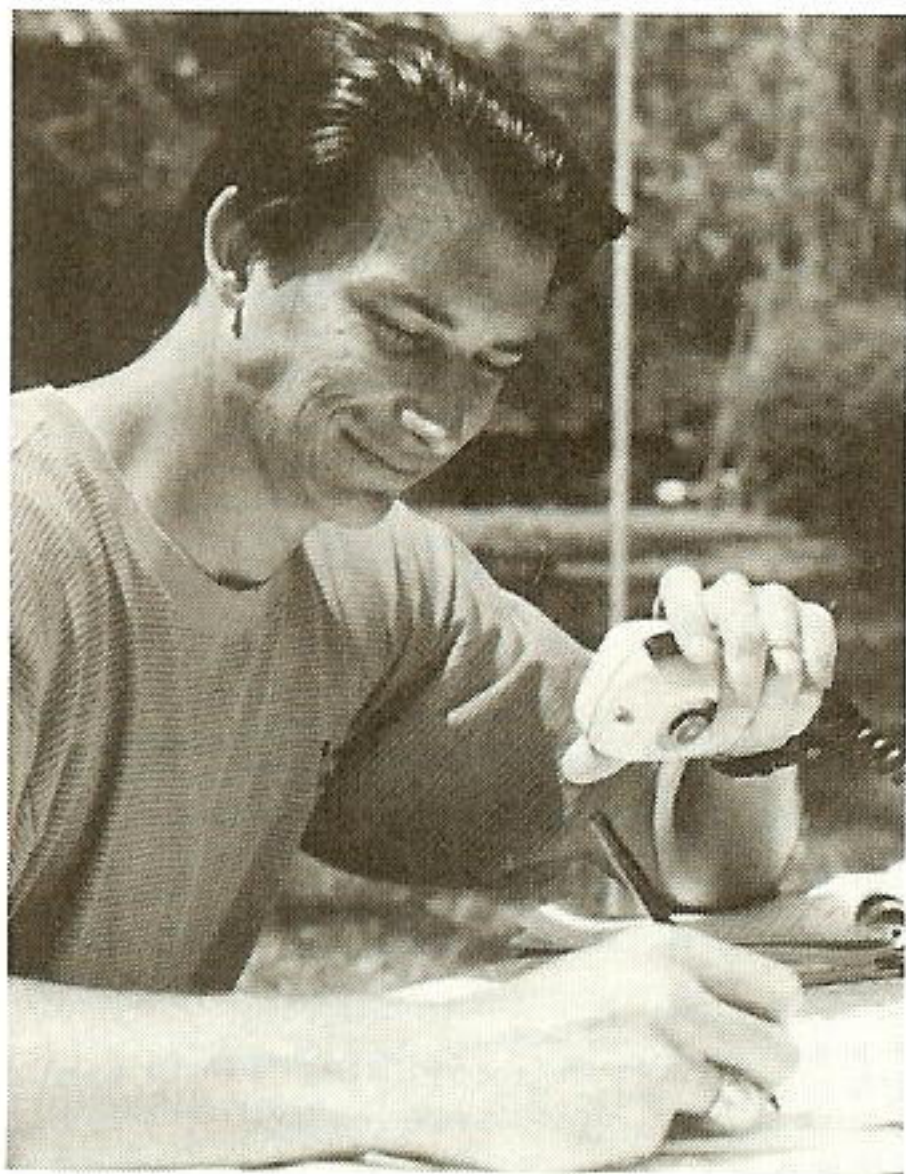
# 5TH Grade

Westminster Elementary School  
Baton Rouge

I am thankful for you doing your job so fast. I don't want to live without lights.

My family and I thank you very much especially my sister. Her fish would have died without power.

Alice Case



My name is Ilana. I'm one of your customers, well sort of since I'm only a kid. I appreciate your service immensely! I understand how these days have been for you. You have a lot of good workers.

Ilana Feld

P.S. You've made me happy.

I'm writing to you because I wanted to thank you for fixing the electricity at my house and my school. We didn't have any power for four days at my house and we were HOT.

Meredith Sanderson

It was not much fun without electricity for 4 days. We got ours before everyone else on our street. We also washed everyone's clothes.

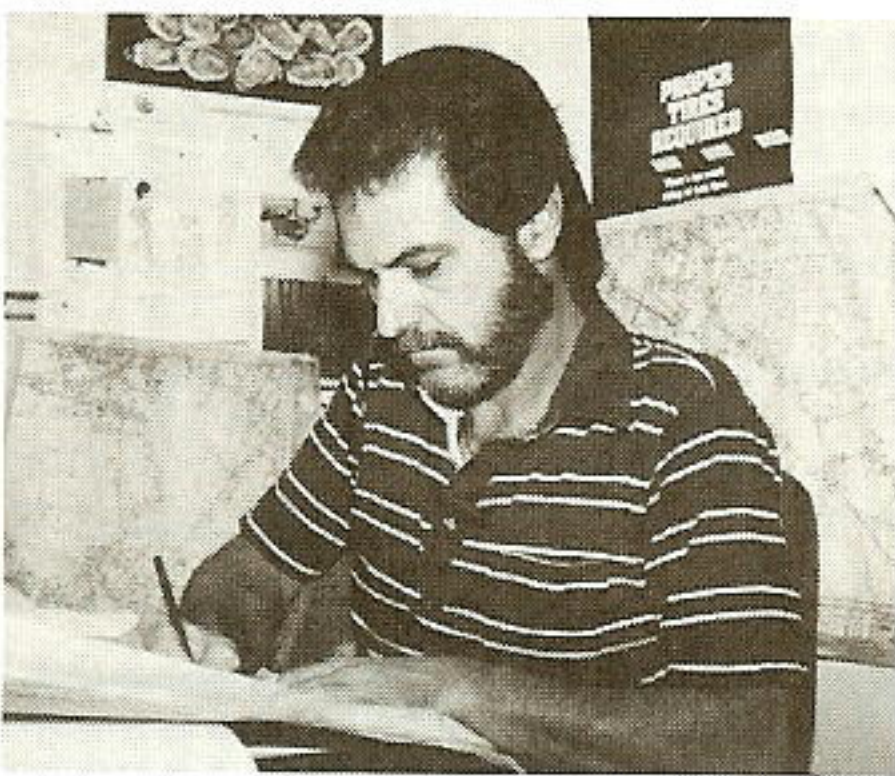
Blair Herrington



Thank you very much for turning on all that power. Like I've said many times, you do marvelous work.

Johanna Smith

Thanks for getting the electricity back on in just two days. It was getting



boring without TV.

Simon Lott

I am writing because I want to thank you for all



your hard work. I also want to say I'm sorry for all the people who are rude and obnoxious to you. They may not know this, but I do. I know that you all are working as fast as you can. So I thank you.

Forey Testorm

Even though we got our power later than other people, I am still thankful that we got power now, than having to get it ten or twelve days later like people in Miami. We are lucky folks. Thank you.

Ginny Towles





# 3<sup>RD</sup> Grade

St. Aloysius School  
Baton Rouge

I am glad I have electricity and T.V. But that is sad you work so hard for us. You only get half your sleeping time and you don't get to spend any time with your family.

Mary Claire

Thank you for waking up so ya'll could fix our power line.

Lauren Bullock



Thank you for letting my house have power in the Hurricane. I don't care if I didn't have cable until 3 days later.

Alec

Thank you for fixing the poles and wires. My dad climbs poles in storms just like you. He works for South Central Bell.

Stephen

Thank you for helping and I hope you didn't get hurt.

Good bye

Thank you for fixing our power. I was scared when the lights went out.

Katherine

Thank you for giving me electricity. I like you a lot.

Rachael



Thank you for getting our electricity back, even though it was fun with oil lamps. Because we didn't have any water, the dog smelled really rotten. My Mom couldn't heat up Adam's, my baby brother, bottle. One day a tree crashed on our house with no warning! Thanks.

Katie Eallender

Thank you for caring about us so much. We really appreciate it.

Sarah Eilts

Thank you for helping after the hurricane. I could not see in the bathroom. It was hard to find a brush.

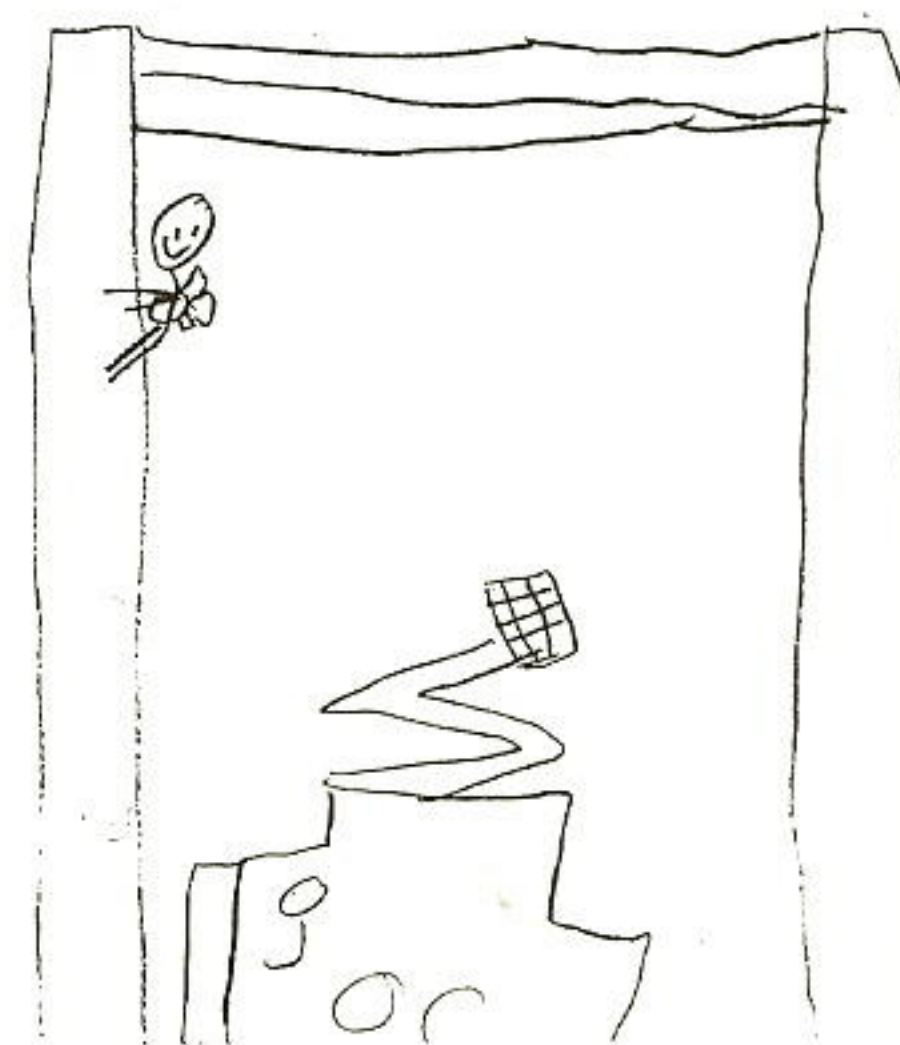
Bradley Loveless

Thank you for all the power.

Trey

Thank you for working so hard on our lights. I was so happy when the electricity came on!

Allison Soderberg



Downed power lines, broken utility poles, uprooted trees, uncontrolled intersections, streets covered in debris, unfamiliar territory, anxious customers wanting electricity restored, and over 2,000 individuals working long, hard hours. Mix these all together and what do you have? A major safety hazard.

During the restoration effort following Hurricane Andrew, GSU employees faced many potential safety hazards. However, our employees displayed high regard for safety and completed the task with no lost-time accidents.

I think it's remarkable," says Mike Durham, manager-safety, Beaumont. "Our crews worked long hours under difficult circumstances and did a fantastic job."

Stressing the need for safety during the restoration was a high priority. "We would send out a safety message over all

## Storm safety: no lost-time accidents

radio frequencies every morning and afternoon," says Randy Beckes, safety specialist, Baton Rouge. "We'd also constantly move around with the crews to keep safety on their minds. However, our people are pretty safety conscious."

According to Bill Tholburn, safety representative, Lake Charles, the primary hazard facing employees during a storm situation is "backfeed from portable generators." As a customer energizes his home with a generator, the current can backfeed into the distribution line and be bumped up by the transformer.

"The humming of those generators was a constant reminder to our crews to

make sure those lines were grounded," says Tholburn.

Other hazards included rotten or leaning poles and, nightfall which obscured downed lines. Energized pools of water due to downed lines were another nighttime peril.

Tholburn points out, "During a storm, our employees are always looking out for themselves and their fellow employees."

Pete Seymore, line supervisor, Baton Rouge, says, "Safety was the main thing. The crews that came in were safety conscious, too."

Tholburn agrees, "When you consider the hazards that were out there and our line of work, our employees did an outstanding job."

"Our crews had an irresistible compulsion to get the lights back on as quickly and safely as possible. I was there and I felt it," concludes Durham.



# SERVICE ANNIVERSARIES

July/August

# 1992

## 40 YEARS

**Eugene Andre**

Plant Production  
Louisiana Station

**Joseph L. Gallier Jr.**

Plant Production  
Sabine Station

**Grady M. Smith**

Computer Applications  
Beaumont

**Ben R. Williams**

Plant Production  
Louisiana Station

## 30 YEARS

**James W. Bates**

Electric T&D  
Lake Charles

**Betty T. Dickschat**

Division Accounting  
Navasota

**James L. Harvey**

Gas Department  
Baton Rouge

**Eddie J. Hills**

Gas Department  
Baton Rouge

**Fred E. Kressman**

Human Resources  
Sabine Station

## 10 YEARS

**William K. Anders**

Bus System & Oversight  
River Bend

**Ralph C. Batiste**

Division Accounting  
Baton Rouge

**Laurie T. Bayern**

Plant Production  
Neches Station

**Glenn P. Bello**

Bus Systems/Materials  
River Bend

**Michael E. Bordeman**

Electric T&D  
Beaumont

**Myra B. Bourque**

Plant Production  
Nelson Coal

**Raymond L. Burch**

Plant Production  
Nelson Coal

**Ted M. Buser**

Electric T&D  
Baton Rouge

**Stephanie F. Cormier**

Accounting Services  
Beaumont

**Jeffrey G. Darensbourg**

Plant Production  
Willow Glen

**Bruce M. Davenport**

Plant Production  
Willow Glen

**Leon Derousselle**

Electric T&D  
Lafayette

## 20 YEARS

**Kathy L. Bourgeois**

Customer Service  
Orange

**Robert W. Dowies**

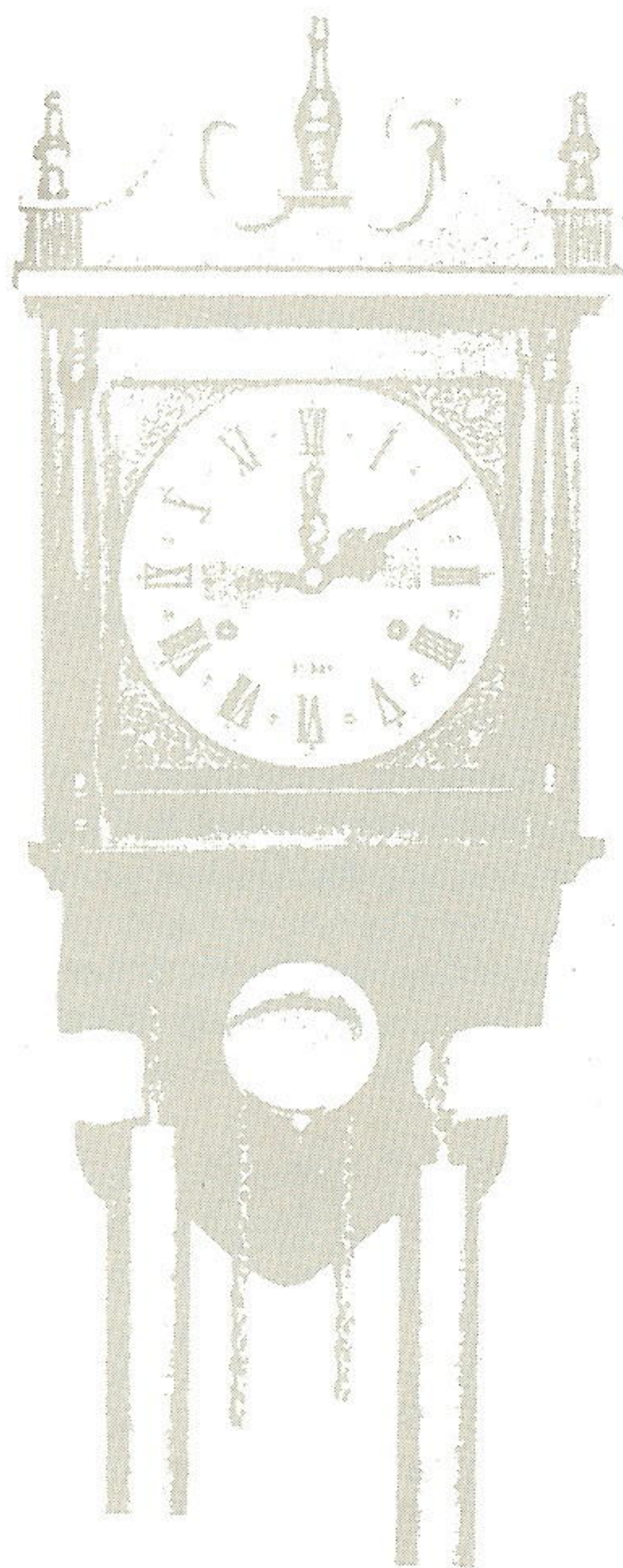
Fuel Services  
Beaumont

**Joseph D. Pate**

Engineering Services  
Beaumont

**Melton Thibodeaux**

Plant Production  
Nelson Station





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**Douglas L. Dixon**  
Design Engineering  
Beaumont

**Barkey K. Hayes**  
Plant Operations  
River Bend

**Willie Hollis**  
Plant Production  
Nelson Coal

**Clifford R. Irby**  
Plant Production  
Nelson Coal

**Delores H. Jeko**  
Accounting Services  
Beaumont

**Vincent S. Klco**  
Bus Systems & Oversight  
River Bend

**William J. Lambert**  
Marketing  
Lake Charles

**Cynthia B. Leblanc**  
Plant Production  
Nelson Station

**Carolyn W. May**  
Design Engineering  
Beaumont

**David A. Miller**  
Plant Production  
Nelson Coal

**Carmen S. Pitman**  
Division Accounting  
Beaumont

**Michael J. Rathcke**  
Plant Production  
Willow Glen

**Avis P. Raymond**  
Rates & Regulatory Affairs  
Beaumont

**Jake C. Robertson Jr.**  
Plant Production  
Nelson Coal

**Terry L. Rogers**  
Division Accounting  
The Woodlands

**Wayne E. Rumery**  
Plant Production  
Nelson Coal

**Timothy J. Russell**  
Electric T&D  
Port Arthur

**Gloria C. Santos**  
Design Engineering  
Beaumont

**Kenneth P. Simmons**  
Engineering  
Beaumont

**Kevin A. Stutes**  
Electric T&D  
Lafayette

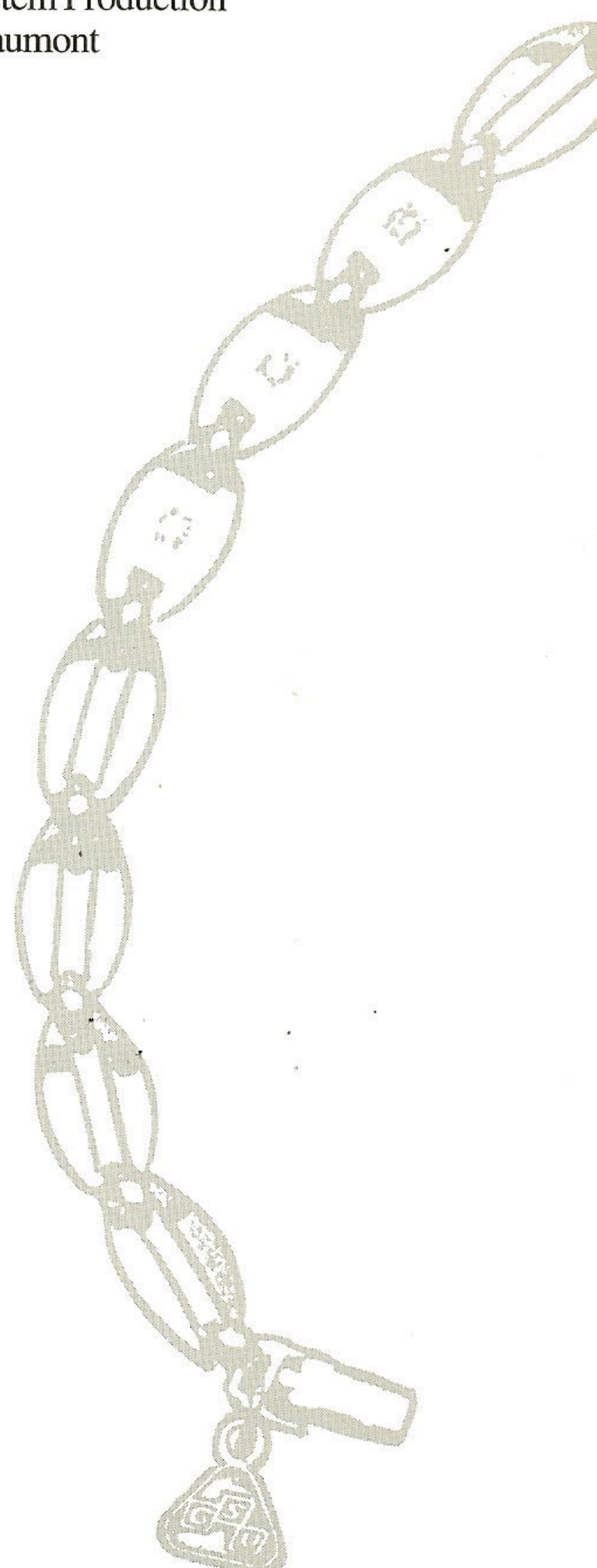
**Susan D. Terrell**  
Plant Production  
Nelson Station

**Helen J. Webb**  
General Services  
Baton Rouge

**Danny H. Williamson**  
Bus Systems & Oversight  
River Bend

**Wayne K. Woodcox**  
Plant Operations  
River Bend

**Stephanie E. Wright**  
System Production  
Beaumont





# ON THE MOVE

## Promotions from July 1 - August 31, 1992

**Achord, Norris A.**, River Bend, to senior planning and scheduling specialist, RBNG-Plant Operations (5).

**Alberto, Charles M.**, Beaumont, to associate systems analyst, Computer Applications (2).

**Allison, Frank J.**, River Bend, to senior technical specialist, RBNG-Plant Operations (9).

**Alphonse, Charles R.**, Louisiana Station, to equipment operator, Plant Production (8).

**Arnette, Luther M.**, Baton Rouge, to section head, T&D-Engineering (23).

**Barnett, Donald W.**, Port Arthur, to senior T&D safety specialist, Human Resources (21).

**Barnett, David B.**, Zachary, to lineman 2nd class, Electric T&D (10).

**Beckstrom, Gregory J.**, River Bend, to planning supervisor, Plant Production, Louisiana Station (13).

**Boggan, Nancy H.**, Beaumont, to computer operations associate, Computer Applications (7).

**Boullion, Darren R.**, Sabine Station, to storeroom assistant, Plant Production (1).

**Broussard, Reid J.**, Lafayette, to substation mechanic 2nd class, Electric T&D (9).

**Brown, Derrick D.**, The Woodlands, to lineman 2nd class, Electric T&D (7).

**Cacioppo, Leonard J., Jr.**, Baton Rouge, to substation mechanic 4th class, Electric T&D (1).

**Campbell, Joseph A.**, River Bend, to senior technical specialist, RBNG-Engineering (40).

**Campbell, Andy P.**, Lafayette, to substation mechanic 3rd class, Electric T&D (2).

**Chambliss, Stanley D.**, River Bend, to nuclear control operator, RBNG-Plant Production (4).

**Coats, Linda A.**, River Bend, to helper-nuclear, Plant Production (6).

**Comeaux, John C.**, Baton Rouge, to substation mechanic 4th class, Electric T&D (1).

**Cowart, Milton E.**, Beaumont, to claims director, General Services (14).

**Cradeur, Mia C.**, Beaumont, to staff accountant I, Accounting Services (3).

**Derouen, Garland A.**, Nelson Coal, to electrician 2nd class, Plant Production (3 months).\*

**Flanagan, John W.**, Sabine Station, to control operations foreman, Plant Production (10).

**Flood, John C.**, Beaumont, to financial analyst II, Financial Services (4).

**Frederick, Darren G.**, Beaumont, to associate systems analyst, Computer Applications (1).

**Grimes, Paul L.**, Beaumont, to claims supervisor, General Services (22).

**Guidry, Wanda L.**, Beaumont, to computer operations associate, Computer Applications (11).

**Harrison, Dennis R.**, River Bend, to senior inventory analyst, RBNG-Business Systems (6).

**Hecht, Terri W.**, Beaumont, to EDP shift supervisor, Computer Applications (7).

**Jones, William M.**, Gonzales, to lineman 2nd class, Electric T&D (10).

**Kopp, Charles W.**, New Caney, to lineman 1st class, Electric T&D (11).

**Langlois, Albert C.**, Baton Rouge, to right-of-way representative, T&D-Engineering (22).

**Leday, Thomas W.**, Winnie, to lineman 2nd class, Electric T&D (7).

**Lewis, Kyle B.**, Orange, to collector, Division Accounting (11).

**Luther, John V.**, Baton Rouge, to engineering assistant, Electric T&D (7).

**Martin, Luther W.**, Beaumont, to senior planning engineer, Engineering Services (7).

**Martin, Lisa A.**, Beaumont, to computer operations associate, Computer Applications (9).

**Matte, Racca S.**, Nelson Station, to repairman 2nd class, Plant Production (10).\*

**Matzke, Paul R.**, River Bend, to senior technical specialist, RBNG-Engineering (3).

**McCartey, Robert E.**, River Bend, to senior technical specialist, RBNG-Plant Operations (8).

**McKenzie, Donald W.**, Baton Rouge, to automotive technician 1st class, Fleet Administration (8).\*

**Meleton, Paul R.**, Beaumont, to systems analyst, Computer Applications (4).

**Mertz, Douglas E.**, The Woodlands, to lineman 2nd class, Electric T&D (8).

**Metoyer, Russell E.**, Lake Charles, to lineman 4th class, Electric T&D (2).

**Mondulick, Ronald J.**, River Bend, to senior technical specialist, RBNG-Plant Operations (7).

**Murray, Kenneth E.**, Huntsville, to lineman 4th class, Electric T&D (2).



**Navarro, Juanita A.**, Beaumont, to senior operations analyst, Computer Applications (23).

**Phillips, Karen F.**, Beaumont, to senior systems analyst, Computer Applications (9).

**Pierson, Rex E. III**, Gonzales, to lineman 2nd class, Electric T&D (12).

**Redding, Conrad D.**, River Bend, to senior quality assurance engineer, RBNG-Oversight (7).

**Richard, Jeffrey R.**, The Woodlands, to lineman 2nd class, Electric T&D (8).

**Richards, Donna J.**, Beaumont, to customer contact representative, Division Accounting (5).

**Selvy, David W.**, Huntsville, to lineman 2nd class, Electric T&D (7).

**Sharlow, Timothy**, Lafayette, to engineering assistant, Electric T&D (12).

**Sikes, James E.**, Beaumont, to associate systems analyst, Computer Applications (2).

**Stelly, Craig J.**, Lafayette, to lineman 2nd class, Electric T&D (6).\*

**Stoma, Samuel K.**, River Bend, to senior environmental analyst, RBNG-Oversight (4).

**Sullivan, Michael C.**, River Bend, to instrument and control technician 3rd class-nuclear, RBNG-Plant Production (1).

**Trammell, Darrell E.**, The Woodlands, to lineman 2nd class, Electric T&D (7).

**Tucker, James R.**, Port Allen, to lineman 1st class, Electric T&D (10).

**Walker, Keith A.**, River Bend, to nuclear control operator, RBNG-Plant Production (5).

**West, Delores B.**, Silsbee, to senior customer representative, Division Accounting (15).

**Westbrook, Denise M.**, Beaumont, to operations analyst, Computer Applications (11).

**Wilcox, Gale W.**, River Bend, to nuclear chemistry technician 3rd class, RBNG-Plant Production (6).

**Wilkinson, Benny F.**, Beaumont, to director-technical accounting, Accounting Services (14).

**Williams, Joseph R.**, Lafayette, to apprentice-line and service departments, Electric T&D (1).#

**Wilrye, Albert**, Nelson Station, to repairman 2nd class, Plant Production (14).\*

**Wilson, William F.**, River Bend, to senior technical specialist, RBNG-Plant Operations (3).

**Wilson, Rodney A.**, Beaumont, to communication serviceman 3rd class, Electric T&D (6 months).

**Woodall, Larry W.**, Beaumont, to relay design supervisor, Engineering (12).

**Wright, Robert W.**, River Bend, to senior technical specialist, RBNG-Oversight (3).

**Wynne, Lana R.**, Beaumont, to manager-internal audits, Internal Audits (13).

**Yowman, Sandra H.**, Beaumont, to senior billing clerk, Accounting Services (15).

**Zalfen, David J.**, River Bend, to senior technical specialist, RBNG-Plant Operations (14).

#Promoted in May

\*Promoted in June

()denotes years of service

## Guthrie retires after 42 years

On Oct. 1, Lewis Guthrie retired as general manager-system engineering in Beaumont. Guthrie worked for Gulf States 42-1/2 years.

Guthrie came to GSU in 1950 assigned to T&D. For his first six months, he was in an intensive training program in which he worked with a line crew, a substation crew and in various engineering and accounting assignments.

In August 1950, he began work in Baton Rouge as a T&D engineer. Seven years later, he transferred back to Beaumont as a project engineer in the System Engineering Department.

In 1960, Guthrie became division engineer for Beaumont T&D. In 1965, he spent a brief tour in the system office before heading east for a stint as operating supervisor, then operating superintendent, in Lake Charles Division. In 1969, Guthrie came back west as director of engineering design.

In his latest career moves, Guthrie was named manager of system engineering in 1978, then general manager in 1984.

In conjunction with his retirement, several organizational changes were effective Oct. 1.

Bill Luther, director-standards; Jim Mutch, director-environmental affairs and Bob Pohl, director-electrical engineering, will now report to Bill Barksdale, vice president-engineering and technical services.

Reporting to Bennie Hickman, manager-design engineering, will be Tom Crowe, chief project engineer, and Edy Mathews, secretary.

Alan Spencer, supervisor-transmission construction, will report to Jim Raleigh, manager-engineering services; and Peggy Muckleroy, secretary, will report to Jim Mutch.

Les Calder, senior staff engineer, will be transferred to Energy Resources and report to Joe Domino, general manager-production.



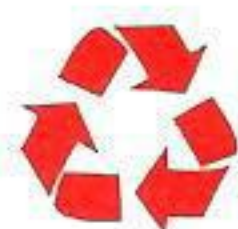
# PLAIN TALKS

P.O. Box 2951  
Beaumont, Texas 77704

Address Correction Requested

BULK RATE  
U.S. POSTAGE  
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Beaumont, Texas  
Permit No. 11

I just want to say "Thank you"  
to all employees of G.S.U. for the  
great effort you have made to get  
our power back on. We sometime  
take the good things in life for granted  
but we know you were out there  
in all the bad weather, facing  
all kinds of disaster day and night  
giving your all for us.  
So I would like to say "Thank you"  
for every risk you took, and all the  
discomfort and all the long, tiresome  
hours you have put in.  
You have my gratitude and thanks.  
May God bless you all.  
A satisfied customer  
Inez Forte



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