

Geographical Territory:
Southwest and Central
Virginia

Virginia WINUP Chapter's Newsletter Committee: Roxey Fisher and Teresa Hyers

2017 Program Plan:

- **STEM and Mentoring**
- **Developing and Sustaining Memberships**

WiNUP Mission Statement:

The Women's International Network of Utility Professionals is an organization providing a link for developing and recognizing professionals involved with utility business trends, issues, products and services.

Objectives:

- **Network and mentoring among members**
- **Recognition and visibility for members and business partners**
- **Opportunities for professional development of members**

WINUP is a professional organization committed to fostering an inclusive business environment for members and guests. Our mission does not support any particular political or religious view and we refrain from actions that create a non-inclusive environment.

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Dear Chapter Members,

It is my honor and pleasure to lead the Virginia WINUP Chapter in 2017. Our 2016 year was very successful. Our current chapter membership is up to 29 members. It is my sincere hope to carry our success into the 2017 year.

WINUP is about providing networking and professional development in an open and welcoming atmosphere. Our focus this year is going to be developing and sustaining our new members who we worked hard to recruit in our 2016 efforts.

Our first membership meeting was held on January 26, 2017, at the Appalachian Power downtown Roanoke office. Our speaker Mr. JJ White was outstanding in delivering his message, Living the Principles: Make "YOUR" Impact.

The month of March is designated as Women's History Month. To share in celebration of women's contributions to the utility industry, the Virginia WINUP Chapter will hold a meeting on March 23rd at the Pennhall Training Facility. There will be a short presentation entitled "The Women of Hydro/Solar" followed by lunch and a presentation of the AEP Hydro Smith Mountain Lake Debris Removal Equipment. Those interested will be given an opportunity to ride along with the crew while they perform debris removal.

The Bosses Luncheon is scheduled on May 10th at the Hidden Valley Country Club. We encourage all our members to invite their supervisors so that they can share the WINUP message and also thank them for their continued support of our organization.



May 9-13 is the Habitat for Humanity's Women's Build Week and serves as our Day of Service for AEP matching contribution.

On August 3rd, our third quarter meeting will be a joint venture with the Northeast Tennessee/Southwest Virginia Chapter. This meeting will be held at the Pulaski Service Center. After our short meeting, we'll travel to Claytor Hydro for a facility tour.

On October 19th, our 4th quarter meeting is scheduled with guest speaker Eric Orange, Roanoke County Sheriff. Eric will be sharing a work place safety and self-defense presentation to our members.

We have a wonderful year of activities lined out for everyone! I look forward to seeing you at these events and am excited to continue our success into 2017.

Sincerely,

April Connel

2017 WINUP Virginia Chapter Chair

Important Dates to Remember

March 23rd —Womens' History Month -
Women in Hydro/Solar & Debris Removal
Demo & Camp Killowatt Tour — Pennhall
Training Ctr

May 10th— 11:30 AM to 2 PM —
VA WiNUP Chapter's Bosses Luncheon —
Hidden Valley Country Club—Speaker:
Kelly Zuber (retired WDBJ News Director)

May 9-13—Habitat for Humanity —
Womens' Build Week (Day of Service)

Aug 3— Pulaski Service Center—VA
WiNUP Chapter Joint Meeting with SW
VA/NE TN WiNUP Chapter members &
Claytor Dam Tour - Speaker: Debra L.
Osborne, Vice President—Generating
Assets, Appalachian Power Company

Membership Recruiting Meeting
(July—TBA) - JWVC Service Center audi-
torium

September 25-27— International WiNUP
Conference — Philadelphia PA

October 19th —Women in the Workplace
Safety and Self Defense — Speaker: Eric
Orange—Roanoke County Sheriff

VA WiNUP Chapter's Vision is to pro-
vide leadership, inspiration and give
opportunity to share our talents
through service to others. Our goal is to
offer mentoring for life-changing, unbi-
ased possibilities to enhance ever-
changing careers and individual growth.

We would like to create meaningful
partnerships with non-profit organiza-
tions in our region.

Our target group of women and girls
are in:

- * the workplace
- * similar organizations
- * other WiNUP Chapters
- * the elementary grades

Above all, our efforts will inspire a
sense of adventure and bring joy in
all that we do!

OUTREACH—

Sympathy card sent to Patsy Fout for
the loss of her sister.

2017 VA WiNUP Chapter Officers

Chair— April Connel - 540-581-4189
Vice Chair— Charity Kreher - 540-562-7060
Treasurer - Cameron Corbin - 540-562-7088
Secretary - Janet Holdren - 540-985-2603
International Board Rep - Doni Palmer - 540-985-2627

2017 VA WiNUP Chapter Committees

Fundraising – Charity Kreher & Teresa Hyers
Hospitality – Roxey Fisher & Teresa Hyers
Memberships - April Connel
Newsletter – Roxey Fisher & Teresa Hyers
Community Involvement – April Connel & Elizabeth Testerman
Outreach (Get Well & Thank You Cards) – Roxey Fisher & Patsy Fout
STEM & Mentoring – April Connel, Elizabeth Testerman, & Doni Palmer
Award Competition – Jackie Stern & Carolyn Gordon
Chapter Conference Grant—Teresa Hyers, Doni Palmer & Janet Holdren
Program Meetings & Arrangements – Teresa Hamilton Hall & Janet Holdren

2017 VA WiNUP Chapter Members

Teresa Andrews	tgandrews@aep.com
Lacey Brown	llbrown@aep.com
Barbara Carter	blcarter@aep.com
Cathy Clingenpeel	cfclingenpeel@aep.com
April Connel	adlooney@aep.com
Cameron Corbin	clcorbin@aep.com
Janet Craighead	janetc540@aol.com
Heidi Crawford	hacrawford@aep.com
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Roxey Fisher	rafisher@aep.com
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Janet Holdren	jholdren@aep.com
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Charity Kreher	clkreher@aep.com
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Angie Radford	ahradford@aep.com
Teresa Rogers	tprogers@aep.com
Tammy Spradlin	tspradlin@BBTScottstringfellow.com
Jackie Stern	jstern@va811.com
Elizabeth Testerman	eatesterman@aep.com

Fellowships & Scholarships

WiNUP believes in doing all it can to help those within the industry with their educational pursuits. WiNUP offers three fellowships annually to females pursuing post graduate degrees, which will lead to careers in the utility industry or allied fields.

The Julia Kiene Fellowship in Electrical Energy is a grant of \$2,000 annually. This fellowship was named for a past president of the organization. During her long, diversified career, Ms. Kiene served as Home Editor of Capper's Farmer and retired from the Westinghouse Corporation. Ms. Kiene served on the Board of Directors for the parent organization, The Electrical Women's Round Table, Inc., for many years.

The Lyle Mamer Fellowship is a grant of \$1,000 annually. It is named for Lyle Mamer who served as an Associate Professor at the University of Tennessee College of Home Economics for 35 years. She was an active member of several professional organizations, including WiNUP. She will long be remembered for her strong dedication and worthy contributions to the electrical industry.

The Louisan Mamer Fellowship is a grant of \$500 annually. Ms. Louisan Mamer joined WiNUP in 1948 and remained a member until her death in 2006. She earned her degree in Home Economics from the University of Illinois. Worked for many years with the Rural Electrification Administration (REA). Ms. Mamer was the first woman to be awarded the Clyde T. Ellis Award in recognition of her service and accomplishments on behalf of electrical cooperatives. Her generous \$20,000 contribution to WiNUP enables the organization to fund the annual fellowship in her name.

Virginia WiNUP Chapter Member Bio—Amber Kane

Amber Kane is a Human Resources Corporate Recruiter for ALCOVA Mortgage. She joined WiNUP independently in October 2016 after attending a few of the WiNUP networking events.

In 2010, Amber was able to return to The Ohio State University as a non-traditional student and complete a Bachelor's of Science in Human Ecology. After completing her degree, she started her first recruiting job and quickly found that she had a talent for sourcing and identifying candidates as well as evaluating an interviewee's fit for a position or organization.

Amber, a Columbus, Ohio native, relocated to Roanoke, Virginia with her husband Jamie Kane, Project Controls Analyst with AEP and their two young sons, Liam and Kieran. Jamie and Amber are expecting their third child, Ainsley, in May 2017.



Amber is a creative person who enjoys crafting projects on the rare occasion that she has time (and energy)! She strongly believes in "family first" and enjoys taking the kids to parks, museums, shows, or the beach with Jamie. The family's favorite hangout spot is Sarasota, Florida, they try to go at least once a year to soak up some sunshine and play in the sand!

Virginia WiNUP Chapter Testimonial — Charity Kreher

This will be my fourth year participating in WiNUP and it has been quite the journey. I can honestly say I have developed so much as a young professional and as a woman. I started out on the fundraising committee and here I am serving as the 2017 Vice President for a chapter I've grown to love.

I appreciate the fellowship, encouragement, and skills I've gained from all the ladies and various educational opportunities. Looking forward to many more years with the VA Chapter.

Three one-year memberships to WiNUP to be awarded

Because AEP is a major supporter of WiNUP, three AEP employees/retirees were awarded a free one-year membership. They award recipients were to be notified on March 15th and posted on winup.org.

- Applicants must be a current AEP employee or AEP retiree.
- They did not need to be a WiNUP member to apply.

WiNUP Virginia Chapter Membership Fee for Students

International membership annual fee is \$22 plus \$20 for Virginia Chapter annual membership fee and \$6 for a one-time new membership fee. Student Members saves \$44 annually! WiNUP Annual Membership Dues can be paid on-line by visiting the following link: <http://www.winup.org/#/join-us/cfh4>

2016-2017 STEM & Mentoring Relationships

I have enjoyed talking about life with my mentee, Olivia Sweeney. It's been a joy to get to know her and cheer her on in her future endeavors. Throughout these past couple of months it's been a pleasure to encourage her through her Virginia Western classes and help her choose which 4-year college she'll go to next. Olivia will graduate in Winter 2017 (Associates in Social Sciences).

Charity Kreher, PMP
AEP Transmission Project Manager

Overall I think working with Charity has helped me better understand the career workplace and has given me insight on what to expect after graduation. Along with that she's helped me know what to be ready for in my next few years of college and the importance in having connections to get a job.

Olivia Sweeney

It has been a pleasure to mentor Lyn this year. Learning a different culture and teaching her has been a delight. I have witnessed a cocoon opening up into a beautiful butterfly. She was shy from the beginning and I have saw such a change in her networking abilities, job search and overall confidence in herself. I told her that she has the power to do anything in this world she chooses. No matter where we come from in life we have the power to change the world one step at a time. Lyn has received an internship, a new job and working towards the completion of her certificates in the medical field. I am so proud of Lyn and her accomplishments. I have pointed her strengths out to her and I see so much potential in this young lady toward her career goals.

Lyn will graduate in Fall 2017 (Medical Office Specialist certification).

Elizabeth Testerman
AEP HR Consultant

Being a part of the STEM mentoring program is truly a blessing. I was paired with someone who is very far from what I'm studying for but yet

Elizabeth was able to guide me and share a lot of things to me. My mentor is really amazing and considering her busy schedule, she still finds time to mentor me. She taught me how important networking is and significant life advice. She is a one of a kind woman and I'm proud to say that she is my mentor and I'm so grateful to be her mentee.

Ginalyn Serofia



https://www.youtube.com/watch?v=oh_cTTae794

VIRGINIA WESTERN COMMUNITY COLLEGE INNOVATION CHALLENGE

April Connel is a community partner for the VWCC Innovation Challenge this year. Any community college student who has a fresh idea that uses science, technology, engineering or math (STEM) is invited to enter the third annual STEM Innovation Challenge sponsored by The National Science Foundation (NSF) and the American Association of Community Colleges (AACC). Students are asked to join teams to create a STEM-based solution to a real-world problem.

The United States leads the world in scientific discovery and innovation.

NSF and AACC are calling on community college students — the nation's future scientists and engineers—to support U.S. scientific progress through the CCIC. CCIC provides the students with an opportunity to begin using science to make a difference in the world by transferring knowledge into action.

This year, teams will support projects using one of three themes:

- > **Maker to Manufacturer**
- > **Energy and Environment**
- > **Security Technologies**

NSF and AACC are calling for three to five U.S. community college students to form teams with a faculty mentor and a community and/or industry partner to participate in the competition. An entry consists of a written portion and a 90-second video. Visit the website www.nsf.gov/Challenge for the promotional toolkit where you can download competition posters, postcards and more. The boot camp is a professional development workshop aimed to build entrepreneurial skills relevant to innovation in both the private and public sectors. Follow the challenge: **#CCICChallenge**.

This challenge will foster the development of crucial innovation skills, win prizes and professional development. Submission Window: Oct. 14, 2016 to Feb. 15, 2017.

2016-2017 STEM & Mentoring Relationships

Part of the Finalist's Boot Camp preparation includes weekly correspondence for approximately one month with an actual NSF program officer and science policy fellow who are matched to the project. The intended goal of this program is to provide customized science and engineering coaching to finalist teams as they prepare for the boot camp.

Students and faculty mentors will have all travel, room and board costs associated with attending the Innovation Boot Camp paid on their behalf. Students and mentors are required to attend. Community/Industry partners are encouraged to attend but must pay for their own lodging and airfare.

Approximately six weeks before attending the boot camp, finalists will receive detailed instructions on how to prepare for the camp and will participate in several webinars to cover all boot camp logistics and required preparation.

Webinar Dates: April 19, 4:00-5:30 PM EST
April 28, 4:00-5:30 PM EST

Required Innovation Boot Camp for finalists will be held in Arlington, VA, from June 12—15, 2017. Contact the CCIC Team at InnovationChallenge@nsf.gov, for more information.

First Place Prize: \$1,500 per student team member

Second Place Prize: \$1,200 per student team member

Please view this year's 1:30 video entitled: **Fly Ash: Another Brick in the Wall** produced by Virginia Western Community College and published on Feb 14, 2017 on YouTube at:

https://www.youtube.com/watch?v=oh_cTTae794

"READ ACROSS AMERICA DAY"

written by Elizabeth Testerman



Left to Right: Elizabeth Testerman, Louie the Lightning Bug (Tim Toler) and Ginalyn Serofia

March 2 2017— Lyn Serofia and Elizabeth Testerman teamed with "Louie the Lightning Bug" for a "Read across America Day" at a local elementary school. It was a day filled of learning but most of all happiness. The best part of the day was to see the children so interested in Dr. Seuss and Louie the Lightning Bug. The children were so eager to learn about "Which Pet Should I Get" and the "Do's and Don'ts of Electricity".

Louie made lots of friends and received tons of hugs from the young children and the children at heart. Thanks to a special AEP Fleet Services employee, Tim Toler.

After the "Read across America Day" celebration I let Lyn witness how easy it was to change hats in the business world which involved moving right into Employment Testing. Changing hats is necessary in our professional lives but we get to experience the fun and the seriousness of our jobs.



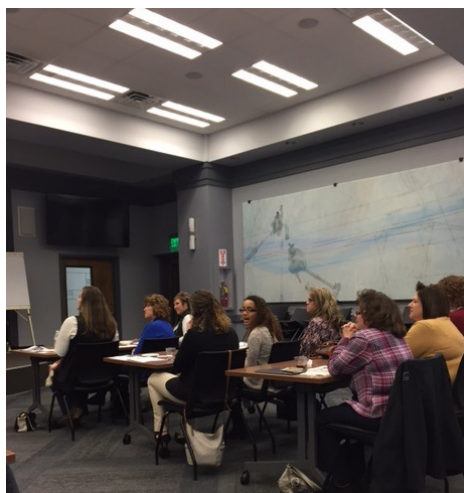
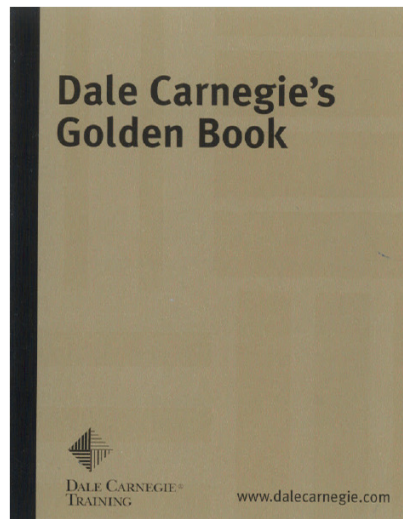
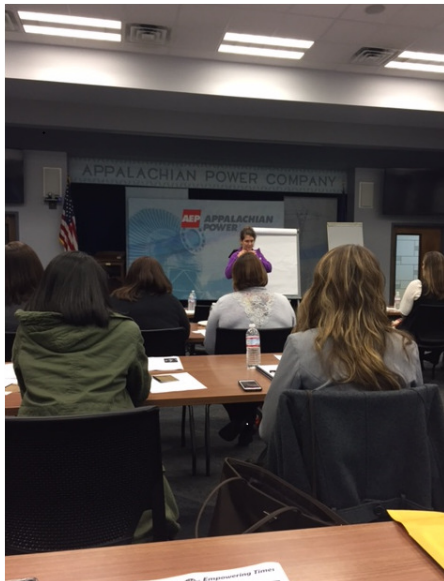
Speaker Bio—J. J. White (Dale Carnegie Training)

On January 26, 2017, J. J. White, an amazing motivational speaker, addressed the VA WINUP Chapter members and guests in the Franklin Road auditorium of Appalachian Power Company. His presentation, **“Living the Principles: Make “Your” Impact”** covered many aspects of interpersonal relationships. Mr. White is Executive Leadership Coach and Master Trainer of Dale Carnegie Training. He joined the Dale Carnegie organization in 2000 as a franchise owner. He personally trains and coaches over 300 professionals a year in all types of industries (technology, engineering, finance, healthcare, manufacturing, government and professional services).



His recent accomplishments include receiving the Dale Carnegie Silver Award in 2015 and being inducted into the Dale Carnegie Millennium Group, a collection of the top 20 franchises in the world. In 2007, he received the Dale Carnegie Superior Trainer Award. He serves on the Board of Advisors for the Virginia Council for CEOs and serves as Past-President of the International Dale Carnegie Franchisee Association. Mr. White obtained his Bachelor of Business Administration degree in Accounting from Roanoke College and resides in Goochland, Virginia with his wife Samantha and children, Ike and Millie.

1st Quarter VA WINUP Chapter Membership Meeting —January 26, 2017



Dale Carnegie (1888—1955)

Mr. Carnegie was born in Missouri and educated at Warrensburg State Teachers College. As a salesman and aspiring actor, he traveled to New York and began teaching communications classes to adults at the YMCA. In 1912, the world-famous Dale Carnegie Course® was born. He authored several best-sellers, including, *How to Win Friends and Influence People* and *How to Stop Worrying and Start Living*. Over 50 million copies of Mr. Carnegie's books have been printed and published in 38 languages. Mr. Carnegie was a prominent lecturer of his day and a sought-after counselor to world leaders. He wrote newspaper columns and had his own daily radio show. Dale Carnegie founded what is today a worldwide network of over 2,700 trainers with offices in over 85 countries.

- **Remember only 15% of a person's knowledge is valued against 85% of their combined attitude and skill.**
- **Become a Friendlier Person**
- **Win People to Your Way of Thinking**
- **Be a Leader**
- **Be a good listener!**
- **Become genuinely interested in other people**
- **Make them feel important.**
- **Remember a person's name, title, etc. by associating it with mental pictures.**
- **Show respect for the other person's opinion.**
- **Ask questions versus giving orders.**
- **Lavish praise and use encouragement.**
- **Put enthusiasm into your work.**
- **Don't worry about criticism**
- **Don't criticize, condemn or complain.**
- **Don't worry about the past!**
- **Conquer worry by praying.**

AEP's Outstanding Woman: Karen Gilmer

March 10, 2017—AEP NOW—Edited by Kenneth M Drenten, Internal Communications



Karen Gilmer, plant environmental coordinator, sr. at Clinch River Plant

Gilmer holds two Bachelor of Science degrees, in chemistry and biology, both from Emory and Henry College, and a Master of Science degree in environmental science and engineering from Virginia Tech. An Appalachian Power employee for more than five years, she also has licensing or certification as a wastewater works operator and waste management facility operator, HAZWOPER first responder operations level, hazardous materials technician, and Class A/B underground storage tank operator.

She is chair of the Board of Directors of the Upper Tennessee River Roundtable (UTRR), and is chair and international board member of Women's International Network of Utility Professionals (WinUP), Southwest Virginia/ Northeast Tennessee Chapter. She is a member of Virginia Master Naturalists and the Southwest Virginia Solid Waste Management Association.

Q: How did you become interested in your career choice?

A: I have had a love of the outdoors and nature for as long as I can remember. I spent much of my youth hiking and camping in the local mountains. I didn't realize my love for science until I began classes at Emory and Henry College. Upon graduation, I realized I wasn't quite ready to join the "real world," so I decided to combine my love of nature and science and pursued a post-graduate degree. Finding my career at Appalachian Power was a perfect match for me, and I am grateful for the opportunity to work here.

Q: Please use four adjectives to describe yourself in your role at AEP.

A: Knowledgeable, Diligent, Motivated, and my supervisor calls me Tenacious.

Q: What part of your job gives you the most satisfaction or fulfillment and why?

A: I am able to demonstrate one of AEP's Core Values, Environmental Stewardship, on a daily basis. AEP believes in going above and beyond regulated environmental requirements. In return, we are able to deliver value to our customers in the form of cleaner air and water. The region around Clinch River Plant promotes ecotourism as an economic replacement for the decline of the coal industry. I do not know anyone who would want to kayak or go inner-tubing along a murky river, unable to see the rocks on the bottom. Many of our customers and employees like to hunt and fish. They would not be able to if we compromise the environment. My job allows me to show our customers and the public that we are dedicated to improving environmental quality.

Q: Among your community service or professional organization memberships, what activity gives you the most satisfaction/fulfillment and why?

A: My seat on the UTRR Board of Directors is a source of great satisfaction. This is an outstanding organization. The UTRR is a 501(c)3 non-profit formed in 1999 with a mission "to achieve clean water throughout the watershed with the involvement of citizens in planning, educating, attracting funding, and serving as advocates for our water resources." UTRR serves the watersheds for the Holston, Clinch, and Powell rivers. Clinch River Plant is located in a horseshoe bend of the Clinch River, which is one of the most diverse rivers in the nation. The river contains 29 rare mussel species and 19 rare freshwater fish. As a member of the UTRR, I have the privilege of providing education about the special river that I watch flow by my plant. I also assist in cleaning up dumpsites that would eventually add debris and other pollution to the river. The UTRR allows me to be actively involved in protecting the delicate habitats located in Southwest Virginia. I have served as Chair of the Board of Directors since 2013.

Q: What is the biggest challenge you have faced and overcome in your career at AEP?

A: I am the environmental department at Clinch River. Most plants have several staff members dedicated to environmental responsibilities. Due to the size of Clinch River Plant, we have fewer employees, but the same environmental responsibilities. The majority of my responsibilities center on state and federal laws, and AEP guidelines, which are all deadline driven. There are consequences (citations, fines, even jail time) that could affect AEP if I do not meet those deadlines. Managing for compliance with the Title V Federal Air Operating Permit, the VPDES Wastewater Permit, and all commercial, industrial, and hazardous waste, along with two oil discharge plans are just some of my responsibilities. With the completion of Clinch's fuel conversion, I now also manage the landfill and ash pond for compliance. My goal this year is to educate plant employees on the importance of the environmental program, and to better manage some of the tasks associated with the permits.

AEP's Outstanding Woman: Karen Gilmer—cont'd.

Q: What do you think is the biggest challenge for young women entering the workforce today?

A: There are actually two challenges -- the old-school stigma that women should not work, and that the millennial generation tends to be lazy.

Q: Have you had a role model or mentor earlier in your career or when in school?

A: A professor in undergraduate school influenced the direction I took with my education and this career. She was my Analytical Chemistry and Instrumental Chemistry professor. Through these classes, she introduced me to using chemistry in the environment. This influenced my course direction when I got to graduate school. A couple of years ago, she brought a group of students to the plant to introduce them to environmental jobs in industry.

Q: What's the best career advice you have ever been given, or that you have learned from your experience?

A: I recently heard a female executive vice president and chief operating officer of a major U.S. energy company tell a room of more than 200 women at a WINUP Conference to stand up for themselves and follow their heart. This is good advice on both a personal and a professional level.

Q: What advice would you give early-career women to encourage them to stay and succeed in their careers?

A: I have only been in this career a little more than five years, so I consider myself to be among this group of early-career women. I would tell anyone who asks to "Stick with It!" There have been many strong women who've paved the way for all of us. Everybody has tough days, but tomorrow is a new day and next Monday begins a new week. We need to continue to pave the way and build a support system for women to follow in the future!

Also, find opportunities to better yourself. Consider joining an organization, such as WINUP, where women provide support for each other. WINUP has been my saving grace. I have formed great friendships with several of the women I have met through WINUP. These women have become my motivators, sounding boards, biggest supporters, and my rock!

VA WINUP Chapter Meeting —3/23/17

The Virginia WINUP Chapter held an event in honor of Women's History month on March 23rd at the Penn Hall Training Center located at 750 Penn Hall Road, Union Hall, Virginia 24176. Eighteen members attended the meeting.

March is designated as Women's History Month and the 2017 theme for the month is "Honoring Trailblazing Women in Labor and Business." April showed attendees a PowerPoint presentation on "The Women of AEP Hydro/Solar." Mark MacGlothlin, Plant Support Specialist Sr, discussed the Debris Removal at Leesville and Smith Mountain. He said we could return one day when barge was functioning properly. Afterward the presentations, everyone enjoyed a great meal provided by the ladies at Pennhall Training Center. On the way home, several members stopped to view Camp Killowatt campground and take a group photo.



Pennhall is situated on 1,600 acres of rolling farmland abutting Smith Mountain Lake and is available for AEP department retreats, meetings and other work-related activities. Two-story brick home sleeps 15 people and has the same accommodations as an average hotel, but with the added benefit of Appalachian hospitality. The staff provides three delicious meals a day and strives to keep guests comfortable and feeling at home during their stay. They can even accommodate dietary requirements. A pontoon is available to take a lake tour.



(L-R): Caitlyn Darby, Lacey Brown, Jackie Stern, Charity Kreher, Doni Palmer, Cameron Corbin, Tammy Spradlin, Teresa Hyers, Roxey Fisher, Helen Riggins, April Connel, Stacey Neece, Michelle Crouch, Heidi

March 2017 Women's History Month



The Women in Hydro/Solar Generation in Honor of Women's History Month

by April Connel, AEP Plant Environmental Coordinator Sr

Currently there is 96 Hydro/Solar Employees and 15 are women (15% of the Hydro/Solar Generation workforce). AEP has a total of 17 hydroelectric plants (6—Indiana and Michigan; 1 in Racine Ohio; 3 in West Virginia and 7 in Virginia). There are four solar farms located in Indiana and Michigan and one retired coal plant (Glen Lyn Plant in Virginia). Our female staff for the northern hydros and solar plants consists of Marta Arizmendi (hydro mechanic B), Carol Fuller (hydro mechanic C) and Christina Svoboda (plant system owner sr) who is responsible for shoreline management, real estate and FERC compliance). Yun Gao (energy production superintendent) supervises operations of six northern hydro facilities (Kanawha Valley), four solar facilities and the Racine plant. April Connel (plant environmental coordinator sr) handles all environmental, safety and health at all



of the Blue Ridge Hydro facilities), Rosemary Barger (visitors center attendant sr) who manages the Smith Mountain Visitors Center in Virginia. Donna English and Ellen Turner are training center attendants sr who take care of the Penn Hall Training Center. In the Roanoke office, Judith Emery (administrative supervisor) handles all the accounting and contracting for all facilities and Jeanne Leftwich (administrative assistant sr) is the administrative support. The Roanoke Office Shoreline Management staff consists of Elizabeth Parcell (process supervisor) of shoreline management, FERC compliance for all facilities, Lisa Hammock (plant support specialist associate) handling shoreline management at Smith Mountain Lake and all permitting. Anna Painter (plant support specialist associate) provides shoreline management administrative support as well as Sheryl Carr (plant support specialist associate) taking care of permitting and inspections for shoreline management. Mark McGlothlin (lake crew supervisor) is responsible for all debris removal at Smith Mountain and Leesville hydro facilities.



SKIMMER



CAT/DUMPSTER/BOAT

Professional Development

Plan Your Professional Development for the Year

by Dorie Clark (*Harvard Business Review*) JAN 07, 2016

With the New Year upon us, you've probably set business goals for the year ahead: launch the new product, grow sales by 20%, or complete the acquisition. You may even have set personal New Year's Resolutions, like losing 10 pounds or going to the gym three times a week or finally learning Spanish.

But professional development – improving yourself at work beyond meeting your specific performance goals – is too often left to the rote box-checking of annual performance reviews. To successfully move to the next level, we need to ask ourselves: *How can I ensure I'm more valuable at the end of the year than I was at the beginning?*

Some of the investments will take time to show results. But following through on them is likely to become your personal competitive advantage, because so many people focus only on quick wins and abandon the rest.

Professional development takes three main forms: learning, connecting, and creating. Depending on the phase of your career and your other goals for the year, you may want to prioritize one more than the others.

Creating your learning goals starts with identifying the gaps in your current knowledge or experience. Are there areas of your job or field you're not sufficiently familiar with? If you've moved into a new job or functional area, you may want to do basic research so you can be conversant with the canonical literature of the field.

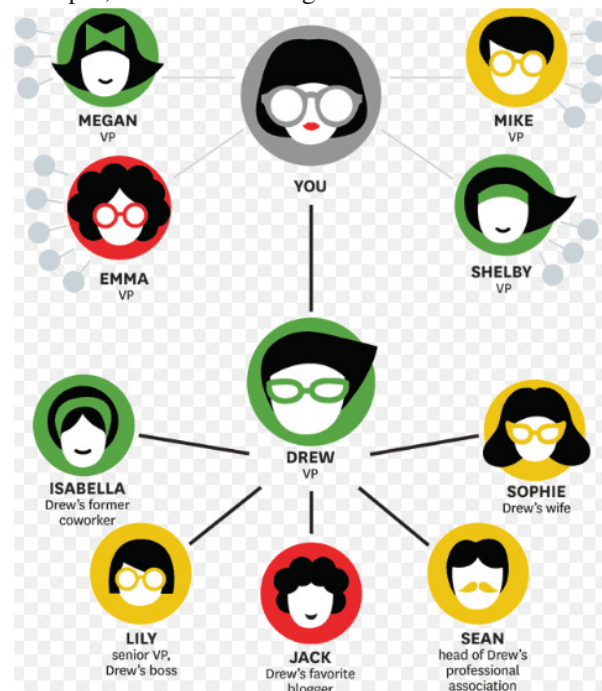
When I started my consulting business a decade ago, I spent a little bit of time every night for roughly three years reading classic management authors like Peter Drucker and popular current writers like Jim Collins and Keith Ferrazzi. If you want to be taken seriously as a consultant, you at least need to know what it means to “get the right people on the bus” or “never eat alone.”

Similarly, if you're on a new international assignment, you'll want to dive into narrative journalism about the local politics and culture, and the most important fictional works that people in the country will refer to (and expect you to know).

There may be particular skills you want to pick up or interesting trends you see on the horizon that you'd like to learn more about. From there, you can chart out the best method – whether it's taking a course (either

in person or online), independent reading, or listening to podcasts.

Developing your connecting goals starts with a look at where power resides in your organization. Specifically, who has control over your professional future? Clearly your boss does, but oftentimes a decision to promote you or give you plum assignments doesn't come from her alone. Who else has influence? And who are the people she listens to most closely? As I describe in “A Campaign Strategy for Your Career,” you can draw a **power map** that reflects these relationships, and color-code it: green if you have a close connection, yellow if it's tepid, and red if it's negative or non-existent.



Your goal for the year should be to improve each key relationship by a color; i.e., turning red relationships yellow, and yellow relationships green. Think about ways you can start to spend more time with key people (without seeming creepy or opportunistic). Perhaps you serve on a committee together, and you could suggest meeting for coffee to talk about the latest developments. Maybe you can make a point of lingering to talk longer with your boss' assistant, so you can develop a more robust relationship. Or perhaps a key influencer is sponsoring a table at a charity dinner and looking for people to buy seats; this might be a great opportunity to support a cause he cares about and spend three hours getting to know him outside work.

About the author -

Dorie Clark is a marketing strategist and professional speaker who teaches at Duke University's Fuqua School of Business. She is the author of **Reinventing You** and **Stand Out**.

Professional Development

10 Important Career Lessons Most People learn Too Late In Life

Published on September 18, 2016—Bernard Marr
Featured in [LinkedIn.com](#): Best Advice, Careers: The Next Level, What Inspires Me, Your Career

Keep your head down and your nose to the grindstone. That's what a lot of us were taught to believe about work. But is it really the best strategy?

I find that people often take this sort of advice to heart — and then learn too late in their careers that there's more to life (and success) than just keeping busy.

I've gathered up my top 10 lessons you should take to heart *now*, before it's too late!

1. **Life is short.** Here's the thing: Life is too short to put up with a job you hate, a boss who demeans you, or a company with no soul. Many people convince themselves that they can put up with a job or career situation that makes them unhappy because they need the income, because they don't know if they can find another job, or for some other reason. But the truth is none of us knows how long we have on this earth, and spending too much of it in a bad situation will only make you miserable and regretful. If you're in this situation, take a step today — no matter how small — toward a better situation.
2. **Social networks matter.** You might think that networking events are dull, that it's boring to chat with coworkers around the watercooler, or that you're simply a born introvert, but study after study confirms that social networks are vital to our success. In fact, the most successful people tend to have the broadest and most diverse social networks. The more time and effort you put into nurturing your social networks, the more successful you are likely to be.
3. **Sacrificing your health for success or wealth isn't worth it.** Many driven, successful people have a hard time creating work/life balance and can end up burning out or developing serious health problems from stress and overwork. The truth is, it's much easier to stay healthy than to heal from a problem or disease — and no amount of success or money can replace your health. Don't take your health for granted and take steps to mitigate stress that could cause problems later.
4. **None of the best moments of your life will take place looking at a screen.** In our connected world, it's tempting to let all the little screens we have access to dictate our lives. But you'll never reach the end of your life wishing you'd spent more time checking email on your phone. Disconnect regularly and experience real life.
5. **Never stop learning.** With the rate at which technologies are changing today, if you decide that you are "done" learning, you will be left behind within a matter of years, if not sooner. The idea that you can't teach an old dog new tricks is blatantly false, and you will never wake up and regret having invested in your mind by learning something new.
6. **Diversify.** Hand in hand with learning, if you stick to only doing what you know, or what you are good at, you may quickly find that you're only good at one thing. We need to be agile, nimble, and interested in many different things. Otherwise, you could get stuck in a job or career you don't love, or that goes with the times. Think of the taxi driver threatened by Uber or the customer service person replaced by a chatbot.
7. **You can go fast alone, but you can go farther together.** In other words, teamwork makes the dream work. Many people claim they don't like to work in teams, but the ability to work well in teams is vital if you want to succeed. The idea of the solo auteur is a myth; every big idea needs a team to make it happen.
8. **Worrying doesn't achieve anything.** The antidote to fear and anxiety is action and hustle. If you're wasting time because you're afraid to pursue an idea, speak up, or are worried what others will think of you, you won't achieve your goals. If you push through the worry and the fear, however, and take action, you'll almost always find that you were worried about nothing.
9. **Failure is not an end.** If you give up when you fail, you'll never learn anything. Instead, look at failure as an opportunity, as the beginning of a new journey. If you do, you're much more likely to try again and succeed at something else.
10. **Happiness is a journey, not a destination.** So many people put off their happiness; they think, "I'll be happy when I get that job, when I lose that weight, when I'm in a relationship, when I'm out of a relationship..." and so on. But we can choose to be happy. Happiness is a habit and a choice. No matter what your situation, if you can approach it with an attitude of happiness, you will be more successful.

About the author -

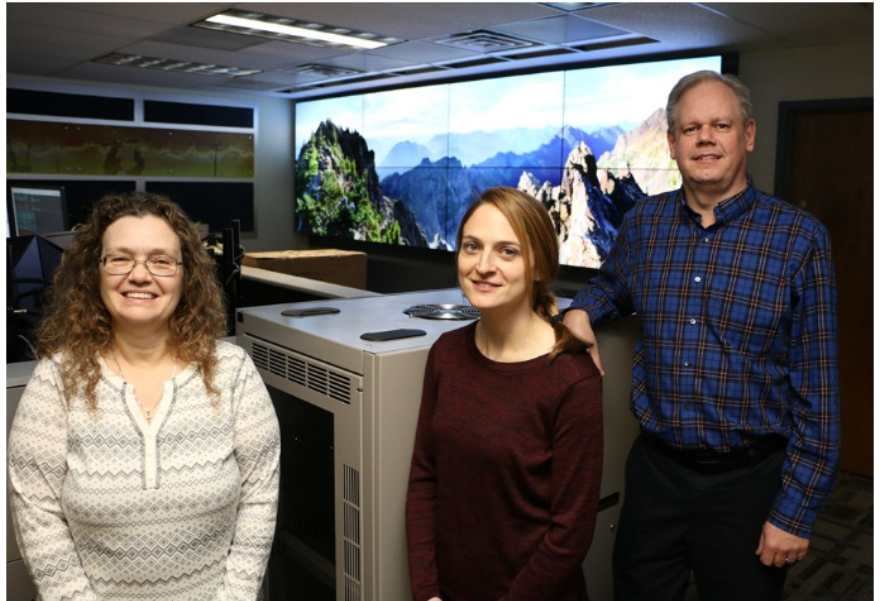
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NEWS YOU CAN USE

APPALACHIAN POWER NEWS ONLINE by Teresa Hamilton Hall—ROANOKE, Va. -- 2/15/17—As part of Appalachian Power's strategy to improve the customer experience, the Roanoke DDC will have a larger role in scheduling planned outages for maintenance and repair work.

Starting next week in the Roanoke District, the Roanoke DDC will oversee the planned outage process, which is often referred to as the "Davox" process. Davox is the system or series of steps used to schedule planned outages and then communicate the information by phone message to customers.

"We think the changes will streamline the process, increase the accuracy and consistency of this information within the company and most importantly to our customers," said Billy Wagner, distribution dispatch manager.



Sherry Hoopes (left), Stacey Markham and Billy Wagner will be instrumental in the new change. Photos by John Shepelwhich.

The Davox process has historically involved multiple departments across Appalachian Power, and the DDC was often the

last group to be made aware of plans for scheduled maintenance or repair work. Under the new system, planned outage and other repair work that will interrupt a customer's service will be coordinated through the DDC.

Work schedulers, engineers, forestry employees and others will submit an email to the DDC that provides the specifics of the planned outage including the reason for the work along with the date, time and location.

DDC employees Sherry Hoopes and Stacey Markham will each receive the email and serve as a single point-of-contact for field personnel who need to schedule a planned outage. They will determine if the date and weather conditions meet Appalachian Power's policies and if customers are given ample notice that their electric service will be interrupted.

If the company's requirements are met, Hoopes and Markham will compile the list of affected customers and their phone numbers. They will also be responsible for preparing the phone message customers will receive making them aware of the specifics of the outage, including the date, time and outage duration.

Once these steps are complete, the information will be logged into a daily schedule that will allow the company to track the work. By tracking the information, it will help answer questions that are important to the customer, such as, did the outage start on time? Was the customer's power restored by the time indicated in the phone message? Was the planned outage canceled and was the customer notified of the cancelation?

"Centralizing the planned outage process is one of the company's "First 100 Days" initiatives connected to the customer experience," said Phil Wright, vice president distribution operations. "We still have work to do, but I think we're making significant progress."

The new planned outage process will be rolled out by district starting with the Roanoke District, Monday, Feb. 20.

FirstEnergy, American Electric Power to approach renewable energy differently

Cleveland.com (covering NE Ohio) – by Peter Krouse, cleveland.com - January 06, 2017 at 10:21 AM, updated January 06, 2017 at 12:18 PM

Now that Ohio's renewable energy standards have snapped back in place by virtue of Gov. John Kasich's veto of Substitute House Bill 554, FirstEnergy Corp. of Akron will be required to boost the percentage of renewable energy it distributes to retail customers.

A freeze of the mandates in 2014 capped that percentage at 2.5 percent, but now FirstEnergy will be required to increase that amount, starting with another percentage point of renewable energy in 2017.

"We will continue to comply with the standards," said Doug Colafella, a spokesman for FirstEnergy.

Colafella said FirstEnergy, which distributes electricity in Northeast Ohio through The Illuminating Company and Ohio Edison, will likely buy renewable energy credits (RECs) and solar renewable credits (SRECs) in the fall to meet the mandate.

That's assuming the law hasn't changed again by then.

Leaders in both the Ohio house and senate said recently that they expect to take up the issue of renewable energy. It is likely to be part of a larger discussion about energy policy in general in Ohio.

FirstEnergy already buys some renewable energy, including electricity from the Blue Creek wind farm in northwest Ohio, but it also relies on RECs and SRECS to meet its current obligations, Colafella said.

The so-called RECs and SRECs do not represent actual purchases of electricity, but rather offset the cost of investments in renewable energy made by others.

Colafella said the utility is not obligated to buy its renewable energy or its credits from producers in the state. American Electric Power, which is based in Columbus, is considering a different approach than FirstEnergy. AEP says that it plans to develop 900 megawatts of wind and solar energy in Ohio over the next five years and that it does not expect any problem meeting the renewable energy mandates.

The Ohio legislature imposed renewable energy mandates in 2008 that called for 12.5 percent of the electricity they distribute to be derived from renewable sources by 2025.

In 2014, a Republican-controlled legislature froze compliance with the phased-in mandates for two years. Last year, it wanted to extend the freeze, but Kasich vetoed the bill, citing the role renewable energy has played in creating jobs in the state.

Matt Englehart, spokesman for JobsOhio, the state's privatized economic development arm, said some companies, including Amazon Web Services, want access to reliable renewable energy. Amazon has contracted to buy wind energy from developers in the state.

With Kasich's veto, the legislation requires investor-owned utilities in Ohio to purchase 12.5 percent of its electricity from renewable sources by 2027. That could change, however, if the legislature and Kasich agree on new standards.

Colafella said FirstEnergy favored Sub. H.B. 554 for the changes it made to efficiency standards, but was neutral on the bill's continuation of the renewable standards freeze.



Community Involvement



Children's Trust of Roanoke spinning wheels to prevent child abuse

Volunteers needed to serve as advocates for children

ColorsVA.pub article written by Linda Pharis—March 1, 2017

This spring silver and blue pinwheels will be sparkling and whirling all around town as a reminder you could be a hero to a child in your community. April is Child Abuse Prevention Month. The source of the pinwheels is Children's Trust. For 30 years, Children's Trust has been the premier prevention agency in the region striving "to prevent child abuse and neglect and provide continuous support for children through investigation and court proceedings." The organization's ultimate goal is to "help make kids safer and adults better parents through education."

The first Virginia Child Advocacy Center opened in Bristol, Virginia in 1998. There are now 15 centers in Virginia with one satellite center. Their multidisciplinary team approach brings together all the professionals and agencies needed to offer comprehensive services: law enforcement, child protective services, prosecution, mental health, medical and victim advocacy.

ColorsVA magazine visited Children's Trust of Roanoke Valley to interview staff and volunteers about their vital work. Emotional abuse, emotional neglect, physical neglect, physical abuse and/or sexual abuse are all reasons a child from infancy to age 21 may need rescuing. Child abuse is often a factor in:

- ◆ Permanent physical injury and/or death
- ◆ Developmental delays (physical, emotional and intellectual)
- ◆ Chronic health problems
- ◆ Low self-esteem
- ◆ Poor relationships
- ◆ Substance abuse
- ◆ Mental illness
- ◆ Criminal behavior

A better future for abused children begins through the work of CASA, Court Appointed Special Advocates. Nearly

125 children were rescued from harmful environments last year. "We don't remove the children from their parents," says CASA Director Judy Jacobsen. In abusive situations, Department of Social Services (DSS) intervenes first; the case is taken to court where a judge determines whether the child/children should be removed from their home. "We come in after that process to determine, working with everyone who has contact with that child, what is the best outcome going forward." Some children eventually are able to return home. In 2016, 118 abused children found safe, permanent homes.

CASA has 44 volunteer advocates from the community and needs more. The group is actively recruiting now before training a new group next month. Asked why she donates her time to being a CASA advocate, Corinna Dunn (VA Chapter member) said, "It's in my heart. I'm a mom. It's got to be in your heart or you can't do this work." Her first case this year involves three children under 12 who have had DSS involvement since 2015. Their mother is a victim of domestic abuse with a relapsing substance abuse history.

Carla Terry, another mom, has been a CASA advocate since 2008. Dunn recruited Terry, a fellow church and choir member. Terry also influenced fellow Coca-Cola employee Summer Holland to volunteer in 2010. Holland has worked with children since her early teens and hopes to find a job in the Juvenile Justice system when she graduates from Liberty University's paralegal and criminal studies programs. These three advocates came to the program with personal passion for children rather than specific professional backgrounds. They eagerly recommend the advocate program to others. "If you think you might be interested, don't be intimidated," says Terry. "You'll make a difference! You'll take a child out of sadness."

CASA advocates do not have to possess special degrees or certificates to become part of the program. All they need is a love for children and passion for justice for them. Dunn says her 35 hours of wide-ranging training got her ready and confident. CASA advocate training will take place in April. "I love the training. I learned so much and felt so well prepared," Holland adds. Never have they felt personal fear while handling a case or feared retaliation. That's due to the strong support system that exists. In addition, CASA volunteers agree resources are so plentiful they never feel alone. The volunteers and Jacobsen share mutual adoration. "She's our go-go person," says Terry. They also give credit for the success of CASA to Kristen Thadlock-Bell, program director, and to lawyer, Holly Peters, program supervisor. Janice Dinkins Davidson serves as director of Children's Trust of Roanoke Valley. More info go to <http://www.colorsva.pub/>.

Community Involvement



COMMUNITY CHRISTMAS STORE OF THE ROANOKE VALLEY —December 11, 2016— Photo and below courtesy of CCS FACEBOOK

Another year is complete and we were able to bless 510 families! A tremendous and heartfelt thank you to all the volunteers who put in countless hours to make this happen. And a special thanks to all our donors and supporters for helping this continue for 23 years. See you in 2017!

The CCS Committee chairs met on 2/13/17 to recap last year and lay out the plans for 2017. There are several fundraising events already on the 2017 calendar. If anyone would like to help with any of these events, please contact the Event Coordinator (Linda Poff) - boblindapoff@comcast.net.

LULA ROE POPUP PARTY—April 4th

BELK CHARITY DAY—April 29th

SILENT AUCTION - June 4th

SALEM AFTER FIVE—To be announced (Angie Apgar – 540-598-6532) aapgar@comcast.net

Several of our volunteers have served in more than one capacity. They need some helping hands! If anyone is interested in learning more about the following positions, please reach out to the volunteer listed below:

Larry Williams—larry@ldwilliams.net—**Store organization, set up & general maintenance**

Donna Williams - donna@ldwilliams.net—**Coordinate food drives with schools & donations from churches**

Janie Whitlow—wspudhome@aol.com—**Apply for grants & pick up and sort mail from post office**

MAIL: PO Box 616, Salem, VA 24153

Website: <http://roanokevalleyccs.org/>

Facebook: <https://www.facebook.com/Community-Christmas-Store-of-the-Roanoke-Valley>

The Community Christmas Store is recognized by the IRS as a 501 (C) (3) Charitable organization . All donations are tax deductible.

Charitable Donation—January 2017

Soup for Seniors

At the VA WINUP Chapter meeting, chapter members donated non-perishable items for the Soup for Seniors fundraiser. Also, the chapter donated \$25 for the fundraiser.

Winter is a difficult time for older homebound neighbors and the choice between food and heat can be hard. The donations of soup, crackers and other non-perishable food items to the League of Older Americans (LOA) and the AARP will end senior hunger. The goal this year was to collect 50,000 cans of soup to be delivered to more than 3,500 residents.



AARP
Real Possibilities



History: Soup for Seniors began in October 2006 as a Make a Difference Day Project for LOA's Foster Grandparent and Senior Companion Programs. In 2011, the LOA took on the project as an agency-wide service and joined forces with AARP Virginia. Collection was moved to late Jan/early Feb in order to serve the senior population in the most vulnerable part of winter.

SAVE THE DATE — September 25-27, 2017

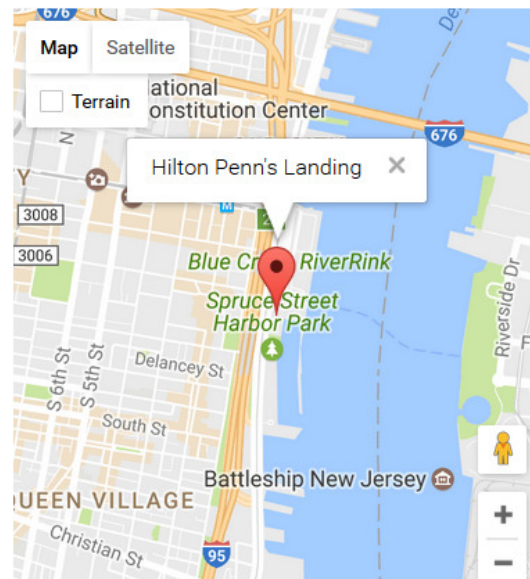
Mid-Atlantic Chapter of WiNUP is hosting the 2017 International WiNUP Conference in Philadelphia. "Find the Key to Power Your Future."
www.Philly.com

"Welcome to Hilton Philadelphia at Penn's Landing"

Phone: (215) 521-6500

201 S Christopher Columbus Blvd

Philadelphia, PA 19106



Philly Cheesesteak Sandwich (((Authentic))) by Alan Leonetti (food.com)



Heat a griddle or a large saute pan over medium-high heat. When hot, cover bottom with olive oil.

Add the onions and bell pepper and cook, stirring, until caramelized, which will take about 6 to 8 minutes.

Add the garlic, salt and pepper, and cook for about 30 seconds.

Push the mixture off to one side of the griddle.

Add the meat to the hot part of the griddle.

Cook, continuously flipping the meat over and slightly chopping the meat into slightly smaller pieces with 2 spatulas, until the meat is not pink, which should take about 2 minutes.

Mix the meat and the caramelized onions and bell pepper together.

Divide into 2 portions, and top both portions with the cheese to melt.]

If using Italian or French bread, cut the bread in half, crosswise, and slice lengthwise to open for the 2 sandwiches.

Hollow out some of the soft white bread part from inside and place face down on top of the meat and cheese.

When the cheese is melted, and with 1 or 2 spatulas, flip the sandwiches over and add topping, such as marinara sauce or ketchup, if desired, and serve immediately.

- 1 loaf Italian bread or 1 loaf French bread or 2 large hoagie rolls or 2 large sub rolls
- 1/2 lb deli roast beef (very rare, sliced wafer thin, or use a frozen Rib-Eye roast shaved on an electric slicer)
- 1 white onion (thinly sliced)
- 1 green bell pepper (thinly sliced) (optional)
- 2 teaspoons garlic (minced)
- 1/2 lb provolone cheese (thinly sliced)
- extra virgin olive oil (for grilling)
- salt and pepper
- marinara sauce (optional topping) or ketchup (optional topping)

Philadelphia's nicknames include Philly, The City of Brotherly Love, The Birthplace of America, The City that Loves You Back, The City of Neighborhoods, The Quaker City, and The Cradle of Liberty.

The city's motto is Philadelphia maneto, which means "let brotherly love endure."

Brothers Pat and Harry Olivieri reputedly invented the cheesesteak in 1930, though it didn't originally include cheese. Pat opened South Philly's famous Pat's King of



See you in Philly!

On a Personal Note

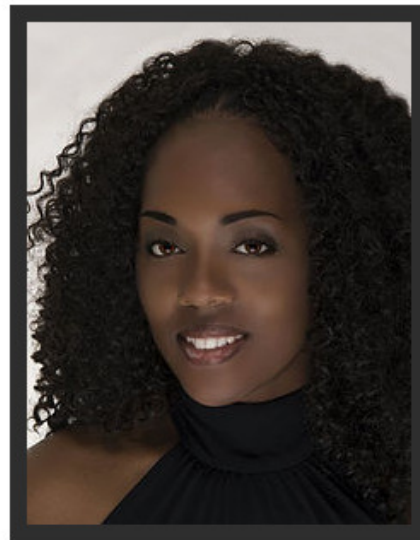
***1st Grandson of Elizabeth Testerman
Dylan Testerman born 2/3/17***



***2nd Grandson of Elizabeth:
Liam McKinley-Allen Testerman born 3/4/17***



***1st granddaughter of Corinna Dunn
Jodie Raine Dunn born on 2/24/17***



Corinna Dunn
Mrs Southwest Virginia

Corinna Dunn is a 2017 Delegate in the Mrs. Virginia Pageant to be held April 21st-22nd in South Hill, VA. The pageant's charity fundraiser is 'Victoria's Voice' raising the awareness of drug addiction epidemic.

Corinna would appreciate your vote and donation at <https://www.MrsVirginia.com>. If she wins the most votes, she and five others will be guaranteed a place in the top six to receive the Fabulous Face Award.

Please submit your personal news to either Teresa Hyers (tlhyers@aep.com) or Roxey Fisher (rafisher@aep.com). Thank you!