



Connection

A publication for all WiNUP members

2015 CONFERENCE EDITION

Inside this issue:

- 1 A note from our president
- 2 International News
- 4 Local Chapter Highlights
- 5 From the Energy Affairs Committee
- 6 Development Corner
- 8 Chapter Spotlight

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A note from our president

International conference a highlight of my year!

The 2015 WiNUP Conference in Charleston, West Virginia, has been among the many highlights of my year as your international president, beginning with the executive committee meeting to the closing speaker on day three.

As always, there were executive committee, international board and chapter chair meetings prior to the start of the conference. The meetings included lots of participation and enthusiasm from our attendees as we worked together to improve the organization and manage necessary business items.

Excitement filled the ballroom on Monday morning, as we kicked off the conference! We toured the AEP Amos Power Plant and the West Virginia-American Water Company. At the end of the day, we also had the opportunity to tour an AEP River Operations boat, parked just across the street on the Kanawha River. For many of us, this was a day of firsts. I applaud each of our contributors for their time, effort and professionalism that made these tours very special for the WiNUP conference attendees.

I also appreciated the fact that each day started with a power walk opportunity and safety briefing to keep us focused.

We discussed these highlights from the past year at our annual business meeting on Tuesday morning: chartering the Mid-Atlantic Chapter in January; launching a new website in May (which eliminated the use of contractors by using WiNUP members — special thanks to Debbie Sain and Holly Huffman for spearheading this effort); implementing the business plan in March (special thanks to the Executive Committee); and making changes to the bylaws, (special thanks to Lila Munsey for leading this effort). Additionally, "From Acorns to Oaks" has been updated and will be coming your way very soon (special thanks to Vikki Michalski for



On Monday evening, we toured the AEP River Operations boat, parked just across the street on the Kanawha River!

leading this effort).

Continuing education hours will now be offered at our annual conferences (special thanks to Lila Munsey for leading this effort). Three fellowships and one scholarship were granted to well deserving recipients.

This was followed by a day of very informative speakers. We ended our day with the annual Banquet at the Edgewood Country Club, a very elegant environment, filled with well-deserved awards, great food and entertainment.

It is with great pleasure that I announce to each of you that your international board voted to rename the Chapter Newsletter Award. In memory of Linda Johnson's dedication and many contributions to the Women's International Network of Utility Professionals, it will now be named The Linda Johnson Newsletter Award.

As we wrapped up the 2015 international conference, I felt extremely proud to have served as your president, with such amazing women in the utility industry!

All the best to each of you! Enjoy the fall season!

Carolyn C. Gordon

International News

Banquet celebrates achievements of members, chapters

Individual Awards

The recipient of this year's **Honorary Life Membership Award** was Lila Munsey. Lila has dual membership in both the Ohio and Kentucky Chapters. As WiNUP's highest recognition for a member's contribution, the award is presented to a member who has exhibited exceptional leadership and service within WiNUP/EWRT for at least 15 years, recognizes her WiNUP/EWRT involvement and responsibilities at the local and international level, recognizes her ability to advise, counsel and mentor other WiNUP members and recognizes her for contributions made to the industry.

The **OAK Award** honors an established WiNUP member who has exhibited exceptional leadership and service within WiNUP/EWRT for at least 10 years, recognizes the member's WiNUP/EWRT involvement, responsibilities and leadership at the local and international level and recognizes efforts within the industry that support WiNUP objectives. This year's recipient of the OAK award was Ohio Chapter member Velda Otey. Velda is also a past international president and an honorary life member.

The **POWER Award** honors a WiNUP member who has supported the objectives of the organization locally and internationally for at least two years and no more than five years, recognizes an up-and-coming member's efforts and contributions to the organization and the industry and promotes awareness of contributions to other professional organizations and professional accomplishments. Janet Hewitt of



Janet Hewitt receives the **POWER Award** from Ashley Dickens, the 2014 **POWER Award** winner.



Velda Otey is awarded the **OAK award** from the 2014 winner, Benita Runion.



Lila Munsey, left, is recognized with the **Honorary Life Membership Award**. The award was presented by Vikki Michalski.

the West Virginia Chapter was this year's recipient.

Chapter Awards

Chapter Achievement Awards were presented to the Indiana Chapter (chapter with 11-25 members) and the Ohio Chapter (over 25 members). Each chapter received \$100.

Newsletter Award winners were Indiana Chapter, first place (\$100); Ohio Chapter, second place (\$75); and Virginia Chapter, third place (\$50).

Forty-five members were recognized for reaching service milestones.

Five years: East Tennessee Chapter member Beth Duggar, Indiana Chapter member Holly Huffman, Nashville Chapter member Ashley Dickens, Northern Indiana Chapter members Rebeca Garza, Sharon McFarland and Lesley Odom, Ohio Chapter members Irena Bilenko, Melissa Contreras, Danielle Dorsey, Darlene Dunlap, Pamela Francis, Jennifer Hammond, Andrea Knopp, Nancy Maynard, Cassandra Moore, Sarah Poe, Katharine Presutti, Dee Richards, Carla Rider, Michelle Rust, Sharon Schroeder, Karen Shugart, Linda Siddons, Audrey Stokes, Beth Traetow, YaVonda Ulfing, Nicole Vorwerk and Peggy Wright-Kneisel,

West Virginia Chapter members Kay Bostick, Ruby Greenhowe, Cassandra Haynes, Janet Hewitt, Kathy Phillips and Wy Jean Sharp.

Ten years: Ohio Chapter member Janet Rehberg.

Fifteen years: Indiana Chapter member Wanda Anderson.

Twenty years: North Texas Chapter member Sue Mercer, Ohio Chapter member Laura Thomas and South Texas Chapter member Laura Havis.

Twenty-five years: Indiana Chapter member Emily Schilling, Missouri Chapter member E. Gail de Planque and North Central chapter member Vicki Severson.

Thirty-five years: Missouri Chapter member Wanda Eubank and North Texas Chapter member Mary Louise Kottwitz.

Forty-five years: Members-at-Large member Romanza Johnson. Congratulations to all!

Chapter Charter Presented

Although an active chapter since Jan. 5, the Mid-Atlantic chapter was presented with their charter. Welcome to our newest chapter!

Membership

Current membership stands at 464. This is an almost 7 percent increase over the end of 2015 and includes 115 new members.

International News

SAVE THE DATE: 2016 Conference



WHEN: Oct. 10-12, 2016

WHERE: Nashville, TN

DETAILS: Join us to learn more about the Power of Harmony!

Preliminary agenda will be available on the WinUP website in November



2016 International Officers

Front row, from left, President Danette Scudder, East Tennessee Chapter; Secretary Holly Huffman, Indiana Chapter; Parliamentarian Dorothy Stoler, Indiana Chapter; Vice President/President Elect DeCoffette Ward, West Virginia Chapter; Immediate Past President Carolyn Gordon, Virginia Chapter. Back row, from left, WinUP Executive Director Claudia Powell; Treasurer Kay Bostick, West Virginia Chapter.

‘Outclassing the Competition’ topic a conference favorite

By Trena Riffle

Pam Harvit’s “Outclassing the Competition” presentation was one of the favorite topics during the WinUP in Wild Wonderful West Virginia conference. She shared that 60 percent of non-repeat business was due to the way the customer had been treated and that 85 percent of job success is attributed to soft skills. While having the appropriate technical skills gets you in the door, the soft skills make you successful.

Top CEOs gave reasons why employees were not advancing: poor table manners, inappropriate welcome (poor introduction/handshake), poor listening skills, poor dress or grooming, poor telephone skills, and inconsiderate use of common areas.

Introductions should be made by saying the name of the highest ranking person first such as, “Ms. Executive, I’d like you to meet our newest employee, Ms. Minion.” The only exception to this convention is that the person with the money, such as a paying customer, ranks higher than a company executive. An introduction in that case would be, “Ms. Money Penny, may I introduce you to our account manager, Ms. Executive?” Never call anyone by their first name until they ask you and address all women as Ms. rather than Miss or Mrs.

The handshake is the only appropriate touch in the business world and very important as part of a first

impression. Always extend your hand first, you’ll appear more confident. Place your nametag on your right shoulder so that it is more visible when you reach out to shake hands. Handshake “don’ts” include the bone crusher, the limp fish, the two-handed grab and the palm down approach. Should you find yourself with clammy hands, try to inconspicuously brush your palm along your thigh as you raise your hand to shake. At a business cocktail event, hold your glass in your left hand to keep your right hand from being cold and damp. You can hold a stem glass in the crook of your index finger, along with a plate and napkin tucked underneath all with the left hand, thumb on top and fingers below. This allows you to eat with your right hand and quickly clean your fingers with the napkin before greeting someone with a handshake.

Harvit explained the importance of body language and recommended the book “You Can’t Lie to Me” by Janine Driver. Your words account for 7 percent of what you say, your tone is 30 percent and your body language is the rest. Some studies prove that the ears hear only 10 percent of what the eyes see. Lack of eye contact is perceived as an indication of fear or that you cannot be trusted. Be cautious of micro-inequity. Looking at your computer screen or cell phone during

Please turn to page 7

Local Chapter Highlights

In the “local chapter highlights” section of this conference edition of our member newsletter, WiNUP International wants to give a big shout out and thank you to all the chapters that provided baskets for the silent auction. Eleven baskets were donated for the auction, which raised \$1,690. All together, from the silent auction, donations, T-shirt profits, and the sale of gift items, the 2015 International Conference raised around \$3,400 for the American Heart Association! Here, we highlight a few of the baskets brought to the conference by local WiNUP chapters.



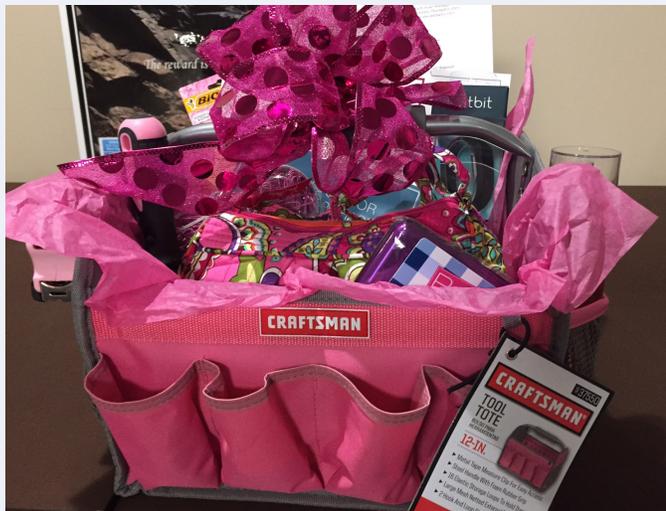
The *Virginia Chapter* members put together a basket of items from their area, including assorted nuts and wine, as well as a coffee table book filled with facts and photos about the Commonwealth.



The auction item from the *Southwest Virginia/Northeast Tennessee Chapter* included handmade products from Southwest Virginia artisans. A ceramic mug, soy candle, lavender sachet, thank you notes, hand salve were tucked into the handmade market bag.



Above: The theme of the *West Virginia Chapter's* basket was “Road Trippin’ and Flying High -- WV or Bust!” The chapter decided on a travel theme because many WiNUP members travel often for their jobs. Contents included a universal adapter, cell phone charger, travel pillow, card games, kids’ atlas and photo album.



Left: The *Indiana Chapter* brought a toolbox themed basket to highlight the theme the chapter has used for all its local events and a regional conference in 2015. The “Tools for Success” toolbox included tools for career empowerment and personal inspiration (autographed books), a tool for fitness (Fitbit wristband), tools for pampering (bath and body products), pink screwdriver and tape measure and more!

BASKET PHOTOS PROVIDED BY CHAPTERS

The 2015 WINUP International Conference was full of informative, relevant utility experiences and speakers, starting with the tours on Monday. The conference struck a balance between technical topics as well as professional and personal development information (see Development Corner for a summary). In lieu of the standard news clip summaries you find in the Energy Update, an overview of conference tours and technical presentations is provided.

The tours provide a full day of first-hand experiences at a variety of energy-related locations.

Attendees toured AEP's John E. Amos Power Plant, a three unit fossil plant capable of producing 2900 MW of power. The plant is the largest power plant on the AEP system and is among the largest plants in the United States. Located along the Kanawha River, the plant consumes an average of 7 million tons of coal each year. The tour included the opportunity to stand inside a parabolic cooling tower of one of the units (not currently operating).

Attendees also toured West Virginia American Water treatment plant. West Virginia American Water is a subsidiary of American Water and is the largest water utility in West Virginia, providing services to approximately 550,000 people in 14 counties. The treatment plant processes 50 million gallons of water per day and serves almost 300,000 customers.

A panel of representatives provided their perspectives on "Responding to a Crisis in Your Backyard". Jeffrey McIntyre, president of West Virginia American Water, shared his perspective on the chemical spill that contaminated the Elk River, the source of water for the Charleston treatment plant.

Shawn Patterson, executive vice president/chief operating officer of the Columbia Pipeline Group, discussed their response to a 2012 explosion near Sissonville, W. Va.

Charles Patton, president and COO of Appalachian Power, shared his experiences related to the derecho that resulted in straight line winds leaving hundreds of customers without power for days during a heat wave.

Regardless of which utility they represented, the panelists emphasized that utilities must plan for all hazards and all risks. Making changes based on lessons learned from previous events is critical to helping prepare for and respond to the next event – whether it is a known or an unknown risk.

The panelists also stressed the importance of building relationships and creating partnerships in advance of incidents. Those relationships help facilitate an efficient and effective response.

As it related to gathering and communicating timely, real-

istic information, a significant challenge is educating people (customers, media, etc.) about the industry and the reality of the event during a crisis. It is critical to help mitigate the misinformation that is in the media during a crisis, however, when you're in a circumstance that is fear-based and you're battling with fact-based information, facts will NOT win.

One resource you can use is employees. Educate employees first so they can be ambassadors during the incident to dispel rumors.

It is also important to create a culture that makes preparedness and responsiveness routine and that uses a common language and common structure.

Bridget Furbee, member of the law firm Steptoe & Johnson, shared an overview and her predictions on the "Future of Oil and Gas Industry". Quick facts:

- The US is the largest oil and natural gas producer in the world.
- By 2040 China will be the largest natural gas consumer, U.S. second, India third.
- The U.S. will be a net exporter of natural gas by 2017.
- U.S. energy independence isn't a dream anymore.
- The biggest threat to continued expansion is increased government regulation and an emphasis on renewable resources.
- Other hurdles local vs state control and environmental issues.

A panel of female utility professionals answered questions about their experiences working in the field and how they are breaking barriers one hardhat

at a time in the panel discussion, "You Do What?"

The ladies answered questions and provided their thoughts on the challenges and rewards of being a woman working in a "man's world".

What's the most difficult professional obstacle you had to deal with it?

- Misperceptions and preconceived ideas about what women can and can't do.
- The biggest challenge is having to prove yourself.

What is the best advice you received?

- Do the right thing every day no matter whether it is the best thing or not.
- "People only treat you how you let them treat you."
- If you want your job to take care of you, you need to take care of your job.
- The more you know how to do, the better catch you're going to be.
- I don't have anything to prove to anyone except myself.

What are the misconceptions about what you do?

- This is a man's job.
- Why aren't you home cooking and having babies?
- Where are the guys?



Tours of local utility facilities, including the AEP John E. Amos Power Plant and the West Virginia American Water treatment plant provided an up close look at different segments of the industry.

A summary of personal and professional highlights

After every WinUP International conference, starting with the first one I attended in Shreveport, Louisiana in 2009, I have walked away energized and full of “a-ha moments”. My experience with the 2015 conference in Charleston, West Virginia was no different. I took lots of notes – some of which would only make sense to me – but here are some of the personal and professional-related highlights that I think can resonate with anyone – no matter where you are in your career or personal journey.

For the first time in my WinUP conference experience, we kicked off our mornings with voluntary power walks at 6 a.m., led by **Sarah Bolyard** from the American Heart Association. We got our hearts and minds pumping! Sarah also helped kick off the conference with some simple tips that can help reduce our risk of heart disease.

- Exercise – just 30 minutes a day of walking can make a big difference
- Healthy nutrition plan – including a balanced, low sodium diet
- Know and listen to your body – it really is trying to tell you what you need

Holly Kauffman, president, FirstEnergy West Virginia Operations



Danette Scudder
International
Vice President

provided us with “A President’s Perspective”, sharing tips on ways to demonstrate value and succeed in any organization.

She emphasized getting involved in community and corporate organizations, the importance of networking and the power of building relationships with decision makers, which can lead to opportunities to influence their decisions. All of these things are critical to leading by example – you must be out in front to show importance of what you’re doing.

Other things to consider:

- Be fair and ethical.
- Never stop learning.
- Look for opportunities in change.
- “If they like everything you say all the time you’re probably not being a good leader.”
- Create your own luck; own your career.
- Recognize your weakest area, then surround yourself with people that are diverse from you.
- Create a team with “healthy tension”.
- Seek out mentors; be a mentor
- Manage with grace, be who you are and garner respect for who you are.
- Learn from everyone.

- Look for and develop new talent.
- Help your peers be successful.
- Try new things, don’t be afraid to fail.
- Be bold, be confident, be positive.
- Remain true to who you are.
- Don’t try to be one of the guys.
- Have a thick skin.
- Volunteer for challenging assignments.
- Use your influence wisely.
- Keep your word.

Kathy Pape, president, Pennsylvania American Water provided another “President’s Perspective” to the group and had what I think was my favorite quote of the entire conference, “OK, you think I’m a cute little thing. Just wait until I take your heart out with a laser.” For me, the tone was set from that point forward. In addition to that moment worth remembering, she shared other gems of wisdom.

- The beauty of getting to the top is having the opportunity to help other people get to the top.
- 5 Leadership Behaviors:
 - o Modeling the way – working hard and being the best (technically good) isn’t enough if you want your career to progress, you need to be thinking about your short and long term goals - don’t let the day-to-day crises distract you from your goals, if you have a vision, others



Left: Holly Kauffman, president, FirstEnergy West Virginia Operations shares tips on demonstrating value and succeeding in any organization. Right: A panel of CEOs from West Virginia utility companies speaks with attendees at the 2015 Conference.

will follow you, step out into unknown area

- o Inspiring Change - be a change agent/embrace change
- o Challenging the process – speak up, be at the table, push back

o Encouraging the Heart – people follow you because you touch their heart, because you know who they are and what inspires them

o Enabling others to act – organizations are only stable if you develop the people who are under you, you have to give them the opportunity to succeed and to fail

- You have to take risks, you have to be at the table, you have to be seen and people have to hear your voice

- The biggest threat to being successful is to be successful – losing the drive, getting complacent – “sometimes you trade your passion for glory” – fight against that – don’t revel in the current step, be thinking about the next step

- Help other women, help them find the balance

Aila Accad, with LifeQuest International, LLC closed out the conference with “Stress Busters”.

- Focus on the future you want, not the future you fear

- Energy is a clue – when you are excited and energized, you are doing what is important to you

- Causes of Stress: Time, Nature, Other People – the true cause of stress is lack of control

- When you’re grounded and centered and in control over yourself, you can influence other people

- Questions are the most powerful thing we have, they are more important thing than answers

- Body:

- o Breathe

- o Food – know what works

for you

- Mind

- o What you focus on ex-

pands, what you resist persists

- o Start looking for the positive and you’ll see more of it

- o Distinguish between control and influence

- Emotions:

- o Emotional freedom

- Spirit

- o Connect with your vibes (sound, smell, taste, sight) – what stimulates you (positively) and surround yourself with those things

- Stop “shoulding” on yourself and don’t “should” on me and I won’t “should” on you!

Almost all of our speakers had recommendations for resources to expand on what they presented. Below is a list of resources from the conference.

Book Recommendations:

- 34 Instant Stress-Busters:

Quick tips to de-stress fast with no extra time or money by Aila Accad

- Lions Don’t Need to Roar:

Using the Leadership Power of Professional Presence to Stand Out, Fit in and Move Ahead by Debra Benton

- You Can’t Lie To Me: The Revolutionary Program to Supercharge Your Inner Lie Detector and Get to the Truth by Janine Driver and Mariska van Aalst

- The Confidence Code: The Science and Art of Self-Assurance – What Women Should Know by Katty Kay and Claire Shipman

- Brag!: The Art of Tooting Your Horn without Blowing It by Peggy Klaus

- The Cost of Bad Behavior: How Incivility is Damaging Your Business and What to Do About It by Christine Pearson and Christine Porath

- Why Zebras Don’t Get Ulcers: An Updated Guide to Stress, Stress Related Diseases and Coping by Robert Sapolsky

Other Resource:

- TED talks: Your Body Language Shapes Who You Are by Dr. Amy Cuddy, www.ted.com/talks

OUTCLASSING THE COMPETITION

Continued from page 5

a conversation tells the other person they are less important than what is on the screen.

Hand gestures draw the eye and should be used with consideration. Touching your fingertips together is the steeple of power. The chop motion shows decisiveness. Pointing is considered offensive in some cultures. Crossing your arms over your chest makes you look smaller and you appear to be blocking others from you or trying to protect yourself. Using a palms-down gesture appears to push others away. Remember that the listener’s eyes follow the hands so keep them where you want to draw attention. Apple trains their employees to stroke their chin, a gesture that indicates, “I’m listening.” Gestures to use with caution are the hands on hips stance, which indicates an unlikable know-it-all, and the fig (hands clasped in front of the crotch) which is a subservient gesture.

There is an experiment with repeatable results that indicates what you wear can affect your performance. Four hundred people were given white lab coats. Half were told that it was a doctor’s coat and the other half were told it was a splatter coat to protect their clothes. The group wearing the doctor’s coat performed the tasks 30 percent better than the other group, even though it was the very same coat!

Business card etiquette dictates that you should never give a card without being asked for it but you can offer it. Ask for their card first if you are pushing yours. Give a business card only with the right hand and don’t write on their card (in their presence) without asking permission first.

Based on the conference evaluations, attendees really enjoyed Harvit’s presentation and wished that she had more time to share her insight on professional protocol.

Thank you, West Virginia Chapter for a fantastic conference!

*Reflections from Janet Hewitt,
2015 Conference Chair*

Just a year ago at the 2014 International Conference, the West Virginia Chapter invited the WinUP members to attend the 2015 conference in Charleston. More than 150 ladies showed up! Noted as one of the biggest turn outs that members could remember, it was challenging, rewarding and exhausting to put a conference like this together. One person cannot do this alone; it took the entire team! More than 50 chapter members helped during the past two years to make this a huge success.

Everyone should take on the challenge of being a conference chair; you will grow in every way possible. One of the struggles had to be staying focused. Our chapter had so many ideas to enhance the conference experience. We had to choose what we could make happen and what we could afford.

Our committee chairs did a fantastic job taking ownership of their areas, which kept the process run-

ning smoothly. You will uncover special talents of your chapter members during this time. Some have artistic ability, some have great organizational skills, some have technological expertise ... and the list goes on and on. You need all of these skills and diverse individuals to make a good conference great.

I was asked, "What would you say was the greatest part of conference"? The first thought that came to me was, "It is over"! That's the exhaustion talking. The greatest part was seeing how every detail came together and the smiles on the attendees' faces. I can't count the number of ladies who came up to me and said how great everything was. This is when you know you had a successful conference. On a personal note, being honored with the POWER Award was a very special moment for me.

I can't wait to go to Nashville next year. I know I will have a new appreciation for all of the work that it takes in putting a conference together and will enjoy myself even more, because I'll get to sit back and relax.

Connection is published by the Women's International Network of Utility Professionals.

To include news from your local chapter, send photos and a brief description of the chapter's activities to Newsletter Editor Mandy Saucerman at msaucerman@bremc.com.

The Women's International Network of Utility Professionals provides a link for developing and recognizing professionals involved with utility business, trends, issues, products and services. Its objectives are to provide:

- Opportunities for professional development of members.
- Networking and mentorship among members.
- Recognition and visibility for members and business partners.



Thank you to each member of the West Virginia Chapter who played an important role in making the 2015 International Conference a wonderful event for all who attended!

