

ZS 250.6 B 863 1986/March-May
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The Broadcaster

CITY PUBLIC SERVICE

SAN ANTONIO, TEXAS

MARCH-MAY, 1986



"Great Goin' CPS"



Fast Work

...from Mrs. Edwin Paschal, customer, to **Jerry Holmes**, General Foreman, Mission Road Construction Center, about **James Jung**, Leak Crew Foreman and his crew.

"My husband and I think you would want to know that you have some real hard working men in a gas leak crew who really get a job done!

"A man told me of smelling gas across the street, so I immediately came home and called the City Public Service about it.

"I left for 45 minutes, and when I returned, my husband said a CPS man had been out and had marked where a leak seemed to be. He said a crew would be out soon to fix it. And they were! Mr. Jung and his crew got on the drill, pick and shovel quick! I sat on the front porch and watched and couldn't believe how they all 'pitched in' and worked. They came back this morning and finished. I insisted on getting who they were so I could let the City Public Service know about them.

"Please let Mr. Jung and the men working with him know how much we appreciated their concern. And we are sure they are quite an asset to CPS."

That Much Effort to Generate Electricity?

...from L.R. VanBooven, Electrical Trades Teacher, about a student tour by Seguin High School students.

"My students and I would like to express our sincere appreciation and gratitude for the outstanding tour of your facilities. Everyone we came in contact with was very professional and displayed a sense of pride in City Public Service.

"As always, the tour was very comprehensive and educational. Upon our return to Seguin, the students had many favorable comments regarding the tour. Some related that they 'had no idea it

took so much to generate and sell electricity.'

"Please express our gratitude to everyone involved. They did a super job and we certainly appreciate everyone's time and effort."

Leave 'em Smiling

...memo to **Alta Anderson**, Field Representative, from **Bonnie Herber**, Supervisor of Field Contact, about an apartment owner on Alta's route.

"Mrs. Bowen...called recently to compliment you on your attitude and conscientiousness. She reported that your helpfulness avoided unnecessary disconnections and promoted goodwill between the customer and City Public Service.

"I would like to take this opportunity to thank you for a job well done. As you know, in our line of work, compliments are few and far between. The very nature of our collection work makes it difficult to leave a customer with a favorable attitude. Obviously, however, it is possible with a little extra effort."

Thanks for the Memory

...from a letter from Mrs. Michael O'Quinn, customer, to CPS about **David Spahn**, Operations Serviceman, Eastside Service Center.

"Several days ago I had a gas leak that needed checking. My sincerest thanks for the immediate attention I received.

"Your employee, **David Spahn**, who came out to check the problem was very courteous, polite and efficient. You are fortunate to have a serviceman as pleasant and competent as Mr. Spahn."

Better Cooking

...from Mrs. Jean Graham, customer, to **Louise Rawlings**, Home Service Supervisor, about **Betty Williams** and **Jo Ann Boehlert**, Home Economists.

"Recently I requested a visit to my

home in order to check the safety of my built-in microwave oven and the accuracy of the regular gas cooking appliance.

"I wish to thank you for the excellent service by the Customer Services Department and to add that Ms. Betty Williams and Ms. Jo Ann Boehlert are a credit to your department."

Trash-moving Experience

...from Clyde Wyatt, customer, to CPS about **Howard Leigh**, Construction Foreman, Mission Road Center; **John Gutz**, URD Journeyman; **Guadalupe Guevara**, Crew Leader; **Alfred Carmona**, URD Trainee; and **Steve Gilmore**, **Felix DeLeon** and **Donald Vordenbaum**, Utility Workers.

"One man's treasure is another's trash is the only way to describe the material that I had piled on the utility easement behind my house at 1207 Weeping Willow in the Hidden Forest Addition. I was not home last week when it was necessary for a crew from City Public Service to move this material in order to replace a cable to the local street light.

"I want to apologize to the crew for the inconvenience that this material caused them and express my appreciation to the crew for the orderly fashion in which they replaced the material and covered the excavation after completing their work.

"The conscientious actions of this crew are to be complimented. My thanks to the crew and to their supervisors."

Attention Supervisors: *Every employee shines in his or her own way. When a customer is thoughtful enough to write CPS about an employee in your area, we hope you will share that letter with **The Broadcaster**. Send us a copy, so we can spread the good news. Thank you.*

The Broadcaster

...published for the employees and retired employees of City Public Service and their families.

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Update at Deadline



Over the past few months, a considerable amount of good news for CPS customers made headlines. Here are some of the highlights of those top stories.

ELECTRIC BILLS DECLINE

The positive trends for gas and electric consumers began to surface at the first CPS Board of Trustees meeting for 1986. Manager of Financial Services **Don Thomas** said that CPS customers could look forward to a decline in electric bills in 1986. That's the first time since the energy shortages of the mid-1970s that lower bills have been predicted.

The projected electric cost decrease of about 7% is the result of lower prices for natural gas, coal and coal transportation. As an example, Thomas estimated the 1986 cost per kilowatt-hour of electricity for residential customers at 7.26 cents as compared to 7.81 cents in 1985 and 7.56 cents in 1984.

NEW GAS CONTRACT SIGNED

Evidence of lower fuel costs made the news as CPS received 19 bids for supplying San Antonio with 5 million cubic feet of gas per day from various suppliers throughout Texas. The low bid came in at \$2 per thousand cubic feet, and that's \$1.60 lower than the average price CPS pays for natural gas.

Although this new contract only represents about 4% of CPS' total gas supply, said Manager of Gas Engineering and Fuels **Donald Schnitz**, persistent efforts to seize opportunities in the market have brought about the lower average gas price which benefits CPS ratepayers.

RAILROADS OUT OF LINE

A long-awaited decision by the Interstate Commerce Commission (ICC) was the next news of interest to appear in CPS' favor. By a unanimous vote, the ICC awarded CPS and its customers \$59 million in coal transportation overcharges and interest. The Commission finally agreed with CPS' contention that former coal-haulers had been violating a ceiling price established by the Loeffler Amendment to the Staggers Rail Act. (For the complete story, see pages 2 and 3.)

HIGH INTEREST LEFT BEHIND

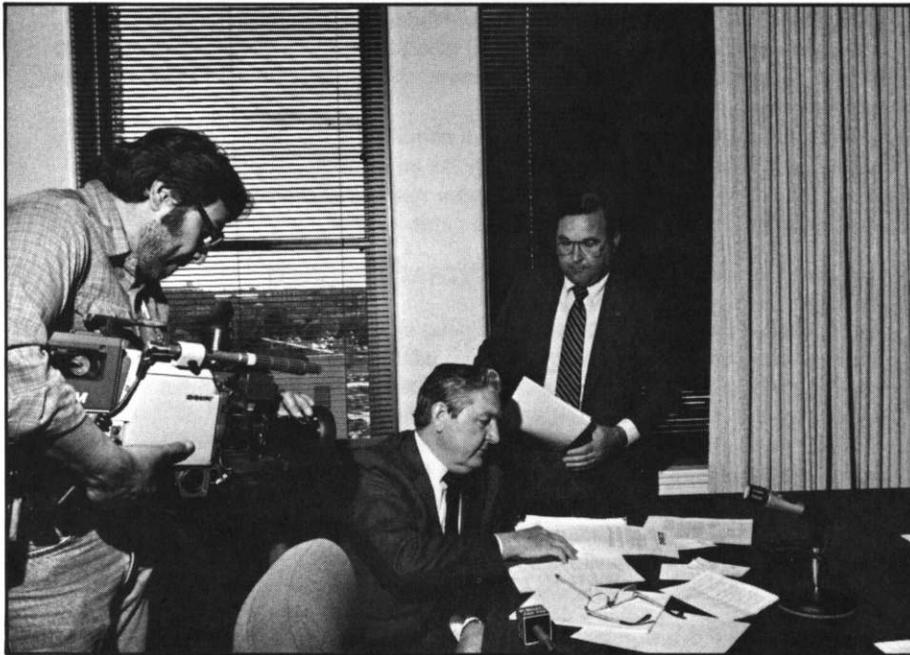
The week following the favorable ICC decision, another multi-million-dollar savings to CPS customers was announced. This time the benefit was achieved by refunding \$320.6 million in high-interest electric and gas systems bonds. That financial move will save CPS customers \$52 million in interest costs over the life of the bonds.

Funds from this recent issue will be used to pay off the older bonds in the 10.4% to 11.25% range which were incurred in 1983 and 1984, said Assistant General Manager for Finance **Howard Freeman**. An investment group in New York purchased the bonds at 7.8% interest.

ON THE COVER

Springtime brings out the best in the San Antonio construction business, and that translates into a heavy work load for CPS' Construction Department. Typical monthly activities for Construction crews include installation of 35,000 feet of overhead electric primary, 25,000 feet of underground electric primary and 20,000 feet of gas main. On the front cover, **Joe Barnes' Service Crew** from the Eastside Service Center runs service to a new home on Wayward Drive on the city's east side. Left to right, **George Roberts**, Utility Worker; **Terri Martinez**, General Trainee (with trenching machine); and **Ladislao Villa** and **Mike Pemberton**, Utility Workers.

The Great Freight Rate Debate



General Manager **Jack Spruce**, seated, and Manager of Gas Engineering and Fuels **Donald Schnitz**, right, briefed CPS Trustees on the details of the ICC's favorable decision. The story received extensive coverage by the San Antonio media and national trade publications.

The dispute was simple. Proving your side of the story was not. The decision was unanimous, and for Burlington Northern and Southern Pacific it was expensive. And it's not over yet.

In capsule form, that sums up a six-year struggle between CPS and former coal-haulers Burlington Northern (BN) and Southern Pacific (SP) Railroads.

CPS contended that BN and SP violated the ceiling price provision in the Loeffler Amendment to the Staggers Rail Act and charged too much for coal-hauling since the Act went into effect in 1980.

After several years of delaying their decision, the Interstate Commerce Commission (ICC) finally agreed with CPS and awarded \$40 million, plus \$19 million in interest, to local electric customers in coal transportation overcharges for the period of Oct. 1, 1980 through March 1, 1984.

"We will also pursue a refund of additional overcharges for the period prior to Oct. 1, 1980 and for the period from March 1, 1984 until shipments ceased in August, 1985," said **Arthur von Rosenberg**, Assistant General Manager for Planning and Development. "That could amount to another \$25 million or more."

The ICC's decision also stipulated that the railroads and CPS should meet and agree upon a payment plan within 90 days. Already the railroads have petitioned the ICC for a stay and have filed appeals in two federal courts. But as von Rosenberg noted, "I'm sure they are very aware that the clock is running and interest will accrue through any delay in payment."

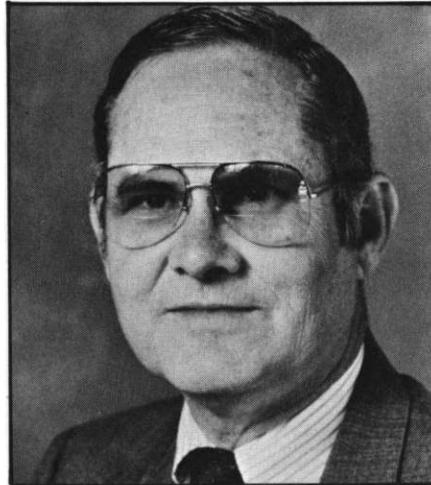
General Manager **Jack Spruce** said the overall feeling among CPS Trustees was one of elation with the decision. "This has been an extremely long and tough fight," he said, "but CPS' perseverance has finally paid off in a milestone ruling in favor of San Antonio electric customers.

"We need to pay special tribute to Trustee **Lila Cockrell**, who dedicated

much of her time to the cause of fair freight rates for consumers.”

On numerous occasions, Mrs. Cockrell described San Antonio’s plight as a “captive shipper” to government officials, consumer organizations and the national news media.

“All we have asked is for fair treatment from the ICC,” she said, “and now we can be thankful that the Commission has at long last seen our point of view. The most frustrating aspect of this whole ordeal has been the difficulty in getting the ICC to apply the Loeffler Amendment to the rates being charged to San Antonio by the BN and SP railroads. The Amendment sets a ceiling on how much railroads can charge San Antonio, but for many months the Commission ignored



Arthur von Rosenberg

the Amendment and allowed coal freight rates to skyrocket.

“The ICC did manage to sidestep our efforts to have the Loeffler Amendment applied to San Antonio’s captive situation,” she added. “The Commission lumped our case in with the general holding pattern which was imposed on coal rate matters since 1980. We have been trying to break our case out of the logjam, and after much effort, we succeeded.”

So as round one in the “great freight rate debate” subsides, CPS will actively seek the \$59 million awarded by the ICC so it can be returned to San Antonio electric customers. Then it’s on to round two.



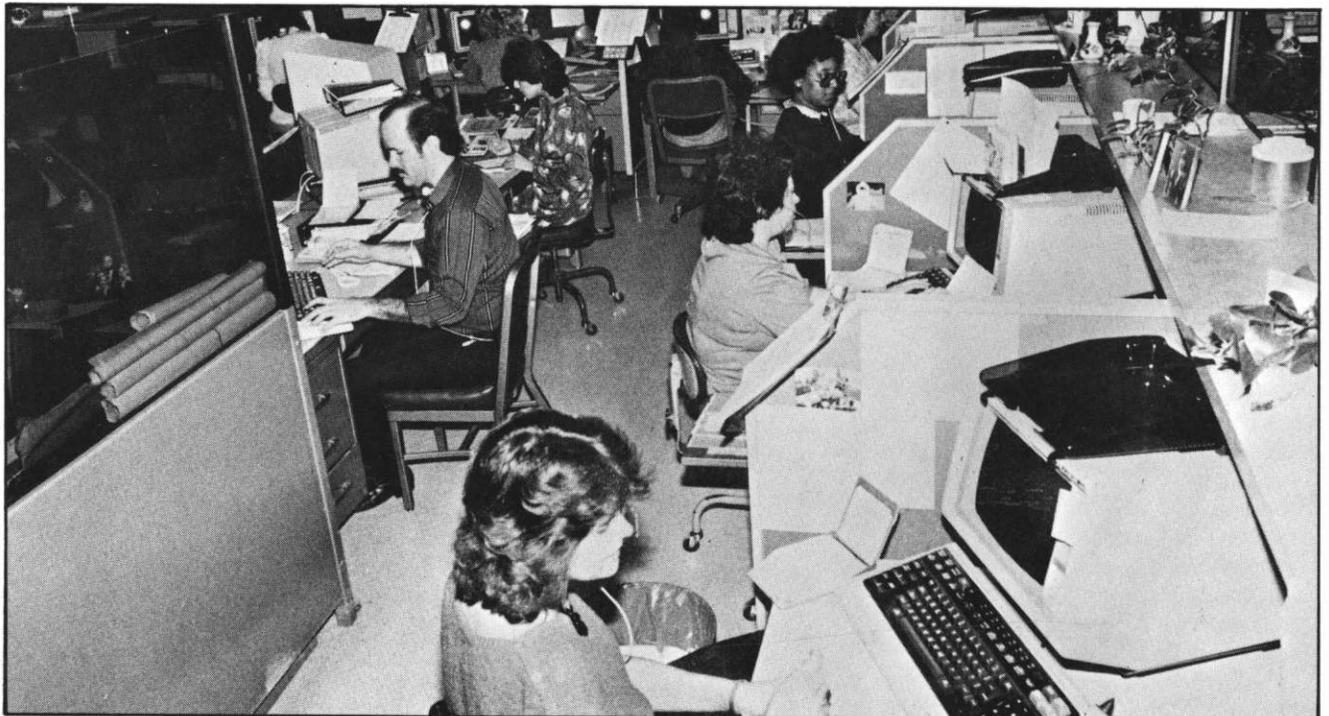
CPS burns a trainload of coal a day, and this was the first load to arrive via Union Pacific (UP). UP was the successful bidder late last year for CPS’ coal-hauling business.

Here We Grow Again

New Home, Phones for Telephone Contact



After the move...
...before the move.

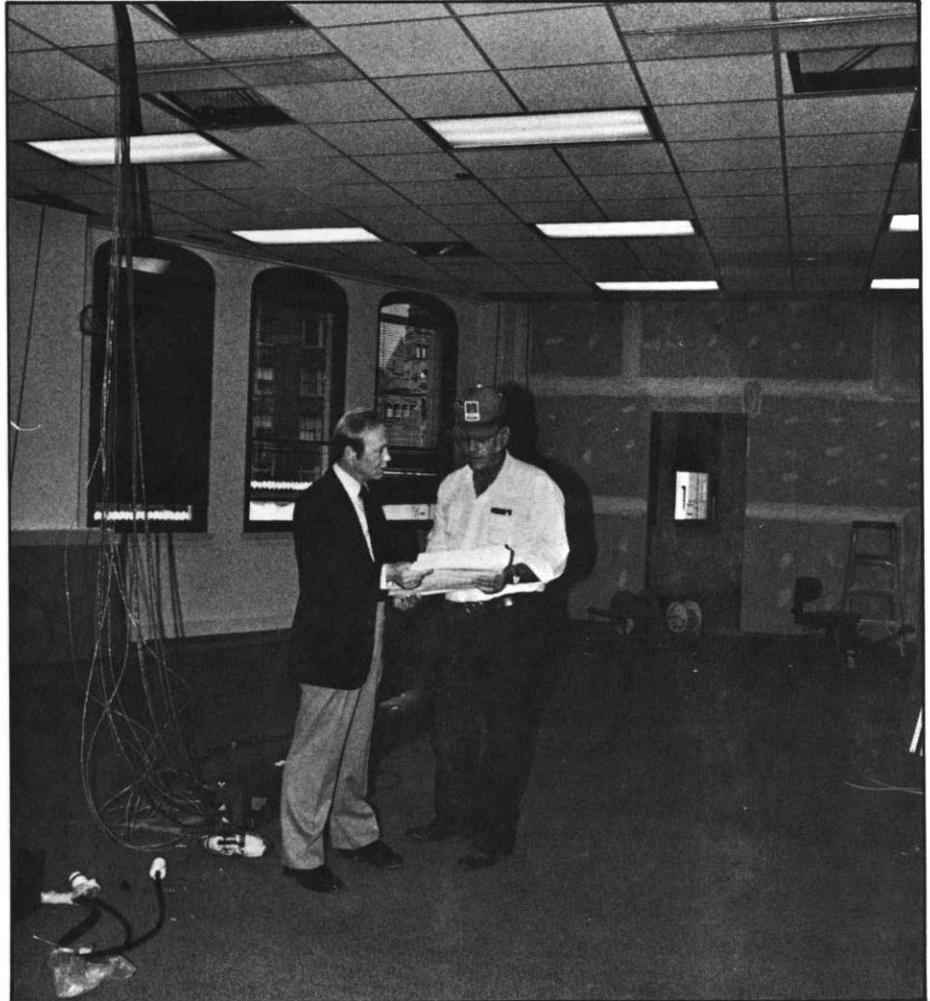


"The work environment has improved. Morale and productivity are on the upswing," said **Richard Gonzalez**, Director of Customer Contact. He was talking about the recent move of his Telephone Contact Section from the Customer Service Center on Villita and Navarro to their new temporary quarters on the 2nd Floor of the Tower Life Building.

Remembering last year's record 1.1 million calls, Gonzalez said, "The move was needed because we reached a saturation point with the number of lines in our phone system. Also, there was no room for additional staff or equipment. Management recognized the problem and gave us the support required to initiate the move."

The relocation has increased the total space available by more than 2,000 square feet. Due to the increase in space, the total number of Telephone Contact workstations has been increased from the previous 44 to a new high of 72 to accommodate additional staff. Existing personnel can now be provided with the proper tools to cope with the ever-increasing load of customer calls, said Gonzalez.

Prior to the expansion of workstations and staff, the existing telephone system was also upgraded. Customer Contact personnel joined **Arthur Wilson**, Chief Communications Engineer, and Data Processing Services staff to initiate a lengthy evaluation and obtain a state-of-the-art ACD telephone system. Eventually they decided on the Teknekron 8600 Automatic Call Distributor Telephone System. Now the Telephone Contact Section had a system that increased the number of incoming customer trunk lines from 48 to 80. That meant the stage was now set for the move.



Loren Friesenhahn, left, and Bill Weaver discuss the floor layout of Telephone Contact's new location.

Coordination efforts continued throughout the following months. Telephone Contact Unit Supervisors were assigned specific responsibilities to help assure a smooth transition. **Loren Friesenhahn** attended to the logistics of the move, **Pete Bernal** and **Sandra Brand** learned the coding associated

with the new Teknekron System, and **David Mellene** took care of staffing considerations, shifts and a new interoffice Rolm Telephone System.

Concurrently, other significant coordination tasks were being finalized. **Paul Garza**, Superintendent of the Contracts and Services Division, and his staff of

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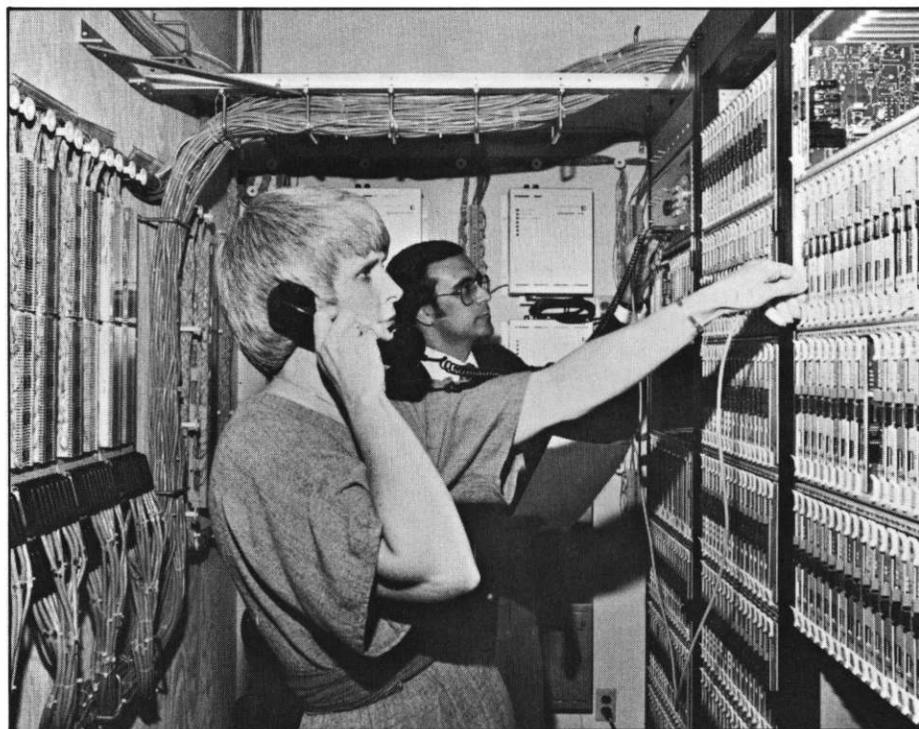
Bill Weaver, Carpenter-Painter Foreman, and **Frank Ferry**, Electric Machinists Foreman, and their respective crews were finalizing the work associated with the new workstations. The portable workstations were constructed at Jones Avenue and installed on the 2nd Floor of the Tower Life Building as they were completed. **Howard Morganroth**, Data Processing Administrative Supervisor, provided the hook-ups for the computer terminals. **Edward Arguello**, Director of Building Operations, and his staff were coordinating the move of the required furniture and equipment.

"Due to the Main Office renovation project, the additional furniture requirements were met by obtaining 'salvaged' furniture," Gonzalez noted. "We used what we had where we could."

After those many months of planning, the move was accomplished in one weekend. That following Monday morning, the Telephone Contact Section was ready to process calls as usual.

"The surroundings were still strange, and we were still unboxing things," said **Clay Kruse**, Telephone Contact Supervisor. "But it was good in a way. With the unusually heavy workload (almost 7,000 calls), we shook down the system and were able to make minor adjustments right away."

Off-site staffing for emergency situations was also considered. An actual test for the devised plan came only one week after the move when the Tower Life Building was shut down for necessary maintenance. Arrangements were made with **Cy Hutchinson**, Manager of Data Processing Services, to temporarily



Sandy Brand and Pete Bernal test the new automatic call distribution system.

relocate Telephone Contact personnel on the 9th Floor of the Main Office. "We were able to check the new backup system, and it worked like a charm," said Kruse. "It's a good feeling to know you have a flexible system which can accommodate any emergency."

Gonzalez had much praise for Telephone Contact's response to the recent move and the way they perform their jobs on a daily basis. "Theirs is demanding work requiring a professional approach and a positive attitude. However, most of their work involves helping people, and that can be very rewarding."

CPS Opens Westside Customer Service Center



Larry Garza, Cashier, helps a customer at the new Westside Service Center.

CPS customers can now go to any one of four customer service centers to conduct their business. The newest one, the Westside Service Center, is located at W. Commerce and Gen. McMullen Drive.

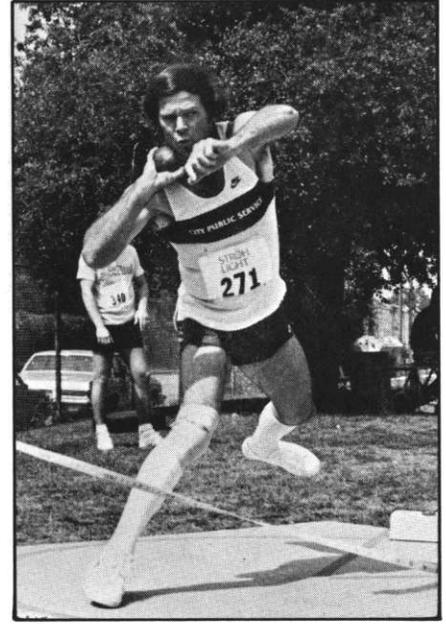
"We are a growing community and a growing utility, adding about 25,000 new customers every year," said **Richard Gonzalez**, Director of Customer Contact. "Last year we had 147,619 customer business transactions at our other three customer service centers, an increase of 17.5% over 1984. The downtown center handled 58% of this busi-

ness. We expect the new center will relieve some of the downtown congestion."

Hours of operation for the Westside Customer Service Center are 8 a.m. to 5 p.m., Monday through Friday, according to Center Supervisor **Ron Ezell**. Customer Contact personnel are available to process gas and electric service applications, handle reconnections, accept bill payments and provide other services. In addition, there is a night deposit box for customers to pay utility bills after regular office hours.

Striders' Hoopla and a New Hoops League

Photos by Joe Fulton and John Bogess



"We knew the competition was gearing up to beat us this year," said Striders' team captain **Abe Parazo**, Principal Engineer. "But we had also been working hard. I felt we were ready for the test."

After four hours of tough competition at hot and humid Alamo Heights Stadium, the Striders proved Parazo's words true by running away with top honors in the 1986 UTSA/Tesoro Fitness Challenge. There was also an added incentive to put forth a winning effort this year.

"By winning the previous two Fitness Challenges, we had earned the right to keep the cup with a third straight victory," Parazo explained. "Going into the meet, we were a little nervous thinking about that, but it also got the adrenalin flowing faster and that made for some incredible individual and team efforts."

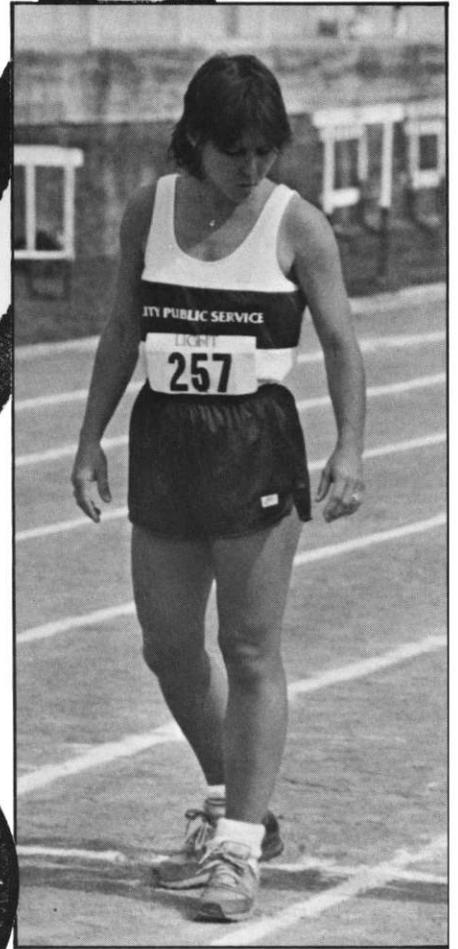
Overall, CPS won six of the eight running events and both field events (shot put and long jump) which were new to the competition. They placed second in the other two track events. An unprecedented six of those victories were earned while establishing meet records.

The action. Here are some of the Striders in pursuit of gold medals. They are, clockwise: **Phillip Scheel**, Carpenter Trainee; **Cy Hutchinson**, Manager of Data Processing Services; **James Dennis**, URD Trainee; and **Lisa Crowell**, Clerk, handing off to **Carla Tinkle**, Junior Engineer.

continued



The concentration. Above, **Lars Allen**, Warehouseman, lets fly with the longest jump of the day. To the right, **Lynn Arneson**, Environmental Analyst, prepares mentally for her anchor leg in the women's ½-mile team race.



The celebration. Several Striders display the Challenge Cup and their gold medals.



All of the women who participated this year, except **Carla Tinkle**, Junior Engineer, were first-year members, Parazo noted. They blended in nicely to the Striders winning tradition by claiming gold medals in both women's running events and contributing to two more team gold-medal efforts.

Parazo also sent praise towards the support team of **Bob Gunderman**, Schedule Coordinator, **Lynne Briggs**, Assistant Supervisor of Accounts and Records Control, **Anita Cavazos**, Secretary, **Charlie Dismuke**, Senior Engineering Technician and **Harry Leo**, Senior System Planner. They helped assemble teams for each event, gave split times in the distance runs, logged statistics and kept the competitive morale alive.

"This was a tight-knit group of talented athletes we assembled this year," Parazo said. "It was a total team effort which enabled us to bring the Challenge Cup home to CPS."

UTSA/Tesoro Fitness Challenge Winners

TEAM MEMBERS	EVENT	PLACE
Robert Gutierrez, Mark Codd	Team 2-Mile	1st
Mary Ellen Yglesias, Lynn Arneson, Barbara Allen	Women's Relay	1st *
David Windhorst, John Briggs, Phillip Scheel, Jesse Montoya	Men's Relay	2nd
Lisa Crowell, Carla Tinkle, David Windhorst, Mark Codd, Larry Rosas	Pyramid Relay	1st *
James Koenig, John Briggs, Cy Hutchinson	Masters Relay	1st *
Robert Gutierrez Jesse Montoya	Men's Mile Team Race	1st *
Lynn Arneson Barbara Allen	Women's 1/2-Mile Team Race	1st *
Michelle Martinez, Mary Ellen Yglesias, Larry Rosas, Mark Codd, James Koenig, David Thomas	Sprint Relay	2nd
Lars Allen, Phillip Scheel	Long Jump	1st *
James Dennis, David Werley	Shot Put	1st *

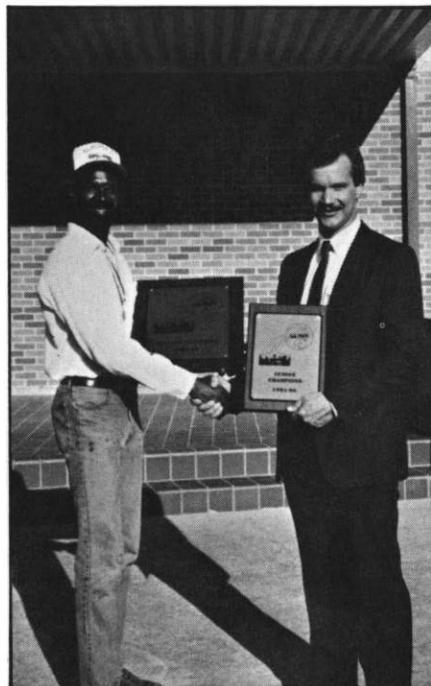
* denotes new meet record

Turning from the track to the hardwood, another successful group of athletes made their debut this year. CPS fielded seven teams and provided some fast-paced action in the Utility Basketball League's first year of play.

Two teams, Northside and Livewire, muscled their way past the competition to identical 11-1 season-ending records. Their only defeats came at the expense of each other. A physical and high-scoring playoff game saw Northside take the league series and the championship.

Then it was on to the post season tournament. Six of seven teams qualified for the tourney, but the championship game came down to a Northside-Livewire rematch. But this was Northside's year to shine as they shot down the Livewire's hopes for tournament top honors.

The team managers voted seven players to the 1986 all-star team. They were: **Frank Castaneda** (Amistad), Clerk; **Eugene Mayberry** (Eastside),



Utility Worker; **Gerald Spencer** (Kilowatts), Laboratory Analyst; **Sam Mathis** (Livewire) Turbine Tender; **Wayne Yancy** (Livewire), Lineman Trainee; **Curtis Dilworth** (Northside), Utility Worker; and **Kenny Morgan** (Northside), Utility Worker.

The most valuable player was Northside's **Kenny Morgan**.

Troy Mason, Apprentice Lineman, left, accepts congratulations from Utility League Coordinator, **Rick Putnicki**, Training Instructor.

De-'sign' of the Times

When having gas and electric service was "fashionable" in the early 1900s, customer bills were handwritten and sent via the penny postcard. Almost a century later, gas and electricity are regarded as necessities. Now, high-speed computers handle the math, lasers work printing magic, and as for the penny postcard — well, that faded as fast as 25-cent gasoline.

"Customers probably noticed that the blue and white bill form they received from CPS in April was quite different than the green-tinted format which had been in use for the past nine years," said Vern Lange, Director of Consumer Information. "The new bill form is longer, and there is more information on the bill. However, that information is organized in such a way customers will find it easy to read and understand."

Lange noted that the new design was primarily aimed at helping customers better understand their energy usage. He said it took a lengthy study plus an outstanding effort by a group of employees to develop a format which compiled just the right amount of information to make it effective. Members of the design team came from various functional areas and were directed by Lange and Telephone Contact Supervisor Clay Kruse. Pat Biedeger, Data Processing Project Planner, Tom Knodell, Data



Discussing the design and overall color scheme of the new bill are, left to right, Vern Lange, Clay Kruse, Josephine Escobedo and Joe Esquivel.

YOUR GAS AND ELECTRIC UTILITY
P O BOX 2678 • SAN ANTONIO TEXAS 78289-0001

City Public Service

TO INSURE PROPER CREDIT TO YOUR ACCOUNT, PLEASE RETURN THIS STUB WITH PAYMENT

2024480535 0000008102 63 0000007948

2024480535-1-E-0-0320

SAMPLE BILL
123 ANY ST
SAN ANTONIO TX 78230-4344

AMOUNT PAID
\$

ENCLOSED FOR PROJECT WARM
SUPPORT PROJECT WARM TO HELP NEEDY HOUSEHOLDS STAY WARM DURING WINTER MONTHS

ON OR BEFORE MAR 20, 86
PAY \$79.48

ADDITIONAL AMOUNT OF \$ _____
AFTER MAR 20, 86
PAY \$81.02

202 4480 535

PLEASE DO NOT MARK, FOLD OR MUTILATE THIS STUB
IF YOU HAVE ANY QUESTIONS REGARDING YOUR ACCOUNT PLEASE
CALL (512) 225-2541 OR WRITE TO CPS P O BOX 2678 SAN ANTONIO TEXAS 78289-0001

THIS BILL IS DUE AND PAYABLE UPON PRESENTATION • KEEP THIS PART FOR YOUR RECORDS

SERVICE TO: SAMPLE BILL
123 ANY ST

CURRENT BILLING INFORMATION									
METER NUMBER	DATES		METER READINGS		UNITS USED CCF/MO	FUEL ADJ FACTOR	FUEL ADJ COST		
	FROM	TO	PREV	CURR					
20405910203	0304	29	4424	4502	78	-.00280			-0.22
21105010203	0304	29	36932	37393	461	-.00664			-3.06

THIS AREA IS USED FOR SPECIAL MESSAGES
EACH MONTH TO COMMUNICATE WITH OUR CUSTOMERS.

CURRENT PERIOD AVERAGES			
# DAYS	TOTAL USAGE	AVG DAILY USAGE	AVG DAILY COST
29	78	2.6	\$1.44
29	461	15.8	\$1.10

NEXT SCHEDULED METER READ DATE: APR 2, 86

CURRENT TAXES
00-RESIDENT (NON-TAX)
30-RESIDENT (NON-TAX)
5 A GARBAGE

SUBTOTAL
PREV
PAYM
SUB

PLEASE PAY:
\$79.48 ON OR BEFORE MAR 20, 86
\$81.02 AFTER MAR 20, 86

PAY AGENT INSTRUCTIONS:
BY MAR 20, 86 : \$79.48
AFTER MAR 20, 86 : \$81.02

TOTAL A
1-E-0-0

CITY PUBLIC SERVICE • YOUR GAS

KEEP THIS PART FOR YOUR RECORDS

Processing Systems Analyst, **Joe Esquivel**, Graphics Supervisor, **Eddie Guerra**, Director of Printing, represented their respective departments' involvement in the project and provided necessary input on the mechanics of implementing the new form. **Josephine Escobedo**, Telephone Contact Moderator, and **Lisa Brown**, Secretary, also provided support to the design team.

The team began their task by researching billing procedures at other utilities across the state and nation. From there they put together various types of information to be included on the bill, and then designed several sample formats. Basically, the new form is divided into two sections, Lange said. The top half, or return stub, contains the amount due for a particular billing period. The bottom half provides more detailed information about the customer's gas and electric use for the month.

"One reason we've included more information on the bill is because many customers were calling to request that information," he said. "Yet we realized that there were still many people only concerned with the 'bottom line,' so we highlighted the payment due at the top of the form. We feel this new format adequately

addresses the customers who want a detailed breakdown of their bill and those who don't."

Kruse pointed out that CPS received more than a million calls from utility customers in 1985. He said additional information printed on the bill should help cut down on the number of customer inquiries.

"We will be including new information such as the customer's average daily gas and electric use, and what the average cost for service was per day," Kruse said. "There is a space for listing previous payments and a more detailed explanation of current charges. Also, customers will know what day their meter was read and the date the next meter read is expected to take place. There is even an explanation on the back of the bill on how to read a gas or electric meter. All of this information, plus a space for special messages, hopefully will answer many customer questions and help reduce the number of calls we get each day."

CPS is making use of its laser printer and special computer programming to provide the new flexible bill form. By making use of available technology, no

additional costs for implementing the new form are projected.

"In the long run CPS should save money with this system because we'll be able to use this one form for all transactions," Kruse added. "In the past, we had different forms for various transactions such as final bills and cutoff notices for non-payment.

"The new bill form may look somewhat involved at first glance, but with a few minutes of study customers will find the additional information most helpful in watching their day-to-day energy consumption."

BILLING PERIOD	
GAS	\$41.65
ELE	31.93
FEE	5.90
TOTAL	\$79.48

CHARGES & CREDITS	
02/03	104.06
02/21	-104.06
TOTAL	\$0.00

T BALANCE \$79.48
 20 ELECTRIC UTILITY
 SEE REVERSE SIDE FOR EXPLANATION

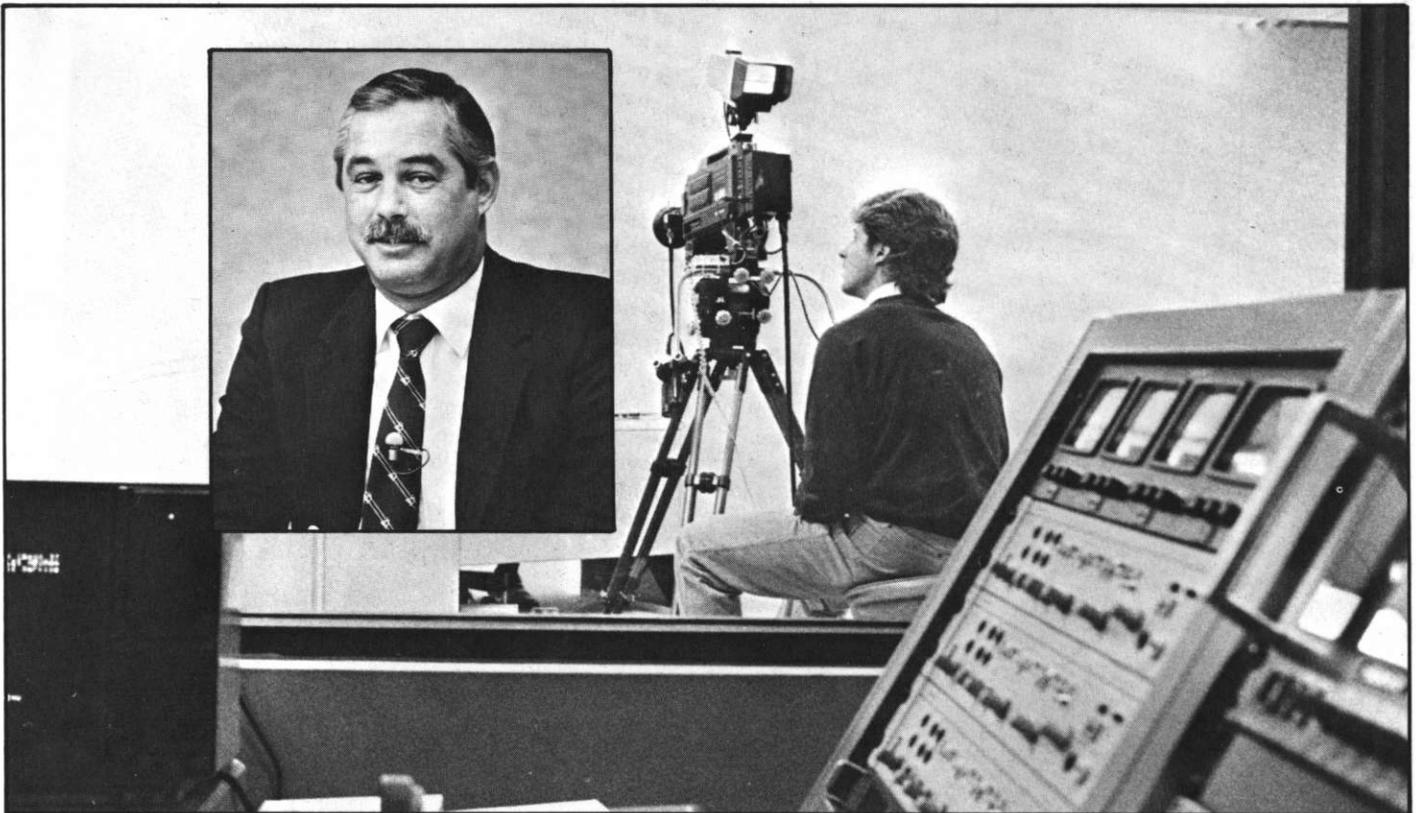


Reviewing the computer and mailing applications are, left to right, **Eddie Guerra**, **Tom Knodell**, **Lisa Brown** and **Pat Biediger**.

Scene at CPS

Consumer Services 'Beams Down' Safety and Conservation Programs

By Steve School, St. Mary's University Student Intern



A view from inside the Region 20 control room, **Charlie Neumann** conducts a class on Fuels Diversification.

Aloft, 23,000 miles above the earth's surface, a GTE satellite disperses live, daily, two-way educational programming to participating school districts — and CPS is cooperating.

In late 1985, CPS decided to collaborate with the Texas Education Agency (TEA) and a relatively new company in the private sector, TI-IN Network Inc., in producing three programs as part of TI-IN's student enrichment viewing and staff development programming.

"After careful evaluation, we provided support to the program by producing three 50-minute shows in the Region 20 studios," said **Bill Brown**, Supervisor of Consumer Services. "Senior Education Representative **Charlie Neumann** taught the first program on Fuels Diversification. Senior Consumer Services

Representative **Gary Napper** was responsible for the second program on Energy Conservation, and the third and final program on Energy Safety."

Programs which were presented live, are first sent from the Region 20 studio up to the GTE satellite. Then the signal beams back down to earth where it is received by participating school districts in Texas and California, Brown explained.

As an added feature, the TI-IN classrooms are connected to the Region 20 studio by a toll-free WATS line. Students have a hand-held pad which they can activate and let the teacher back at the studio know that there is a question in a particular classroom in a specified city.

"The network is a way to help alleviate the teacher shortage and help students, particularly in small towns and cities where they can't find teachers, acquire the courses they need to enter college these days," said Brown.

Looking toward the future, Brown sees state-of-the-art technology as an integral part of public education, and that the involvement of CPS with the TI-IN Network is a logical evolution of what his section has been doing in Bexar County all along.

"We have been a credible force in the schools and the community for many years. That's one of the reasons we were asked to participate in this system. Another important point is that our service has always been free to the community just as this new venture will be."

Scene at CPS

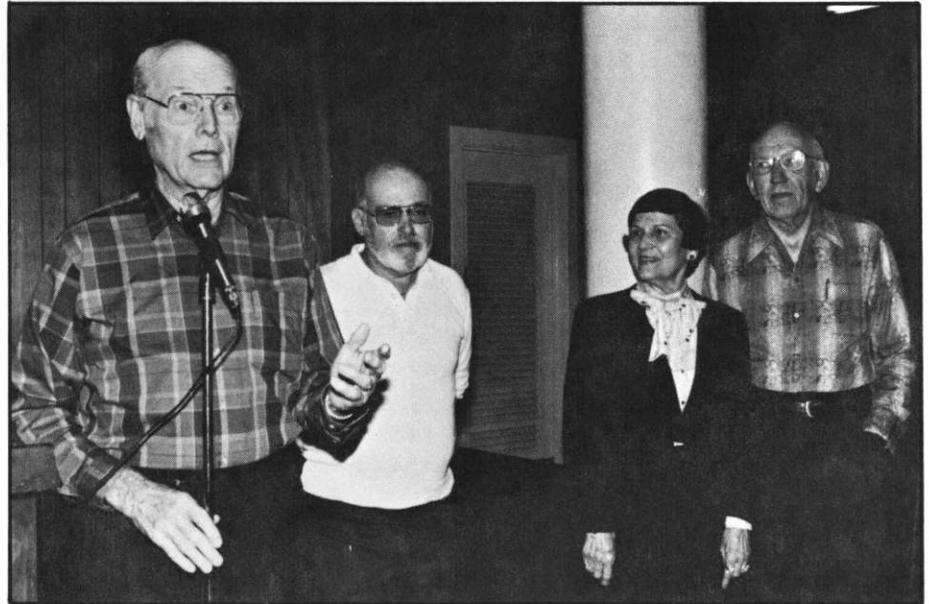
New Association for CPS Retirees

The newly-organized CPS Retirees Association will hold its first regular meeting at 10 a.m. Thursday, July 31, at the Employee Park.

"Many retired employees who attend the annual get-together of the 25-Year Club have expressed a strong desire to see their former co-workers more than once a year," General Manager **Jack Spruce** explained. "So a steering committee was formed late last year to discuss the possibility of organizing an association of CPS retirees, their spouses and surviving spouses of deceased CPS retired employees."

The steering committee of retirees representing the various CPS work areas was composed of **Frank December, Allen Huckle, E.O. Patton, Danny Grassel, Kermit Haag, Whitey Loehr, John Weir, Earl Odell** and **Marvin Merkel**, who passed away in late March.

On March 25, approximately 150 retirees gathered to hear more about the proposed organization and elect officers. Assistant General Manager for Finance **Howard Freeman**, who chaired the meeting, praised CPS retired employees for building a solid utility. "CPS appreciates your contributions through many years of service," he said. "The creation



CPS Retiree Association vice president **Leonard Haller** gave words of encouragement to the members at the new organization's first meeting. Looking on are officers **E.D. Hall, Ruby Lou Potts** and **Earl Odell**.

of a retired employees association is another way CPS can show its appreciation for what you have accomplished." Those in attendance endorsed the following framework:

- Name — CPS Retirees Association;
- Purposes — Education (to keep up-to-date on what's happening at CPS), social (to visit with friends) and community service.
- Meetings — Three times per year (spring, summer, fall).

Newly-elected officers are **E.D. Hall**, president; **Leonard Haller**, vice president; **Ruby Lou Potts**, secretary/assistant treasurer; and **Earl Odell**, treasurer/assistant secretary. President Hall requested that the steering committee function as an executive board during the organization's formative stages.

Details on the Association's meeting in July will be forwarded to retired employees in the near future along with monthly pension checks.

9 on Deadline

by **Mona Flores**, Ext. 2104

After hard work comes play time, which took place at the MacArthur Park for all the Data Processing folks. A good time was had by all...**Jack McPhillips** recently enjoyed being tour guide for some of his out-of-town relatives.

Sara Manning and **Doris Dietert** enjoyed vacations to Europe...**Kelly Woodcock** is resting from a long and successful bowling season...**Susan Henry** and **Mona Flores** are still working on their aerobic workouts which will come in handy for the upcoming summer months. **Mona** was elected

Secretary for the Amistad Club for 1986. She also participated in the 10-mile walkathon for the March of Dimes.

Don and **Sherry Humphreys** have been sponsors for a foreign exchange student, **Holger Kristenson**, 18, who comes from Denmark. He has lived with the Humphreys since last August, and attended Lee High School, where he has been an honor student.

Special congratulations to **Ramon Contreras'** wife, **Sylvia**, on her graduation from Our Lady of the Lake University, where she was an honor student...**Anita** and **Leroy Valdez** are awaiting the arrival of their third child this summer. The couple was also very

pleased to learn that they were grand prize winners in their church raffle.

Blanche Vara, Shift Supervisor in Computer Operations, has been enjoying her new motorboat won in a raffle...

Martin Duarte has been busy decorating and putting the finishing touches on his newly acquired home.

Situation on 6

by **Janie Alvarado**, Ext. 2551

Congratulations to new home owners **Raul** and **Veronica Fuentes**.

Scene at CPS



Welcome to the following new employees:

Generation & Environmental Planning

Randolph Van Sickle, Engineer and **Kendra Huff**, Economic Analyst.

Construction

Michael Vacek, Utility Worker; **Raul Sandoval**, Utility Worker; **Jay McGuffin**, Utility Worker; **Tony Alcorta**, Utility Worker; **William Moeller**, Utility Worker; **Michael Kane**, Utility Worker; **Gilbert Benavente**, Utility Worker; **James Harvey**, Utility Worker; **Jeffrey Haag**, Utility Worker; **Gonzalo Garcia**, Utility Worker; **Anthony Barlow**, Utility Worker; **Richard Taylor**, Utility Worker; **Albert Cantu**, Utility Worker; **Ruben Flores**, Utility Worker; **Luis Cantu**, Utility Worker; **James Cole**, Utility Worker and **Michael Urtiaga**, Utility Worker.

Customer Services

Gwendolyn Walter, Engineer; **Ruth Henry**, Clerk I; **Mary Juarez**, Clerk I; **Theresa Garza**, Clerk I; **Irma Tamez**, Clerk I; **George Scoggins**, Meter Reader; **Catherine Baumann**, Clerk III; **Joseph Perez**, Clerk III; **Carol McClellan**, Clerk III; **Judith Lobner**, Clerk III; **Ricci Bethely**, Clerk III; **Rebecca Garay**, Clerk I; **Elise Ramirez**, Clerk I and **Diane Skidmore**, Clerk I.

Gas Engineering & Fuels

Andrzej Waclawiak, Engineer and **Janice Thompson**, Clerk I.

Administrative Services

Ricardo Canales, Clerk I; **Simona Flores**, Clerk I; **Patty Lynn**, Clerk I and **Connie Prater**, Clerk I.

Financial Services

Arless Lenz, Accountant and **Dawn Bigham**, Clerk I.

Materials & Transportation

Diana Loyo, Clerk I; **Ralph Guajardo**, Mechanic Trainee; **Jeroyl Benson**, Utility Worker; **Shawn Strey**, Utility Worker and **Yvette Gonzales**, Clerk I.

Operations

Jose Mendoza, Utility Worker; **Francisco Cerda**, Utility Worker; **Richard Holt**, Programmer Analyst and **Maria Segovia**, Clerk I.

Data Processing Services

Marta Jones, Word Processing Operator; **Hilda Friday**, Clerk I; **Susan Lyssy**, Programmer Analyst; **Alvin O'Neal**, Programmer Analyst and **Sharon Gangol**, Programmer Analyst.

Personnel Services

Phyllis Judora, Kitchen Helper and **Juanita Washington**, Cook I.

Transmission & Distribution Engineering

Robert Teniente, Draftsman I.

Legal & Benefit Services

Cheryl Dziuk, Clerk I.

Production

Michael Arzola, Machinist Trainee and **Margaret Newberry**, Environmental Analyst.

Scene at CPS



Congratulations to the following employees on their recent promotions:

Production

Gustavo Morales, Turbine Tender; **Raymond Zirkel**, General Foreman; **Charles Sievers**, General Foreman; **James Peeler**, Maintenance Supervisor; **Elouise Taylor**, Crewman I; **Claude Howard**, Machinist Foreman; **Richard Gottardy**, Machinist Foreman; **John Lee**, Sr. Machinist; **John Dugosh**, Sr. Machinist; **George Shaw**, Sr. Machinist; **Thomas Neal**, Sr. Machinist; **Jack Bennett**, Turbine Tender; **Froilan Aguirre**, Control Room Operator; **Francisco Mata**, Control Room Operator; **Joe Moreno**, Control Room Operator and **Robert Gravell**, Shift Supervisor.

Customer Services

Edward Brought, Sales & Planning Representative III; **Belinda Alvarado**, Clerk III; **Gilda Gonzalez**, Clerk III; **Diana Goode**, Clerk III; **James Goodwin**, Clerk III; **Lawrence Jenkins**, Clerk III; **Maria Martinez**, Clerk III; **Joanne Negrete**, Clerk III; **Patti Schroeder**, Clerk III; **Glenn Ward**, Clerk III; **James Krause**, Sales & Planning Representative II; **Ronny Ezell**, Unit Supervisor; **Leticia Alvarez**, Contact Clerk II; **Rene Pena**, Contact Clerk II; **Eleanor Ramirez**, Contact Clerk II; **Frances Perez**, Assistant Supervisor and **Lynne Briggs**, Coordinator.

Materials & Transportation

Mary Yglecias, Clerk II; **Deborah Holdman**, Clerk III; **Dorothy Galindo**, Buyer's Assistant; **John Vargas**, Buyer's Assistant and **Martha Gawlik**, Clerk II.

Operations

Stephen Roe, Gas Service Crew Foreman; **Richard Johnson**, Trouble Foreman; **Emil Zitzman**, Trouble Foreman; **Ramiro Carraman**, Crewman I; **Urbano Segura**, Crewman I; **Alejandro Ramirez**, Crewman I; **Roy Lara**, Crewman I; **Jesus Muniz**, Crewman I; **Nicholas Hernandez**, Crewman I; **Leslie Zacharie**, Gas Trainee; **Juventino Alvarado**, Crewman I; **Jose Zuniga**, Crewman I; **Jose Soto**, Crewman I; **Guadalupe Alvarado**, Crewman I; **Manuel Amador**, Crewman I; **Thomas Owen**, Relay Tester I; **Pablo Amador**, Crewman I; **Gregorio Rivera**, Crewman I and **Jose Hidalgo**, Crewman I.

Organization Development

Orlando Gonzales, Lead Janitor.

Construction

William Stiewig, Labor Foreman; **Lonnie Lentz**, Equipment Operator; **Kenneth Johnson**, Gas Trainee; **Russ Coons**, Gas Trainee; **Clifton Zaiontz**, Gas Trainee; **Freddie McCollough**, Gas Trainee; **Floyd Haman**, Gas Trainee; **David Krawietz**, Gas Trainee; **Antonio Macias**, Gas Trainee; **Phillip O. McEnergy**, Superintendent, Substation & Underground; **Lee Rolling**, Gas Trainee; **Mike Yeater**, Gas Trainee; **Alex Schaefer**, Work Dispatcher; **Michael Mahurin**, Electrician Foreman; **Dennis Barboza**, Electrician Trainee; **Robert Neugebauer**, Equipment Operator; **Roger Day**, Lineman Trainee; **Larry Lamkin**, Lineman Trainee; **James Lewis**, Lineman Trainee; **Felix Uvalle**, Lineman Trainee; **Daniel Allen**, Electrician Trainee; **Johnnie Moreno**, Electrician Trainee; **Wade Renken**, Electrician Trainee; **Jesse Hernandez**, Lineman Trainee; **Michael Escareno**, Lineman Trainee; **Jose Bustos**, Lineman Trainee and **Martin Trujillo**, Lineman Trainee.

Data Processing Services

Rick Yaney, Equipment Installer and **Julianne McCarty**, Supervisor.

Administrative Services

Patricia Morales, Stock Selector and **William Pineda**, Clerk II.

Transmission & Distribution Engineering

Abe Parazo, Principal Engineer and **Wayne Fix**, Principal Engineer.

Gas Engineering & Fuels

Albert Leos, Clerk IV.

Legal & Benefit Services

Julie Ann Colsten, Collection Adjuster and **Nancy Waclawczyk**, Clerk III.

Customer Services

Deborah Henrich, Assistant Supervisor; **Maria Lutton**, Energy Utilization Surveyor and **Georgia Koepp**, Assistant Supervisor.

Financial Services

Delia Moreno, Clerk V.

Personnel Services

Melissa Pina, Secretary/Director.

Scene at CPS

Promoted



Abraham S. Parazo, to Principal Engineer, Transmission Design. Parazo was previously Project Engineer in Production. He came to CPS as a Cadet Engineer in 1970, and was promoted to Junior Engineer, Construction, and to Engineer in Operations Services.

Parazo graduated with an engineering degree from the University of Texas at El Paso. He is a Registered Professional Engineer.



Charles L. Sievers, to General Foreman, Braunig Plant. Sievers began his career with CPS as a Machinist Helper at Mission Road Plant. He moved up to Machinist, and Machinist Foreman in 1976. He was promoted to Maintenance Supervisor in 1983.

Sievers and his wife, Billie, have four children: Chris, Sally, Laura and Charles.



Raymond L. Zirkel, to General Foreman, Railcar Maintenance. Zirkel has been a CPS employee since 1964, when he was a Technician in the Engineering Department. He moved up to Senior Engineering Technician, and two years later to Field Inspector in

Construction. He was Supervisor in Railcar Maintenance from 1977 to 1985. Raymond and Katherine Zirkel have two girls, Nancy and Susan, and a granddaughter, Kindall Kay.

Credit Union Roundup

The 50th annual membership meeting of the IBEW Federal Credit Union was held recently and a new slate of officers was elected. **Carl Dietrich** was elected President; **Bill Proctor**, First Vice President; **Jack Shelton**, Second Vice President; **Eugene Nietzke**, Secretary and **James Tullis**, Treasurer.

More than 700, including members and their families, attended the meeting, which was held at the Villita Assembly Building. The new officers accepted a plaque from the Texas Credit Union League in recognition of 50 years of service.

New officers for the Public Service Federal Credit Union include: **Wayne Goertz**, President; **Leroy Eck**, First Vice President; **Gary Schaub**, Second Vice President; **Ben Scholl**, Secretary; **Rick Williamson**, Treasurer; and Directors **Cindy Soule**, **Nick Flores**, **F.E. (Jack) Thornton** and **A.E. Wilson Jr.**

Graduate Pictures

Is there a high school or college graduate in your family? Send us a picture — a good, sharp shot of head and shoulders. Color is all right. Cap and gown are not necessary. Attach a separate piece of paper with graduate's name, school he/she graduated from, your name and where you work. Also, list outstanding honors achieved in senior year. Send pictures and information to **The Broadcaster**, River Level, Main Office, by inter-office mail. Your pictures will be returned to you after they are published in the graduate section of the May/June **Broadcaster**.

DEADLINE JUNE 2



UW Giving Tops All Records

CPS employees once again topped previous records in United Way donations by a whopping 11.1%, to pledge \$247,757.37 in the 1985-86 United Way Campaign.

For the first time in a number of years, CPS received a United Way Merit Award for significant participation in the annual campaign to benefit charity. General Manager **Jack Spruce** commented, "Every CPS employee who took part in the 1985 United Way drive can take great pride in this Merit Award. Our employees continue to make CPS a leader in support of United Way's community service work."

Per capita giving among both active and retired employees was \$73.30 — up from \$69.76 last year. The number of Fair

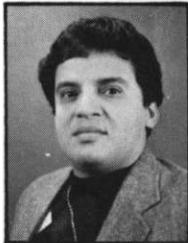
Share pledges was 1,383 — up from 1,240 last year.

Heading the annual CPS United Way drive was **Joe Trevino**, Superintendent of Underground Residential Distribution and Standards, Mission Road Center. Aiding Trevino were members of CPS' Charity Planning Committee: **Lorali Price**, Construction Coordinator, Mission Road Construction Center; **Andy Ruffo**, URD Foreman, Mission Road Construction Center; **Albert Standish**, General Foreman, Eastside Service Center; **Jack Costello**, Manager of Organization Development, Salado Street; **John Bordovsky**, Meter Shop Supervisor, Jones Avenue; **Jim Peeler**, Maintenance Supervisor, Tuttle Plant and **Gary Schaub**, Director of Compensation, Main Office.

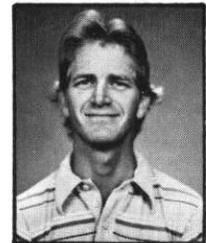
Scene at CPS

Club Presidents for 1986

Congratulations to the following employees elected to head CPS service clubs for the coming year:



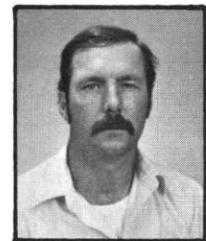
Carlos Tufino
Amistad Club



Mark Doege
Eastside Club



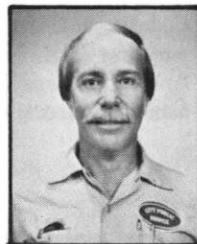
James O'Rourke
Goodfellowship Club



Daniel Laskowski
Mission Center Club



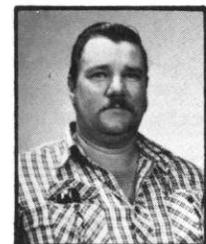
Adolfo Flores
Sportsman's Club



George Wilke
Live Wire Club



Marcel Quebedeaux
Better Service Club



Frank Hunter
Southside Club



Ivan Hinojosa
Latin American Club



Ernesto Alonzo
East Side Latin Club

Not pictured:

Ronnie Schumann
Kilowatt Club

Al Wiederstein
Northside Club

Scene at CPS

Retirements



Roy E. Potter Jr., Electrician Foreman, Jones Avenue. Potter was hired in 1952 as an Electrician Helper in Electric Distribution. He was promoted to Apprentice Electrician in 1957, to Journeyman Electrician in 1959, and to Electrician Foreman in 1973. Roy and his wife,

Pat, have two daughters and five grandchildren. Potter has been active with the IBEW Credit Union, and served as President of the Live Wire Club.



Arthur H. Jung, Senior Engineering Technician, Jones Avenue. Jung began his career in 1949 as a Lineman Helper in Electric Distribution, and switched to Electrician Helper a year later. He moved up to Technician in the Relay Section in 1953, and to Senior Technician in 1975. Active in church work and sports, Jung

says he also enjoys hunting, traveling and fishing.



Firmin O. Bendele, URD Supervisor, Mission Road Construction Center. Born in Devine, Bendele went to high school in Hondo and served several years in the Army. He came to work for CPS in 1950 as an Underground Helper in Electric Distribution. He

moved up to Apprentice Cable Splicer four years later, and in 1956 made Cable Splicer. He was made Cable Splicer Foreman in 1969, and in 1981, URD Supervisor. He names hunting and fishing as his interests.



Margie Haby, General Ledger Accountant, Main Office came to work 26 years ago as a Proof Work Supervisor in Customer Accounting. She was promoted to Consumer Deposit Bookkeeper, Bookkeeper in General Accounting, General Bookkeeper, and

in 1982 to General Ledger Control Accountant. Active in the Castroville Garden Club and St. Louis Catholic Church, Haby's interests also include painting and photography.

Billy J. Brietzke, Meter Reader, was employed in Meter Reading in 1957. He and his wife, Barbara, have three children: Jo Ann, Allen Ray and Diane. In retirement Brietzke will devote full time to their convenience store in LaVernia.

Richard A. Magee, Draftsman II, Main Office. Magee came to CPS in 1960 as a Junior Draftsman in Engineering, and moved up to Draftsman in 1964, and Draftsman II in 1965. His retirement hobbies include fishing near his lake house in Kingsland and traveling.

Isaac M. Lopez, Service Pipeman, Northwest Service Center, began working at CPS in 1954 as a Laborer in Gas Distribution. He was promoted to Special Laborer, Utility Worker IV, and to Service Pipeman in 1979. Born in Nuevo Leon, Mexico, he married his wife, Neomi, in Weslaco, Texas in 1944. They have 14 children.

Homero R. Perez, Service Pipeman, Northwest Service Center, was hired as a Laborer in Gas Distribution in 1960. He was promoted to Utility Worker II in 1970, and to Crewman I in 1979. He became a Service Pipeman in 1986.

Louis D. Cowan, Shift Supervisor, Braunig Plant. Cowan was an Assistant Pumpman at Mission Road Plant when he began in 1954. From there he went up to Fireman Helper, Pumpman, Fireman, Turbine Tender, Water Tender and Control Room Operator. He was made Shift Supervisor in 1979. A native of Lyman, Oklahoma, Cowan spent a five-year hitch in the Navy, and later earned his GED and graduated from San Antonio College. His interests include camping, hunting, fishing and fixing up his house.

25th Observed

Adolph and **Mildred Woods** observed their 25th wedding anniversary by repeating their wedding vows at the New Hope Baptist Church. The same minister who married the couple 25 years ago conducted the service. Adolph, or "Woodie," is a Consumer Services Representative in the Tower Life Building, and has been with CPS since 1978. He is also Pastor of the Second Baptist Church in Pleasanton.

Scene at CPS

3rd Floor Spotlight

by Bill Loftin, Ext. 2472

Abe Parazo had a fun ski trip to Mammoth Mount, Calif., and Crested Butte, Colo., where he received a bronze and a silver medal for his skill on skis. He was skiing a modified giant slalom course.

Jones Avenue Jottings

by Rosemary Fanner, Ext. 3237

According to the **Castroville News Bulletin**, Victoria Barba was announced the winner of the poster contest sponsored by the Castroville Sesquicentennial Committee. Her design will be made into a flag and become the official logo for the Castroville Sesquicentennial activities. A seventh grader at Medina Valley Junior High School, Victoria is the daughter of Mr. and Mrs. **Monico Barba**. Monico is a Crewman with the Jones Avenue Leak Survey crew.

Sommers-Deely Doings

by Mary Jane Neal, Ext. 4611

CRO **Tom Kiolbassa** is proud of his daughter, Brenda, who is a finalist for the National Merit Scholarship. Brenda is a senior at East Central High School. She plans to major in environmental sciences at Texas A&M in Galveston.

Tower Life Tidbits

by Eleanor Ramirez, Ext. 2219

Home Service Personnel were well represented this year at the Stock Show and Rodeo. They participated in Country Fair Day, helping to judge the baking and canning divisions in state-wide competition. Helping out were **Louise Rawlings**, **Betty Williams**, **Jean Sondley** and **Jo Ann Boehlert**.

Seen on Seven

by Hope McFadin, Ext. 2665

Ruben and Inez Lopez and their daughter, Genevieve, spent two sunny weeks in Hawaii...**Ron and Emily Roberts** vacationed in Las Vegas with friends and family...**Debbie Rubalcava** and a carload of friends went on their fourth annual skiing trip to Breckenridge, Colo.

Yolanda Barron returned to work wearing her Rozelle headband and Blues Brothers sunglasses after going to the New Orleans Super Bowl game. If that wasn't exciting enough, Yolanda also bought a new 1986 Cadillac Coupe DeVille.

Flashes from 5th

by Gloria Esquivel, Ext. 2454

Congratulations to **Brenda Doege** and **Erick Sodrok** on their recent engagement...also, to **Anna San Roman** and her husband, Lawrence, who are expecting their first child in September...**Linda Urrutia** and her husband, Richard, are expecting their second child in September.

New Arrivals

Congratulations to:

Main Office

- **Gene and Gloria Duke**, on their grandson, Brandon Christopher Duke.
- **Angie Longoria**, on her son, Michael Andrew.
- **Mary and Lawrence Garcia**, on their son, Lawrence, Jr.
- **Sharon and Donald Pogue**, on their son, Donald Mark Jr.

Wedding Bells

Best wishes to:

Main Office

- **Patty and Gabriel Gonzales**.



Deaths

The Broadcaster joins other CPS employees in expressing deepest sympathy to:

- the family and friends of **John H. Briggs**, retired employee of the Construction Department, and father of **John E. Briggs**, Line Foreman, Northwest Service Center, and **Robert J. Briggs**, Planner, Tower Life Building. John H. Briggs retired in 1983.

- the family and friends of **Salvador V. Buttera**, former employee of the Operations Department, who retired in 1973.

- the family and friends of **Marvin H. Merkel**, former employee of the Construction Department, who retired in 1976.

- the family and friends of **Alfred Alberti**, former employee of the Customer Services Department, who retired in 1965.

- **Sylvia Castillo**, Clerk, Main Office, on the death of her father, Mr. Anastacio Mireles.

- **Floyd Wallace**, Data Control Clerk, Tower Life Building, on the death of his mother, Mrs. Zelma E. Wallace.

- **Milton Zimmerman**, former Manager of the old Power Plant Department, who retired in 1971, on the death of his wife, Mrs. Marie Zimmerman.

- **Harry DeWalt Jr.**, General Foreman, Southwest Service Center, on the death of his mother, Mrs. Adela M. DeWalt.

- **Tom Knodell**, Systems Analyst, Main Office, on the death of his mother, Mrs. Inez Knodell.

- **Bill Shaw**, Distribution Planner, and **Joe Shaw**, Unit Leader, both of the Main Office, on the death of their father, Mr. W.S. Shaw.

- **Don Connally**, former employee of the Materials and Transportation Department, who retired in 1984, on the death of his mother, Mrs. Helen M. Connally.

- **Larry Persyn**, Service Crew Foreman, Southwest Service Center, on the death of his son, John.

Spotlight on Service

**35
Years**



Ronny L. Ezell
Westside Service Center



Bruce W. Carlisle
Main Office

**25
Years**



Juan T. Villareal
Jones Avenue



David O. Pearson
Jones Avenue



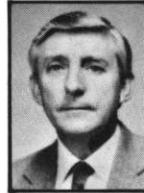
Kenneth R. Lancaster
Meter Reading



Francisco A. Blancas
Mission Road Center



Gerard F. Lohrke
Northwest Service Center



Charles W. Fling
Deely Plant

**15
Years**



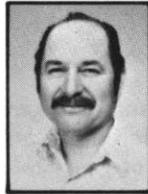
Pete M. Bernal
Tower Life Building



Alejandro S. Ramirez
Mission Road Center



Leonard F. Espinoza
Deely Plant



Alonzo A. Gonzalez
Tuttle Plant

**5
Years**



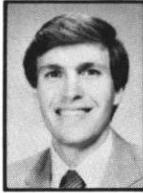
Janet E. Koenig
Deely Plant



Raul F. Vasquez
Main Office



Richard A. Dean
Salado Street



Joseph N. Pietrantone
Main Office



Robert M. Pesina
Deely Plant



Donald R. Carmichael
Braunig Plant



Renette C. Gaskin
Customer Service



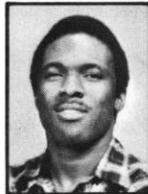
Maria A. Price
Customer Service



Deanna B. Prado
Tower Life Building



Robert R. Henderson II
Eastside Service Center



Solomon C. Franklin
Jones Avenue



Margarita G. Ruiz
Southwest Service Center



Lee R. Johnson
Mission Road Center

Remember When...

March-April, 1966

- CPS and the city of Hondo drew up a supplemental agreement to extend electric service for another five years?

- a new procedure was initiated to welcome new CPS employees? It included information on CPS background, basic regulations and definition of the employee's job within the organization.

- plans were announced to build a 3,500-acre lake to serve a new power plant? It was estimated that the new power plant would have an ultimate generating capacity of 3,400,000 kilowatts.

- the Gas Distribution and Transportation departments established their best safety record? They were charged with less than one disabling injury for every million man-hours worked.

- Jones Avenue observed its 40th anniversary? Purchased from the Lone Star Brewery in 1926, the site was originally considered "far out" from town.

- Jean Huedepohl was one of five finalists in the Mrs. San Antonio contest? (Jean is the wife of **Ken Huedepohl**, Director of Purchasing.)

March-April, 1971

- **Murray Jolly** succeeded the retiring **Harold Tynan** as Director of Gas and Electric Engineering? At the same time, **Jesse Poston** was named Manager of Engineering.

- **Bill Brown**, Educational Representative, wrote a column for **The Broadcaster** on power tool safety? (Consumer Information personnel still stress safety in their presentations to civic and school groups.)

- **Russell Baker** observed his 25th service anniversary with CPS? Others were **Roley Gamblin**, **Marvin Hornum**, **Clay Huntress**, **Roland Neer** and **Oran "the Greek" Tsakopoulos**. (All have retired except Russell, who has been with CPS since 1946.)

- **Luis Martinez**, **Bob Turner**, **Ed Bednarz** and **Doug Bowker** were featured in a safety article in **The Broadcaster**? The CPS accident

frequency rate that year was very good — lower than the nation-wide average. Safety men in charge of the CPS program were **Hub Ferguson**, **Albert Grier**, **Hilmer Bendele** and **Sam Hasbrook**.

- CPS entered its own float in the Feb. 12 Stock Show and Rodeo parade? The float emphasized CPS work with farm skills and gas and electric educational programs. Riding the float with FFA and 4-H kids were **Charles Neumann**, **Jack Thornton** and **Bill Brown**.

March-April, 1976

- the 20-foot stainless steel collar was lifted by helicopter and placed atop the Deely Plant chimney?

- CPS received the Stop Shock Award for going more than a year without an electrical accident resulting in lost-time injury?

- **Bill Boyers** was recognized as San Antonio's Outstanding Coast Guard Reservist for 1975? His superior military knowledge, bearing and leadership qualities were duly noted.

- **Jean Horton**, **Billy Barham** and **Donald Janert** won a random drawing for Spurs basketball tickets? They were among the first 1,000 employees to enroll in the direct deposit program.

- nuclear physicist Dr. Edward Teller was master of ceremonies at a nuclear energy symposium at the Villita Assembly Building? He said the national interest for the next 25 years "must be in coal and nuclear energy — both, not just one."

- **Bertha Barth**, **Pat Major**, **Margie Haby** and **Bob Haswell** "accidentally" became TV stars? They were walking by the historic Yturri-Edmunds home at lunch time, and were caught by the camera filming a segment of "The Eyes of Texas" series.

March-April, 1981

- the 1,000th trainload of Wyoming coal arrived at the Deely Plant? (The first trainload arrived Oct. 26, 1976, having

traveled 1,650 miles from Gillette, Wyo.)

- eight area high school students were guests of CPS during the Engineer-for-a-Day program — part of Engineers Week? Giving the would-be engineers a taste of engineering on-the-job were **Don Klinzing**, **Mike Hardt**, **Jerry Lawrence**, **Ray Falke**, **Joe Fulton** and **Danny McWhirter**. **John Brogan** headed the program bringing students and engineers together.

- the CPS annual basketball tournament first place team was the Coal Burners? Members were **John Lee**, **Bill Lee**, **Mike Lutz**, **Greg Andreolli**, **Tim Woodall**, **Paul Bricker**, **Mat Camargo**, **Mike Burton** and **William Ahumada**. **Charlie Calderon** coached.

- hot weather produced an April 20 peak of 1,327 MW? The predicted peak, based on average weather conditions would have been 1,100 MW.

- CPS Nurses **Jean Horton** and **Claudine Michalek** attended the Texas Association of Occupational Health Nurses conference in Galveston? The conference theme was, "Occupational Health Nurses, Providers of Emergency Care."

- Northside Club bowlers took the honors at the 20th CPS bowling tournament? **Buddy Geisler** bowled the high individual game with 279. Other bowlers from Northside included **Bill Bernhard**, **James Mayer** and **Danny Meyer**.



Getting into the Fiesta spirit, three young ladies on the San Antonio Public Service Company float dramatize the company's responsibilities of providing San Antonio with gas, electricity and transportation. (The photo was published in the May, 1938 **Broadcaster**.)

Lifelines

Don't Take Your Eyesight for Granted



Eye injury and possible permanent impairment can occur on the job, at home, in school or at sports. While CPS provides goggles or safety glasses to be used on the job, eye accidents also can occur at home. Pruning bushes, using lawnmowers, chopping wood and using chain saws require precautions. Chemicals in pesticides, herbicides and fer-

tilizers can severely burn your eyes.

Read thoroughly all package labels and instruction sheets that go with gardening tools and chemicals. Keep others away when you're mowing the lawn. And wear goggles or safety glasses while edging, or doing other yard work.

Sports and recreational activities result in 34,000 eye injuries a year, according to the Texas Medical Association. The majority of these accidental injuries happen during competitive games like baseball, tennis, racquetball, basketball and football. Other recreation-related eye accidents are associated with bicycling, shooting BB guns and archery.

Observe the safety rules when you play. Wear special eyewear for sports activities. Eye protectors for people not requiring corrective lenses are available at sporting goods stores and sports facilities or through many ophthalmologists and opticians. If you require corrective lenses, have your prescription

made up in safety glasses.

Most eye injuries — some 42%, happen around the house, says TMA. Cleaning agents are very often the cause. Oven cleaners, drain cleaners, furniture cleaners and bleaches contain harsh chemicals that can produce serious eye injury or blindness. Read labels and instructions thoroughly before using cleaning products. Before you use a spray, be sure the nozzle is directed away from you. Wear special goggles to protect your eyes from dangerous substances.

About 35,000 eye injuries occur annually in the home workshop, says TMA. Eye injuries can be caused by sparks, plaster dust, nails and screws, paints, varnishes and adhesives. Have your tools in good repair. Know the chemical composition of your materials. Observe all the suggested precautions for their use. Eye accidents can be prevented. It's up to you.

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JUL 17 1986

The **Broadcaster**

PUBLISHED BY CITY PUBLIC SERVICE BOARD—P.O. BOX 1771—SAN ANTONIO TEXAS 78296

TXPUB_00111