



Tuchow shares lessons learned during her career as a leader



Gen Tuchow makes a point during the Ohio chapter's fourth-quarter meeting.

Breaking down silos, detaching yourself from your projects, work/life balance, "ah ha" moments, shadowing, calendaring, following processes, focusing to get things done, showing respect.

These were a few of the points Gen Tuchow highlighted as the Ohio chapter's featured fourth-quarter dinner speaker Nov. 17.

Tuchow, vice president of Human Resources for American Electric Power, shared her leadership insights learned during her 25 years as a utility industry human resources and communications specialist.

She also shared the following as lessons learned.

- ✦ Silos are not good. Building relationships up and down the ladder break down silos.
- ✦ When you create something and someone wants to change it, you're attached. Detach yourself from the project and take a new look from an outside perspective.
- ✦ Work/life balance is the key to success but hard to achieve. The sheer quantity of things to do make it difficult to get balance. Sometimes, there are "ah ha" moments and everything fits. Sometimes, it's necessary just to step back in an evening or on weekends and not do anything work related.
- ✦ Shadow good leaders. Learn from their example. Treat people with respect. The way you treat people – up, down and across – matters. As an individual, you can make a difference.
- ✦ What gets calendared gets done. Put it on your calendar. If it's not important enough for your calendar, it probably doesn't need to be done.
- ✦ Everything is a process. Follow the process and stay in it for the

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WiNUP Mission

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.

WiNUP Objectives

- To provide opportunities for professional development of members.
- To provide networking and mentorship among members.
- To provide recognition and visibility for members and business partners.

2006 Officers

Faye Pointer, chair

Jane Goodwin, vice chair

Becky Counts, secretary

Susan Toombs, treasurer

Vikki Michalski, International Representative

Message from the Chair

It's been a great year for the Ohio chapter.

We hosted a successful annual conference that -- in addition to being a great deal of fun -- helped us build on and meet our mission, goals and objectives as a WiNUP organization.

The conference linked us to others involved with utility business trends, issues, products and services.

Our outstanding lineup of utility and associated speakers provided opportunities for professional development, networking and recognition.

We met new people and made new friends. And the conference has helped rejuvenate interest in our chapter.

Also in 2005, we met our goal for our quarterly meetings. Speakers provided important information for better health, for being better organized and for professional and leadership growth.

This year has been an important lesson about how difficult it is to keep an organization together when all are pulled in so many directions. It takes the skills and strengths of all of us.

As I prepare to pass the gavel to Faye Pointer as 2006 chair, I encourage you to say yes when approached to assist with chapter projects and events.

It has been a privilege to serve as your chair. Thank you for your support.

-- Vikki Michalski, Ohio chapter chair

Chair: Vikki Michalski, 614-883-6925

Vice Chair: Faye Pointer, 614-883-6945

Treasurer: Jane Goodwin, 419-998-5107

Secretary: Julie Richer, 614-716-1855

International Rep: Jennifer McLravy, 614-716-2867

International conference gets rave reviews from attendees

Attendees to the 2005 annual International WinUP Conference heard from experts across the industry as well as guests whose leadership roles set inspiring examples for pursuing careers in unusual professions.

Attendees also overwhelmingly gave exuberant “thumbs up” to their conference experiences.

Highlights of speaker messages follow:

◆ Kevin Walker, president and chief operating officer for AEP Ohio, shared his Sept. 11, 2001, experiences regarding the effectiveness of an emergency response plan vs. not having a plan in place. He emphasized the need to consider the experiences of every member of an emergency response team, which generates the best success in a crisis situation. He also suggested that organizations such as WinUP can use members’ expertise to influence policymaking in the utility industry.

◆ Holly Koeppel, executive vice president for AEP Utilities East, closed the conference program with her thoughts about the topic: Manager vs. Leader. Citing Colin Powell as an example, she said effective leaders create an environment of learning, encouragement, integrity, open communication and are detail oriented. *(See excerpts from Koeppel’s presentation on page 4.)*

◆ Keynote speaker Dr. Kathy Sullivan, former astronaut and director of COSI, spoke about functioning in a world where there are barriers to your dreams. Sullivan noted it is important to focus on the stars not the obstacles you encounter. Sullivan challenged attendees to pick a star and focus while reaching for that star.



Frankie Coleman and Kathy Sullivan.

◆ Karl Pfirrmann, senior vice president of PJM, spoke about the value of organized electric markets and how to deal with



Oklahoma chapter members accept pole-climbing challenge while touring Columbus Line Training Facility.

the changing world of energy, safety, operations and reliability. He said reaffirming the electric industry brings about reliability of power and fair price of electricity. He also talked about the effectiveness and benefits of regional transmission organizations (RTOs) in the utility industry.

◆ Frankie Coleman enlightened attendees about the daily chores of being first lady of Columbus. She stated her day is no different than other working mothers, who manage a family, a home and a career.

◆ Panelists Jolene Thompson, Ohio Municipal Electric Association and AMP-Ohio; and Jody Parrish-Polen, Washington Electric Cooperative and Ohio Rural Electric Cooperatives; spoke about issues facing municipalities and cooperatives. Thompson focused on how to meet challenges while ensuring benefits for customer/owners. Parrish-Polen spoke about business continuity, planning and interaction with public utilities.

◆ Judy Jones, Public Utilities Commission of Ohio, highlighted challenges the PUCO faces in helping setting up utilities in other countries. She also spoke about rate stabilization programs and setting up the South Asian Region Regulatory program, which helps to develop metering and billing for customers abroad.

◆ Venita McCellon-Allen, senior vice president of AEP Shared Services, presented lessons from her favorite book, “The Complete Life’s Little Instruction Book.” *(See more details on page 4.)*

◆ Bob Skaggs, president and CEO of NiSource, talked about the challenges of downsizing and losing more than 600 experienced employees as well as the high gas prices that challenges the gas industry as well as other utilities.

◆ Stacey Emert, leadership consultant, encouraged attendees to play up their strengths and values and bring them in line with their respective organizational goals.

◆ Dr. Evan Blumer, executive director of the Wilds, gave his audience an appreciation of the Wilds, a wildlife preserve and research facility that cultivates learning through science by providing an opportunity to experience nature first hand.



Members gather in the hospitality suite to network, visit and create their Mardi Gras masks for the banquet.

Conference highlights continued from previous page

Following are excerpts from the leadership speeches given by Venita McCellon-Allen, senior vice president of Shared Services for AEP; and Holly Koepfel, executive vice president AEP Utilities East.

McCellon-Allen cited points from a favorite book “The Complete Life’s Little Instruction Book” by H. Jackson Brown. Her tips included:

- 🌐 Promise big and deliver big
- 🌐 When facing a difficult task, think it is impossible to fail (encounter Moby Dick—bring the tartar sauce)
- 🌐 Take risks; leaders should be advocates of movement and action, challenge and change
- 🌐 Don’t live with the brakes on
- 🌐 Nothing was ever achieved without taking a chance
- 🌐 True leaders know it is about others (not about them)
- 🌐 Remember nobody makes it alone; acknowledge helpers — say thank you a lot
- 🌐 Have humility -- serve others
- 🌐 Don’t get too big for your breeches
- 🌐 You’ll sometimes be wrong
- 🌐 Leaders have class — react with class
- 🌐 Focus on what is right, not who is right
- 🌐 Don’t put on airs
- 🌐 Don’t take yourself too seriously
- 🌐 Remember, leaders are always being looked at about how to behave; don’t let them down
- 🌐 Have fun



Koepfel’s take on the wisdom of Colin Powell.



- 🌐 Being responsible sometimes means p----- people off; don’t procrastinate; treat people equally
- 🌐 The day your employees stop bringing you problems is a sign of failure of leadership
- 🌐 Don’t be buffaloed by experts or elites
- 🌐 Don’t be afraid to challenge the pros (you may have figured out how to do it better)
- 🌐 A leader never neglects the details
- 🌐 Keep looking below surface appearances
- 🌐 You don’t know what you can get away with until you try
- 🌐 Organization plans don’t really accomplish anything; success or failure is accomplished by using the best people
- 🌐 Never let your ego get too close to your position — when ego goes, so does your position
- 🌐 Don’t try to fit into the latest management trends
- 🌐 Perpetual optimism is a force multiplier
- 🌐 When interviewing potential employees look for intelligence, anticipate loyalty and integrity (willing to get things done). Don’t be swayed by past accomplishments on their resume. You can train a bright, capable person. Look for the right people to put in the right slots to GET IT DONE. [Koepfel’s favorite]
- 🌐 Great leaders can cut through doubt, so everyone understands (KISS)
- 🌐 There is no perfect decision; don’t analyze too much; use your instinct and the facts
- 🌐 We should aspire to a blend of personal humility and professional ability
- 🌐 Have fun in your command but spend time with your family
- 🌐 Work seriously but don’t take yourself seriously
- 🌐 Command is lonely (especially during a reorganization)
- 🌐 Leadership is the art of accomplishing more than management thinks is possible

Tuchow shares lessons

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long haul. This keeps things moving.

- ✦ Focus. You can't do everything. Focus on what you can. Things that need to get done will, and things that don't will fall off the radar.

Tuchow, who joined AEP in March 2005, began her career at Columbia Gas in 1980. She eventually would serve as director of federal government affairs of Columbia Gas Distribution Companies, vice president of communications of Columbia Gas of Ohio, and vice president of human resources and communications and vice president of employee engagement for NiSource.

She holds a bachelor's degree in journalism from The Ohio State University.



The 2006 officers were installed during the fourth quarter meeting. Pictured (from left) are Becky Counts, secretary; Jane Goodwin, vice chair; Faye Pointer, chair; and Susan Toombs, treasurer.

2005 Holiday Social



Brownstone on Main
122 E. Main St., Columbus

(WINUP will provide appetizers)

Please contact Julie Richer at 614-716-1855 or jmricher@aep.com for more information.

Committee chair appointments, 2006 activities top planning session

Officer orientation, committee chair appointments and 2006 activities were the primary topics of the Ohio chapter's 2006 planning meeting.

Incoming officers were presented with copies of the WiNUP guidelines -- the organization's rules and procedures. Officers were advised to become familiar with the guidelines as they are critical leadership tools.

2006 chairs and co-chairs were appointed as follows:

- ✓ Hospitality / Meeting Arrangements – Lila Munsey and Doris Roeder.
- ✓ Membership — Claudia Powell and Vicky Petty.
- ✓ Newsletter – Vikki Michalski and Teri Berliner.
- ✓ Nominating — Jennifer McLravy.
- ✓ Program – Jane Goodwin.
- ✓ Publicity – Michelle Kinds.
- ✓ Special committees:
 - ✓ Power / OAK awards – Faye Pointer, 2005 Power; Kim Thompson, 2005 OAK.

- ✓ Clothing drive — Susan Toombs
- ✓ Holiday social – This was tabled until 2006.

Meeting attendance has been a continual concern for several chapter administrations. Discussion included continuing the current format of four quarterly dinner meetings, changing to an hors d'oeuvres and program format, changing to two dinner and two lunch meetings, possible locations and restrictions or quotas required by possible locations, and choosing the date.

It was decided to survey the membership (a short choose-the-option you prefer format) prior to the establishing the 2006 schedule. The survey committee is Vikki Michalski, Vicky Petty, Claudia Powell and Becky Counts.

Teri Berliner, current international secretary and 2006 International vice chair, announced that Executive Director Vicky Setters has submitted her resignation to the International board.

Keep your homes safe while away on winter or holiday vacation

- Make sure your heating system is in good working order.
- Set your thermostat at a lower temperature.
- Cut off the water supply to reduce flooding risks.
- Protect pipes and plumbing fixtures from freezing.
- Set water heaters at vacation setting.
- Plan for high wind; have dead limbs removed from trees.
- Close storm windows, and securely lock all windows.
- Unplug all nonessential electric appliances.