



# The Transmitter

Empowering Women in Utilities Since 1923



## Message from the Chair

Lindsay Chambers, Ohio Chapter Chair

### WINUP'S MISSION

Provide a link for developing and recognizing professions involved with utility business trends, issues, products, and services.

### WINUP'S OBJECTIVES

1. Opportunities for professional development
2. Networking and mentoring among members
3. Recognition and visibility among members

### INSIDE THIS ISSUE:

Message from the Chair	1
Ohio Chapter and International Updates	2
June & August Meetings	3
Buckeye STEMs	5
Seeds of Mentoring Self Defense Workshop	6
Fall into Safety	7
Member Spotlight	8
WINUP Pulse	10
In Our Own Backyard	12
Empowering Moments	13
Welcome New Members and Calendar	16

For additional information, please visit our websites

#### Chapter website:

[www.winupoh.org](http://www.winupoh.org)

#### International Site:

[www.winup.org](http://www.winup.org)

My fellow WINUP Ohio Chapter members, as September moves ahead at full throttle, our International Conference in Philadelphia, PA is at our doorstep and will take place from September 25th through the 27th. Over the past two years, the Ohio and Mid-Atlantic WINUP Chapters have been planning for this event around the slogan **“Find The Key To Power Your Future!”**. We are most thankful to be able to share what a great organization we have to more of this community and its local utilities. A huge amount of appreciation goes out to Andora Marshall for her leadership role as the co-chair for this event. Please note that we are also most thankful for the many members that have put in work to secure sponsorship, help with planning, perform marketing, and so many behind-the-scenes efforts towards this event. We are also most grateful to our sponsors, as we could not have succeeded without the ongoing generosity of our local utilities, including American Electric Power, AEP Ohio, NiSource, and Ohio’s Electric Cooperatives.

Our **Chapter’s 2017 program calendar** focus has been dedicated to **“Developing Your Passion to Empower Your Future!”** and we have had some exciting events this year. I truly appreciate those that were able to attend the recent self-defense class and Mid-Ohio Foodbank Luncheon and volunteer event, along with those that have chosen to fuel their future by enrolling in our awesome mentoring program. Mark your calendars for our annual Holiday Social planned for Friday, December 1<sup>st</sup> at NiSource and check out the Newsletter Calendar for other new and exciting events to wrap up 2017.

The **2017 Election for our Chapter** concludes September 20th and we hope for a quorum so we can move forward with 2018 planning. I encourage you to consider taking on a committee chair leadership role next year to become further engaged in the success of our chapter. Improve your performance plan forecast and further enhance your skill set in your current roles and prepare you for a successful career. It gives you leadership experience, helps you build your network, and improves your personal brand. I am confident that with Hillary’s leadership in 2018, we can make membership even more beneficial to our members in Ohio.

In closing, while many other areas of the country and the world are experiencing catastrophic times with recent hurricanes and wild fires, and with it being suicide prevention month, may you and your loved ones be safe. If your heart moves you, please consider supporting these causes by taking a few moments of silence, making a monetary donation, squeezing the ones you love, or buying an extra case of water to be sent to these areas in need.

Life is precious; don’t let it pass you by! I cannot effectively express the appreciation I have to serve this fabulous organization.

Lindsay Chambers, 2017 WINUP Ohio Chapter Chair

## ✓ Ohio Chapter Updates

- ✓ **Thank you!** Thank you to all the volunteers who helped in a pre-stuffing session for the 2017 WiNUP Conference Registration bags. The Ohio Chapter is co-hosting this year's International conference in Philadelphia, PA with the Mid-Atlantic Chapter in an effort to build the Mid-Atlantic Chapter brand and membership. The conference bags themselves were generously donated by AEP Ohio and there was a great number of other sponsors who contributed to filling these swag bags with goodies for the attendees. Some of these donors include Ohio's Electric Cooperatives, NiSource, Oracle, Public Service of Oklahoma, and American Electric Power's Customer & Distribution Services, Workplace Services, Human Resources, and Economic Development. Some sponsors sent their items directly to Mid-Atlantic chapter and anyone interested in assisting with stuffing those items into the swag bags, or helping at conference Saturday evening, or helping with registration throughout the event can reach out to Orawan Wells ([owells@aep.com](mailto:owells@aep.com)) for further details.



*Katie Blubaugh (Charity Co-Chair), Lindsay Chambers (Publicity & Printing Co-Chair), Josh Sebourn (AEP IT Manager), Orawan Wells (Registration Co-Chair), Amy Dellenbach (Sponsorship Co-Chair) and Andora Marshall (2017 International Conference Co-Chair).*

- ✓ The **Historian Committee** is still seeking a few new members. The time commitment and meeting time and formats will be flexible to support those who are interested in supporting this worthy committee and its endeavors. Contact Bethany McCrea ([bjmccrea@aep.com](mailto:bjmccrea@aep.com)) to volunteer, or for more details.

**Did you attend the International WiNUP Conference in Philadelphia?** Was it your first time at Conference? Or are you a regular attendee? Please share your thoughts, impressions, "take aways", and "aha" moments from this pivotal event. Send a short, one to two sentence note to Amy Russell ([acrussell@aep.com](mailto:acrussell@aep.com)).

- ✓ **Stay Tuned!** The Election for the 2018 Ohio Chapter of WiNUP Board closed September 20, 2017.

## ✓ International Update

By: Kristen Thompson

This year's summer board meeting was held on June 30 in the home town of our President DeCoffete Ward, Columbus, Ohio. Twice a year the executive officers and board members meet in person to discuss chapter business. The summer meeting is always held in the home town of the current President and the fall board meeting is held the Sunday before conference at the location which the conference is held that year.

The upcoming conference in Philadelphia was a hot topic of conversation at the board meeting! It takes a lot of work and dedication to put an event of this size together. This year we expect over 200 attendees. There is a lot of excitement and anticipation of this year's event and the networking opportunities across chapters that it offers.

The newly created Professional Development Committee has hit the ground running this year. They plan to utilize the website and other technology to share professional development between chapters and you should be seeing more information on this very soon. The committee is anxious to continue the flow of information from members and is looking for a process where ideas can be submitted and shared.

The slate of candidates for the 2018 international board has been approved. You should be receiving an opportunity to vote via email in the coming weeks.

If you have any items you wish to bring up for discussion at the next board meeting, please contact Kristen Thompson ([kathompson@aep.com](mailto:kathompson@aep.com)).

## ✓ June Meeting - Rich Toronto : *Finding Your Passion through Networking*

By: Kristen Thompson

You own your career and drive your career. Have you reflected lately on how developmental your job is? How many years of experience do you have in your current field? Ask yourself if you really have X years of experience or do you have one year experience repeated X times? If you're not sure, or it is the latter, it could indicate that you are not in a very developmental position and should be looking for ways to build additional challenges into your job.

Networking with others in your same field is one way to get ideas on how to do this. The topic of June's monthly WinUP meeting was networking. Members spent an evening interacting with each other and the guest speaker Rich Toronto. Toronto is an Organizational Development Consultant at American Electric Power. The meeting was designed to allow members to draw on each other's experiences.

The meeting was kicked off by giving members a moment to reflect on something they wanted to improve on and then each person received feedback from individuals around the room in a speed dating style format. Toronto shared insight on the difference in roles between a mentor, a supervisor, and a sponsor. Most importantly, members were afforded the opportunity to network with each other and to work on improving their networking.

## ✓ August Meeting - Feeding the Line : *Fulfill your Passion by Helping others*

By: Hillary Sheffer

On Wednesday August 23, 2017 twenty-six individuals, including Ohio Chapter WinUP members and several from AEP's Groveport Call Center, met up with Tom Kirkpatrick at the Mid-Ohio Foodbank. Kirkpatrick has been on the board for the Foodbank for three years. He talked about how, like many, his initial view of the Foodbank was a place that collected boxed and canned goods for distribution. However, he soon realized that it was much, much more. Here are just some of the facts that he shared with us:

- The Mid-Ohio Foodbank covers 20 counties in central Ohio
- They provide almost 150,000 meals every day
- Mid-Ohio Foodbank is the 6<sup>th</sup> largest in the U.S.
- In 2016, the Foodbank handled more than 66.5 million pounds of food
- Half of the food distributed is in fresh food and frozen meats through the Kroger Pantry
- Mid-Ohio Foodbank runs two urban farms that raise almost 56,000 pounds of produce
- The vision of the Foodbank is "A hunger-free and healthier community"

Using local companies such as AEP and Honda, the Foodbank has been able to improve their business processes and to truly understand their donor data. This has allowed them to become much more efficient in their work, which means lower overhead and more food out to those who need it. In fact, the Mid-Ohio Foodbank has been rated as a Top Work Place by Columbus CEO in 2016 and 2017.

Tom Kirkpatrick did share with us his excitement for what is happening at AEP with changes being made in distribution and with the customer focus. For example, we need to learn to meet the customer on their channel of choice - whether via a phone call, text, website, or mobile app. Newer technology is where we are moving, and it is exciting.

*Continued on next page*

## Mid-Ohio Foodbank (continued)

When asked what keeps him going, he said that he often tells his wife that he will “come home when he doesn’t love it anymore.” He also pointed out that there is still room for AEP to grow because it appears to have lost the value with customers. They do not really value electricity and tend to take it for granted. How do we show our value to our customers?



When asked what advice he had for those working on their careers, he said “Never be afraid of learning and putting yourself out there.” “You own your career - so ask.” He shared a time where he told his boss that he would like to participate on a particular project/team if the opportunity arose. A short time later it did - and off he went! He also said, “Don’t always shoot for a job that pays more, shoot for a job that grows you more.” There is nothing wrong with a lateral or even a downward move, if that opportunity will make you a better person and employee in the long run.

After our lunch with Tom Kirkpatrick, about a dozen attendees stayed to tour the facility and to help sort food that was then placed in the warehouse for packing. Several grocery stores, and even Amazon, donate large quantities of food and non-food items. These items are then hand inspected, wiped down, and sorted so that they can then be boxed up when orders come in.



After the WinUP activity ended at the Mid-Ohio food bank, Deb Hohn, the WinUP Ohio Membership Chair, said she had a few more hours and asked if she could assist in the Foodbank pantry. Jeremy, who was assisting the group said, “We always welcome volunteers and can ALWAYS use any help at any time”. He then led Deb back to the Foodbank pantry so she could get instruction on how the process was completed in assisting a person needing to access the pantry to get the food for their family. Deb learned that there were two ways a person could go through the pantry – a full grocery shop or a partial shop (which included only bread, milk, and produce). According to the size of

the family, shelves listed the number of items a person could take - from dry goods, produce, frozen food, dairy, and breads. Here are some of Deb’s thoughts:

“As I looked out in the seating area, you could see the look on each face waiting for their name to be called. I grabbed my first card. It was a family of five – Ingrid! Ingrid approached me with her son. I greeted her with enthusiasm and said I was here to assist her today. The pantry is set up like a real grocery store and has been stocked with a lot healthier items, like lots of fruit and vegetables. As we moved from each of the shelves I would inform them of how many items they could take from each category. This number was dependent on how many members were in the family. I would also suggest items that would go a long way to feed their family. In the short time you were with each family, you were able to get to know them during their shopping. You would hear children picking up things and saying, “mommy can I have this?” - when there was only a certain number of items allotted to each family in each category. You wanted to make the child smile too, and it was great to be able to say why not get a few of these and one of those, this way everyone was happy.”

She concluded, “ In the end, after assisting many families with their grocery shopping, it really opened my eyes! We really take life for granted when we go to the grocery store and get exactly what we need. It really made me think when I did my own grocery shopping the next week. I propose that next year, we, as a WinUP group devote a day to the food bank, working in all areas - prepping food, sorting food, and working in the pantry! I always wanted to do this and never had the opportunity. After everyone left and I had a few extra hours, I can honestly say, even though I was there alone, with no one else from my group, it warmed my heart and opened my eyes! Giving back to the community and helping others in need truly is an experience everyone should encounter.”



# Buckeye STEMs : YWSI Career Event

By: Janet Rehberg

On June 28, five WinUP members volunteered at the Ohio State University to assist with the Young Women's Student Institute (YWSI) career event. YWSI is a week-long program sponsored by Ohio Supercomputer Center for middle-school girls in Ohio. It is designed to promote computer, math, science, and engineering skills, as well as provide hands-on experiences. YWSI helps girls develop an interest in these subjects by allowing them to work on a practical, interesting scientific problem using the latest computer technology.

As volunteers, our WinUP members had the privilege to be on a panel with other accomplished career women to discuss their background, experiences, career aspirations, and interest in STEM. After the panel session, they got to play a career game with the YWSI girls where they served as a banker and moderator. All five volunteers left with a rewarding experience of being able to spend time with these bright and vibrant young girls.

For more information about the Ohio Chapter STEM committee, contact Janet Rehberg (jrehberg@ohioec.org).



The STEM committee will be hosting a tour of the **Summit Road STEM Elementary** in Reynoldsburg on October 20, 2017 at 8:00 am. Melissa Drury, the principal, is very excited for WinUP members to tour her school. An invite with more details will be going out to the Ohio membership in September.



Bring your Donations in for the WinUP Fall Clothing Drive



October 23 - 26, 2017



## WiNUP Seeds of Mentoring

By: Irina Bilenko

The Mentoring Program is underway. We started the program with a Kick-off Meeting in June where we provided an overview of the program and introduced our key events for the year. Our keynote speaker, Rich Toronto, AEP's Organizational Development Consultant and one of our mentors, talked about the value of mentoring and set the tone for this year's program.

Our second event took place August 25, 2017 at NiSource and highlighted the value of Courageous Leadership. Diana Weaver, Managing Director of Transmission & Distribution Supply Chain and Fleet at AEP shared her thoughts and leadership experience. The group had an interactive round-robin discussion where our program mentors addressed real world situations.

Our book club discussion is planned for October 5, 2017. This year, the committee selected ***Lean In: Women, Work and the Will to Lead*** by Sheryl Sandberg. Oprah Winfrey summarized this book as "Honest and brave...The new manifesto for women in the workplace." We are looking forward to a great conversation, hors d'oeuvres, and of course, wine. We are opening this discussion to all WINUP members so if you are interested in joining us contact Dawn Marbury at [ddmarbury@aep.com](mailto:ddmarbury@aep.com).

The Mentoring Program has been extremely valuable for the participants in the past and we look forward to hearing from our eleven mentee - mentor pairs on their experience in the next update. For more information on the Mentoring Program contact Irina Bilenko ([igbilenko@aep.com](mailto:igbilenko@aep.com)) or Kernesana Samana ([kksamana@aep.com](mailto:kksamana@aep.com)).



**Diana Weaver (Keynote Speaker, Managing Director T&D Supply Channel and Fleet Operations) introduced by Kimberly Anding (Winup Member)**



## August: Self Defense Workshop

By: Amy Dellenbach



The Ohio WiNUP Chapter held a self-defense class at Team Chitwood Martial Arts and Fitness in Lewis Center to help raise money for this year's WiNUP International Conference. The event was held August 11, 2017 and registration was opened up to anyone who wanted to attend.

There were fifteen participants that had a great time and learned a lot about the dynamics of assaults against women and what to do in different types of attacks.

Our instructor, Shawn Chitwood, and his awesome team did a great job at making everyone feel relaxed and understand the details of the moves. He explained and demonstrated, then walked the class through different situations, giving individual time to everyone. In covering some situations that could be pretty awkward, Chitwood was able to provide training while not making the student uncomfortable. Orawan Wells was a great sport and is ready to defend herself! A big thanks to Team Chitwood and everyone who attended.





# Fall into Safety

By: Kellie Conklin



Ahhh, the sounds, smells and feel of Fall! Whether you call this time of year Fall or Autumn, you likely associate it with cooler weather, apples, pumpkins, costumes, and falling leaves. This time of year brings many comforting and fun adventures, but it can also bring hazards and safety concerns. Here are some fall safety areas to be attentive to:

## Driving - Stay Attentive

- As evening skies begin to darken earlier, most of us will spend more time driving during night hours. Remember to turn on headlights before dusk to increase both your visibility and that of other drivers approaching you.
- When roadways are covered with leaves, particular on wet days, be cautious of road traction concerns. Losing contact with the roadway, especially in wet conditions can quickly escalate to loss of control. Always use speeds appropriate to the road conditions.

## Walking - Be Aware of your Surroundings

- Those after-dinner walks will now begin to occur during darker hours. Watch for tripping hazards like uneven sidewalks or paths. Take a light with you in case you get caught by nightfall earlier than expected.
- When out in the evening / dusk hours, practice situational awareness. It is always important to be aware of what is occurring around you, but during darker evenings, it can take a more conscious effort to notice things that may not seem right.

## Safe Halloween Fun

### *Costumes*

- Use nontoxic facial makeup instead of masks to avoid blocking vision
- Costumes should be flame-resistant - unintended contact with jack-o-lanterns can occur
- Ensure costumes fit appropriately to avoid tripping or catching hazards
- Choose bright costumes and/or attach reflective tape or lights to costumes for increased visibility of drivers in the area

### *Decorations*

- Place decorations to avoid hazards – do not create tripping hazards in the path of trick-or-treaters
- Place jack-o-lanterns far enough away from walking paths to avoid accidental contact with the flowing dresses of little princesses or the billowing capes of little vampires



## TRICK-OR-TREATING

**PLAN AHEAD** – take a wagon or other helpful transportation for when young trick-or-treaters get tired, but older siblings want to continue

**BEFORE** starting out with your trick-or-treaters, remind them:

- Not to run into roadways
- To stay with their friends or family
- Never to enter a stranger's house
- Not to eat candy until an adult has checked it over

**WHILE OUT** trick-or-treating, be flexible

- If roadways have heavy traffic or are unsafe, adjust your route
- If trick-or-treaters are getting tired, shorten the route home – just like fatigue anywhere else, tired trick-or-treaters can make unsafe choices



## Member Spotlight: Deana Elizondo



Many may know Deana Elizondo as a mild-mannered security manager whose normal habitat includes the 11th floor of AEP's 1 Riverside Plaza and various IT- and cyber-related meetings. If, however, you attended the IT "Tic-Tech-Toe" fundraiser for Operation Feed at AEP Headquarters in June, you may have spotted Deana lip-syncing to 80's music during one of the "commercial breaks" (see photo on next page). Disguised in a neon fuchsia wig and flamboyant 80's attire, Deana charmed and shocked the Tic-Tech-Toe audience with a colorful performance of the Cyndi Lauper anthem "Girls Just Want to Have Fun."

The spotlight has found her again - Deana was recently promoted to director of the Cyber Risk and Security Services organization at AEP, reporting to VP and Chief Security Officer, Stan Partlow. In her new role, Deana will retain oversight of the Cyber Security Programs and Awareness team, which she has managed for the past seven years. Deana will now also oversee the Cybersecurity Ambassadors, the Cyber Registration Services team, and the Cybersecurity Architecture and Engineering team. A new team called Data Protection and Privacy is also being added.

"Becoming a director was absolutely a goal," Deana states. She has been a manager for 25 years, and has always enjoyed the leadership side of her various roles.

As a child Deana knew she wanted to work in a business office. Her first job was working as a secretary, which provided an excellent foundation in English grammar, organization, and document writing that helped propel her into other careers.

In a role that marked her formal entry into IT and the world of project management, Deana provided technical support for a secured lending group responsible for multimillion dollar loans and transfers. This role offered the opportunity for Deana to learn the ins - and - outs of hardware and software support, system administration, network setups, databases, and ways to automate business operations. Prior to joining AEP, Deana accumulated 15 years of management experience with Huntington National Bank, where she managed a "mini IT" department for a treasury management group. Her team of technical specialists provided support for Automated Clearing House (ACH), Cash Vaults, Lockbox, and other critical systems.

Deana's career at AEP spans 13 years, eleven as an employee, and two as a contractor. She began as an IT project manager for Commercial Operations and was responsible for multiple complex projects, including the Houston Pipeline Divestiture and the creation of AEP Energy Partners, that involved the segregation of systems and data. Deana eventually joined the Security organization as manager of the Cyber Security Engineering Programs and Awareness team, in which capacity she managed the annual capital budget for all AEP security projects and spearheaded initiatives needed to build out an enterprise cybersecurity program.

Deana is excited for her role as director of the Cyber Risk and Security Services organization for many reasons, not least of which is the new challenge of developing leaders. While she identifies the director position as being her most challenging job yet, Deana knows that her technical background in IT has helped prepare her for the complexities of security. Deana describes the constant change within the security field as "night and day," but notes that it is precisely this variety and challenge that she prefers. But to Deana, it's always about the people. "Building a team, coaching, guiding and developing the team, seeing their joy and excitement — that is my absolute favorite thing," she states.

For women in security, Deana sees a definite growth opportunity. AEP employs more women in the security fields than do most organizations, but Deana observes that AEP is always looking for and willing to train new employees, even if they do not have previous experience in security. Deana believes that knowing the business and culture of AEP can be just as important as learning the security side, and there are always opportunities to learn more about security.

*Continued on next page*

## Member Spotlight: Deana Elizondo (continued)

To anyone thinking about a change in their career, Deana offers the following advice: “If you don’t absolutely love what you do, try to find out what it is you love.” As a case in point, Deana described a “miserable” experience of working for a micromanager at Huntington National Bank. “Your leader impacts your work,” she avows, and notes that it’s up to each of us to find something different when we need to, something that suits our skills and interests. Deana is quick to point out that she herself has changed career fields five times.

For excellent career development and networking opportunities, Deana recommends joining WiNUP. Deana has been a member for six years, and still remembers her first WiNUP meeting — an after-work activity that inspired her to join, both to learn more about AEP as a company, and to learn more about her peers. Deana continues to be impressed by the opportunities and events WiNUP provides throughout the year to learn different parts of the business and develop new leadership skills. “They do an amazing job of planning,” she notes. Two WiNUP sessions in particular have had a great impact on Deana — Lisa Barton’s talk about the Transmission business area, and a group tour of the New Albany Data Center. Beyond the opportunities for business networking, Deana highlights WiNUP sessions and activities as a great way to meet and get to know people you would not otherwise have met.



Deana Elizondo, Shelley Shomper, and Andora Marshall — girls having fun.

Deana enjoys being part of the WiNUP mentoring committee (“so interesting”), and loves the fact that WiNUP has a formal mentoring program. “That leaders and managers take time to mentor is great,” she says, and has an impact on how women grow their leadership styles.

“Take advantage of the opportunities and get engaged,” Deana recommends, “especially in the WiNUP committees.” Through involvement in the various committees particularly the mentoring, membership, and holiday party committees, she notes, women can realize the true benefits of being in WiNUP, both social and networking.

In May 2017, Deana and her husband Damon celebrated 30 years of marriage. Interestingly, both hail from families with seven children — Deana has five sisters and one brother, while Damon has five brothers and one sister. Deana and Damon have two children — son Jordan, a custom tile installer who lives in Denver, and daughter Dara, a speech therapist who will be married this September.

When not at work, Deana enjoys reading or going for a walk. She is a fan of mystery and suspense novels, the kind where you “can’t wait to find out what happens,” and names James Patterson and Sandra Brown as two of her favorite authors.

Deana participates in several book clubs at AEP. As part of the WiNUP mentoring committee, Deana participates in a book club that has reviewed *Executive Presence*, by Joel Garfinkle. She has also recently read (and recommends) the books *Influencer: The New Science of Leading Change*, by Joseph Grenny, Kerry Patterson, David Maxfield, Ron McMillan, and Al Switzler; and *Emotional Intelligence*, by Daniel Goleman.

Deana loves football and watches The Ohio State Buckeyes (“of course”). Her favorite food is salad with chicken (“and lots of dressing”), and she adores fruits and vegetables. Restaurants serving Mexican food top her current list of favorite places to eat.

Will we see Deana lip-synching to 80’s music again? Possibly. If you happen to see Deana in the hallway, on the way to a meeting, or at a WiNUP session, try humming a few notes of *Girls Just Want to Have Fun*. You’ll likely receive one of Deana’s signature smiles.



## WiNUP Pulse

**Krista Tillman** is celebrating a new granddaughter - Arabella Mae Starks. Arabella was born to Tierra Tillman (Krista's step-daughter) and Neziah Starks on August 2, 2017. She weighed in at seven pounds, one ounce, was 19 1/2 inches long and had a "head full of beautiful Hair". Congratulations to "Grandma K" and her family!



**Jacqueline Lane** graduated in May 2017 from the local Volunteers In Public Safety Support (VIPSS) program. The VIPSS course offers community members who've taken a strong interest in public safety a chance to continue their learning and practical experience by participating in an enhanced Public Safety Support Citizen Academy. Graduates of the VIPSS will be called upon to provide support during times of emergencies or natural disasters as well as volunteer during special and routine events. The Public Safety Support Citizen Academy offers opportunity in character building, leadership, homeland security, police and fire response, emergent response and preparedness.

**There are many professional achievements to share in this issue of WiNUP Pulse! Congratulations to all these WiNUP members who are *Achieving their Goals through Finding their Passion* - many of whom have benefited from the personal and professional development available from the WiNUP Ohio Chapter activities and programs.**

**Deana Elizondo** became the new Director of Cyber Risk and Security Services within Enterprise Security effective August 12, 2017. Deana has demonstrated her leadership ability and her collaborative skills for the past several years in her previous position as Manager of Cybersecurity Programs & Awareness. She has been with AEP thirteen years and previously with Huntington Bank for seventeen years. She has 25 years of leadership experience and managed several technical and operational groups at Huntington. *(For more insight into Deana, see her story in the Member Spotlight.)*

**Krista Tillman** has accepted a position within AEP in the IT organization as the Application Delivery Manager for Customer Experience – Mobile & Web Communications Team. This team is part of the broader Customer Experience Program and is responsible for the delivery of Mobile and Web development solutions. Krista started in the electric utility industry in 2001 as a call center representative, then worked as a meter reader before transitioning into the AEP Ohio Customer Services & Marketing department. For the past seven years, she has been in a Functional System Analyst/Architect Role supporting AEP's Customer Information System within the Customer & Distribution Services (C&DS) organization.



**Hillary Sheffer** moved to Cornerstone and is now the Cornerstone Training Lead after 15 years in AEP's IT Workforce Readiness. Cornerstone was established to build shared enterprise business processes and is focused on modernizing AEP's technology platform and transforming business processes. As the Cornerstone Training Lead, her responsibilities include establishing effective relationships with business partners and external partners, performing stakeholder analysis and identifying the audience for training, defining how and when various stakeholders receive information, designing and implementing communication training plans, and prioritizing deliverables within the learning program.



**Deborah Hohn** moved to IT Business Applications in April 2017 after nine years in AEP's IT Workforce Readiness (six years as a consultant and three years as an employee) and she is now the IT Business Applications corporate Organizational Change Leader. She attended the Prosci Certification training in Chicago to better understand Organizational Change Management and to build a strategy for change in her new role. Prosci's Change Management Certification Program provides the educational knowledge, skills, and tools to drive successful change initiatives; and teaches how to apply a holistic change management methodology. Deborah plans to leverage the best practices to effectively manage change and enhance project and team results .



*Continued on next page*

## WiNUP Pulse (continued)

**Andora Marshall** recently obtained PROSCI certification and a certificate as Professional Scrum Master (PSM I) in an effort to keep current with information technology. The Professional Scrum Foundations course teaches “Scrum” by experiencing what it’s like to build software using the Scrum framework. Working in a series of “sprints”, students break into teams fulfilling all of the roles on a team to build a software application, simulating real-life problems. Andora joined AEP in 2008 after working at NiSource in Finance, Regulatory, Supply Chain, and Customer Operations. She is responsible for creating and implementing change management strategies and common processes across multiple projects within the Security organization. She also manages the AEP Security Champion Program – a mission to embed cyber and physical security messages deep into the AEP organization by educating, building awareness, and influencing employees to use secure behaviors and to stay safe online. She earned a Bachelor’s of Information Technology and business management from Capital University and a Master’s of Organization Communications from Ohio University.



**Heather Barnett** has been promoted in the AEP IT Department to the Agile Scrum Master role for ServiceNow. Heather Barnett moved into the role as Scrum Master for the ServiceNow team which is in the AEP IT Business Applications organization. Scrum is an agile framework used for software delivery, and the scrum master role is a servant lead responsible for coaching and helping the Scrum Team adhere to Scrum theory, practices, and rules for software development. Heather has over 22 years of IT experience, serving in many different roles throughout IT in her tenure. She has worked in the scrum environment for six years.



**Members of the Ohio Chapter of WiNUP** are also drawn to causes where they can give back to their community, especially concerning issues that have impacted them on a personal level. *Finding their Passion through Helping Others*, members supported the American Heart Association (AHA) Heart Walk on August 26, 2017 and the Pelotonia bike ride August 5 to 6, 2017. Congratulations and Many Thanks to all the WiNUP members that support these worthy causes with their time, talents, and treasures!

**Lila Munsey** again championed the “Regulatory Team” at AEP for the AHA Heart Walk, but due to an illness in her family, she ended up travelling to Ontario, Ohio and “Heart-Walking” with three great-nephews in tow, one under four years old and nine-month old twins. Although Lila lost a mother due to misdiagnosed heart disease, her sister is a stroke survivor and her father is now 95 years “young” and still going strong after surviving a heart attack with a triple bypass over twenty years ago.



**Lindsay Chambers** championed the AHA Heart Walk over several years in dedication to family and friends who have been affected by heart disease and life-saving treatments. This year, she had another reason to join in the AHA Walk as a dear friend and WiNUP member, **Trish Tierney** (see photo), suffered a massive heart attack in March 2017. Since then, Trish has made awesome progress with her health - with lifestyle changes, self-reflection, and not relying on self-diagnosing. She is an inspiration to all for her determination to *LIVE Life and live it WELL!* The ‘C&DS Saves Hearts 2017’ partnered with other teams at AEP, and was championed by **Ebony Tidmore**. WiNUP members **Kris Watts, Carol Martin** and **Trish**

**Tierney** were instrumental in the success of the teams’ various fundraising events. Overall, these AEP teams collected \$3,035 over 140 walkers. Ebony and Lindsay also supported **Cassandra Helwig** (WiNUP Member) at the annual Heart Walk Golf Outing that nets about \$10,000 each year. Lindsay hopes that this event sheds light on heart disease to anyone that needs to make a change with their own health and wellness or has been self-diagnosing - which can waste precious time and become fatal.



**Deborah Wilson** (2017 Ohio Chapter WiNUP Treasurer) rode the 45-mile route in her first Pelotonia this year, which fundraises in support of cancer research at the OSU James Hospital. Like so many people, Deborah has lost loved ones to cancer - her Mother last year and recently, a beloved Aunt. Almost three years ago, she had severe back issues and was in complete misery, barely able to walk - forcing her to have back surgery. She underwent the surgery to remove two discs that were degenerated and replaced them. After three months of recovering (being off work for seven months total), Deborah has been rejuvenated and finally able to give back to those who can’t. As a commissioned artist on the side, she supplemented her fundraising with two “Painting with Purpose” wine and canvas parties held in September.

If you have an event you would like to share in the “WiNUP Pulse”, send the information to ([acrussell@aep.com](mailto:acrussell@aep.com)).



# In Our Own Backyard: Climate Change Befalls Us

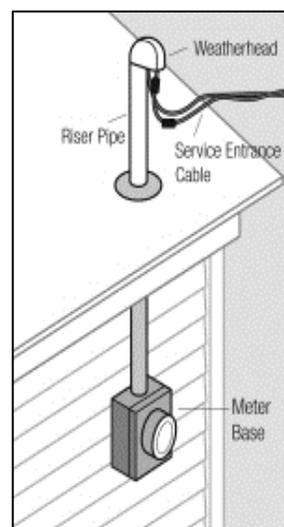
By: Kemi Domingo

The news of natural disasters - hurricanes, flooding, etc., - has been difficult to hear and see. Indeed, the devastation was a bit too close for comfort, hopefully never to be seen for many years to come, or never again. I am no scientist, however, I looked up the definition of climate change and to my surprise, there was little in the way of definitions. There was more on impact. Here is an extract of the best I could find:

*“Modern **climate change** is dominated by human influences, which are now large enough to exceed the bounds of natural variability. The main source of **global climate change** is human - induced changes in atmospheric composition. These perturbations primarily result from emissions associated with energy use, but on local and regional scales, urbanization and land use changes are also important..... We are venturing into the unknown with climate, and its associated impacts could be quite disruptive”.*

I consider all these possibilities, and think of a whole day, a whole week, or even a whole month without electricity. It would be a nightmare. Just the other day, we experienced an outage for about four hours at home. I arrived home with one hour remaining in the outage. Reality hit home when the garage door did not open electronically, the cooker could not be used, and the air conditioning was inoperable. All our creature comforts had been stripped from what I called home. My mind turned to the devastation of Harvey. I realized that for those who still had their homes, electrical problems were inevitable. My feelings of helplessness turned to sadness as I remembered the victims of Hurricanes Harvey, Irma, and Jose.

Our electric system is vulnerable to extreme weather events, including coastal flooding, extreme heat, drought, and wildfires. When the outage ended, some fuses in our home had been blown and flipping the switch in the fuse box did not work. The living room, the television, and the stairwell were all in darkness. Because of the Labor Day holiday, when the electrician arrived two days later, he said, “You know, you are lucky you are still covered by your home warranty”. He noted that this could have been costly if there was damage to the external connection or the “weatherhead”. Unfamiliar with this term, I decided to look it up after he left. During my research, I came across an insurance agent who said, “Most of the insurance companies we work with do not cover gas, water, or electrical lines going into or out of your home. However, utility companies are offering some sort of coverage for this”. The insurance agent’s advice was to strongly consider this coverage.



I recalled receiving an advertisement for home services from a company called HomeServe, partnering with AEP. Apparently, there was a repair service available in my own backyard. At last, something within my control! I have shared the information below in HomeServe’s own, unaltered words. (By the way, I am in no way being compensated, or paid in kind, for this advertisement.)

## **HomeServe Services, partnering with AEP: Repair Service Plans to Ohio Homeowners**

HomeServe’s Exterior Electric Line service plans offer homeowners protection against the expense and inconvenience of repairs to the home’s exterior electrical components that connect to the AEP electric system. This can include repairs to the weatherhead, riser pipe, insulators, meter base and service entrance cable. Homeowners often don’t realize that they will need to make repairs and pay for damage to their electrical connections before power can be restored. Our plans provide timely repairs and relieve financial stress. Have you thought about what would happen if your exterior electrical service system was damaged?

If this equipment is damaged, AEP Ohio would not be able to restore power to your home until a licensed electrician completed repairs. For customers with overhead service, this includes the weatherhead, service entrance cable, riser pipe and meter box. For customers with underground service, this includes where the wire goes into the meter base. Repairs can be hundreds of dollars and normally are not covered by basic homeowner’s insurance. Now you can protect yourself with the new Home Warranty program, provided in partnership with HomeServe USA.

*Continued on next page*



## EMPOWERING MOMENTS: A Change in the Flight Plan?

By: Sally Schehl

Cheese. Loons. The Green Bay Packers. Coastlines on two of the Great Lakes. Wisconsin is known for delicious dairy products and areas of natural beauty, but did you know that this state is also famous for its ties to aviation?

For one week each year, Wisconsin boasts the busiest airport control tower in the world — Wittman Regional Airport in Oshkosh. Each summer, during the last week in July, the Experimental Aviation Association (EAA) sponsors EAA AirVenture Oshkosh, an event described as “The World’s Greatest Aviation Celebration.” For pilots and aviation enthusiasts, the AirVenture experience is like having Christmas every day for a whole week.



Imagine rows and rows of brightly colored metal birds - all shapes, sizes, and eras - parked everywhere you look. Imagine flocks of these shiny creatures diving and rolling, inverting and rumbling in lunatic aerobatic spirals high above the tarmac, then swooping toward the ground, every day, all day. Some are sleek military jets that thrum your eardrums as they break the sound barrier. Some are antique warbirds from bygone wars, meticulously maintained and still soaring. Others fly like fat-bodied mosquitos, slow but graceful, able to land and lift off from super-short airstrips. And don’t forget the horde of humans craning their necks to ogle these manmade mechanical wonders, or wandering for hours amidst the aviation exhibits, scoping out the vendor hangars between airshows, and trying the hands-on workshops where you can help build a kit plane or do some TIG welding.

Even those who stay the full week can’t possibly see everything there is to see at AirVenture, which perhaps is why so many people you meet are quick to tell you it’s their tenth, or twentieth, or thirtieth year coming to Oshkosh. They are pilots, adventurers, history buffs, hobbyists, airshow connoisseurs, members of the military, and families on vacation. They come to AirVenture for the airplanes, but come back year after year for the people and the shared experience of aviation - and maybe the Wisconsin cheese curds.

*Continued on next page*

### In Our Own Backyard (continued)

With the Exterior Electrical Line coverage, you’ll get: Up to \$3,000 in coverage annually (30-day wait period with a money-back guarantee) • 24-hour repair hotline • Priority repair status • Multiple service calls per year, up to customer’s annual benefit amount • Repairs performed by local, certified electricians • One-year guarantee on all covered repairs In addition to Exterior Electrical Line Coverage, HomeServe offers the following service plans that are available to AEP Ohio’s residential customers:

- Interior Electrical Line Coverage
- Water Heater Coverage
- Cooling System Coverage
- Sewer/Septic Line Coverage
- Surge Coverage
- Heating System Coverage
- Water Service Line Coverage

HomeServe’s offerings are available at different price points and costs will be added to customer’s monthly electric bill. The program is completely optional and customers can cancel the warranty coverage at any time.

More information is available on HomeServe’s toll-free number at 1-855-769-6267 or visit [AEPOhio.com/HomeWarranty](http://AEPOhio.com/HomeWarranty).

*HomeServe USA Repair Management Corp. (“HomeServe”) is an independent company separate from AEP Ohio and offers this optional service as an authorized representative of AMT Warranty Corp., the contract issuer. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from AEP Ohio.*

“In Our Own Backyard,” is included in each newsletter to inform you of energy related news, current events and tips. If you have a suggestion for next quarters’ topic, please email Hillary Sheffer at [htsheffer@aep.com](mailto:htsheffer@aep.com).

## Empowering Moments (continued)

My family and I journeyed to Oshkosh this past July for our second AirVenture, tent-camping for the week, and we still, after a cumulative total of fourteen days, have seen only a tiny fraction of what there is to see and do. I will be the first to say that tent-camping for a week with three kids is not what most (normal) people would call a “vacation,” especially when you have to walk a half mile to a shower house, and there’s an underlying risk of your tent collapsing at 2 a.m. in a thundering rainstorm. Yes, this happened to us on our very first night at Oshkosh. It is crazy, on many levels, to be part of a small city of campers living at an airport for a week. According to the AirVenture website ([www.eaa.org](http://www.eaa.org)), there were more than 11,600 campsites at the 2017 event, accounting for approximately 40,000 of the 590,000 total visitors who attended AirVenture.

One thing that stood out to me ... was the sheer number and variety of opportunities available in aviation and aerospace. ...

The persistent worldwide demand for aviation professionals has a huge impact on women considering professions in aviation - universities, corporations, manufacturers, and airlines are looking to hire more women than they can find, and the opportunities for advancement may be better than they’ve ever been.

One thing that stood out to me this second year, sharper than the bend in a Corsair’s wing, was the sheer number and variety of opportunities available in aviation and aerospace. These fields are not just about pilots, though commercial pilots and military fighter pilots often command the spotlight and are usually in demand. Those seeking a career in aviation might consider becoming air traffic controllers, astronauts, aviation security professionals, aviation administrators, aviation maintenance technicians, certified flight instructors, accident investigators, airline operations managers, or aviation business owners. In addition, the demand for unmanned aerial systems, and the pilots and technicians capable of managing such drones, is predicted to surge exponentially in the near-term.

On a broader scale, to meet the needs of expanding global economies that increasingly rely on international travel, there is a corresponding urgent need for people to support such travel. The 2017 Boeing Pilot & Technician Outlook offers the following forecast:

- ◆ Between now and 2036, the aviation industry will need to supply more than two million new commercial airline pilots, maintenance technicians, and cabin crew.
- ◆ 637,000 new commercial airline pilots, 648,000 new maintenance technicians, and 839,000 new cabin crew will be needed to fly and maintain the world fleet over the next 20 years.
- ◆ As airlines continue to take delivery of new airplanes, advances in airplane technology will drive an increased need for technicians skilled in avionics, composites, and digital troubleshooting. *(2017 Boeing Pilot & Technician Outlook)*

Boeing identifies the Asia Pacific region as having the largest projected growth in demand for pilots, technicians, and crew over the next 20 years. Let’s put that in context. According to SkyVector (<https://skyvector.com/airports>), China—a country roughly one-third the size of the United States - has 80 airports. India has 156, Japan has 129, and Malaysia has 56. In contrast, the United States has more than 20,000 airports. Ohio has 703 airports, Wisconsin has 560, and Vermont has 88. Yes, a state the size of Vermont has more airports than China, at least today.

The persistent worldwide demand for aviation professionals has a huge impact on women considering professions in aviation — universities, corporations, manufacturers, and airlines are looking to hire more women than they can find, and the opportunities for advancement may be better than they’ve ever been. Did you know that only two percent of aircraft mechanics in the United States are female?

Many airlines and universities with prominent aviation programs (The Ohio State University among them) had tents at AirVenture, and their representatives were eager to describe the various degree options, programs of study, and scholarships. I spoke with a female mechanic / instructor from Liberty University who described how many of the major aircraft manufacturers routinely attempt to recruit or “steal away” the university’s aircraft mechanics and instructors to work for them instead.

*Continued on next page*

## Empowering Moments (continued)

This same instructor also stated that, in her experience, women are often better suited than their male counterparts to perform the intricate work required for aircraft maintenance, simply because the work requires patience, attention to detail, and a certain degree of artistry. Yes, there is a physical component, and a fair amount of heavy lifting, but there are tools designed to assist workers with smaller hands and smaller frames - both male and female.

What's truly astounding is how much funding is potentially available to those seeking to obtain a pilot's license, attend a four-year college in an aviation or aerospace field, or spend a week in an aviation-themed summer camp. If you have family members, friends, or neighbors who have not yet decided what they want to be when they grow up, encourage them to spend a bit of time exploring the fields of aviation and aerospace. All it takes is a single spark to ignite an interest and a passion that might change the course of someone's life.

For that matter, any of us who might be considering a career change, or maybe a new hobby, might want to do some research. Maybe we'll decide we'd like to fly, build, or restore an airplane. Safety wire, anyone?

***The good news is you don't need to go all the way to Wisconsin to learn more about general aviation, watch an airshow, or ride in a small airplane. Below are some programs and resources to check out.***

- ◆ **The National Museum of the U.S. Air Force**, located at Wright-Patterson Air Force Base near Dayton, Ohio, offers free admission and a day's worth of galleries to explore. For an overview of the exhibits and aircraft you'll find at the museum, visit [www.nationalmuseum.af.mil/Visit/Museum-Exhibits](http://www.nationalmuseum.af.mil/Visit/Museum-Exhibits).
- ◆ **The EAA Young Eagles** program enables youth between the ages of 8 and 17 to go flying in a general aviation airplane at no cost. In most cases, a parent or guardian may accompany the child (if desired, and space permitting) on this free flight. All pilots are local EAA members and volunteers who are passionate about aviation and committed to sharing their enthusiasm for flying with the next generation. EAA Chapter 9 (Central Ohio) sponsors regular Young Eagles rallies from 9 a.m. to 1 p.m. on Saturdays at various airports in central Ohio, including The Ohio State University Airport, Don Scott Field. Visit [www.eaa9.org/young eagles](http://www.eaa9.org/young eagles) for the Young Eagles flight schedule.
- ◆ **The Civil Air Patrol (CAP)** provides opportunities for youth aged 12 to 18 via the CAP Cadet Program, a year-round program through which young adults gain leadership skills and exposure to aviation, military, and aerospace careers. The time commitment is approximately two hours per week, and one Saturday each month, plus a broader range of activities in the summer. Cadets wear the Air Force-style blue uniform, which could potentially be a selling point for some teens, but there is no requirement to join the military. For more information on the CAP Cadet Program, or how to become an adult volunteer, visit [www.GoCivilAirPatrol.com](http://www.GoCivilAirPatrol.com). There are five Civil Air Patrol squadrons located within 25 miles of Columbus.
- ◆ **The Center for Aviation Studies at The Ohio State University** offers a number of outreach programs for school-age children and teens. Students can tour the OSU Airport and visit the flight school, the observation tower, the terminal, the maintenance hangar, and other locations. Middle-schoolers can also participate in the Youth Aviation and Aeronautics Adventure (YA3), a bimonthly program that introduces students to careers in aviation, aircraft engines, airport surface operations, and other flight-related activities. Visit <https://osuairport.org/community> for more information.
- ◆ **Women in Aviation International (WAI)** provides many scholarship and internship opportunities to women interested in aviation and aerospace careers. Applicants must be members, and may apply for a maximum of three scholarships each year. Visit the WAI scholarship page at <https://www.wai.org/education/scholarships> for details and requirements.
- ◆ **The Women Soar You Soar Program** is a day camp for girls in grades 9 through 12 (four days) that takes place during the week of AirVenture in Oshkosh. There is a maximum enrollment of 100 teens. This camp is designed to introduce young woman to the fields of aviation and aerospace, and provide exposure to opportunities available in these fields through seminars, workshops, and mentoring by women professionals (fighter pilots, engineers, mechanics, etc.). The cost is \$75, and scholarships are available. Visit the **Aviation Camps & Overnights** section of the EAA website at <https://www.eaa.org/en/eaaviation-education-and-resources/eaaviation-education/eaaviation-and-flight-summer-camps> for more information about the Women Soar program and other camp opportunities for young people.

**Ohio Chapter Goal**

To operate an organization that offers its diverse membership a variety of opportunities for networking, professional and personal development.

**2017 WiNUP Ohio Chapter Leadership**

Lindsay Chambers , Chair  
lmchambers@aep.com  
614-716-1383

Hillary Sheffer, Vice Chair  
htsheffer@aep.com  
614-883-7754

Kernesa Samana, Secretary  
kksamana@aep.com  
614-716-3273

Deborah Wilson, Treasurer  
djwilson@aep.com  
614--933-2296

Orawan Wells, Immediate Past Chair  
owells@aep.com  
614-716-1862

Kristen Thompson, International Representative  
kathompson@aep.com  
614-883-7949

*If you know someone that should be recognized, or for corrections, comments, and suggestions please contact the Newsletter Editor  
Amy Russell  
acrussell@aep.com*



**WELCOME NEW MEMBERS!**

*The current Ohio Chapter membership is 180 members - adding 42 new members since the beginning of 2017!*

Lisa Adams	Nisource	Andrea Knopp	Lightstone *
Sarojini Gude	AEP	Michelle LeMaitre	Lightstone *
Charlene Hemphill	Lightstone *	Kimberly Rose	AEP
Wendy Jacobs	AEP	Rebecca Thompson	AEP
Amy Jeffries	AEP	Jennifer Williams	AEP
Mandy Jenkins	Lightstone *		<i>*Lightstone Generation</i>



**Calendar**

**2017 Ohio WiNUP Programming**

**Theme:** Develop Your Passion to Empower Your Future

Month	Activity	Theme	Time
SEP 25-27	International Conference	<i>Find the Key to Power Your Future</i>	Conference (Philadelphia)
OCT 11	Sustainability Panel	<i>Sustaining the Future with Passion</i>	Dinner (AEP )
OCT 20	Tour Summit Road STEM Elementary	<i>Using Your Passions to Empower others</i>	8:00 a.m. (Reynoldsburg )
OCT 23-26	Fall Clothing Drive	<i>Fulfill your Passion by Helping others</i>	n/a
NOV 2	Julee Stephenson, Sr. VP Corp. Affairs at NiSource	<i>Using Passion to Communicate</i>	Keynote Lunch (NiSource)
DEC 1	Holiday Social	<i>Empower Your Passions</i>	Dinner (NiSource)