

# UPDATE

July - September 2008

## Southwestern “Zero Heroes” Stay Safe

Sometimes being a “zero hero” is the best way to be. This was certainly the case for Southwestern in Fiscal Year (FY) 2008, when the agency achieved a Recordable Accident Frequency Rate (RAFR) of 0.0, which equates to not a single recordable injury for every 200,000 hours worked.

Put simply, a 0.0 rating means not only were there no life-threatening electrical-related injuries in the field, but there were also no minor injuries, such as back sprains, infected tick bites, or even repetitive motion injuries anywhere, among field and office employees alike.

“This is a noteworthy improvement in Southwestern’s record over the past two years,” remarks Administrator Jon Worthington, referring to Southwestern’s RAFRs for FY 2006-2007, which hovered closer to the national average of 4.5.

Worthington credits the initial impetus for the safety improvements to a Department of Energy (DOE) initiative. In a 2006 department-wide memorandum, Secretary of Energy Samuel Bodman asked the DOE workforce to expand efforts to ensure employee safety, citing an upward trend in incidents across the DOE complex. As Southwestern’s RAFR began to rise, management acted to identify several new action items to tighten up procedures, and implemented them in early 2007. Employees and contractors followed through by putting these changes into daily practice, and, according to Worthington, the results speak for themselves.

FY 2008 also marks Southwestern’s 16th consecutive year – approximately 5.5 million worker-hours worked – without a single electrical related recordable accident.

Southwestern management contends that reduced accident levels are beneficial for both Southwestern and its customers. “It’s certainly in our employees’ best interest to work safely,” explains Jim McDonald, Assistant Administrator of Corporate Services, “but it also avoids additional expenses that would impact rates.”

Southwestern achieved its injury rate reduction despite an increase in fieldwork during recent years that includes fiber expansion projects and more switchyard maintenance for the U.S. Army Corps of Engineers. The last time Southwestern garnered a 0.0 rating was in 2000.

“Southwestern is committed to providing a safe working environment,” says Darlene Low, Aviation, Safety, & Health Program Manager. “We’ve always had a good safety track record, but we’re also always looking for ways to improve.”



**ROBERT VAN BRUNT AND CURTIS POULSON ARE GEARED UP FOR SAFETY.**



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Ruben Garcia  
Brad Howland  
William Hiller  
Kathy O'Neal  
Elaine Webb

# Cooper Ready to Get Busy with Retirement

He may have hung up his hat after 30 years and one month of service to the Nation, but employees of Southwestern will long remember Dallas Cooper, Assistant Administrator of Corporate Facilities, not only for his thoughtfulness and determination as a manager, but also for his friendship, sense of humor, guitar virtuosity, and ready willingness to don various costumes throughout the years in support of charitable causes. Cooper, a familiar face both in the office and in the field, officially retired on September 3, 2008, after 20 years at Southwestern.

Cooper's career path did not initially appear to be headed to the Great Plains region, although it always seemed to involve protecting the safety of others. Born and raised in Pendleton, Oregon, he served in the early 1970s with the U.S. Coast Guard performing search and rescue operations off the coast of Oregon. During this time he was involved in a particularly "exciting" lifesaving rescue, he says, an act for which he received a Meritorious Medal, an honor that he calls the highlight of his Coast Guard career.

Following his Coast Guard duties, Cooper spent five years in Malibu, California, earning both a bachelor's degree in religion and a master's degree in public administration from Pepperdine University. In 1980 he went to work as a Contract Specialist for the U.S. Army Corps of Engineers, Portland District, where his first work project was related to recovery efforts following the eruption of Mt. St. Helens volcano in Washington in May of that year.

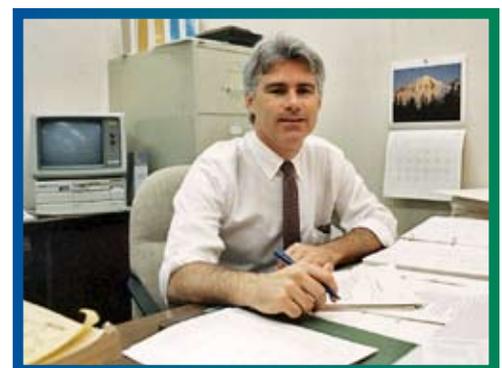
"That was a frightening, but exciting, way to begin my Federal career," admits Cooper. He spent the next several years performing contract management at the Corps and at the Richland, Washington; and Morgantown, West Virginia, offices of the Department of Energy (DOE).

Cooper came to Southwestern in 1988, hiring on as a Project Management Specialist serving as a special assistant to the Director, Division of Power Facilities. Two years later he was named Branch Chief of Procurement, Property, and Information Resources Management and then was promoted in 1992 to Director, Division of Maintenance. It was this position that was converted to an Assistant Administrator classification in 1994 when Southwestern was placed under the DOE Deputy Secretary; several re-organizations over the years culminated in the present-day Office of Corporate Facilities which Cooper headed up.

Cooper's commitment to safety continued during his tenure at Southwestern, and his emphasis on involving employees in developing solutions brought about a marked decrease in accidents and injuries early on. "I have an ear for listening to the field employees about equipment and procedures, what they need, what works and what doesn't," says Cooper. "Over the last 17 years, we have significantly improved our ability to work safely. In particular, we've continued a record of no electrical-related accidents since 1992. I'm really proud of that part."



**RETIRING ASSISTANT ADMINISTRATOR DALLAS COOPER RECEIVES DOE'S CAREER APPRECIATION AWARD FROM ADMINISTRATOR JON WORTHINGTON FOR HIS YEARS OF SERVICE.**



**COOPER BEGAN HIS CAREER WITH SOUTHWESTERN IN THE DIVISION OF POWER FACILITIES AT THE PAGE BELCHER BUILDING IN DOWNTOWN TULSA, OKLAHOMA.**



**“UNCLE DALLAS” MOTIVATED EMPLOYEES DURING THE COMBINED FEDERAL CAMPAIGN IN 2001. COOPER, WHO WAS KNOWN FOR DONNING COSTUMES FOR FUN AND CHARITY, SERVED AS THE TULSA AREA CFC CHAIRPERSON FOR SEVERAL YEARS.**

storm recovery, system reliability issues; and we’ve worked increasingly more closely with our customers in delivering hydropower,” reflects Cooper.

“I’m grateful for my time at Southwestern,” he adds. “I have had the pleasure of working with a great bunch of folks, including crews, craftsmen, administrative personnel, contractors – everyone. I have worked at seven different Federal organizations throughout my career, and Southwestern, hands down, has been the best place to work.”

Now that he’s heading into the Southwestern sunset, Cooper has many plans to stay busy, practically disregarding the word “retirement.”

“I’ve got a lot of projects planned for my first year,” he says. “I want to re-connect with my large, extended family in the Pacific Northwest, and maybe organize a reunion. But one of my number one passions is college football, so of course I’ll be following that for the next few months.” Cooper roots for the University of Oklahoma Sooners, the



**EARLY IN HIS ROLE AS DIRECTOR OF THE DIVISION OF MAINTENANCE DURING THE 1990s, COOPER MAKES A POINT TO SOUTHWESTERN’S TOM GREEN.**

University of Oregon Ducks, and the University of Washington Huskies, and sometimes finds it difficult to have so many home teams. “I’m glad the Sooners are through playing the Ducks and Huskies. Those were tough games to watch,” he laughs.

Cooper, who says his family at one time included 62 first cousins, intends to spend a lot of time in the Pacific Northwest, possibly even helping his brother and nephew with a home-building business in Eugene, Oregon.

“I’ve always been interested in repair work and carpentry,” says Cooper, who had his own construction business in Seattle, Washington, in the mid-1980s. “I’ve dabbled in all of it: carpentry, plumbing. I’m a jack-of-all-trades, master-of-none.”

For the time being, his permanent residence will continue to be in Tulsa, Oklahoma, where his wife is an attorney and his daughter attends high school. His family is actively involved in charitable organizations through their church, and after completing some long-

Cooper’s collaborative yet high-level management style is something he developed purposefully over the years. “I’ve always preferred to allow employees and managers to operate in an autonomous manner, while I provide administrative support. I listen to them, give them resources, and get out of the way. That’s been my role,” he says. “If someone in the future were to ask an employee ‘What was Dallas like?’ I think the response would be: ‘He stayed out of the way and let me get my job done.’”

Cooper notes that the agency’s safety and reliability achievements have occurred over the years in spite of hiring freezes, a growing inventory of transmission facilities, and the need for more aggressive system maintenance schedules. “Southwestern continues to perform the same or higher level quality of work with less manpower; we’ve been extremely responsive to

**CONTINUED PAGE 7**

## Human Resources Draws On Quick



Carrie Quick, a former human resources (HR) manager with the Department of Veterans Affairs, has been selected as Director of Southwestern's Division of Human Resources Management. Quick, who began her duties in July 2008, succeeds Cheryl Crosswell, who retired earlier this year after 16 years with the agency.

Quick worked in the private sector in Austin, Texas, before relocating to Tinker Air Force Base in Oklahoma as a HR Specialist through the Federal Career Intern Program in 2003. After rotating through all of the functional HR areas over two and a half years, she served as Tinker's Lead Recruiter, handling all of its external staffing resources. In 2007, she was promoted to a supervisory position responsible for HR functions in the areas of civilian resources, workforce planning, records, and information technology. Just prior to coming to Southwestern, Quick was serving as an Assistant HR Manager at the Veterans Administration Medical Center in Oklahoma City.

In her first two months at Southwestern, Quick has noted a prevailing environment of teamwork that she says is very productive, especially in terms of customer service and responding to change. "There are a lot of positive things about a smaller agency such as Southwestern," she says. "There is a flatter organizational structure, and an openness of communication where all employees can ask questions or propose solutions."

Quick, who holds a Bachelor of Business Administration in Marketing from Texas State University in Austin, Texas, and a Master of Business Administration from Oklahoma City University, notes that now is an exciting time in HR management. "We are on the cutting edge of a complete generational shift throughout the Federal government. The way that we are approaching everything is changing with new technology, new people, and new attitudes," she says. "The government must totally revamp and compete more than ever before for a new generation of employees."

That kind of epic change is what Quick signed up for. "I am motivated by the opportunity to make a difference. And when I learned about Southwestern and its mission and its sense of service, it was an easy decision to come here." 💧

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## Southwestern to Assist with Corps Towers



**THIS RADIO TOWER AT HUGO, OKLAHOMA, IS SCHEDULED TO BE REPLACED UNDER A NEW MAINTENANCE AGREEMENT BETWEEN SOUTHWESTERN AND THE CORPS.**

Southwestern engineers and communications personnel will be busier than ever in the coming months, assisting the Tulsa District of the U.S. Army Corps of Engineers (Corps) with the maintenance and operation of Corps microwave communications facilities near the border of southeast Oklahoma and northeast Texas.

The added workload comes about with the execution of an August 14, 2008, agreement between the two agencies which utilizes Southwestern's ability to provide expertise and manpower to the Corps in the face of ever-increasing requirements and oversight by regional and national reliability entities.

"Southwestern will be rebuilding the communications path between Denison and Broken Bow to complete the sonet ring and increase communications reliability as required by NERC," says Jerry Ferguson, an Electrical Engineer in Southwestern's Communications Engineering group.

Ferguson is referring to mandatory communications standards from the North American Electric Reliability Corporation (NERC). NERC's communications standards seek to ensure utilities and other members of the Nation's bulk electrical grid have adequate and reliable telecommunications facilities for the exchange of interconnection and operating information, and that these communications capabilities are staffed and available for addressing any real-time emergency condition.

Ferguson adds that Southwestern and the Corps will each benefit from the new configuration. "It will be a win-win situation for both agencies because we will get a more reliable communications system with a minimum of cost and effort." 💧

# Bradley Assures Day of Caring Tradition

Laying on the floor wielding a paintbrush against the underside of a ping-pong table may not be a relaxing way to spend time away from the office. But that's precisely where Southwestern's Stephanie Bradley found herself on September 12, 2008. Bradley, a Public Utilities Specialist in the Division of Resources & Rates, was part of Southwestern's crew of volunteers participating in this year's Day of Caring, a United Way event that brings together employees from local businesses to raise awareness for health and human service needs in cities and towns across the country.

The Day of Caring first started in 1992, and Bradley first volunteered for it in 1995. The following year, and every year thereafter, she has actively coordinated her fellow employees at Southwestern to give their time and energy in the annual event. Each year the Southwestern volunteers are assigned a team project by United Way, and spend the entire day together cleaning, packing, hauling, landscaping, or whatever else may be required to get the job done. This year, she and her co-workers were applying fresh paint to the kitchen and dining hall of the Salvation Army's North Mabee Boys & Girls Club in Tulsa, Oklahoma.

"I'm happy to do it since I volunteer anyway," she says modestly of her annual task of signing up a work crew.

Over the years, Bradley has seen a lot of enthusiasm and, indeed, caring from Southwestern's employees and contractors. She keeps files full of pictures in her office showing each year's crew working and having fun together.

"We've had as many as twenty people participate in the past, where they've split us into two teams," she says. Past project assignments have included moving furniture and detailing vehicles for the American Red Cross



**GARY SWARTZLANDER, ASSISTANT ADMINISTRATOR OF CORPORATE SERVICES, DISPLAYS AN EDGINESS IN HIS ARTISTIC ENDEAVORS.**



**TULSA EMPLOYEES AND CONTRACTORS GIVE A FACE-LIFT TO THE COMMUNITY ROOM AT A LOCAL BOYS & GIRLS CLUB. PICTURED ARE SCOTT HOLLAND, ASHLEY BUTLER, STEPHANIE BRADLEY, DAVE SARGENT, JANET HAGAR, BOYS & GIRLS CLUB DIRECTOR JO BRIGHT, AND CHRISTINE BAX.**

(1997), planting shrubs and organizing scrapbooks for the Palmer Drug Abuse Program (1999), and painting offices and restocking merchandise at the RARC, Inc. thrift store. Oftentimes, the volunteers go above and beyond what they have been asked to do. At the North Mabee Boys & Girls Club the crew finished up early and then, paint cans still in hand, proceeded to touch up all sorts of places around the facility, including a performance area and that ping-pong table.

"The director of the Club was very appreciative," says Bradley. "I feel we actually did them some good."

And that, she says, is the whole point.

"It can seem like a hassle to break your routine and go out of your way, but that's what makes it special," she says.

"The opportunity to make a difference – and in this year's case, helping kids – is always a good thing." 💧

# Ike Underscores Need for Vegetation Management

Transmission lines in the heavily forested Ozark region are always at risk for damage caused by wind-blown trees, which is precisely why Southwestern follows a rigorous right-of-way (ROW) vegetation management program to minimize or eliminate foliage in transmission corridors. Even "danger trees" outside a ROW that pose a potential hazard due to height, angle, health, or topographical relation to the line are routinely identified and removed to help keep the system reliable during windy weather.

But when tropical storm Ike blew through the Oklahoma-Arkansas region on September 13, 2008, the only outages on Southwestern's lines were caused by trees that were not actually considered to be hazards.

"We had only one tree that went down, on the Jonesboro-Greers Ferry line," says Craft Superintendent Kenny Broadaway of the Jonesboro Maintenance Unit, who added that northeastern Arkansas experienced straight line wind gusts up to 50 and 60 miles per hour. "But the crew noted that it had been growing 35 feet off the right-of-way."

Craft Superintendent Jerry Murr of the Gore Maintenance Unit had a similar report. After a section of the Clarksville-Dardanelle line tripped out around 4:30 a.m., a line crew found that a tree had blown across the bottom phase, pushing it into a distribution line where it burned to the ground. "The tree was about 90 feet tall and the base was approximately 15-20 feet off the 100-foot right-of-way," says Murr.

In both cases, the outages were quickly repaired. The Jonesboro-Greers Ferry line was back up by Sunday evening, and the Clarksville-Dardanelle line was back in service Monday morning.

Brad Howland, a certified arborist with Southwestern support services contractor Wyandotte Net Tel, notes that any tree near a transmission line has some potential to be a problem, but healthy trees generally pose only a very low risk. "The fact that trees which are not considered danger trees can still cause an outage simply underscores the need for aggressive ROW clearing and removal of those that are actual hazards," says Howland. "These kinds of incidents are not necessarily uncommon, and should serve to remind us just how important vegetation management is to system reliability." ♦



**RIGHTS-OF-WAY ARE KEPT CLEAR OF VEGETATION TO MINIMIZE THE RISK OF OUTAGES CAUSED BY WIND-BLOWN TREES.**

## Where in the World Is Jon Worthington?

Administrator Jon Worthington continues to visit as many of Southwestern's customers as possible in his first year on the job. Worthington attended the Southwestern Regional Hydropower Council and Conference meetings in June 2008, hosted by the Fort Worth District of the United States Army Corps of Engineers (Corps), where he met with Corps and customer representatives to discuss reallocation issues and to review and prioritize non-routine work items that are to be funded through the Jonesboro Memorandum of Agreement during Fiscal Year 2009.



This past month, Worthington travelled to Springfield, Missouri, by invitation of Associated Electric Cooperative, Inc., to discuss the current status of supplemental energy sales at its September 2008 board meeting. ♦

# Information Technology Draws On Wall



Steve Wall, former Project Manager with Southwestern support services contractor Wyandotte Net Tel (WNT), has been selected as the agency's Director of Information Services. Wall succeeds Katherine "K.C." Thomas, who retired earlier this year after 12 years with the agency.

Wall, who holds a Bachelor of Business Administration in Management Information Systems from the University of Oklahoma, has always focused on project and program management. He started his own company, Software Consulting, Inc., developing information technology (IT) solutions for business clients in the Tulsa, Oklahoma, area, including American Airlines, for which he designed a custom Maintenance Management Information System. From 1995 until 2002, he worked his way up from a programmer and project manager to an IT Manager at Williams Communications in Tulsa, overseeing network communication systems and support for that company's global operations.

Wall became the on-site Project Manager for the WNT team at Southwestern in 2002, its first year of service at the agency. In that capacity, he ensured that WNT's IT and administrative professionals met the requirements of the support services contract, and he is proud of their continued success. "We met 100% of the performance-based requirements throughout the life of the contract," he says, referring to WNT's current five-year term which ends this November. "And that wasn't just me, of course – everybody made that happen."

"The work environment at Southwestern is a big plus," continues Wall. "The collaboration between divisions and the fact that they treat the contractors as employees as much as possible makes it a very successful organization."

Looking ahead, Wall sees new IT opportunities at Southwestern, especially in the area of energy accounting. "We'll be re-writing all the systems and processes, from meter data all the way through power billing and invoicing," he says. "Enhancing and updating this part of our business is going to be a major focus over the next two years." 💧

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## ZERO HEROES, CONTINUED FROM PAGE 1

According to Low, Southwestern continually emphasizes good work practices to its employees through on-site training classes as well as monthly safety meetings that address required training subjects.

"We made a point to focus on safety and to dedicate staff," emphasizes Jon Worthington, "and just look what we've been able to accomplish. This is an improvement to be celebrated by all Southwestern employees, especially field employees who work under hazardous conditions to maintain the transmission system. It just goes to show that achieving a 'zero' can be a good thing!" 💧

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## COOPER RETIRES, CONTINUED FROM PAGE 3

awaited home projects Cooper plans to wield power tools for Neighbor for Neighbor, a non-profit organization dedicated to helping people establish and maintain housing stability.

The notion that Cooper may be busier post-retirement than pre-retirement isn't lost on him. "Retirees I've talked to always remark that it's difficult finding the time to do all that they planned to do. But I expect that the trick is to not get over-committed," says Cooper, thinking ahead. "I'm looking forward to spending more time on things, doing them right rather than rushing through them." 💧



**THE NEXT QUARTERLY MEETING OF THE SOUTHWESTERN POWER RESOURCES ASSOCIATION** is tentatively scheduled for January 21-22, 2009, at Embassy Suites Hotel in Tulsa, Oklahoma. For registration and meeting information, contact Barbara DelGrosso, SPRA's Director of Member Services, at 918-622-7800 or [bdg18@sbcglobal.net](mailto:bdg18@sbcglobal.net).

# Allen Tap - All In a Day's Work for Southwestern's Bravest

By AIDEN SMITH

This past July, I had the opportunity to visit Southwestern's field crews at our Allen Switching Station near Allen, Oklahoma, after new interconnection equipment had been installed as part of an agreement with People's Electric Cooperative. I went with Dave Sargent, an Electrical Engineer in the Division of Engineering & Planning, to view the progress of the line crew, maintenance crew, and engineers as they tested the equipment in preparation for energizing the interconnection. They completed a large amount of work in a short amount of time, and I would like to highlight the role that these employees play in achieving Southwestern's mission to reliably market and deliver Federal hydropower to the American people.

According to Forbes.com, linemen have the seventh most dangerous job in the United States, and it's easy to see why. Line crews perform hot-line work around live electrical equipment as part of a normal day at the office. Southwestern's crews perform their duties with a confidence that makes it look easy, but they always put safety first. As a testament to their skill, Southwestern's current safety record is 0 electrical-related incidents for the last 14 years. Making safety the priority above all else isn't always convenient, especially when it comes to wearing heavy-duty fire-proof clothing in the middle of one of the hottest days of an Oklahoma summer.

The work of substation crews is also potentially dangerous, and requires not only the same attention to safety but also a thorough knowledge of electrical concepts and theory. As electricians, these employees install and maintain the large, essential equipment at the substations, such as the breakers, transformers, and switches that are part of Southwestern's transmission system. It is an incredible responsibility to work with equipment that is so sensitive and critical, as well as very expensive. This important hands-on work is the stuff that makes what we do at Southwestern possible.

It seems that many people might not know what great folks

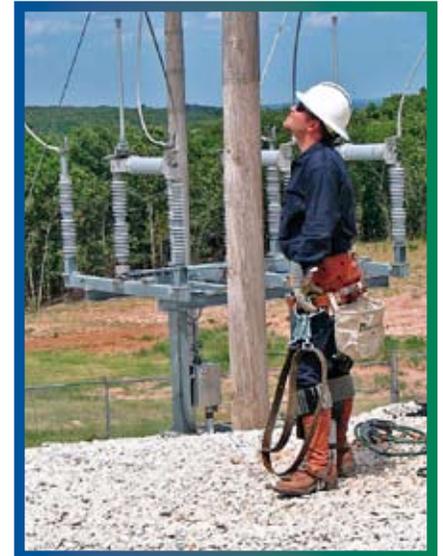


**LINEMEN TOMMY YATES, RONNIE McCARTY, AND JOHN FRAILICKS WORK WITH "HOT STICKS" IN THE SUMMER HEAT.**

job in the United States, and it's easy to see why. Line crews perform hot-line work around live electrical equipment as part of a normal day at the office. Southwestern's crews perform their duties with a confidence that makes it look easy, but they always put safety first. As a testament to their skill, Southwestern's current safety record is 0 electrical-related incidents for the last 14 years. Making safety the priority above all else isn't always convenient,



**WORKING FOREMAN TONY COCHRAN (IN BUCKET) AND ELECTRICIAN ROBERT VAN BRUNT WORK CAREFULLY AROUND A GAS BREAKER TO PERFORM EQUIPMENT TESTS.**



**LINEMAN CASEY SLIGER (ABOVE) STANDS READY TO HELP, WHILE ELECTRICAL ENGINEER CURTIS POULSON (BELOW) MONITORS EQUIPMENT INSIDE THE SUBSTATION.**



Southwestern's field crews are. They work hard under extreme conditions, exhibit a great spirit of service to others, and always do whatever they can in the safest way possible to get the job done. Plus they are genuinely fun, friendly people. I admire the dedication and bravery of these guys who do their



work professionally and without complaint, which only serves to underscore that Southwestern truly has the best staff in the world. 💧

- Aiden Smith is a Public Utilities Specialist in the Division of Customer Service.



**GORE SUBSTATION CREW ELECTRICIAN JIM O'KELLEY TESTS LIGHTNING ARRESTERS TO INSURE THEY PERFORM AS DESIGNED.**

## WNT Gets World Wide Experience with Webb



**BRAD HOWLAND, STEVE WALL, ELAINE WEBB, JON WORTHINGTON, AND ED FITZGERALD MET TO ENSURE A SMOOTH TRANSITION AS WEBB TAKES THE REINS OF THE WNT TEAM.**

Southwestern support services contractor Wyandotte Net Tel (WNT) welcomed Elaine Webb as its new on-site Project Manager at Southwestern's Tulsa, Oklahoma, headquarters on September 22, 2008. Administrator Jon Worthington met with Webb at an introductory meeting along with past Project Manager Steve Wall, WNT Management Analyst Brad Howland who has been serving as Acting Project Manager, and WNT President Ed Fitzgerald. Since clocking in, Webb has continued to meet with staff at all levels of the organization to learn precisely how Southwestern works and how the WNT team can continue to provide the agency with effective administrative and information technology support.

An experienced executive, Webb has managed multi-million dollar technical implementations as well as numerous outsourced support engagements utilizing global delivery methods. She is a prior Director for Oracle Corporation, focused on business development and product delivery, and has most recently been a Delivery Executive at IBM, managing teams in the United States, Canada, and India.

"I have heard what a great job WNT has done in support of Southwestern for the past several years, and am very excited to be here representing WNT and the team in place today," says Webb. "I look forward to continuing to strengthen the Southwestern/WNT relationship, and working with the team to help Southwestern attain its strategic and daily business goals."

Webb, a native of Tulsa, holds a bachelor's degree in Business with a major in Computer Science from Abilene Christian University in Abilene, Texas, and maintains a Project Management Professional certification from the Project Management Institute. 💧

## NEW EMPLOYEES

**JOHN MASON,**  
POWER SYSTEM DISPATCHER,  
DIVISION OF SCHEDULING &  
OPERATIONS

**CARRIE QUICK,**  
DIRECTOR,  
DIVISION OF HUMAN RESOURCES  
MANAGEMENT

**STEVE ROUSSEAU,**  
POWER SYSTEM DISPATCHER,  
DIVISION OF SCHEDULING &  
OPERATIONS

**LINDA SCHUMAN,**  
HUMAN RESOURCES ASSISTANT,  
DIVISION OF HUMAN RESOURCES  
MANAGEMENT

**RIAN SHORT,**  
SECURITY OFFICER,  
OFFICE OF CORPORATE FACILITIES

**STEVE WALL,**  
DIRECTOR,  
DIVISION OF INFORMATION  
TECHNOLOGY

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## RETIREMENTS

**DALLAS COOPER,**  
ASSISTANT ADMINISTRATOR,  
OFFICE OF CORPORATE FACILITIES

## WATTS INSIDE?



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## SOUTHWESTERN POWER UPDATE

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