

# UPDATE

OCTOBER - DECEMBER 2004

## Southwestern, SPP Sign Interim Agreement

On October 29, 2004, Southwestern and Southwest Power Pool, Inc. (SPP) reached agreement on interim arrangements to be implemented after the October 31, 2004, expiration of the membership agreement between the two parties.

According to Jim McDonald, Director of Southwestern's Division of Customer Service, the interim agreement forged between Southwestern and SPP seeks to minimize impacts to SPP as well as to Southwestern and its customers while Southwestern and SPP work on a seams/coordination agreement to succeed the expired membership agreement.

"The interim agreement allows for SPP's continued use of Southwestern's transmission system under the SPP transmission tariff for transactions that are not to loads directly connected to Southwestern's transmission system," McDonald says. "The agreement also allows SPP to continue to provide Southwestern with basic services, such as administration of Southwestern's transmission tariff, reliability service, operating reserve, Open Access Same Time Information System (OASIS) administration, and reliability coordination."

SPP was granted Regional Transmission Organization (RTO) status by the Federal Energy Regulatory Commission (FERC) this past October, just weeks before the membership agreement between Southwestern and SPP expired of its own accord. As an RTO, SPP is charged with continuing its reliability coordination and regional planning role while implementing competitive markets.

Southwestern has been a member of the SPP regional reliability council since 1968 and remains so. In 1998, Southwestern began participating in SPP's Open Access Transmission Tariff (OATT) under an agency agreement. The agency agreement was replaced in 1999 by a membership agreement with "Special Conditions" to accommodate Southwestern's need to comply with Federal statutes and regulations.

During the summer and fall of 2003, as SPP worked to achieve RTO status, Southwestern initiated discussions with its customers regarding the costs, benefits, and requirements of RTO participation. In September 2003, Southwestern and its customers established



One West Third  
Street  
Tulsa Oklahoma  
74103-3502  
918-595-6600  
Fax 918-595-6656  
www.swpa.gov

The UPDATE is published by and for customers, retirees, and employees of Southwestern Power Administration like:



**Marti Ayers**  
Paralegal Specialist  
Tulsa, OK

Special thanks to:  
Tony Cochran  
Ruben Garcia  
Tom Green  
Gregg Happle  
Jerry Martin  
Jim McDonald  
Beth Nielsen  
Barbara Otte  
Bobbi Sigworth  
Carlos Valencia  
Rutha Williams  
Larry Yadon

**CONTINUED FROM PAGE 1**

a process in which Southwestern was to complete its requirements under the National Environmental Policy Act and perform an analysis showing impacts to Southwestern and its customers before joining any RTO.

Shortly thereafter, Southwestern informed both its customers and SPP that compliance with Federal regulations, such as those dealing with cost recovery and the use of multipurpose projects by other water resource users, could be very difficult to achieve under a membership agreement. A viable alternative appeared to be a seams/coordination agreement, in which Southwestern would participate in the SPP RTO under terms and conditions that could only be changed by mutual agreement between Southwestern and SPP, similar in concept to the 2001 coordination agreement between MISO and Manitoba Hydro.



In January 2004, the members of the Southwestern Power Resources Association (SPRA), Southwestern's primary customer group, passed a resolution supporting Southwestern's cost-driven, flexible approach to analyzing and possibly terminating its membership in SPP. No endorsement as to whether to stay in SPP or to get out of SPP was included in the resolution.

McDonald says that Southwestern intends to continue working closely with its customers and SPP to develop a seams/coordination agreement that supports the emerging SPP RTO while allowing Southwestern to fully comply with Federal statutes and regulations.

Southwestern Administrator Mike Deihl agrees, saying that Southwestern will lend its full support to SPP as SPP makes the transition to full RTO. "I remain committed to the Department of Energy's position regarding RTOs and the Power Marketing Administration participation in them."

The position Deihl is referring to appeared in a memorandum addressing recommendations in the 2002 National Transmission Grid Study. In the memorandum, Secretary Abraham stated that he believes RTOs have the potential to substantially benefit the national transmission infrastructure and economy. However, the memorandum also stated that each Power Marketing Administration's participation in an RTO must take proper account of its legal authorities and obligations, as well as the costs and benefits of the Power Marketing Administration's participation in light of its unique circumstances.

This, according to Jim McDonald, is the crux of the issue with membership in any RTO. "Southwestern doesn't really fit the RTO membership agreement model, which appears to be designed for those with growing retail loads and for those who want to participate in the market," McDonald says. "Southwestern doesn't participate in the market; we sell limited amounts of hydroelectric power; and we are required by Federal statute to give preference in the sale of such power to public bodies and cooperatives."

McDonald says it became apparent within the last year that continued participation under an SPP membership agreement would expose Southwestern to increased costs and decreased revenues. "As users of the SPP OATT convert from point-to-point to network transmission service, Southwestern expects revenues from SPP for the use of Southwestern's transmission system under the SPP OATT to decrease if Southwestern continues its participation in the SPP RTO through a membership agreement."

Additionally, McDonald says that continued participation in SPP under a membership agreement would likely result in the loss of existing revenues for service to loads that use Southwestern's transmission system under Southwestern transmission contracts.

Nevertheless, Administrator Deihl says Southwestern will continue to work with SPP no matter what form an agreement between the two parties takes. "We will pursue a more permanent seams/coordination agreement with SPP in the coming months, and hope to come to a mutually satisfying arrangement." 💧

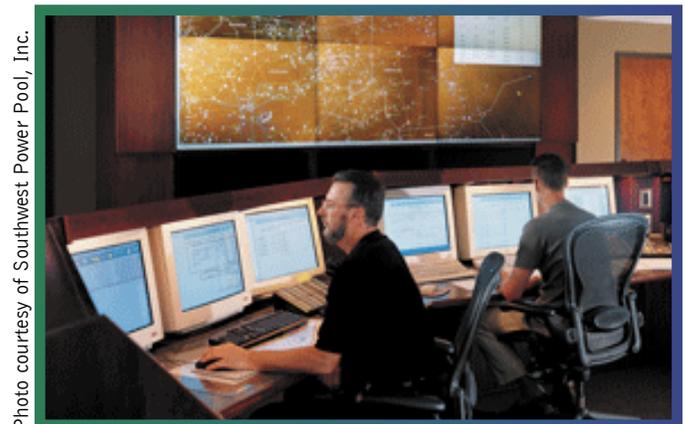


Photo courtesy of Southwest Power Pool, Inc.

**EMPLOYEES IN THE SPP COORDINATION CENTER HELP SPP MONITOR OPERATION AND RELIABILITY IN THE SOUTHWEST REGION.**

# 2004 Rate Wrap-up

By **BARBARA OTTE**

During FY 2004, as a normal course of business, Southwestern completed annual Power Repayment Studies (PRSs) on the three rate systems within its marketing area -- the Integrated System (which includes 22 Corps of Engineers' (Corps) projects and Southwestern's transmission system), the Sam Rayburn Dam (Rayburn) project, and the Robert D. Willis (Willis) project.

Based on these studies, the Integrated System revenue needs to be increased by 7.5 percent (\$8,576,164 annually), beginning January 1, 2005. The Rayburn project revenue needs to be increased by 24.9 percent (\$500,676 annually), also beginning January 1, 2005. The Willis rate adjustment fell within the  $\pm 5$  percent Isolated Project Rate Adjustment Threshold and does not need to be revised this year. The Integrated System and Rayburn revenue increases are due primarily to projected increases in future Corps of Engineers' (Corps) operation and maintenance expenses.

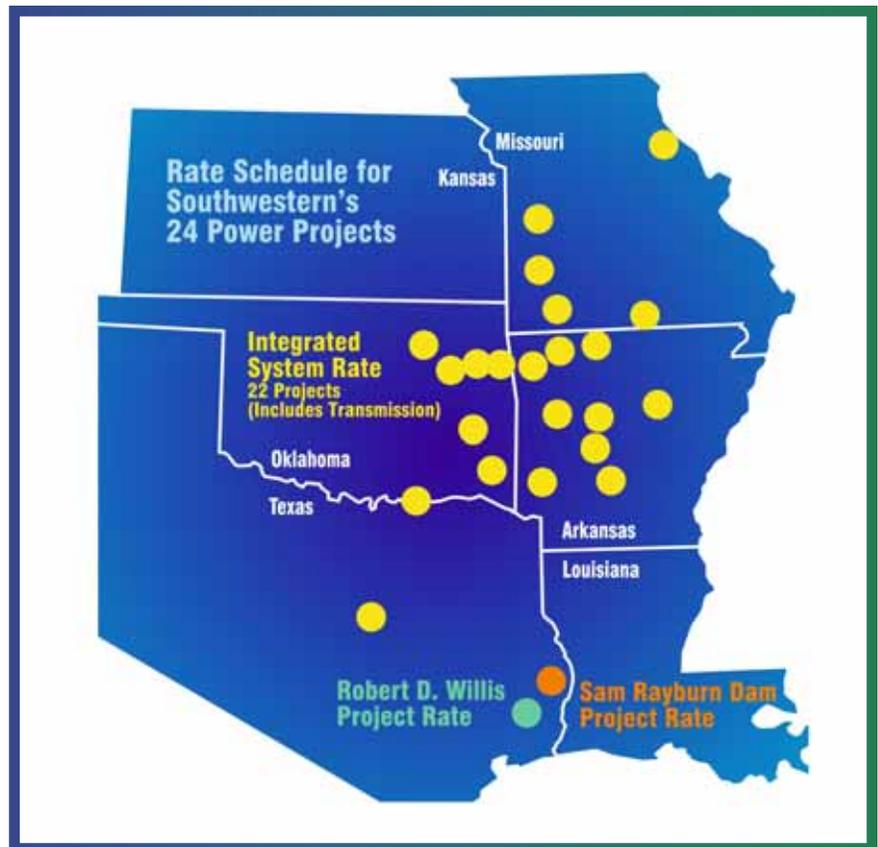
Informal meetings were held with customers to discuss the proposed rate increases and rate design. In addition, a 90-day formal public participation process was announced in the Federal Register with public information and public comment forums scheduled for both the Integrated System and the Rayburn project rate increases. No one expressed an intention to attend, so the meetings were not held. Public comments were accepted on the two rate proposals: through September 2, 2004, for the Integrated System; and through October 19, 2004, for the Rayburn project. Three written comments were received on the Integrated System rate increase and are addressed in the *Federal Register*, November 24, 2004, 69 FR 68334. The one comment received on the Rayburn rate increase indicated no opposition.

The rate proposals for the Integrated System and Rayburn project were submitted to the Deputy Secretary of Energy for interim approval and forwarding to the Federal Energy Regulatory Commission (FERC) for final approval. The Deputy Secretary of Energy approved the rate proposals for the Integrated System and the Rayburn project on an interim basis on November 16, 2004. FERC final approval is currently pending.

Based on the Deputy Secretary's interim approval, the new rates for the Integrated System and Rayburn will be implemented on January 1, 2005.

In addition to these two rate proposals, Southwestern has notified its customers regarding two additional rate impacts as specified in the existing rate schedules. The Real Power Loss Rate on non-Federal transmission transactions will increase from \$0.0258 to \$0.0318 per kilowatthour beginning January 1, 2005, and a Purchased Power Adjustment Credit of \$0.0008 per kilowatthour will offset the impact of the new Purchased Power Adder of \$0.0028 per kilowatthour of peaking energy. This will result in a Net Purchased Power Adder of \$0.002 per kilowatthour of peaking energy, down from the current rate of \$0.0025.

If you have any questions concerning these or any other rate activities, please contact Jim Sherwood at 918-595-6673, or Stephanie Bradley at 918-595-6676. ♠



# Long-Time Employees Retire

The year 2005 will bring many changes for Southwestern, not the least of which will be the absence of many friendly faces who have helped shape the agency's destiny throughout the changing landscape of the electric utility industry.

Seven employees from Tulsa and two employees from Springfield will be saying their goodbyes within the next few months: Maintenance Worker Foreman Tom Burton, Accounting Technician Leona Hale, Public Utilities Specialist Gary Hayter, Public Utilities Specialist Jerry Martin, Contract Specialist Linda Morris, Public Utilities Specialist Barbara Otte, Internal Review Officer Robert Roettele, Program Specialist Bobbi Sigworth, and Power System Dispatcher Mike Walker .

Southwestern gave each employee an opportunity to say some last words about their time at Southwestern and their plans for retirement.



**TOM BURTON**

**Tom Burton** – “I’ve seen a lot of changes here at Southwestern, and now it’s time I made one more. I will truly miss all my friends and fellow workers as well as the Headquarters Folks in Tulsa. Would I do it all over again? You better believe it! To those I know so well, I wish for them the very best. I bid you all.... So Long.”



**GARY HAYTER**

**Leona Hale** – “I have enjoyed working at Southwestern and now I’m very much looking forward to retirement.”



**LEONA HALE**

**Gary Hayter** – “I have enjoyed my 18 years working at Southwestern. Goodbye and good luck.”



**LINDA MORRIS**

**Jerry Martin** – “It’s time to mosey down the trail. So long saddle pals...always remember to drink upstream from the herd.”



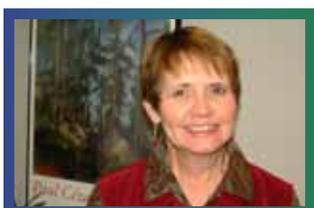
**JERRY MARTIN**

**Linda Morris** – “Working for Southwestern has been a unique experience. I have been fortunate to make many friends and have learned a great deal from those friendships and work experiences. I wish you all the very best as you continue your careers with Southwestern. May God richly bless you in all your endeavors.”



**BARBARA OTTE**

**Barbara Otte** – “I have thoroughly enjoyed my time here at Southwestern and am going to miss all the good friends I have made. I don’t think I have yet had “one bad day” here. However, I am looking forward to the future and what it holds for me and my family.”



**BOBBI SIGWORTH**

**Bobbi Sigworth** – “Overall, it was a very good time, but I’ll need some behavior modification to stop acting like a Fed.”

# SPARKS OF INTEREST

**A SPECIAL MEETING OF THE SOUTHWESTERN POWER RESOURCES ASSOCIATION'S TRANSMISSION COMMITTEE** will be held December 15, 2004, at the Embassy Suites Hotel in Tulsa, Oklahoma. For registration and meeting information, contact Barbara DelGrosso at 918-622-7800. 💧

**SOUTHWESTERN POWER RESOURCES ASSOCIATION'S QUARTERLY MEETING** will be held January 11-13, 2005, at the Embassy Suites Hotel in Tulsa, Oklahoma. For registration and meeting information, contact Barbara DelGrosso at 918-622-7800. 💧

## Givers Win One for Charity

Southwestern wrapped up its 2004 Combined Federal Campaign (CFC) in October with a big win for charity. Employees and contractors showed that they were "game for CFC" by participating in a variety of games and sports while contributing nearly \$17,000 to those in need of a helping hand.

The Southwestern Power Resources Association (SPRA) once again showed they were ready to rumble for a worthy cause. As sponsor of the CFC Pro Bowling Tour, SPRA contributed a significant amount to Southwestern's campaign by covering the cost of the event.

SPRA's Director of Member Services, Barbara DelGrosso, says she thoroughly enjoyed the event, and thanked the CFC coordinators for allowing SPRA the opportunity to help.

Southwestern Administrator Mike Deihl praised DelGrosso for her efforts, and thanked all of the givers who contributed to this year's campaign.

"Once again I am amazed, impressed, and proud that Southwestern is one of the top Federal agency givers in the greater Tulsa United Way area," says Deihl. "I want to personally thank all of you who contributed to the campaign, participated, had fun, and cared about others enough to lend a helping hand. Southwestern employees are truly the Best-of-the-Best!" 💧



**BARBARA DELGROSSO SHARES A LAUGH WITH A FRIEND AT THE CFC BOWLING EVENT. SPRA'S SPONSORSHIP OF THE EVENT HELPED RAISE A SIGNIFICANT AMOUNT FOR THE 2004 CAMPAIGN.**



**ROBERT ROETTELE**

**Robert Roettele** – "Best wishes to all who remain and to my fellow retirees. My life has been enriched by each person encountered at SWPA. Thanks for a great place to work. God Bless." 💧



**MIKE WALKER**

# Crews, Corps, Customers Keep Power Flowing

Sometimes keeping the power flowing can be pretty challenging, especially when Mother Nature seems poised to defeat you at every turn. But when Southwestern's maintenance crews, known for their professionalism, efficiency, and expertise, put their heads together with the formidable force of the U.S. Army Corps of Engineers (Corps) and Southwestern's customers, even Mother Nature herself must sometimes yield.

## Fast as Lightning

On Thursday, August 19, 2004, a late afternoon thunderstorm rolled through the piney woods of east central Texas. With the storm came impressive lightning strikes that targeted equipment at the Robert D. Willis hydropower project in Town Bluff, Texas (near Houston).

Mike Carver, Corps Powerhouse Superintendent of Willis as well as the nearby Sam Rayburn project, quickly informed stakeholders of the event via e-mail the following morning.

In his e-mail, Carver described the complete destruction of Willis' 25-kV recloser switch and its associated current transformers (CTs), destruction of two of the three auxiliary CTs, and destruction of the insulators of one manually operated disconnect switch.

Carver's assessment of the situation was grim. In his words, the entire plant would be "inoperable for the foreseeable future" until the damaged equipment could be replaced; and before repair work could even be started, the replacement equipment would have to be located and procured. This lengthy process could have potentially translated into months of no generation for Southwestern's Texas customers, and caused them a significant financial loss.

However, Carver, recognizing the emergency nature of the situation, emphasized the need for sound, experienced engineering help on top of a speedy procurement process to obtain any readily available replacement parts.



**CTs AT WILLIS WERE KNOCKED OUT OF OPERATION BY AUGUST LIGHTNING.**

Enter Southwestern and its customers. Within ten minutes of receiving the e-mail from Carver, Southwestern Hydraulic Engineer David Kannady had forwarded it to the attention of Larry Harp, Director of Southwestern's Division of Engineering and Planning. Harp, in turn, asked the engineers within his division to search for the necessary equipment.



**CARLOS VALENCIA SURVEYS THE DAMAGE TO THE WILLIS SWITCHYARD.**

Two hours later, Southwestern Engineer Dave Sargent had a firm commitment from Western Farmers Electric Cooperative (WFEC) for the needed replacement parts. Now it was just a matter of picking them up from WFEC, delivering them to the Willis site, and installing them.

Due to their expert knowledge of switchyard repair and relative proximity to the Willis site, crews from Southwestern's Maintenance Unit in Gore, Oklahoma, were tapped for the job. The first step was to make a site visit to assess the damaged equipment and determine what types of maintenance equipment would be needed to accomplish the repairs and/or replacements.

Tom Green, Director of the Division of Jonesboro/Gore Transmission Maintenance, asked Craft Superintendent Jerry Murr to find someone who could do the assessment, and Murr, in turn, sent Substation Crew Working Foreman Tony Cochran and Lineman Gary Gregory to the job site on August 24, 2004. That same day, Lineman Steve Sumpter and Line Equipment Operator Michael Koenig headed to Anadarko, Oklahoma, to pick up the promised replacement parts from WFEC.

By Thursday, August 26, 2004, the Gore crews were in possession of the replacement parts and had a pretty good idea what lay ahead of them at Willis. The morning after verifying that an agreement had been executed Monday, August 30, 2004, between the Corps and Southwestern delineating the scope of the work, the Gore crew was on the road. As Tom Green, Director of Southwestern's Division of Jonesboro/Gore Transmission Maintenance, put it upon hearing that the agreement had been signed, "The cavalry is on its way to Texas."

As it happened, two other Southwestern employees had also had a chance to examine the damage. Engineering Director Larry Harp and Engineer Carlos Valencia had planned a trip to the nearby Sam Rayburn Dam months before to check the status of customer funded work being done there. After finishing their work at Rayburn on August 24, 2004, the two managed to make a side trip to Willis to take a look.

"Carlos was able to answer some of the Corps' concerns about whether the spare recloser switch they had on hand would work as a replacement," says Harp. "It worked out fine all the way around."

By Wednesday, September 1, 2004, Southwestern's Gore crews, consisting of Substation Working Foreman Tony Cochran, Electrician Jim O'Kelley, System Control Craftsman Keith Fields, Working Foreman Ricky Jones, Linemen Ron McCarty and Patrick Starnes, and Maintenance Worker Foreman C.L. Sears, were on the job.

It took this band of maintenance technician brothers only two days to remove the damaged equipment, test the main power transformer and transformer bushings, and install the replacement parts to enable the Willis project to come back on line.

On Friday, September 3, 2004, Meter & Relay Craftsmen Harley Mackey and Phillip Slater arrived to finish the job by testing the overcurrent relays used for line protection. Willis was cleared to return to service the following Wednesday, September 8, 2004.

According to Superintendent Carver, the cooperation between the Corps, Southwestern, and WFEC was key in restoring the plant to service in a timely manner. Carver estimates that if the Corps would have had to use traditional procurement and staffing methods, the same job may have taken nearly three months longer, which translates into three months of purchasing replacement energy on the market. Given Willis' estimated generation of 120 MWh per day and assuming an average \$40 per MWh market price, the outage could have ended up costing Southwestern's Texas customers nearly \$400,000.



**MEMBERS OF THE GORE CREWS INSPECT AND REPAIR THE DAMAGE AT THE WILLIS SWITCHYARD.**

Southwestern's Texas customers and the Fort Worth District both expressed their sincere appreciation for the efforts of the Gore crews. As Superintendent Carver put it, "I want to express our deepest appreciation to the Southwestern crews that came down to Willis and did the repairs very quickly for us. In two days they had removed our damaged equipment, performed turns ratio testing on our main power transformer, tested our transformer bushings, and installed new equipment to put us back together."

All of the people involved in the repair work agree that the spirit of cooperation among Southwestern, the Corps, and Southwestern's customers is what made the fast turnaround possible.

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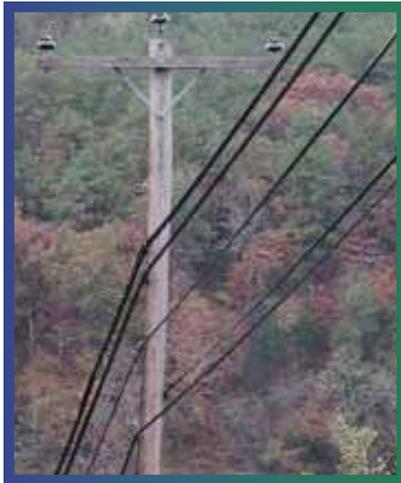
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## Lining it Out

What is often all in a day's work for Southwestern's maintenance crews is frequently a job well done for others.

In early June 2004, Southwestern's Gore maintenance crews were called upon to perform customer funded work at the Broken Bow project in southeastern Oklahoma.

According to the Corps, the project's overhead line, used to supply power to the dam's water intake structure and to carry the control and annunciation for the intake equipment, was in need of repair due to deterioration of the power poles, crossarms, and control/alarm cables. Furthermore, the extent of the deterioration was beginning to put the reliability of the project in question.



**RUGGED TERRAIN AND INCLEMENT WEATHER MADE THE BROKEN BOW REPAIR JOB A CHALLENGE FOR SOUTHWESTERN CREWS.**



**THE OVERHEAD LINE AT BROKEN BOW WAS BADLY DETERIORATED.**

Southwestern's Gore crews were up to the challenge. Systems Control Craftsman Keith Fields, Maintenance Worker Foreman C.L. Sears, and Equipment Operator J.D. Chaffee joined forces with the members of Working Foreman Walter Evans' Transmission Line Crew - consisting of Linemen Gary Gregory, Ron McCarty, Patrick Starnes, and Steve Sumpster, and Line Equipment Operators Gary Hammond and Michael Koenig - and Working Foreman Tony Cochran's Substation Crew - consisting of Electricians Jim Hurst, Dale Marshall, and Jim O'Kelley - to get the overhead line back in shape.

Over rugged terrain and amidst a record-setting summer for precipitation, the crews worked to restore the reliability of the project.

They procured the necessary replacement parts, removed the antiquated equipment, and installed two new 15-kV to 480-V transformers, steel power poles, steel cross arms, insulators, hardware, control/alarm cables, and all the protective equipment associated with the overhead line.

Additionally, the Southwestern crews exposed existing underground conduit banks at both ends of the line, tied into existing conduits, ran new conduits to the new pad mount transformers and junction box rack, and installed the required foundations.

According to Southwestern's Tom Green, the job was completed in a very professional and expedient manner and came in at about 80% of the estimated cost.

Electrical Engineer James Bavido of the Corps' Tulsa District, praised the efforts of the Southwestern crews saying, "Southwestern's knowledge and expertise enabled them to plan, purchase, and install equipment to replace the Broken Bow Intake Structure pole line quickly and efficiently. The Southwestern crews were very conscientious and paid close attention to detail, yielding a high-quality, durable installation."

Dallas Cooper, Assistant Administrator of Southwestern's Office of Corporate Facilities, added his thanks to the crews in general and to Southwestern Lineman Gary Gregory in particular.

"The work looks very professional and is a vast improvement over what was there before. Special thanks go out to Gary Gregory, who essentially planned and coordinated the work, and to the other members of the crews of Tony Cochran and Walter Evans."

Southwestern Administrator Mike Deihl says he'll stack his maintenance crews against anyone in the electric utility industry. "We have the best, and I am once again very proud of Southwestern's staff." 💧



**A NEWLY INSTALLED EQUIPMENT BOARD CONSOLIDATED JUNCTION BOXES, POWER PANELS, AND OTHER EQUIPMENT AT BROKEN BOW.**

# Cascading Means Performance Accountability

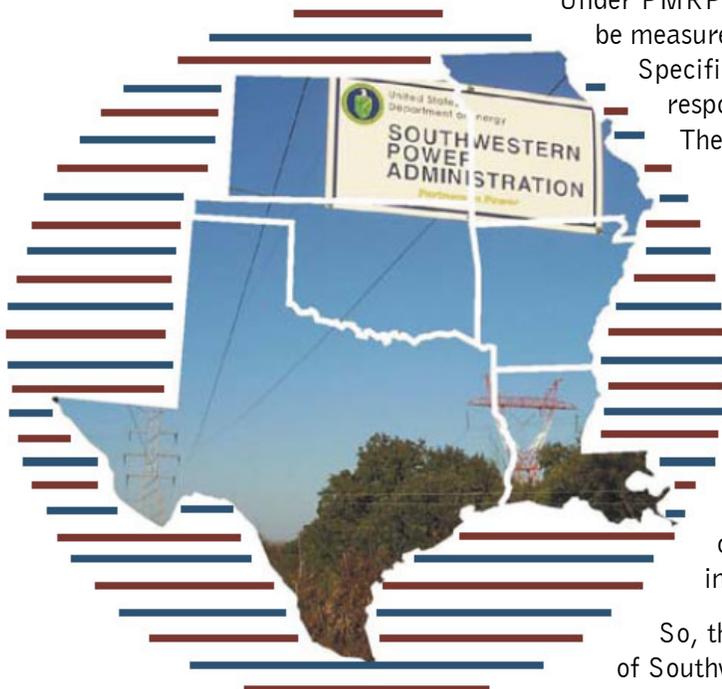
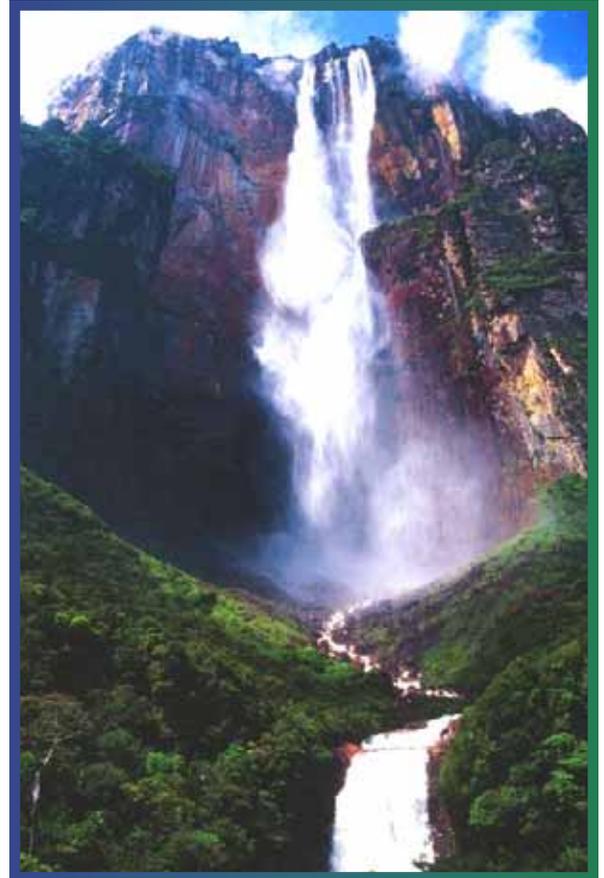
By JERRY MARTIN

You might be thinking "Niagara" or "Bright Angel" Falls when you hear the word "cascading." It would be a natural word association for most people. However, cascading is a word that has recently taken on an entirely new meaning to the employees of the Department of Energy (DOE) in general and to the employees of Southwestern in particular. That's because cascading is the word DOE Headquarters is using to describe its latest employee performance appraisal system, a system that DOE agencies, including Southwestern, have been directed to design and implement.

Tracing its ideological and conceptual lineage to the President's Management Agenda, the cascading concept is based on the theory that every employee's work performance should be measured on how much it contributes to the employee's agency accomplishing its mission.

Simply put, Southwestern's mission is to market and reliably deliver Federal hydroelectric power, and our Administrator is responsible for successfully accomplishing that mission. It is what his boss at DOE bases the Administrator's performance appraisal on. From the Administrator, the system cascades down to Senior Staff, to the Division Directors, to the front-line supervisors, and finally, to each and every employee at Southwestern.

The new system, termed the "Performance Management and Recognition Program" (PMRP), replaces the "Southwestern Performance Appraisal System" (SPAS), which has been in effect since 1995.



Under PMRP, the performance of each employee and supervisor will be measured against two critical elements. The first, known as Specific Performance Objectives (SPOs), covers work-related responsibilities generally considered unique to each position. The second covers attributes common to all employees and supervisors, such as professionalism, customer service, and communication.

The attributes of the SPOs specify individual accountability, as appropriate, for the accomplishment of duties and responsibilities directly related to Southwestern's Strategic Plan and organizational goals and the President's Management Agenda initiatives. At least one of the attributes associated with the SPOs must be directly linked to Southwestern's Strategic Plan, a published Southwestern Organizational objective, or one of the President's Management Agenda initiatives.

So, there it is in a nutshell. By cascading the responsibility of Southwestern's program success to each and every employee, Southwestern continues to focus on results, and to ensure that everyone here at Southwestern does his or her part in accomplishing our mission. 💧

# Hispanic Presentation Celebrates Diversity

Southwestern was honored to host Officer Jesse Guardiola, a seven-and-a-half year veteran of the Tulsa Police Department, at its Tulsa Headquarters on November 4, 2004, for a presentation about the Hispanic influence in Tulsa.



**TULSA POLICE OFFICER JESSE GUARDIOLA LAUGHS AS HE FIELDS ONE OF THE MANY QUESTIONS POSED BY SOUTHWESTERN AND NETL EMPLOYEES DURING THE PRESENTATION HE GAVE IN CONJUNCTION WITH NATIONAL HISPANIC HERITAGE MONTH.**

but because of the language barrier, he's unable to ask the right questions, unable to understand the answers, and sometimes unable to find anyone willing to talk at all."

That may be changing if Guardiola has anything to say about it. "Right now, we're working on a grant program that would pair Spanish teachers from the Tulsa Public School system on weekends and during their summer break with officers on patrol. The teacher would ride with the cop on duty and assist with translation when needed." Guardiola said the grant has not been awarded yet though, and in the meantime the department may be looking for volunteers to supplement their small contingent of translators.

When not hard at work on the force, Guardiola said he spends a lot of his time mentoring Hispanic kids who find themselves on the wrong side of the law. "They're first offenders, usually with misdemeanors, doing their time in Street School," he said, mentioning one of Tulsa's alternative high schools for at-risk youth. "I do what I can to translate between the kid, the parents, and the authorities."

Employees from Southwestern and the National Energy Technology Laboratory packed the main conference room for the event and listened for more than an hour as Guardiola spoke about his experiences, both good and bad, growing up as a Hispanic American and watching the rapid rise of the Hispanic population in middle America.

Guardiola informed the rapt audience during the presentation that his mother and father had moved from Mexico to Ruidoso, New Mexico, in the early 1970s, looking for a better way of life. He said his father worked construction, and his mother worked as a maid. One of the hardest things for his parents, he said, was not being able to help him and his three brothers with their English-language homework. "They struggled to pick up the language while working long hours to put food on the table," he explained.

Guardiola managed to succeed in spite of this and other obstacles, and went on to graduate from New Mexico State University with a degree in Criminal Justice with an emphasis in Spanish and Psychology. While attending school, he said he was recruited by the Tulsa Police Department.

"It was kind of neat. Speaking Spanish in New Mexico was not that big of a deal, but speaking Spanish in Oklahoma...people say, "Wow, that's cool." It's a great feeling."

As one of only ten registered translators in a force of over 800 officers, Guardiola soon found his niche in the department. "One of the biggest problems here in Tulsa is getting witnesses to crimes involving the Hispanic community. The investigating officer goes out,

Guardiola said he believes the need for Spanish speaking police officers and other officials will only grow larger as the Hispanic population of Tulsa and other parts of middle America continues to swell. He connected the recent surge in the number of Hispanics in Tulsa and places farther inland to increased security after the terrorist attacks of September 11, 2001. "After 9/11, security got tight around the borders, and Hispanic people responded to immigration crackdowns by distancing themselves from the increased surveillance and moving farther north."

Guardiola was brought to Southwestern through the combined efforts of Bobbi Sigworth, Southwestern Program Specialist and Equal Employment Opportunity (EEO) Program Manager, and Carlos Valencia, Southwestern Engineer, Hispanic Employment Program Manager, and Colombia native.

Sigworth says that Southwestern's EEO/Diversity Office has conducted various activities this year in conjunction with the President's Hispanic Initiative by reaching out to the Hispanic community to promote awareness of Federal employment opportunities, to improve the diversity of the Federal workforce, and to provide information on the Hispanic culture to Federal employees. In addition to this presentation, Southwestern representatives have met with the Tulsa Hispanic Affairs Commission, Tulsa Community College, and Oklahoma State University to discuss Federal job opportunities, student programs, and efforts to recruit Hispanics.

"The President proclaimed November as National Hispanic Heritage Month to recognize Hispanic Americans for helping to shape our National character and strengthen our communities," says Sigworth. "Southwestern wanted to honor Hispanic Americans with this event, to share their culture with our employees, and to give our employees some perspective about the Hispanic population in this region."

The event ended with the presentation of a commemorative certificate from Southwestern Administrator Mike Deihl to Guardiola, acknowledging his outstanding presentation and his support of the National Hispanic Heritage Celebration. Attendees then adjourned to sample some "South-of-the-Border" culinary fare. 🍷



**HISPANIC EMPLOYMENT PROGRAM MANAGER CARLOS VALENCIA, EEO MANAGER BOBBI SIGWORTH, JESSE GUARDIOLA, AND ADMINISTRATOR MIKE DEIHL SHARE A SMILE AT THE CONCLUSION OF GUARDIOLA'S PRESENTATION.**



*To our Friends,*

*May the blessings  
of the holidays bring  
peace and prosperity  
to you and yours!*

*From all of us at  
Southwestern*

## **WATTS INSIDE?**



**Page 1 - SPP  
Interim Agreement**

**Page 3 - 2004 Rate Wrap-up**

**Page 4 - Rash of Retirements**

**Page 5 - Charity Wins!**

**Page 6 - Crews Keep  
Power Flowing**

**Page 9 - Performance  
Accountability**

**Page 10 - Diversity  
Celebration**