

PLAY 'TRANSMITTER' AND WIN GIFT CARDS IN 'TOP WORKPLACE' CONTEST Page 2

METER INSTALLER ENJOYS FREEDOM OF THE ROAD WHILE ASSISTING IPL CUSTOMERS Page 2

POWER DELIVERY ONE STEP CLOSER TO VPP STATUS WITH SUCCESSFUL PRE-AUDIT Page 3

THE WIRE



A Proud History of Caring

IPL volunteers take corporate social responsibility seriously while improving the communities in which they live.

Special thanks to Mike Klug (PD), the lineman apprentice in the bucket, and "executive producer" Dave Baldwin (PD), safety and training administrator, for their assistance with the cover illustration.

WORDS FROM THE CEO

Being informed and getting involved makes for a better workplace



Ken Zagzebski, President & CEO

I'd like to take advantage of this communication opportunity to comment briefly on a few topics that address the importance of sharing thoughts and ideas, keeping you informed, celebrating good work and maintaining a safe workplace.

★★★

A couple of times a month, I plan to have casual discussions with people at various levels and functions across the company. The purpose of these informal meetings is two-fold.

First, it provides you an opportunity to ask questions and raise issues about the things that matter most to you. I believe having everyone in the company fully informed leads to a better workplace. As a leadership team, it is important that we are as transparent and candid as possible.

Second, the discussions give me the opportunity to hear your ideas about things we can or should do differently. We need to be safe, reliable, compliant, leaders in our communities and provide great customer service. We must do all of these things while maintaining low prices.

To accomplish this we need our people involved in the business to make this happen. I will try to have the breakfast discussions in all areas of the company.

★★★

We remain on track with our large projects to comply with EPA rules and meet their unreasonable timeframes for compliance. By the time this edition of *The Wire* is published, our plan to comply with the Utility MATS rules at our base load units will be filed with the Indiana Utility Regulatory Commission (IURC). Also, we expect to file for the air permit with the Indiana Department of Environmental Management (IDEM) to pursue the next step in our self-build gas generation option.

Regional reliability is a concern because the new environmental rules for coal plants could have too many units unavailable at the same time, adversely affecting resource adequacy and grid reliability. I would not be surprised to see a regional plan that impacts the timing of the plant outages and shutdown of non-compliant units.

★★★

Nominations for 2012 President's Awards are only a month or so away. The awards—a team award for Striving

for Excellence and individual awards for Striving for Excellence, Safety, Bridge Builder and Spirit of Service—are one way you can acknowledge people who have demonstrated outstanding performance. Please begin thinking about possible colleagues to recognize.

In busy times we don't spend enough time to simply say thank you to people for the quality work they perform every day. The President's Awards are one way to do that. Look for more details about the nomination process in upcoming internal communications.

★★★

The August event at Harding Street Station is another stark reminder of how important safety is and why it is our first value. The work we do can be dangerous, and it only takes a split second to dramatically change lives forever. We are, by design, a process-driven company. Maintaining a high level of discipline when it comes to following procedures and communicating critical information is essential for maintaining a safe work environment.

Keeping our people safe is more important than getting a unit back on-line faster or a customer back in service sooner. If we all follow procedures and rules, affirm communication, and, when in doubt, seek clarification or exercise Stop Work Authority, we will achieve our ultimate goal of becoming a Zero Incident workplace. ■

— Ken Zagzebski, President & CEO

LIGHTLY SPEAKING

U could win \$4 yer msg when u use 'Transmitter'



Zach Dunkin, editor

More than once I have been accused of drinking the company Kool-Aid when I sing the praises of IPL. What's wrong with liking great benefits, a decent wage and pleasant working conditions? Or super co-workers and leaders?

(Another glass of the cherry flavor, please.)

And who can blame me for liking to work for an organization that offers so many opportunities to give back to the community, while having a little fun along the way? Where else can you get away with tossing a pie in a VP's face? Or give a co-worker "kWcash" for a job well-done? Or score a free ticket to a ballgame?

(You got any grape?)

What I am trying to say is there are some great things about this company that some of us probably take for granted. Not like the old days, you say? What is in Corporate America today? Where I came from before arriving at One Monument Circle wasn't what it used to be in the good ol' days, either. But, as many of my friends and current and former co-workers hear me say repeatedly since landing this gig, "I'm in a better place now."

Which brings us to the point of filling this editorial space: AES wants its companies worldwide to be a "Top Place to Work," and that includes us. As President & CEO Ken Zagzebski talked about briefly in his spring Connection Meetings, and as HR's Brad Karch writes more extensively about on Page 7, ranking as a top place to work is one of the three measurements AES is using to quantify the success of its new business strategy.

While Brad and I were noodling around for ways to shine a spotlight on this new initiative, we came up with a fun contest based on Twitter, the wildly popular communication tool. In case you've been living under a manhole cover for a couple of years, let me explain briefly what Twitter is before I introduce our own version.

According to Wikipedia, which, by the way, should never be considered scholarly work, *Twitter is an online social networking service and microblogging service that enables its users to send and read text-based messages of up to 140 characters, known as "tweets."*

Ladies and gentlemen, let me introduce you to "Transmitter," our own take on Twitter. Here comes the best part: You can win valuable prizes by using your creative genius and heartfelt thoughts to answer either one of the following questions in, yes, 140 characters or less:

1. What makes IPL a top place to work?
2. What WOULD make IPL a top place to work?

The use of Twitter-like shorthand and slang is encouraged in your Transmitter message but is not necessary. For example, you may substitute "b4" for "before" or "U" for "you" or "W/" instead of "with" or "prolly" for "probably." Another option? Just use those real words your grade school teachers drilled into your heads if you wish not to offend them by destroying the English language.

E-mail your "smitts" (think tweets) to editor.ipl@aes.com. The first 10 people sending their Transmitter from each IPL facility—PE, EV, HSS, MS, EB, ARL and CSC—will receive a \$10 Visa gift card.

The best three "smitts" for each of the two questions above will win bonus Visa gift cards—\$25 for first place, \$20 for second and \$15 for third. You can enter only once. The entries will be judged on content and creativity.

Here comes the disclaimer, folks. Just because you make a request to improve this place doesn't mean you are going to get it. For example, I'd like a Jacuzzi in my office. Probably not gonna happen, though, no matter how creative I smitt.

But, who knows, there could be some good ideas that come out of this, and if you keep them to yourself ... well, you know the saying, you gotta play the game to win it.

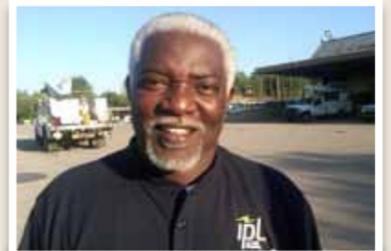
Some of the best comments will be published in the November-December edition of *The Wire*. Please note on your submission if you prefer that your name not be published with your message.

CU L8R. ■

— Zach Dunkin, editor

What we do

When Joe Arnold (PD) climbs into his No. 35 IPL service truck each day around 7 a.m. and heads away from the Arlington Service Center, he has no idea where the day's journey will take him. As a meter installer, Joe could find himself on the city's Westside or, as he puts it, near "the end of the line" places such as tiny Quincy, tucked away some 50 miles southwest of Indianapolis.



Joe Arnold (PD), Meter Installer

"I can put on 150 to 200 miles a day," said Joe, who has been in Metering for 27 years. "I like the idea that I can sit in this truck and I can keep moving. I don't have to sit in a cubicle or be closed in. Someone isn't standing over me and watching my every move."

"I like that type of mobility. With my route and the jurisdiction I have, I'm always on the move. Time is not standing still. Everything I do requires time, and the time flies by."

Joe's primary responsibilities include service connection or disconnection of residential and commercial electric meters, plus meter changes. Electric meters are the devices that measure the amount of electricity in kWh a customer uses. They are the company's "cash register."

Joe begins his day by logging into IPL's system, where he accesses the work scheduled for him that day via the Mobile Data System. He then makes an assessment of what needs to be done — when and where. The idea is to follow a practical route according to time and location so he can reach the largest number of customers.

When Joe indicates via the laptop that he is on the way to the job, he is given more information such as the destination and the job that has to be performed. As the day rolls on, his assignment list grows as new situations arise.

As with most jobs, this one has its drawbacks, says Joe. Extreme weather conditions and unexpected obstacles or hazards may interfere with the execution of a job. Then, there's the occasional irate customer who is being disconnected. A cool head is required in handling heated situations.

"I get enough of whatever I need in terms of knowledge, willpower and calmness to make a quick assessment of the situation and push the right buttons to keep an irate customer at bay," says Joe. "You try to show them that you understand, but also explain how the procedure works. I don't have that power in the field to make it work, but I can try to help them get turned back on." ■

Each issue of *The Wire* features someone at IPL and information about his or her job. Send your nomination to editor.ipl@aes.com.

Power Delivery's climb to VPP status nears pinnacle

By now, the mantra was well-ingrained into the minds of most of those gathered in the Gold Room at Morris Street. Still, Beth Gonzalez, compliance safety and health officer for Indiana Occupational Health and Safe Administration (IOSHA), reminded those in the room that the effort to earn Star status in the VPP program "is a journey, not a sprint."

After nearly four years of preparation, that journey is edging closer to its destination. After applying for Star status in the VPP (Voluntary Protection Program) administered by the OSHA (Occupational Health and Safety Administration), Power Delivery received word that the onsite evaluation is set for the weeks of Nov. 26 and Dec. 3. While OSHA regulations are designed to be a minimum acceptable target by law, VPP qualifications go beyond that.

Following a rigorous onsite evaluation, a company may earn the VPP recognition, validating that it is a top safety performer in safety and health processes. Receiving the VPP Star designation would affirm IPL as a company with a managed safety system designed for excellence. If successful, PD would be the only power delivery utility in Indiana to earn it.

In June, Gonzalez and Mike Gaskill, VPP manager for the Indiana Department of Labor, visited MS in what was called a "pre-audit." The pre-audit was a final-hour checkpoint for the group. Gonzalez and Gaskill were there to ask questions and offer guidance and feedback for a successful review.

It's all part of a process that began in late 2009, when Power Delivery began this journey toward VPP. Later, a consulting firm that helps shepherd companies seeking VPP recognition performed a gap analysis of Power Delivery's safety standing. The examination helped determine potential problems that might hinder PD's goal.

Some of the changes during the process included the installation of a safety rail on upper-level wood racks in the carpenter shop, replacement of old and damaged shelving at MS and ARL, and upgrading emergency eye-wash stations.

Guided by a 17-member team co-chaired by **Terry Short** (PD) and **Rick Brigham** (PD), the VPP effort



(Left) A.J. DeRose (MS) discusses equipment safety changes in the Machine Shop at MS with Mike Gaskill and Beth Gonzalez. (Above) Kevin Lamb (PD) explains Power Delivery's plan for VPP status to Mike Gaskill in the Gold Room.



is a collaborative one between IPL and IBEW Local 1395. Also in attendance at the meeting were **Mark McFarland** (EV), the newly elected union business agent, and **Rick Napier** (PD), the union's new assistant business agent.

"The guys are appreciating the benefits and the results of the VPP process," said Rick. "And they like getting a response from their requests."

Dan Flinta (SA) and **Becky Strait** (SA) led the pre-audit session with their discussion of the Industrial Hygiene (IH) program. Dan is a senior occupational health & safety administrator, and Becky is the team leader for Corporate Safety. **Kevin Lamb**, team leader, Safety & Training, and **Bill Murdoch**, T & D consultant at IPL, followed with their presentation of "Pre-Use Analysis" (Management of Change), which focused on how PD scrutinizes new processes, materials and equipment to determine potential hazards.

Then, before breaking for lunch, Kevin and Terry combined efforts on "Self Inspections," in which they revealed what they had discovered in their search for potential safety issues and what was done about it.

"Are you documenting your changes?" asked Mike. "Make sure you do that. Let's not forget where you came from to where you are at now."

By day's end, the PD group had covered the four key elements to the VPP process: Management Leadership and Employee Involvement, Worksite Analysis, Hazard Prevention, and Control and Safety and Health Training.

"I am encouraged by what I am hearing this morning," Gaskill said. "I really am."

"Listen, this is a huge cultural change on both sides (union and management), and it doesn't happen overnight. It's like a big ship, and you can't turn it that quickly. You should know that taking two to three years to get there like you guys have doesn't faze us."

Joe Bentley, Senior Vice President, Customer Operations, agrees with Gonzalez's "journey" description of the VPP Star process.

"The VPP journey has made all of us aware of the hazards we face every day and to look at ways to mitigate those hazards," said Joe. "We appreciate people like Mike and Beth for helping us along this journey, but I am especially proud of the VPP team, the Safety First team, the local safety councils and all Morris Street and Arlington people who all continue to work to make IPL a safer and better company."

The VPP review

Each applicant undergoes an audit of its safety and health programs. The multi-stepped on-site evaluation typically requires about four days, depending on the size of the facility and complexity of the operations. In addition to a review of records, logs and inspection history, the on-site review includes an initial meeting with management staff and employees, a walk-through of the facilities to determine hazards and precautions, formal and informal interviews, and a closing meeting to discuss findings and recommendations. ■

IPL partnership with Washington High helps youths realize that college and viable careers are realistic goals



Monsanto Love (PD) was one of several IPL mentors educating young adults about career opportunities.

Last year, **Monsanto Love** (PD) was one of several IPL people who spoke to a group of students at George Washington Community High School on the city's Westside as part of an HR program to sensitize students to career opportunities within the electric utility industry, particularly at IPL.

Elden (*last name withheld*) was an eighth-grader in the audience at that time and, like many students, had no idea what career he might pursue once he completed school. This often can prevent young people from seeing a reason to dedicate themselves to education.

This fall, as Elden enters the school year as a freshman, he has a better idea of what he wants to be, thanks to Monsanto and other IPL people who spoke that day. He wants to be a lineman.

Monsanto's talk made him realize that an occupation in the electric industry is a realistic goal. And, because there is hope, Elden's grades have improved, and his focus on learning is stronger.

Beginning this month, IPL will enhance its partnership with GWCHS through monthly activities at the school, ranging from after-school tutoring to a pep

rally featuring different IPL people's universities. In addition, IPL is contributing \$250,000 over four years to the College Summit program for use at GWCHS, after retiring the long-running IPL Golden Apple Awards.

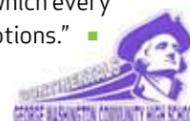
Founded 18 years ago, College Summit works to improve college attendance rates through a curriculum taught within GWCHS. This partnership with IPL means a broader audience will be reached with a belief that every student should have the information to go to college or further their education.

This class assists graduating seniors to transform themselves and think about their futures through writing, college applications and personal development. With the help of IPL's contribution, an additional 400 or so students, with freshmen through seniors being reached, will be impacted each year by College Summit.

The focus for the partnership between IPL, College Summit and GWCHS is to help the students develop a life plan and discover that college is a realistic goal. It also gives IPL a chance to inform these students about career opportunities within the electric utility industry, with the possibility of offering internships and training in the future.

"Our partnership with College Summit will make a meaningful difference in the lives of young people attending George Washington Community High School," says **Ken Zagzebski**, IPL's President and CEO. "This partnership allows IPL to further strengthen our relationship with the school and creates a culture in which every student can see college or other post-secondary education as real options." ■

— **Katie Bunton**, Community Relations





(Left) Retiree Cathy McDaniel, her husband, Bob, and her two grandsons volunteer each year at Special Olympics. (Center) Anna Grubbs (HR) and her son, Tyler, helped at last fall's Trees for Tomorrow at Martin Park.



Kevin Fisk (left) and his fellow Standards and Codes interns working this summer under the supervision of Bill Whitworth (PD) put a new coat of paint on a bridge at IPL Day in the Parks.

Giving back...

IPL volunteers take corporate social responsibility seriously while improving the communities in which they live.

With a caring look in his eyes and the loss of his parents' farm still burdening him, millwright **Mark Low** (HSS) recalls his childhood dream to work and run the family farm. One day an arsonist set fire to his family's farm. A high school senior at the time, Mark watched as friends and neighbors attempted to save the farm. After that, Mark knew he wanted to do the same for others.



Mark Low
(HSS)

For 32 years, Mark has been a volunteer firefighter for the Greenfield Fire Department, giving anywhere between 1,800 to 2,000 hours of assistance a year in his spare time. That volunteer spirit has carried over to his

employment at IPL as Mark volunteers for as many events as possible since joining the company in 2003.

"As individuals, we have to give something back," said Mark. "God has given abilities to all of us, and we need to carry that forward, leaving things better than how we found them."

Mark is just one example of thousands of IPL people who support the community through volunteering and monetary donations.

IPL encourages employees to help at events, volunteer with organizations and serve on nonprofit boards. Last year, IPL people volunteered more than 10,000 hours of service.

"Community service is an important part of what IPL does," said **Ken Zagzebski**, President & CEO. "When you take a look at the success we enjoy as a company, community leadership is critical. It's who we are whether it's in volunteering or board memberships."

Achieving top quartile performance in sustainability and corporate social responsibility is one of the three goals

AES is using to measure success of its new mission and business strategy.

IPL's recently adopted corporate social responsibility mission statement reads "IPL is committed to be an engaging partner in creating a positive social impact by investing and enriching our communities."

Corporate and employee donations to community organizations total more than \$2 million dollars annually. Through partnerships, sponsorships and grants, money is provided to nonprofit organizations in the areas of education, environment, community enhancement, economic development and arts and culture.

IPL people are also involved on community boards, including the American Red Cross of Indianapolis, Boys & Girls Clubs, Indiana Black Expo, Indiana Energy Association, Mary Rigg Community Center, WFYI and Women's Fun of Central Indiana.



Katie Bunton
(CR)

"IPL leaders set an example by serving on more than 100 boards of community organizations," said **Katie Bunton** (CR), Senior community relations administrator.

Katie has worked at IPL for almost four years but moved to her new position in Community Relations last March.

"My job is to match employees with their passions," said Katie. "Corporate social responsibility is much bigger than just volunteering, and I find it important to match employees with organizations in the community that they are passionate about, so they will continue to volunteer."

Katie is excited about a new commitment IPL will be starting in the next few months with George

Washington Community High School (see related story on Page 3). One day a month, IPL employees will volunteer at the school and help seniors with FAFSA (Federal Application for Federal Student Aid) information, career and personal development, college applications, mentoring and more.

"You have to work for a living, but you also need something to fulfill you," said Katie. "Making a difference in the community in which you live makes it all worthwhile."

IPL is involved with a large number of events annually. Some are company-wide and others are smaller. Nearly 400 employees and family members volunteered at this year's second annual IPL Day in the Parks. They dedicated their day to working in Garfield Park and along Pleasant Run Trail Greenway. Volunteers washed windows, mulched, planted flowers and trees, refurbished a volleyball court and some horseshoe pits, and painted at the park while Power Delivery volunteers cleared invasive honeysuckle and brambles along a section of the greenway.

After touring the park with **Greg Fennig**, Vice President, Community Relations, Indianapolis Mayor Greg Ballard remarked that IPL volunteers had accomplished in one day what it would have taken eight years for Indy Parks to complete.

"The amount of work done by our employees in just one day is unbelievable," said **Cindy Leffler** (CR), director of Community Involvement. "Not only did employees get to volunteer for a good cause, they also got a chance to catch up with old friends and make new ones."

Even a few of the summer interns helped. Those working under the supervision of **Bill Whitworth** (PD) in Standards and Codes Compliance spent most of the day prepping and painting a pedestrian bridge at the park.

"I think volunteering comes down to the individual employees and not the company as a whole," said **Kevin Fisk**, a Standards and Codes intern. "It's the employees' community and they want to give back to where they live. The fact that IPL offers so many opportunities just helps to motivate their employees even more."

Volunteer efforts don't necessarily stop when an IPL employee retires, either. Although an IPL employee can join the Luminaries after 15 years of service, the group is comprised of mostly retirees who actively volunteer at IPL events.

Cathy McDaniel, a retired IPL employee and active Luminaries' (continued on page 5)





(Top) Marla Manion (PD) worked up a Garfield Park flower bed at this year's Day in the Parks. (Bottom) Mike Komlanc (left, IT), Brenda Burns (center, FS) and Scott Barker (right, IT) filled boxes with items for Gleaners Food Bank. (Right) Mark Low (HSS) provided some heavy concrete labor at IPS School 106 during last year's Day of Caring.

member, has been volunteering with her husband and two grandsons at the Special Olympics at Ben Davis High School in Indianapolis for more than 10 years. She is happy to see employees and retirees from IPL still supporting the organization after all these years.

"After the first year, it pulls on your heartstrings," said Cathy, referring to her experience with Special Olympics, a competition for athletes who are mentally or physically challenged. "You realize the importance of your involvement. Sometimes, I think I walk away gaining more from the experience than the participants do."

Other events and organizations that IPL is involved with include: 500 Festival, Central Indiana YMCA, Girl Scouts of Central Indiana, Gleaners Food Bank of Indiana Inc., Greater Indianapolis Chamber of Commerce, Indiana Repertory Theatre, Indianapolis Downtown Inc., Indianapolis Zoo, Keep Indianapolis

Beautiful Inc., the United Way of Central Indiana and the United Way of Pike County.

"We do a heck of a job," said Mark, breaking out into a huge smile. "We do a lot of good in the community, and IPL is pretty humble about it. We're a big family here at IPL. I enjoy giving back to my family and the community around me who helped me when I was in need."

— Kristina Bender, Community Relations intern

Want to know how you can volunteer?

If you are interested in volunteer opportunities or joining a nonprofit board, please contact Katie Bunton, Sr. Community Relations administrator at katie.bunton@aes.com. You can also learn more about IPL's role in corporate social responsibility at IPLpower.com. ■



(Above left) Teri Tillery (CR) helped volunteers plant 2,100 flowers in the Sunken Gardens at Garfield Park in this year's IPL Day in the Parks. (Above) Frank Henderson (PD) prepped and painted the stairway railing at Brookside Park during last year's Day in the Parks event.



IPL people serving on organization boards

Here's a list of IPL people serving on boards as of Aug. 1, 2012. If your name was inadvertently omitted from this list and you are serving on a board, please contact **Katie Bunton** (CR) at katie.bunton@aes.com.

- Jake Allen** (CA) – Boys & Girls Clubs, Lilly Boys & Girls Club
- Joe Bentley** (PD) – Indianapolis Symphony Orchestra, IUPUI Dean's Industrial Advisory Council (DIAC) and Midwest Energy Association
- Kim Berry** (CA) – Lilly Boys & Girls Club
- Dewayne Boyer** (HSS) – IPALCO Foundation
- Katie Bunton** (CR) – West Indianapolis Community Advisory Panel (CAP)
- Roderick Conwell** (CA) – Strengthening the Heart of the City and YMCA Urban Mission Center
- Kevin Crawford** (PS) – Gleaners Food Bank of Indiana
- Jim Davis** (SC) – Energy Plus Credit Union
- Keith Dunkel** (PD) – Mary Rigg Neighborhood Center
- Greg Fennig** (CR) – Bicentennial Advisory Committee (LISC), Great Indy Neighborhoods Steering Committee, Visit Indy, Indianapolis Public Relations Society, Indy Parks Foundation, IPALCO Foundation, Keep Indianapolis Beautiful (KIB), Lacy Leadership Association and Indianapolis Chamber of Commerce
- Mark Flint** (PE) – Daviess County Chamber of Commerce, Pike County Chamber of Commerce, Pike County Commissioner, Pike County Economic Development Board, Pike County Finance Committee, Pike County Planning Commission, Pike County Solid Waste, Regional 15 Planning Commission, Southwest Indiana Emmaus Board and University of Southern Indiana
- Geoff Gailey** (HR) – Ivy Tech Community Engagement Committee and United Way of Central Indiana
- Angie Gray** (PE) – United Way of Pike County
- Nick Grimmer** (PS) – Energy Plus Credit Union
- Don Hart** (PD) – Indy Free Tree Event and IPALCO Foundation
- Bill Henley** (CA) – 500 Festival, Indiana Energy Association, Indianapolis Downtown, Inc. and Indiana Chamber of Commerce
- Mike Holtsclaw** (PD) – Junior Achievement
- Connie Horwitz** (FS) – Booth Tarkington Civic Theatre and Remittance Processing Services
- Kelly Huntington** (FS) – Indianapolis Neighborhood Housing Partnership, Indianapolis Zoo and Women's Fund of Central Indiana
- Michael Jennings** (SC) – Edison Electric Institute Supplier Diversity Taskforce, Indiana Energy Association Supplier Diversity Committee, Indiana Minority Development Council, Suburban Health Organization Risk Retention Group and Westview Hospital Foundation
- Sue Weaver** (CR) – CICOA Aging & In-Home Solutions
- Mark Kulow** (SA) – Metro Indianapolis Coalition for Construction Safety
- Glenn Livers** (CR) – Earth Day Indiana, Lilly Boys & Girls Club
- Crystal Livers-Powers** (CR) – Girl Scouts of Central Indiana Council
- Marla Manion** (PD) – Rebuilding Together
- Bill Marsan** (GC) – Greater Indianapolis Progress Committee (GIPC), IPALCO Foundation, Richard G. Lugar Center for Renewable Energy (IUPUI) and Washington Township Swim Club
- Fred Mills** (GC) – DevelopIndy, Mooresville Chamber and St. Francis Hospital Foundation
- Thom O'Leary** (PD) – Energy Plus Credit Union
- Barb Portell** (IT) – Community Foundation of Boone County
- Chad Rogers** (FS) – Purchased, Inc.
- Willie Roper** (AES) – Indianapolis Urban League, Indiana Fiscal Policy Institute, Outdoor Youth Exploration Academy, LYNX Capital Corporation
- Jim Sadtler** (PD) – Boy Scouts of Central Indiana, Center for Leadership Development, Indiana Construction Round Table and Science Bound
- Joan Soller** (PD) – WFYI
- Jayne Stemle** (FS) – College Mentor for Kids
- Teri Tillery** (CR) – Builders Association of Greater Indianapolis (BAGI)
- Kurt Tornquist** (FS) – International Violin Competition of Indianapolis
- Pat VanBuskirk** (PD) – Nature Conservancy
- Mark Wetzel** (PD) – Lawrence Chamber of Commerce
- Ken Zagzebski** (President & CEO) – YMCA of Central Indiana and Central Indiana Corporate Partnership (pending)

SAFETY TIP

Continued exposure to the high-decibel sound emitted from electric- and gas-powered leaf blowers can lead to permanent and irreversible hearing loss. There is no ear "muscle" you can exercise to get that hearing back, so, if you must use a leaf blower this fall, protect your hearing by wearing ear muffs or ear plugs. One way to reduce blower noise is to use the lowest possible throttle speed to do the job. Better yet, use a rake.

Source: American-lawns.com

IPL Family Album



It's his game

Dave Everett (PE) served as a volunteer at the Greenbrier Classic, a PGA Tour tournament played in July in White Sulphur Springs, W. Va. He worked two shifts a day for seven consecutive days, starting at 3:30 a.m. and ending around 8 or 9 p.m. An avid player and golf fan, Dave said he loved it and hopes to volunteer for at least one tournament annually.



Another mascot

Sandy Shoaf (CR) poses with Indiana Pacers mascot Boomer, who had dropped in to see his mascot friend, Bolty, at the Radio Disney Fun Day Experience at the Indiana State Fairgrounds. Sandy, **Shannon Judkins** (CR), **Brad Riley** (CR), **Cole Willis** (CR) and **Cheryl Rosier** (CS) helped educate children about IPL's Energy Efficiency and DSM programs.



He's got his back

Indianapolis Indians first baseman Jeff Clement signs the T-shirt of Oliver McGrane, 6, at this year's IPL Indians Banquet at Victory Field for IPL employees and their families. In addition to the autograph session with the players, guests were treated to a lunch and a baseball game. Oliver is the son of **Audri McGrane** (CS).



Fun at the Fair

Larry Grinter (PD) was one of the 50 IPL people and their family members who volunteered to host in the IPL booth for three days, including the IPL Carload Day, at the Indiana State Fair. IPL toy hard hats and sunglasses were popular with the kids. A thousand hats were given away. Volunteers shared information about IPL and its energy-efficient programs.



Spreading the word

Cheryl Bryant (CS) and **Nate Edge** (PS) were among the IPL volunteers at the annual Indiana Black Expo Summer Celebration in July at the Indianapolis Convention Center. The volunteers shared information on IPL programs and services and helped promote ways to be more energy efficient.



Summer NERC work

Nick Dinger, a chemical engineering major at Purdue University, explains what he did on his summer "vacation" as an intern for Cyber Security. Fifteen interns delivered their farewell presentations in the Circle Room at EB before heading back to school. Nick, the son of **Dennis Dinger** (PS), director, System Energy Coordination, was supervised by NERC Compliance manager **Pat VanBuskirk** (PD).

FUN FACT

European farmers during the Middle Ages (fifth to the 15th centuries) knew all about the importance of harnessing the power of the sun. They oriented their fields and used innovative thermal mass practices to increase the amount of solar power in their fields.

Top Place to Work initiative underway at IPL; objective concurs with 'Energizing AES'

If you ask VP of Human Resources **Geoff Gailey** about his employment experience here, you'd better take a seat. With nearly five years of IPL tenure, Geoff carries a level of enthusiasm for and commitment to the organization that is both infectious and encouraging. As the chief of human resources for IPL, he is sold on the "product" he and his team have to offer current IPL people and outside candidates alike.



Geoff Gailey,
VP of Human
Resources

At the recent IPL leadership conference at Morris Street, Geoff presented the new "Top Place to Work" objective that is part of the worldwide Energizing AES effort. Success of the new AES mission and business strategy will be partially measured by being recognized in the top quartile as a great place to work.

Geoff addressed nearly 200 IPL leaders with several points of emphasis, including:

- First and foremost, IPL is made up of great people who do the critical work of powering Indianapolis.
- IPL is well recognized inside and outside the company for its commitment to its people, their families and the communities in which it does business.
- IPL has much to offer current and prospective members of the team, including an unwavering commitment to safety, strong pay and benefits, and high levels of overall job satisfaction.
- Yes, considering all of these positives, IPL is still not there yet.

By many objective measures, IPL is certainly considered a leading employer in Central Indiana. However, whether IPL is recognized as a "top" place, "great" place or "best" place to work is determined by each individual, based on his or her employment experience.

Geoff indicated that achievement and recognition of top-quartile workplace status is critical to both IPL and AES, "because we know when we achieve your top place to work status, we'll be treating everyone as we would like to be treated. Without our people

feeling that kind of pride in and commitment to the organization, we're not where we need to be."

Geoff went on to explain that although the specific criteria for achieving "top place to work" status are under development, a number of initiatives are already underway:

- IPL senior leaders are talking with peers in area companies that have been recognized as top workplaces.
- IPL leaders have been conducting small group sessions to discuss the new AES/IPL mission statements and supporting business strategy.
- New expectations have been introduced for senior leaders regarding improved visibility and accessibility.
- Senior leaders are reviewing results from previous employee surveys and feedback received in other forums such as the leadership conference and small group sessions recently facilitated by key leaders throughout the company. The emphasis is on identifying common themes and opportunities for improvement.

In addition, a new HR initiative that will focus on IPL's effort to achieve "top place to work" status is underway. A fun, Twitter-like contest to collect thoughts from IPL people about what makes IPL a top workplace or would make it a top workplace kicks off this month (See Page 2). A "Becoming Your Top Place to Work" logo has been developed and will be visible around the company and in IPL internal communications.

"We do many things well, but also recognize and accept we have room for improvement," Geoff said. "Based on the willingness of our people to provide meaningful and specific feedback, we believe we do have a roadmap to get us where we—and our people—want us to be."

One opportunity based on survey and face-to-face feedback is providing more effective feedback and recognition to IPL people. According to Adrian Gostick and Chester Elton, authors of *The Carrot Principle*, people recognition means more when the basic four of leadership are in place: goal setting, communication, trust and accountability.

The authors also note that recognition has an *accelerating* effect on performance in the workplace, because it gives people a vision of what's possible with high levels of performance and success. Gostick and Elton add that

recognition "... can be further enhanced by mastering the basic four areas of leadership. If you haven't mastered the basics of leadership, you most likely don't have the foundation for your people to accept and react well to recognition."

Going back to 2004, IPL has partnered with consulting and employee perception firm Kenexa® to gather and report on the opinions of our people, with the goal of more fully engaging the workforce. Research evidence from Kenexa® and other firms clearly indicates that "increases in employee engagement increase profitability through retention, productivity and customer satisfaction."

In a White Paper published earlier this year, Kenexa® asked the question: The benefits are clear, but do you have an engageable workforce? Or, more to the point, is your workforce capable of responding to your engagement and involvement initiatives?

Kenexa's® experience and research show many companies are assuming that all (or most) of their employees have the potential to be engaged. Of course, corporate culture, leadership and management practices are extremely important, but Kenexa's® research indicates clear differences exist in individuals' capacity to respond to efforts to engage and involve them. ■

— **Brad Karch**, Human Resources



BY THE NUMBERS

3 Million – The number of homes that could be lit for a year if every household in America replaced one incandescent light bulb with a compact fluorescent light bulb (CFL). That would be worth about \$600 million in annual energy costs, and the amount of greenhouse gas emissions eliminated per year would be equivalent to the emissions from about 800,000 cars.

Source: LivingGreenAndSavingEnergy.com

NEW HR SELF-SERVICE PROCESS PROVIDES CONVENIENCE FOR IPL PEOPLE

Go ahead. Help yourself. Help yourself view pay advices and W2's. Help yourself make changes to personal HR data such as addresses and emergency contacts. Help yourself to information formerly not available to you via a confidential, secure site.

IPL people will be able to do those activities and more beginning this fall with an improved Employee and Manager Self-Service process developed by Human Resources.

The new self-service system offers conveniences such as year-round 24/7 access to:

- View current and historical benefit enrollments
- Change benefit enrollments (only available after a qualified life event or during IPL's annual open enrollment)
- View/change IPL life beneficiaries
- View work history and salary information
- View/change HR data such as address, phone and emergency contacts
- Change payroll information such as federal tax exemptions and direct deposit information

- View current and historical pay advices and W2's
- View direct report work and salary history

Users will also be able to see real-time data from IPL's HR system, plus be provided a secure site to upload documents such as birth and marriage certificates, Social Security information and tax forms.

Supervisors will soon approve HR transactions using this system. This includes transactions currently approved on a 407 form, including pay increases, cost center changes, and job class changes.

The new, paperless process allows users to log in from work or home with their Novell login and password.

Of course, HR representatives will always be available for assistance. The AES Benefits Center, however, will no longer provide services by telephone.

Look for more information in future internal communications about the phased rollout of this new, improved process. ■



THE Wire POWER@PLAY

My Favorite Pet

Owner: Bryan Bunton, computer hardware coordinator, IT, and Katie Bunton, senior community relations administrator, CR

Pet's name, age:
Cookie (AKA The Duchess, Cat, Porkchop, Milkbreath), 4

Breed: Tuxedo (relaxed-fit, no bowtie)

Unique specialties: When adopted from the shelter, Cookie was missing half of her tail. This doesn't seem to affect her balance, but, perhaps, her aesthetics. Her interests include hiding USB drives under rugs, kneading the wicker laundry hamper, serving as part of the neighborhood watch squad and acting generally uninterested in all things (except treats, of course).

Send your pet photo with name, age, breed and its special trait to editor.ipl@aes.com.



Know Your Neighbor

Five questions and answers about an IPL person you should know:

What do you like most about your job?

My job is very satisfying, and I experience a strong sense of pride in the way we all work together to get the job done safely and correctly.

What is the funniest or most embarrassing thing that has ever happened to you?

I lost my car at the mall. I was 19 at the time. I looked all over that mall and had security drive me around looking for it. I had the police out and had a friend come pick me up. Then, I remembered I didn't drive there; my dad had dropped me off.

What is your favorite TV show, movie or book?

"The Matrix" is my favorite movie. It was the most dynamic movie of its day and had a story line that offered hope and inspiration.

If you were a song, what would you be and why?

"Another Day in Paradise," by Phil Collins. That song is the theme song to my life. I stopped looking for paradise and started living paradise because of this song. Paradise for me is when I have the opportunity to visit the sick, feed the hungry or help anyone in need.

What is something that people may not know about you?

I am the vice president of an organization called P.I.A.S.H.A.D., which stands for People in America Should Have a Dream. We motivate youth to excellence, as well as counsel those in need of inspiration and those who need a shoulder to lean on.

For the next issue, Moshe will ask these same questions of another IPL person. You could be next.



Moshe Hughes, HSS,
station helper, senior

Our Favorite Vacation

Our Favorite Vacation: Australia

A couple of years ago, my wife, Mandy, and I found ourselves on the other side of the globe in beautiful Australia. Prior to landing in OZ, the general presumption was that we were embarking on an adventure filled with kangaroos, surfers and plenty of Foster's lager.

We began the trip in the quaint village of Batemans Bay, a small fishing community on the east coast of New South Wales, where we met our traveling companions. Throughout a month's course, we were afforded the opportunity to visit Canberra, Brisbane, Gold Coast, Sydney and Cairns. Activities included snorkeling the Great Barrier Reef, climbing Pigeon House Mountain, listening to Aboriginal didgeridoos, touring cities and enjoying the local fare.

While kangaroos and surfers abound, the Land Down Under offers a far richer experience. My wife and I found a country of magnificent scenery, unique culture, and wonderful people! No Foster's, though.



- **Zac Elliot, CR,**
marketing program administrator

Send information about your favorite vacation spot in 150 words or less and photos to editor.ipl@aes.com.

Trip to Australia



My Favorite Table

Diana Pearson
Business Section Leader,
Eagle Valley

Where do you like to dine out?

Irish Lion
212 W. Kirkwood, Bloomington

What do you recommend to eat and why?

My husband (Brad) and I enjoy the menu items that are what you would eat in Ireland. For appetizers, we have had the Blarney Puffballs, which are deep-fried potato balls made with a cheese-garlic mixture. We have also ordered the Craibheachain (pronounced CRAVE-a-hawn). This appetizer is a seafood-salad mixture served with a lemon wedge and housemade soda bread. The menu states that from early Bible translations, we are told that Esau sold his birthright for Craibheachain. The soup they serve is called "Coddle" and is delicious. It is a typical Dublin pub stew made with potatoes, bacon, sausage and onions and also served with soda bread. For the main course, we have had fish & chips and chicken dishes.

What do you like about the place?

The food is unlike any food at the other places I normally eat. Once in awhile, I like to go someplace different for a change of pace. The atmosphere is enjoyable, and the service is great. There are several shelves upstairs with Irish artifacts displayed on them. The room upstairs is large and can be reserved for large parties of people. All ages are welcome.

Hours: 11 a.m.-3 a.m., Monday-Saturday,
and 11 a.m.-midnight, Sunday.
Info: www.irishlion.com

Send information on your favorite restaurant to editor.ipl@aes.com.



Just Sayin'



The Wire is published every other month for the people of Indianapolis Power & Light Company. Contribute your article ideas to The Wire Editor Zach Dunkin at editor.ipl@aes.com or by phone at (317) 261-8852.

Join us in our effort to support a greener environment by recycling The Wire. The Wire is printed on 100% recycled paper made from 60% post-consumer waste fiber.