

BlueFlame



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BlueFlame

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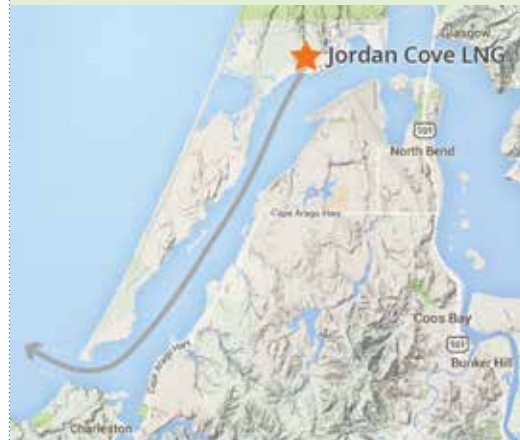
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Jordan Cove LNG: Not dead yet



A plan to develop the Coos Bay Jordan Cove LNG export terminal and a 235-mile pipeline is back. The Federal Energy Regulatory Commission (FERC) approved a pre-filing application in February 2017, clearing the way for the project to move through the federal permitting process.

The proposed multibillion-dollar project – backed by Canadian-based Veresen, Inc. – includes the Pacific Connector Gas Pipeline. The pipeline would transport natural gas from

existing interstate pipeline connections in Malin, Oregon, across Klamath, Jackson, Douglas and Coos counties to the LNG terminal at the port of Coos Bay. The Coos Bay facility would liquefy the gas for shipping to Pacific Rim markets.

In 2016, FERC denied the original request and appeal, citing a lack of demonstrated need for the project. The revised filing includes more than 50 changes to the pipeline route in response to stakeholder input, and long-term transportation agreements are in place for more than two-thirds of the pipeline’s capacity.

Source: JordanCoveLNG.com

NATURAL GAS ENERGIZES COMMERCIAL MARKET

Since 2009, U.S. businesses have saved \$76 billion by using natural gas, according to a recent American Gas Association report on commercial energy consumption. For customers in the diverse commercial sector, inflation-adjusted natural gas prices are at a 40-year low.

According to the report, natural gas accounts for 18 percent of commercial sector energy consumption. Local distribution companies serve most of the sector’s 5.4 million natural gas customers, which range from offices, retailers and restaurants, to hospitals and schools.

The report also looks at how natural gas can help commercial businesses grow with strategies such as new technologies and energy-efficiency programs. Find the report at aga.com.

Source: American Gas Association



PORTLAND HARBOR SUPERFUND

What will the CLEANUP look like?

By Dave Santen

In the year 2000, the U.S. Environmental Protection Agency named Portland Harbor a Superfund site. More than 16 years later, the agency has issued its Record of Decision detailing steps to clean up industrial contamination accumulated over several decades.

EPA has identified more than 100 “potentially responsible parties” (PRPs) whose operations along the lower Willamette River contributed pollutants that may pose a threat to human or environmental health. The area stretches from the southern end of Sauvie Island to just past the Fremont Bridge in downtown Portland.

NW Natural is one of the responsible parties. The company’s predecessor, Portland Gas & Coke, manufactured gas from oil at the Gasco facility in Linnton between 1913 and 1956.

Photo, above: NW Natural’s Gasco site on the west bank of the Willamette River is part of the Portland Harbor Superfund site.

“We know our responsibility includes the Gasco site, and keeping that cleanup moving forward is a priority for us.”

Working with the Oregon Department of Environmental Quality (DEQ), NW Natural has already taken preliminary steps to clean up the Gasco property, installing control systems to prevent contaminants in groundwater from reaching the Willamette River.

The EPA’s current remedy calls for a more aggressive and expensive cleanup than the agency’s 2016 proposal. It expands dredging areas, increases affected shorelines and extends the timeline for active remediation work to 13 years. The agency estimates that harbor cleanup construction will cost \$1.05 billion in present-day dollars, which is within the range of its earlier estimates.

“From the outset of this project, NW Natural engaged with the EPA with the goal of developing a cleanup plan that protects human health and the environment, meets federal and state legal standards, and can be implemented in a cost-effective manner,” said Tom Imeson, NW Natural’s vice president of public affairs.

The company’s environmental and legal teams are reserving judgment on whether the final plan – tipping in at 2,500 pages with appendices – achieves those goals.

“We’re talking with the EPA and Oregon DEQ to clarify questions about the final document and about how they plan to work with other PRPs to get this started,” says Bob Wyatt, NW Natural’s environmental project manager. “We know our responsibility includes the Gasco site, and keeping that cleanup moving forward is a priority for us.”

The EPA will negotiate with PRPs on performing the cleanup and covering the costs. If the EPA does not reach agreement with enough parties to get work started, it can take legally binding enforcement action.

Meanwhile, the EPA has indicated its next step is to collect site-wide sampling data to establish baseline levels of contaminants, and that more detailed data collection will be needed in areas where active cleanup is planned. After data collection is complete, EPA must approve detailed engineering designs before construction can begin. «

WORLD-CLASS TRAINING KEEPING OUR EYES ON EXCELLENCE

Foo Ma and Barbara Schmoyer are part of the expert team that has transformed training at NW Natural. With their fellow training professionals, they have helped make the company an industry leader in training.



Barbara Schmoyer and Foo Ma have been effective collaborators.

By Claire Levine

When Foo Ma came on board as a trainer in 2012 – and Barbara Schmoyer joined as an instructional designer in 2013 – industry leadership was part of the vision for NW Natural’s training program. Both were hired to help bring training in line with the company’s goal of becoming a high-performance utility.

A VISION FOR EXCELLENCE

Rewind to 2009: NW Natural had no standard training model across Field Operations. Two full-time construction trainers and one Customer Field Services trainer offered classroom and lab training to new employees. Only Construction employees received periodic refresher training. Employees from all other field groups received on-the-job training from supervisors and peers and many groups did not have documented standards, policies or procedures.

In 2010, the company launched an aggressive initiative to standardize, formalize and bring more rigor to training. The effort was led by Cari Colton, now director of Utility Technical Services, and sponsored by Jon Huddleston, director of Gas Operations, and Grant Yoshihara, senior vice president of Operations.

“Our goal is to provide all field employees with consistent, well-designed and ongoing training opportunities,” Colton said. “By doing so, we ensure all employees understand the company’s standards and expectations and develop the skills they need to do their jobs safely and effectively. Our focus on continuous learning is an essential part of maintaining a high-performing, up-to-date workforce.”

Today, the Field Operations Training team has expanded to include two supervisors and 11 trainers working under manager Bill Rehse, plus three instructional systems designers. At any given time there are also up to three field employees in Temporary Development Opportunity (TDO) positions.



Trainer Gary McAward (L) and Training Supervisor Andrew Woolsey (R) conduct a set point and lock up pressure test on a district regulator prop in the Flow Lab at the Sherwood training facility.

“Today, our team trains work groups representing about 80 percent of all field employees.”

BUILDING A WORLD-CLASS PROGRAM

When Schmoyer arrived, she led creation of formal training for leakage inspectors and locators, and in 2015 she and Ma teamed up to revamp construction training – a project that earned them Above & Beyond awards last year.

“Foo is a subject matter expert with a disciplined, organized mind, and he’s a visual thinker,” Schmoyer said. “Together we produced a great deal in a short period. Our talents synched up very well.”

The courses they created include materials for the classroom, labs and Training Town, as well as a series of videos that Ma is featured in and helped create.

With Gloria Goodman and Vanitha Shedden, the other two instructional designers, the team is developing formal training for Specialty Construction, Transmission Maintenance, System Operations Maintenance and Measurement, Transmission Construction (C4), Field Support 2 and 3, and Industrial Techs in 2017. By the end of 2020, the team expects to include all remaining field operations work groups.

“Today, our team trains work groups representing about 80 percent of all field employees – Construction, CFS, System Ops, Locates and Leakage Inspectors,” Rehse said. “They all use the same Field Operations Manual and receive identical training for common tasks, with unique training for specialized tasks.”

The program prepares new employees to do their jobs and keeps skills current with quarterly refresher training. New tools, methods, systems and initiatives are also introduced via quarterly training.

“Allowing time out of the field for continual learning is a big commitment on the company’s part,” Rehse said. “And it makes a huge difference.”

NW NATURAL TRAINING TEAM

Travis Martin (Supervisor)
 Andrew Woolsey (Supervisor)
 Darin Arnold
 Tony Boelow
 Sam Espinosa
 Will Hart
 Foo Ma
 Gary McAward
 Toby Oswalt
 Lou Ricci
 Tom Snyder
 Mike Wall
 Kevin Williams

TECHNICAL TRAINING MANAGER

Bill Rehse

INSTRUCTIONAL DESIGNERS

Gloria Goodman
 Barbara Schmoyer
 Vanitha Shedden

continued



Travis Martin (L) and Andrew Woolsey (R)

EYES ON THE FUTURE

The training team has its sights set on tracking, measurement and evaluations. Colton and Rehse are looking at using technology – ranging from smart boards (high-tech interactive displays) to electronic testing – to support standardization, learning and efficiency. And they are part of a company-wide initiative to develop an online learning management system that will automate training schedules and curricula.

Utilities across the country look at aspects of NW Natural’s programs when they want to standardize operations and improve safety and emergency responsiveness. But for Colton and Rehse, being an industry leader isn’t enough. They are setting their own standards of excellence and are committed to meeting and surpassing them. «

BUILDING THE TALENT POOL

Working as a trainer is a great training ground for moving into supervision. Since 2010, 13 trainers have progressed into supervisory roles, and four others have moved into Gas Control, Quality Assurance, Contract Administration and Damage Prevention.



DALE HEADRICK

First responder training

The first of its kind in the Northwest, NW Natural’s Training Town provides field employees with training in emergency response and operation and maintenance of our gas system. The mock neighborhood offers hands-on, scenario-based training and replicates real-world conditions with functioning underground natural gas lines, house meters and a variety of gas appliances inside the homes.

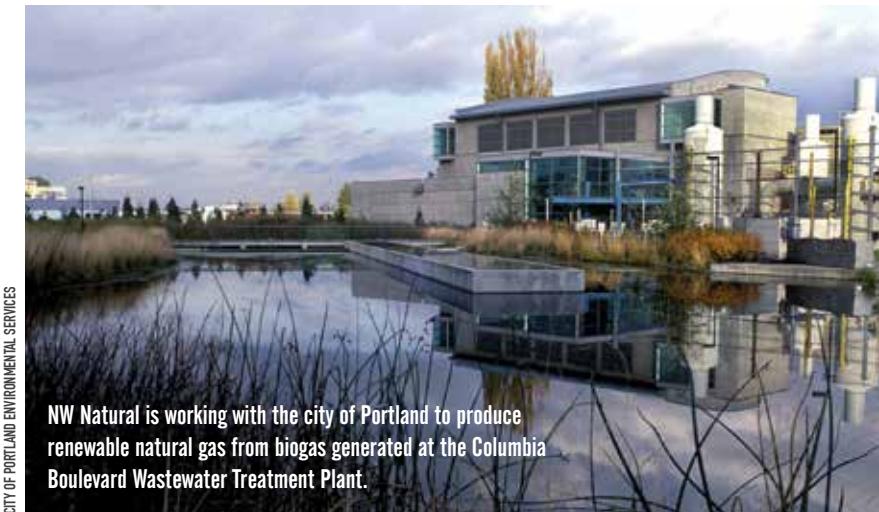
- Each year 20-40 new employees complete their initial three-day first responder training. All employees complete a two-day refresher training at least every three years.
- Employees appreciate the hands-on nature of the experience – such as seeing and hearing a gas-like vapor blowing from a mock excavation site, or practicing mock interactions with residents, contractors and emergency services personnel.
- They also like training with employees from other work groups so they can learn how different job functions interact in an emergency setting.
- After field operations employees complete training they are capable of being first responders, which boosts the company’s response times and effectiveness.
- Firefighters use Training Town to learn the basics of natural gas incidents, with an emphasis on how to interact with NW Natural personnel in a gas emergency.

Bryan Baker, now a service tech supervisor at Sherwood, was an experienced service tech when he became a trainer. “You learn the whole job all over again: the tasks, the code, the policy,” he said. “And you learn it all to the nth degree because people are depending on you to explain it to them. Now I really understand the need for consistency in training.”

Wendy McDowell spent eight years in construction and four years in the Resource Management

Center before becoming a technical trainer. She brought a lot of expertise and knowledge to the job. But it was her drive to help others succeed that made her a great trainer and led to her current job as construction supervisor at Parkrose. “I’m kind of a helper soul,” she said. “It’s been great to hear from people who come up against a tough problem in the field. When they come back and say, ‘Hey, you really helped me out,’ I know I did my job.” «

Taking the low-carbon pathway goal
ON THE ROAD



CITY OF PORTLAND ENVIRONMENTAL SERVICES

NW Natural is working with the city of Portland to produce renewable natural gas from biogas generated at the Columbia Boulevard Wastewater Treatment Plant.

By Dave Santen

Last year, against a backdrop of climate change and evolving carbon policy, NW Natural set a voluntary goal to achieve 30 percent carbon emissions savings by 2035 as part of the company’s strategic plan.

This year, NW Natural’s low-carbon pathway team is taking that emissions-savings vision on the road. The team – Kim Heiting, Bill Edmonds, Ryan Bracken and Mary Moerlins – is meeting with key stakeholders to make the case for the important role natural gas should play in a smart, effective Northwest climate strategy.

Their first point: Natural gas is critical to the Northwest, especially in periods of peak demand. On the coldest winter morning, natural gas delivers approximately 90 percent of the energy residential customers use if they heat their homes and water with natural gas.

And while NW Natural delivers more energy than any other Oregon utility – gas or electric – the associated carbon emissions are two to three times less than emissions produced from electric power generation and the transportation sector.

To drive down emissions even further – and do so affordably – the company envisions using the existing pipeline system in new ways.

The carbon-saving strategy focuses on three areas:

Reduce the carbon intensity of the natural gas NW Natural delivers

Example: The company is working on a pilot project with the city of Portland to produce renewable natural gas (RNG) from biogas generated at the city’s wastewater treatment plant. The RNG will be conditioned to pipeline quality, put into the distribution system and used for fueling heavy duty vehicles. Similar opportunities exist with dairy farms and food processing facilities.

Reduce and offset the amount of natural gas customers use

Examples: Working with Energy Trust of Oregon to achieve energy-efficiency goals, it’s possible to save enough energy to heat 230,000 homes annually. That’s about the number of new homes Oregon expects to add over the next decade.

And NW Natural’s voluntary Smart Energy program allows customers to offset the carbon emissions related to their natural gas use. With a small monthly fee, participants support projects that trap methane from agricultural or food processing operations and convert it to renewable energy. Currently, nearly 35,000 residential and business customers participate.

Convert heavy-duty diesel vehicles to clean-burning natural gas

Example: As part of a coalition, the company is working to secure funds for heavy-duty natural gas trucks through Oregon’s portion of the Volkswagen diesel emissions settlement.

“The voluntary goal we’ve set helps focus our efforts, propelling us to lead beyond our walls,” Heiting said. “By working with others, we can advance innovations that can be shared broadly for a greater, positive impact.” «

LOW-CARBON PATHWAY OUTREACH TEAM

Kim Heiting, vice president of communications and chief marketing officer

Bill Edmonds, environmental policy and sustainability director

Ryan Bracken, senior environmental economist

Mary Moerlins, community affairs and environmental program manager



Crews install pipeline along NE 119th Street in Clark County.

- **Phase 1:** 4,000 feet of pipeline, NE 119th Street (February-April)
- **Phase 2:** 1.6 miles of pipeline, from end of Phase 1 to Salmon Creek Gate Station (April-June)
- **Phase 3:** Improvements to the Salmon Creek Gate Station (July-October)

When NW Natural learned Clark County was scheduling road improvements on NE 119th Street, company employees moved quickly. Scott Lundgren, NW Natural's measurement engineer, helped ensure the company could piggyback on the county's permitting work to save time and money on the pipeline project.

Further coordination will allow NW Natural to complete its work – and avoid costly resurfacing – before the county begins grading in May.

"We've been able to stay on schedule and on budget thanks to our dedicated transmission and distribution construction crews," said Brian Konrad, engineering project manager. "They worked through some ugly February weather to make sure we'll be done well before the county begins its grading project in May."

WORKING WITH NEIGHBORS

Preparing Salmon Creek community members for the disruptions that come with a pipeline project has also helped the project succeed. To spread the word, Nina Carlson, NW Natural's community affairs manager for Clark County, has taken a hands-on approach.

Using a strategy that was successful with a previous Clark County project, Carlson invited neighbors in the area to an open house to learn about the project in January. She also works with the schools and local police and fire departments to make sure they're aware of potential traffic delays. And when construction will impact a neighborhood street, she goes door-to-door leaving postcard notices.

"We want to be a good neighbor and make sure folks know if they'll be affected going in or out of their neighborhood," Carlson said. "It pays off to go the extra mile. People really appreciate it and are telling us they're happy to see NW Natural service coming to their area." «

GOING WHERE THE GROWTH IS

By Claire Levine

"It pays off to go the extra mile. People are telling us they're happy to see NW Natural service coming to their area."

Clark County's population is growing at 2.6 percent per year – a figure that hasn't been reached since before the recession. But

that growth requires NW Natural to do some farsighted planning.

In cold winters, NW Natural's system is working near capacity to serve the Salmon Creek/Barborton area near the intersection of I-5 and I-205. With new homes being built or planned, the company is investing in infrastructure to make sure customers have natural gas when they need it.

This year, NW Natural is working on a \$5.5 million project to improve system reliability, installing 8-inch steel high-pressure distribution pipeline and making gate station improvements in three stages:

Meet the new Community Affairs Managers

Last year, three new faces joined the Community Affairs team. We asked them to answer a few questions for Blue Flame readers. Say "hi" if you see them out and about!

NINA CARLSON, CLARK COUNTY

Why did you choose to work for NW Natural?

The company's deep roots in our community, support for builders, and commitment to nonprofits in the region were all very important to me.

What's a typical day on the job for you?

Never dull! A day could include visiting a construction site, planning a grand opening with a builder, attending a chamber of commerce event, and talking with an HVAC preferred contractor. No matter what, I like to think of it as spreading Blue Love across SW Washington.

What's the most exciting project you're working on now?

The outreach around our proactive main extensions is probably the most satisfying. It is great to be able to talk with neighborhoods and let them know we are bringing gas service to their area. They are so pleased to finally have natural gas ranges and fireplaces.

What do you do for fun off the job?

I love to ski, golf, hike, cook, work out and watch my crazy 16-year-old son play sports. I'm his biggest fan.

CINDI FOSTVEIT, CENTRAL COAST/LINCOLN COUNTY

Why did you choose to work for NW Natural?

It was a now-or-never opportunity. I am fortunate to be in such a rare position for my community, in a role that is perfect for my skills and interests. I also love that I am part of a company that I am proud to represent!

What's a typical day on the job for you?

The best part of my job is that there is no typical day. Every day brings something new. Office, community, volunteering and "boots on the ground," literally!

What's the most exciting project you're working on now?

Being a part of the 70th anniversary community celebration for one of my preferred dealers, along with our Get Ready event in September, which will be the highlight of summer.

What do you do for fun off the job?

I am a "coasty." I love walks on the beach with my dog Phoebe, adventuring and spending time with family and friends.



Nina Carlson, Cindi Fostveit and Jon Kloor

JON KLOOR, SOUTHERN WILLAMETTE VALLEY

Why did you choose to work for NW Natural?

NW Natural's core values, including integrity, service ethic, and commitment to the communities we serve, closely align with my guiding principles. When the Eugene CAM position was advertised, I jumped at the opportunity to begin my career with NW Natural.

What's a typical day on the job for you?

No two days are ever the same. On any given day I interact with nonprofits, Chambers of Commerce and the home building community. One or two evenings a week I attend city council meetings, civic engagements or charity events. I also prepare for community events like Get Ready and work with the development industry.

What's the most exciting project you're working on now?

I was recently appointed to a committee for the city of Eugene to evaluate the mayor's climate recovery ordinance. This is an opportunity to provide meaningful input on the city's update to their 2010 Climate and Energy Action Plan.

What do you do for fun off the job?

As the father of a 10-month-old baby girl, I dedicate the bulk of my time to being present with my wife and daughter. I also enjoy weight lifting, fishing, working around my house and spending time in God's Word. «

Caring in ACTION



The Willamette Valley community of Mt. Angel is in good hands – and two of them belong to Ryan Kleinschmit. From serving on the volunteer fire department, to coaching youth sports teams, to chairing the city planning commission, Kleinschmit has been lending a hand

PILLAR OF THE COMMUNITY Ryan Kleinschmit

basketball and football – and helped start the Mt. Angel Youth Sports League in 2014. In 2016, he brought the Junior Baseball Organization to Mt. Angel and coached the fifth and sixth grade team to the state championship. Not one to slack off, Kleinschmit is in his third term on the Mt. Angel Planning Commission, where he took on the role of chairman after his first year.

His sense of civic duty was nurtured early on. “My dad was a volunteer firefighter for 15 years when I was growing up,” Kleinschmit said. “And my mom was always helping elderly people in the community, volunteering in the classroom and at church.”

Carrying on the family tradition, Kleinschmit is making Mt. Angel a better place to live every day. To recognize his commitment, the Mt. Angel Chamber of Commerce honored Ryan with its 2017 Volunteer of the Year award in March. » By Michel Gregory

in his hometown for more than 23 years.

It started in 1994 when Kleinschmit – who is the construction field supervisor in Salem – joined the Mt. Angel volunteer fire department. Over more than two decades, he moved on to become captain and now serves as division chief.

When his daughter Caitlyn (15) was old enough to play T-ball, Kleinschmit stepped into coaching and continued as his sons Dylan (13) and Ethan (11) began to play. Since then, he has dedicated countless hours to coaching and supporting youth sports – baseball,

SKIING IS SERIOUS FUN Gayle Maize-Hall

For Gayle Maize-Hall, a perfect day includes first tracks in fresh snow. That’s one of the reasons she has served on Mt. Hood Ski Patrol through 24 seasons since 1993. In a typical ski season, she spends at least 25 hours volunteering on the mountain each month. And she’s back in the summer for another 15 hours a month.

It’s demanding work. Maize-Hall is a “hillier,” which means she pulls a sled and has well-honed outdoor survival and emergency medical skills that include avalanche and mountain rescue procedures.

“When people see a red jacket on the slopes, their expectation level is high – and we are expected to meet it,” she said.

Ski patrol is an integral part of her life and has been a source of lifelong friendships. “When you’re on the

hill, you form strong bonds. I even met my husband through ski patrol six years ago,” she said.

For the last 27 years, Maize-Hall has worked in NW Natural’s IT Department, where the challenging work keeps her interested. A different kind of challenge keeps her going back to Mt. Hood as a ski patrol volunteer.

“Returning a lost child to their parents – and seeing the look of relief on their faces – is incredibly rewarding,” she said. “I get as much out of ski patrol as it gets out of me.” » By Laurie Harquail



PROGRAM OF FOCUS: Bridge Meadows

Helping kids thrive in an intergenerational community

By Laurie Harquail

A community in North Portland is proving that it takes a village to raise a child. In an attractive, well-maintained complex known as Bridge Meadows, 30 children formerly in foster care are thriving with their adoptive parents and a loving circle of 30 elders.

Designed to serve children, families and seniors, Bridge Meadows provides more than just affordable housing. The bonds forged between the people who live there change lives.

Take Reba, for example. When her two granddaughters – “Little” Reba and Lydia – were removed from their home, they came to live with her. While living in a less-than-ideal environment, Reba heard about Bridge Meadows: She applied and was accepted. Now the family lives in a safe, comfortable townhouse where the girls have blossomed and flourished. With help from elders, Little Reba has discovered her artistic talents and Lydia has honed her reading skills.

The caring, multigenerational support network has been good for



The Bridge Meadows lawn is a popular gathering place for kids, parents and elders.

“In my entire career, I’ve not seen kids heal so quickly from trauma as I have in the past six years at Bridge Meadows.”

Reba, too. Since joining the community, she has earned a bachelor’s degree, is pursuing a master’s degree and gives back by preparing a weekly community meal.

Bridge Meadows Executive Director, Dr. Derenda Schubert, is in awe. “In my entire career, I’ve not seen kids heal so quickly from trauma as I have in the past six years at Bridge Meadows. The power of a stable family and a web of community support creates an environment of safety and security that allows our children to not merely survive but thrive!”

The team behind Bridge Meadows is working to replicate the model. In Beaverton, a new community is under construction, and in North Portland, New Meadows will provide affordable housing for teens aging out of foster care.

Want to support Bridge Meadows? Visit bridgemedows.org to make a donation and learn about the nonprofit’s spring luncheon (May 10) and fall auction and gala (Sept. 28).



Reba and granddaughters, Little Reba (L) and Lydia (R).

Bridge Meadows is one of NW Natural’s five nonprofit Programs of Focus for 2017-2019. The organization will receive \$35,000 from shareholders each year for three years, plus in-kind resources and volunteer support from NW Natural employees.

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» NW Natural People

WE REMEMBER

Edmund Bolin died on March 17, 2017. He joined the company in 1946 and worked in Risk & Land before retiring in 1989.

David Brawn died on January 13, 2017. He joined the company in 1965 and worked in Albany as a service tech before retiring in 1998.

Donald J. Ottele died on January 18, 2017. He joined the company in 1961 and retired in 1990.

Jack Otto died on March 27, 2017. He joined NW Natural in 1951 and retired in 1987.

Les Standeford died on February 18, 2017. He joined the company in 1962 and worked in Eugene before retiring in 1995.

Sam Thompson, Jr., died on March 31, 2017. He joined NW Natural in 1970 and retired in 1987.

Marsha Zehrung died on January 19, 2017. She joined the company in 1978 and worked in Accounting before retiring in 1998.

ANNIVERSARIES (JANUARY – MARCH)

5 Years

Angela Abbott
Angela Allen
Darin Arnold
Paula Beck
Brandon Bisping
Tracy Brown
Nicholas Chacon
Darin Clayton
Christina Daley
Gini Dodaro
Sara Eder
Nakia Fox
Evan Goettel
Laurel Haight
Todd Israel
Maribel Martinez
Richard McClure
Cathy McKay
Sean Padget
Jonathan Santizo
Jason Sievers
Felicia Slider
Ron Tuttle
Frank VanSchoten
Brad Vaughn
Avery Wakefield

10 Years

Robert Renk
Troy Klein

15 Years

Tony Boelow
Heris Edimon
Tracy Graham

20 Years

David Benton
Brian Campbell
Thomas Tillery
Kimberly Tyler
Frances Weiler

25 Years

Ronald Armstrong
Monte Brown
Jamie Christopher
Cliff Coulter
Daniel Dart III
Doug Fadenrecht
Christopher Fornataro
Guy Frieze
Roger Haley
Valerie Lutz
Kirk Mathews

David Maynard
Linda McAward
Robert Meske
Steven Miller
Mike Morgan
Kurtis Oertel
Dale Savage
Michael Schmidt
Philip Troth
Stanley Tribbey
Brad Tymkowicz

30 Years

Jody Erwert
Hugh Rich
Jerry Vaughn, Jr.

40 Years

Richard Patterson

RETIRED

Brian Adler
Clint Grassman
Steve Kauffman
Robert McAnally
Steve Nelson
William Preble



WHO'S ON THE COVER?

Creative lighting cast interesting shadows in the Flow Lab behind Bill Rehse, Barbara Schmoyer and Foo Ma (pictured L-R).

KUDOS

From Benita Willis, Resource Management Center:

Thanks to the dedicated **CFS service technicians and emergency response specialists** who weathered the winter storms to be there for our customers. They spent hours in slow-moving traffic, driving on icy roads and working long hours. Their commitment to service should make us all proud!