

# powerline

Connecting Employees Worldwide

SUMMER 2010

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## TNB+PMA+JTP= Just Plain Smart

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# editor's note



## To our readers:

This is a very exciting time at Thomas & Betts and *PowerLine* is filled with articles that illustrate just how exciting it really is. Our cover story features our two most recent acquisitions: JT Packard and PMA AG. These are two strong, stand-alone businesses that strengthen our value proposition to distributors and end user customers while offering excellent opportunities to cross-sell other T&B electrical products into their markets.

We're growing in other ways too. The **Succeed** and **Lead** columns are filled with stories about our success in the market and our growth as a team. Our facilities continue to chalk up impressive safety statistics while our marketing and sales efforts continue to receive industry-wide recognition and awards.

In **Conversations**, you'll meet **Peggy Gann**, recently hired to lead our organizational capacity efforts and global human resources. Peggy's job is to ensure that our 'greatest resource' truly is 'our people' and that we fully leverage this resource by working

together, supporting one another and helping each other grow. Teamwork and leveraging our collective talents is also evident in the feature story on starting up our new facility in Saudi Arabia.

I think you'll find that everything we do reflects our unchanging goal of being the **Brand of Choice** for the contractor, the **Supplier of Choice** for the distributor, the **Employer of Choice** for our employees and the **Investment of Choice** for investors. Our journey toward these goals is witnessed in every story and on every page in this issue of *PowerLine*. We hope you enjoy the magazine. As always, your comments and suggestions are welcome.

Sincerely,

A stylized, handwritten signature in black ink that reads "Tricia".

Tricia Bergeron  
tricia.bergeron@tnb.com

## on-line powerline 24/7

You can find *PowerLine* on the web at: **myconnection.tnb.com** (no password required).

Myconnection.tnb.com is a portal into parts of T&B's employee intranet from the web. While parts of the site are password protected, *PowerLine* is available 24/7 at **myconnection.tnb.com** in English, French and Spanish. Just type in **myconnection.tnb.com** and the front page of *PowerLine* will appear.

Employees who are paid on U.S. or U.K. SAP system can also access their pay stub and benefit information using their Novell user ID and password. In the future, we look forward to expanding the capabilities of **myconnection.tnb.com** for all of our employees. Alternatively, you can find *PowerLine* on the company's secure intranet.

Find us online  
**myconnection.tnb.com**







cover  
story

T N B +

P M A +


J T P =

Just Plain Smart



## Two Acquisitions Pave Way for Expanded Growth in Key Markets

The English idiom “everything’s coming up roses” usually means that a situation is successful in every way. In T&B’s case, one could say that “everything is coming up consonants and vowels” and it would mean the same thing. We started off 2010 by acquiring two notable — albeit very different — companies: JT Packard (JTP) and PMA AG.




In January, T&B acquired JT Packard & Associates, the leading independent provider of preventative maintenance and emergency service for critical power equipment in the U.S. Just three weeks later, the company announced its intent to acquire PMA AG, a leading European manufacturer of technologically advanced cable protection systems. PMA officially became part of the T&B family in April.

Together, T&B spent \$142 million to purchase JTP and PMA. Combined annual sales of the two companies were approximately \$100 million in 2009. Both acquisitions are expected to contribute to 2010 profits and earnings.

“These are excellent additions to our portfolio,” said **Dominic Pileggi**, chairman and CEO. “Both acquisitions complement

and leverage our other products, services and systems. Both meet the criteria we’ve identified as being strategic for future growth.”

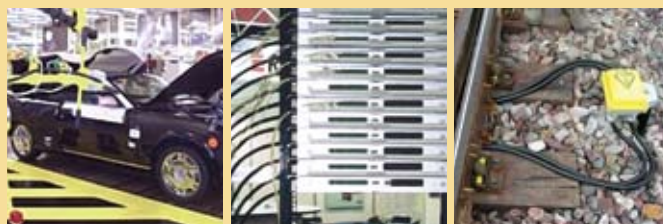
Pileggi continued, “Combining JT Packard with our Power Solutions business will expand our presence in the power equipment industry while offering opportunities to sell other electrical products to this diverse customer base.”

“Likewise, PMA’s strong relationships with leading global industrial manufacturers will enhance our ability to cross-sell our broader electrical products portfolio throughout Europe, the Middle East and Asia. We also expect to grow PMA’s presence in North American industrial markets.” 

## PMA Offers the Best Cable Protection Technology Available

Trains, planes and automobiles. Ships, tunnels, robots. You name it and original equipment manufacturers (OEM) in a myriad of industries depend on premium cable protection products from PMA AG to protect energy and data cables from external forces such as vibration, heat, fire, cold and tensile stress.

Based in Zurich, Switzerland, PMA was founded in 1975 and, since then, has grown its global presence continually. PMA's broad product portfolio includes more than 6,500 corrugated conduits and fittings made out of polyamide (nylon) used for specialized industrial applications such as rail construction and infrastructure; machine building; energy production; automation; mining; shipbuilding and others. Approximately 80% of sales are in Europe; 10% are in Asia; and the balance in North America. Like its markets, the



company's customer base is broad and boasts leading global enterprises such as Bombardier, Siemens, Engel, Bosch, Heidelberg, Alstom and SNCF.

"Intensive research and development combined with strong customer service are critical factors in our success," said **Ernst Schwartz**, president of PMA. "By listening to our customers and creating products that meet their specific needs, we've built one of the broadest portfolios in cable protection. We pride ourselves on being able to design and produce products in small to large batches cost effectively and quickly. This high level of service is a PMA hallmark."

## JT Packard Provides 'Blue Chip' Service to Blue Chip Customers

Power outages cost the U.S. economy more than \$150 billion every year. And some businesses — such as those that require data processing, refrigeration, computer-aided production and others — can be hard hit by even the briefest outage. That's why enterprises of all sizes and across all industries use generators and other back-up power equipment to maintain power in case of system outages. But just having the equipment isn't enough: it needs to be maintained and serviced regularly to ensure it's ready when needed. Today, T&B is a leader in providing these services thanks to its recent acquisition of JT Packard & Associates.

JTP is the largest independent service provider for critical power equipment in the United States. Its customer base includes 25% of the Fortune 500 — 'blue chip' companies that are household names such as Yahoo, Motorola, Raytheon, FedEx and Delta.



Based in the quaint college town of Madison, Wis., JTP provides indispensable preventative maintenance and emergency service for UPS (uninterruptible power supplies), PDU (power distribution units), batteries, direct current plants and generators. These products are offered by several manufacturers including T&B Power Solutions. What makes JTP unique is its ability to service all makes and models. Typically, a service contract is for 1-3 years, while the life expectancy of the equipment is 10-20 years.

**Michael Lamothe**, vice president T&B Global Services, has been the architect in developing and managing the service business for Power Solutions. He states that "the combined service resources of T&B Power Solutions field techs and JT Packard's techs will ensure T&B a solid footprint within the power quality service business. In addition, this is a great opportunity as we look at growing the service business across a broader spectrum of the T&B product portfolio."



"Adding JTP to our Power Solutions business not only expands our service capabilities, it also opens the doors to selling other T&B industrial and commercial products as these customers build or renovate their facilities," said **Viswas Purani**, general manager of T&B Power Solutions. "JTP is known for blue chip customers and blue chip service. We will build on this legacy long into the future."

JT Packard services a variety of back-up power equipment.

thinking  
out loud

# conversations

with Peggy Gann

Senior VP, Human Resources and Administration



“HR’s role is to facilitate leadership development through competency assessment, succession planning and change management.”

## Building Great Leaders

Even when faced with less-than-robust market conditions, Thomas & Betts has continued to evolve and refine our industry leadership. Strategically managing our “organizational capacity” plays an important role in our success. In simplest terms, this means applying our skills, people and resources effectively to accomplish our goal of being the Brand of Choice and the Supplier of Choice.

Even when faced with less-than-robust market conditions, Thomas & Betts has continued to evolve and refine our industry leadership. Strategically managing our “organizational capacity” plays an important

To help us optimize our organizational capacity (OC), Peggy Gann recently joined T&B as senior vice president of Human Resources and Administration. In this role, Peggy will lead T&B’s global human resources organization and integrate our HR strategy with our business strategies. *PowerLine* sat down with Peggy to gain a better understanding of the value of OC and what we can do to fully leverage it.





“In the end, the only truly lasting legacy that a leader leaves an organization is the people that he or she has developed, coached and shaped along the way.”

**PL:** *As a discipline, HR has traditionally been viewed as ensuring compliance with laws, rules and regulations rather than dynamically supporting business strategies. In light of today’s business requirements, how is that view changing?*

**Peggy:** It’s true that 10 years ago, HR was largely an administrative function focused on managing a host of process-oriented tasks. But today’s reality is very different. While ensuring compliance with employment laws and managing related administrative tasks will always be important, today’s interconnected, highly complex competitive environment requires much more from HR.

HR needs to truly be a partner with the businesses. Responding to requests to fill a “position” is no longer good enough; HR needs to proactively identify the talent and competencies the business will need to compete effectively in the future. This means understanding the industry, the competition and the drivers of change — not just locally but globally as well. HR’s role is to facilitate leadership development through competency assessment, succession planning and change management.

**PL:** *So how is T&B approaching global workforce planning? What is being done to give us ‘the edge’? What changes can we expect in how we manage our human talent?*

**Peggy:** T&B operates largely on a de-centralized basis, meaning that much of the formal training and development has been handled by the divisions or business units. That’s great because they know best what they need to be successful in their specific geography or market segment. But it also can be limiting and not as cost effective as possible because we duplicate effort. So we’ll be looking for opportunities to take advantage of the best of both worlds — division-specific programs plus programs or initiatives with universal applicability that are centrally coordinated. We will be sharing more information about our talent among divisions and functions — looking for opportunities to develop talent through cross-function/cross-division and stretch assignments.

A good example is our new global management development program called AMP-UP (Accelerating Management Development–University Program). The 9-month program was developed in partnership with the business school at Rutgers University. This is not just textbook training; the curriculum was designed around the ‘3 Es’ — experience, exposure and education. Participants are using case studies, business simulation ‘games’ and ‘reality’ projects that bring real-life contemporary challenges faced by T&B in the global marketplace alive in the classroom. Our first class of AMP-UP students includes 27 geographically diverse individuals from all businesses.

**PL:** *What role do managers play in ‘owning’ talent development and succession planning? It can’t be just the responsibility of HR.*

**Peggy:** You’re absolutely right. It takes more than just a great HR team to develop leaders and ensure that the next generation of managers is ready and able to grow the company. The ‘people plan’ element of strategic planning is just as important as the financial and operational planning. It’s a well-known fact that most adults learn best through a combination of experience and formal training so managers and supervisors need to continually look for ways to put talented people in situations where they can gain actual experiences by doing rather than just enrolling them in a class. Developing people in this way takes more work, but it also pays greater dividends down the road, particularly when it comes to succession planning.

Every manager and supervisor has a responsibility to ensure that they have the best team focused on the right things to achieve their goals. Part of getting people focused is making sure managers have developed a performance plan with their team, outlining specific expectations (beyond the job description) for which they will be held accountable. Setting expectations and holding folks accountable are the fastest way to achieve any goal, business or personal. HR is here to support the organization and build its capacity through these best practices. In the end, the only truly lasting legacy that a leader leaves an organization is the people that he or she has developed, coached and shaped along the way. **D**

# Elastimold and Alabama Power Make A Lasting

Sergio Arellano and Martha Bernal stand in front of Elastimold's Padmounted Multi-way Switchgear that was featured at T&B's booth during the 2010 DistribuTECH Conference & Exhibition in Tampa, Fla.



>

T

&B is a leader in providing quality switchgear used by utilities to help manage the flow and reliability of electrical power. The company

recently had help from a significant customer — Alabama Power — in putting our best foot forward for more than 6,200 utility professionals at the 2010 DistribuTECH (DTECH) Conference and Exhibition held in Florida.

“Elastimold® offers the best switchgear available today,” said **Martha Bernal**, director, Power & High Voltage Products. “But at DTECH, visitors to our

booth didn't have to take my word for it; Alabama Power did the selling for us when they presented a case study in which they used Elastimold switchgear to improve their service to a high-profile commercial park in Birmingham, Ala. Over 150 electrical utilities heard Alabama Power's success story in a breakout session at the conference.”

With 1.4 million customers, Alabama Power is the leading utility in Alabama.

This year DTECH celebrated a milestone; its 20th anniversary as the leading annual transmission and distribution event. DTECH covers automation and control systems, energy efficiency, engineering, demand response, renewable integration, power delivery equipment and water utility technology. **P**



# Impression

## At DistribuTECH 2010

### No More Outages!

#### Alabama Power Closes the Loop with Elastimold

Switchgear is not just one piece of equipment: it refers to the combination of electrical disconnects, fuses and/or circuit breakers used to isolate a power failure so it doesn't affect everyone in the system. In some ways, it is like turning a light switch on and off, except utilities use switchgear to interrupt fault currents of many hundreds or thousands of amps.



Sergio Arellano, T&B's product line manager, Power & High Voltage, talks to customers at DistribuTECH.



"No more outages" was what Alabama Power heard from high-profile customers in the Riverchase commercial park in Birmingham, Ala., in the spring of 2008 when several power outages occurred over a short period. Losing power to a major commercial center such as Riverchase can mean a significant loss of productivity and revenue for the businesses located there. For Alabama Power, it meant angry customers and a tarnished reputation. Alabama Power needed a solution that was automated, reliable, flexible and allowed for future expansion within a self-contained or 'closed loop' system. They found it in T&B's Elastimold® automated switchgear.

Switchgear is an industry term for circuit protection devices used in high-voltage power distribution systems to de-energize equipment and isolate part of a power circuit in case of emergency or to allow routine maintenance work to be done.

In order to improve reliability and better manage the flow of power to the Riverchase complex, Alabama Power wanted to automate the process of isolating and restoring power but certain requirements had to be met. The new switchgear had to fit on the same "pad" or footprint; it had to be maintenance free and environmentally friendly; and it had to be fully automated and easily configurable should needs change in the future.

Elastimold offered all the building blocks needed to create a customized system for Alabama Power. Elastimold switchgear uses solid dielectric insulation, which means no oil or gas is used, providing a higher degree of safety and reduced environmental impact. For automation, Elastimold switchgear uses Schweitzer Engineering Labs (SEL) control and software which, using fiber optics, continually monitors the system and automatically isolates the source of voltage outage and restores power using an adjacent switch or line. Using the Elastimold system, faults can be cleared, isolated and power restored in just a few seconds compared to long delays associated with manual isolation and restoration.

"Helping our customers eliminate outages is what we're all about," said **Sergio Arellano**, product manager for T&B's Power & High Voltage Products. "Alabama Power's choice of T&B and Elastimold is a strong endorsement for our product from one of the leading utilities in the Southeast United States." **P**

**"Helping our customers eliminate outages is what we're all about."**

– SERGIO ARELLANO

T&B Canada Honored as 2009

# Supplier of the Year

from Independent Electrical Distributors



The award ceremony, which took place at The Fairmont Jasper Park Lodge in Alberta, was spiced up with a western theme. Accepting the award from Jim Milne, IED president (holding award) are from left Pat Jomphe, Reg Clark and Nathalie Pilon.



T&B Canada has been named as the 2009 Supplier of the Year for the Industrial and

Commercial divisions by Independent Electrical Distributors (IED). T&B was chosen out of the top 50 suppliers in the industry.

Independent Electrical Distributors (IED) is the leading electrical supply network across Canada. Formed in

1965, IED represents over 140 branches across Canada, each providing a full line of electrical products and supplies to a broad range of customers, making IED the best connection to choice, service and supply chain reliability.

"There is nothing better than being recognized by our customers as being best in class," said **Chuck Treadway**, corporate senior vice president and group president, Electrical. "This recognition validates our efforts in demonstrating

T&B's vision of being Supplier of Choice and Brand of Choice."

IED members presented the award to **Nathalie Pilon**, president, Canada division, **Pat Jomphe**, vice president of commercial sales and **Reg Clark**, vice president of industrial sales, in recognition of T&B's outstanding performance in delivery, productivity, quality and service.

This is the second time T&B Canada has won this award. **■**

## T&B Gets Wind Under Its Sales AT WINDPOWER 2010



More than 20,000 wind industry professionals recently converged on Dallas, Texas, for the WINDPOWER 2010 Conference and Exhibition, North America's fastest-growing trade show. While more than 1,400 exhibitors were on hand, T&B had a particularly notable presence with two booths — one for T&B and one for PMA AG, the newest member of the corporate family.

T&B offers a bold portfolio of products well suited for use in wind turbines including Color-Keyed,<sup>®</sup> Blackburn,<sup>®</sup> Star Teck<sup>®</sup> Fittings, Deltec<sup>®</sup> Ties, Cyberex,<sup>®</sup> T&B Surge Protection,<sup>™</sup> Elastimold,<sup>®</sup> Homac,<sup>®</sup> Joslyn Hi-Voltage<sup>®</sup> and Meyer<sup>™</sup> Steel Structures, among others. PMA showcased its family of premium flexible conduit and fittings.

PMA offers cable protection products for high and low frequency technology

## T&B's HVAC Division is No Mickey Mouse Operation

Walt Disney World in Orlando, Fla., is among the most highly visited places on earth and a place where “first impressions make lasting impressions.”

So when the facility manager at DisneyWorld decided to remodel and upgrade the heating, ventilation and air conditioning system for one of the largest retail stores in Disney Village, he chose Reznor® MAPS® III model REDB units.

Cost-effectively controlling the indoor climate in a retail enterprise

can be tricky because customers are constantly entering and exiting, making it difficult to stabilize the temperature and putting undue stress on the ventilation system. In the hot and humid central Florida climate, this is an even greater challenge.

“Reznor products are known for their reliability,” said Keith Willing, owner of Southern Air Concepts, and local HVAC distributor who sold the units to Disney. “Putting the MAPS units in the Disney store will help

provide a comfortable environment more conducive to selling souvenirs and other merchandise in the hot Florida environment.”

According to Willing, the Reznor brand is the only one that offers all electric HVAC units with total dedicated dehumidification. The MAPS units were configured to Disney's exact standards and featured a customized electronic control interface that allows Disney to monitor the unit's operation 24/7. **p**



Reznor provides the perfect indoor climate for customers who shop at Disney Village in Orlando, Florida.



applications and also for fiber optic cables. PMA's experience in the design and production of cable protection systems guarantees optimal solutions for use in power generation applications whether they are driven by water, wind, sunlight or gas.

“Every year our presence gets stronger and stronger,” said **Cindy Phillips**, T&B marketing manager and event planning for the WindPower trade show. “We are developing a solid reputation for our products and services to the wind industry.”

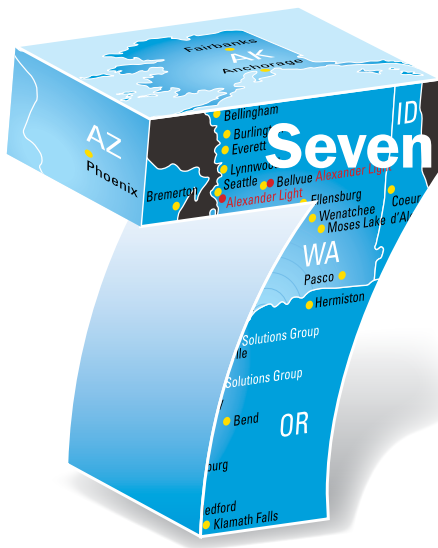
**Don Juszczuk**, market development manager for Power Generation, minced no words in stating T&B's capabilities in wind power generation. “Our ability to provide top-to-bottom solutions in the wind turbine, along with our ability to provide product solutions for the electrical substation and transmission, makes T&B a ‘Total Capabilities’ player in the wind power industry.”

Elastimold MVI and Color-Keyed® HEX-FLEX™ crimping dies received special recognition in the official WINDPOWER Show Daily publications, distributed to all exhibitors and attendees. **p**



George Sims, sales and marketing manager, PMA AG, talks about the features and benefits of the PMA product line for the wind industry.





## Seven Times a Charm for T&B's NW Sales Team

*Recognized as "Core Supplier" for Regional Distributor*

Some would say seven is a lucky number. However, for T&B's north-west regional sales team, being recognized by North Coast Electric as their "core" supplier for the seventh consecutive year isn't a matter of luck; it's a matter of hard work.


"We couldn't be prouder than to be recognized by North Coast Electric," said **Tony Aimi**, T&B's northwest regional manager.

"Our relationship with North Coast Electric is a true partnership and we strive to exceed their expectations in product and service."

One notable achievement for the sales team this year was North Coast Electric's conversion from a competitive brand of coated conduit to T&B's OCAL<sup>®</sup> conduit.

North Coast Electric has eight core suppliers.

Consistently ranked among the top 25 electrical distributors by *Electrical Wholesaling* magazine, North Coast Electric has 33 locations in Washington, Oregon, Idaho, Alaska, and Arizona. As a full line electrical distributor, they supply a wide range of electrical equipment to

the electrical contractor, factory automation, industrial MRO, and commercial & institutional markets. 



Tony Aimi (far left) demonstrates the ergonomic advantages of the Comfort Crimp<sup>®</sup> hand tool. Looking on are Mike Miller and Bill Oster, executive vice president sales and marketing and branch manager respectively for North Coast Electric; holding a T&B product brochure is Randy Vigos, T&B senior sales representative for T&B Industrial & OEM Markets.



Adam Murphy, T&B transportation specialist, Dwain Becton, T&B transportation services manager and Dan Bartel, T&B vice president of Supply Chain, present the Carrier of the Year award to Chris Ransom, worldwide account manager for FedEx Services and Pat Finan, senior vice president of sales, FedEx Services.

## Thomas & Betts

FedEx Freight, a less-than-truckload (LTL) carrier, has been awarded "LTL Carrier of the Year" from Thomas & Betts. This is the second consecutive year that FedEx has received the award, which recognizes the top carrier in the areas of on time service, billing accuracy and claims processing.

T&B created the "Carrier of the Year" award program in 2008 to recognize performance and create competition between our servicing LTL carriers. LTL carriers provide transportation of partial-load shipments that go to one or more destinations or full trailer-load shipments going to

## T&B Europe Showcases Innovations at Light+Building Trade Fair in Frankfurt, Germany

“THE SHOW MUST GO ON” is a well-known phrase in show business meaning regardless of what happens, the show is never cancelled. So, despite the looming threat of an Icelandic volcanic ash cloud drifting toward Frankfurt, Germany, the Light+Building Trade Fair continued as scheduled. The event is the leading international trade fair for the sector and attracts more than 180,000 visitors from around the world.

Participating in the trade fair, T&B showcased the Twister® from Kaufel (a rotating emergency power supply for high-power consumers focused on the hospital market); DTS Explosion proof and hazardous lighting and cabinets; and Furse earthing and lighting protection along with Furse surge protection systems.

“Germany is the largest exporting market and has a good domestic consumption,” said **Mike Bodington**, managing director, Electrical, EMEA & Asia. “The objective is to create market awareness of T&B and its brand along with the markets we can and do serve.”

The trade fair is used by manufacturers from over 50 countries to launch trends and innovations from the fields of lighting, electrical engineering and building automation. **P**



“The objective is to create market awareness of T&B and its brand along with the markets we can and do serve.”

– MIKE BODINGTON



## Names FedEx Freight LTL Carrier of the Year

**“Our relationship spans well over a decade and in today’s competitive landscape the shipper, carrier and consignee must become seamless.”**

– CHRIS RANSOM  
worldwide account manager,  
FedEx Services

multiple destinations. Typically, LTL carriers collect freight from various shippers and consolidate that freight for delivery. As such, it is more complicated than simply shipping a full-truck load from one site to another and has more opportunity for errors.

On hand to receive the award at Thomas & Betts’ worldwide headquarters in Memphis, Tenn., was Chris Ransom, worldwide account manager, FedEx Services, and Pat Finan, senior vice president of sales, FedEx Services. The award was presented by **Dan Bartel**, vice president of Supply Chain, T&B.

“Receiving the “LTL Carrier of the Year” award from Thomas & Betts is nothing short of a complete honor,” said Chris Ransom. “Our relationship spans well over a decade and in today’s competitive landscape the shipper, carrier and consignee must become seamless. It is not FedEx Freight bumping the consignee’s dock; it is Thomas & Betts bringing their product to their customer.”

FedEx Freight is the leading U.S. provider of next- and second-day regional, less-than-truckload (LTL) freight services. FedEx Freight is known for exceptional service, reliability and on-time performance. **P**




## T&B Receives Two *Product of the Year* Awards from EC&M

One of the electrical industry's most well-respected publications – *Electrical Construction & Maintenance* (EC&M) magazine – has awarded T&B two “Product of the Year” awards. The award recognizes outstanding design and functionality for products used in electrical applications. T&B's Sta-Kon® Comfort Crimp® Tool and Steel City® Recessed Floor Box were recognized in the Tools and Boxes categories respectively.

The redesigned line of Sta-Kon Comfort Crimp tools embodies many of the best ergonomic features in manual crimping tools, requiring up to 75 percent less force than competitive tools. The tools feature a Shure-Stake® mechanism as well as a Crimp Assist™ foot that stabilizes the product for leverage and stability when used on a table top or wall.

Designed for contractors, Steel City Recessed Floor Box 665 AV2 includes 2 inch knockouts that allow pre-terminated audio visual cables to be pulled directly through the conduit. Featuring four compartments, the box accommodates a wide variety of power, data and AV devices and is equipped with the MopTite® cover to prevent water, dirt and debris from entering the power and communication device compartment.

“Winning a competition of this stature provides unprecedented exposure not only for the products but for T&B as well,” said **Dan Michaelis**, senior product manager, Electrical Division.

EC&M is the technical authority for 130,000 electrical professionals – from engineers to contractors to industrial facility managers. Established in 2000, EC&M's Product of the Year competition honors excellence in new electrical product development, showcasing the most innovative products. 

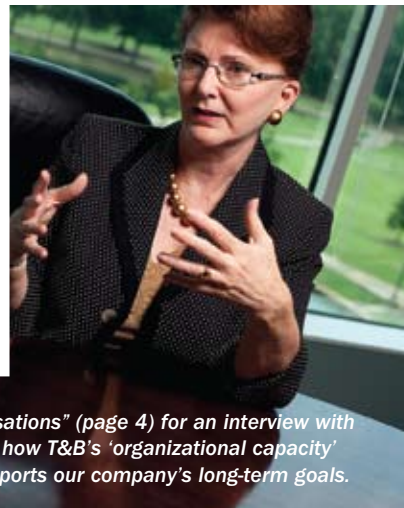
“Winning a competition of this stature provides unprecedented exposure not only for the products but for T&B as well.”

– DAN MICHAELIS

The Sta-Kon Manual Crimp Tool and Steel City Recessed Floor Box won the 2010 “Product of the Year” in the Tools and Boxes category from *Electrical Construction & Maintenance* magazine.







See "Conversations" (page 4) for an interview with Peggy about how T&B's 'organizational capacity' initiative supports our company's long-term goals.

## T&B Welcomes New Head of Global Human Resources

**Peggy Gann** has joined T&B in the newly created position of senior vice president, Human Resources and Administration. Prior to joining T&B, Peggy spent 20 years with Schneider Electric's North American division, most recently as senior vice president of Human Resources and Administration. Earlier in her career, she held a variety of human resources positions at the Johns Manville Corporation.

Peggy will report to **Dominic J. Pileggi**, chairman and chief executive officer, and will be responsible for developing and directing Thomas & Betts' global human resources organization. She will lead the

company's overall human resources strategy including standardizing practices and programs as appropriate, enhancing talent recruitment and leadership development efforts; and refining compensation and benefit programs to meet changing market dynamics and needs.

"Elite companies know that it's not just financial and technological capital that provide a competitive edge, but human capital – our people – as well," said Dominic. "Peggy brings a wealth of industry experience and a successful track record of designing and leading human resources systems that drive business results." **P**

lead

making a difference

## Liz O'Grady: Electrical Industry Trailblazer



By title, **Liz O'Grady** is a national sales manager for T&B's U.S. electrical division, but by her actions, she is a trailblazer for women in the electrical industry. Liz was recognized for these efforts by National Association Electrical Distributors (NAED) when she received the prestigious 2010 Trailblazer award at NAED's 2010 Women in Industry Forum held recently in Santa Fe, New Mexico. NAED is a premier association for the \$70+ billion electrical distribution industry. NAED's membership represents approximately 4,400 locations internationally.

Liz received the award in honor of her mentoring and overall advocacy efforts for women in the electrical industry and her committee involvement with NAED's Manufacturer's Council.

"This award is a true reflection of the hard work and tremendous dedication Liz has shown not only to Thomas & Betts but to the entire electrical industry," said **Ned Camuti**, vice president sales and distribution, U.S. – Latin America electrical division. **P**



## T&B's Mexico Facilities

Create Workplace Opportunities for People with Disabilities

T&B Mexico has been recognized by the Mexican Government as an *Inclusive Company for a New Culture* for promoting employment opportunities for people with disabilities.

"We are active in hiring and accommodating people with disabilities within the company," said **Omar Zapata**, human resource director for Monterrey. "We strive to provide our employees who have disabilities an accessible work environment where they can work to their highest potential."

To attract a diverse talent pool, T&B Mexico has partnered with DIF-CREE, a government program that

consists of a social worker, occupational health physician, occupational psychologist and physical skills evaluator. This team evaluates and assesses the skill set of the individual's disability in order to certify the ability and skill of the person to a specific job.

"I have collaborated and partnered with Mexico's government since 1996," said **Nancy Sanchez**, human resources manager for Monterrey. "It is very satisfying for me to represent T&B in our social work within our Mexico facilities and in our community by helping people with disabilities have a better quality of life as well as become self-sufficient."

According to a 2008 disability employment report by Rutgers University, people with disabilities are more loyal workers, with less turnover and absenteeism rates.

"These are people who haven't gotten a chance before, and they really want to succeed," said **John Castany**, director of Mexico operations. Their presence, he adds, "has raised the level of pride and dependability at our facilities in general." ■

## T&B Asia Grows in Importance with Enhanced Leadership



**Tham Woon Choong**, T&B's general manager in Singapore, was recently promoted to lead the company's efforts in expanding our presence in Asia. Choong joined T&B in 2007 from the 3M Company where he spent 17 years in a variety of commercial, project and general management roles.

Choong received a business degree from Curtin University of Technology in Australia and a diploma in Mechanical Engineering from

Ngee Ann Polytechnic in Singapore. He is also a Master Black Belt, Six Sigma. ■

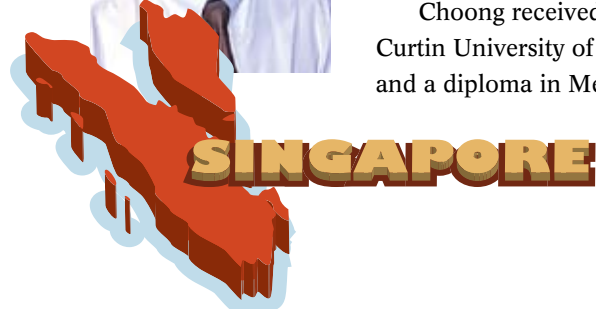
## Finance Department Adds Assistant Controller



**Erich Simpkins** recently joined T&B as assistant corporate controller. Previously, Erich was an assurance senior manager with Pricewaterhouse Coopers (PwC) LLP in Atlanta, Ga.

Erich will lead internal management reporting and external financial reporting.

"Erich is a seasoned public accountant who will add valuable insight to our corporate finance team," said **David Alyea**, vice president, Controller. ■





# Saudi Start Up

## A True **Team Effort**

An old African proverb says that “it takes a village to raise a child.” In the business world, the equivalent can be said of establishing a presence in a new country: “It takes a team to raise a building.” This was certainly the case when T&B recently established a physical presence in the Middle East with the addition of a ‘greenfield’ manufacturing facility in Dammam, Saudi Arabia. (See *PowerLine*, Winter 2009-2010.) ‘Project Kingdom’ – as it was known internally – involved two dozen employees in multiple locations.

There’s no universal checklist that you can follow to establish a presence in a new geographic location: every region, country, municipality has their own laws, regulations and cultural nuances that must be managed. This means attorneys, accountants, tax specialists, business analysts, human resources, marketing and technology personnel are just a few of the experts critical to successfully establishing a new enterprise.

The global team that made our Saudi dream a reality included many individuals who worked tirelessly behind the scenes – and in addition to their regular jobs – to keep the project on track. Employees deserving kudos for a job well done include:

- **Goedele Balis**, human resources manager, Belgium. Goedele provided critical support in recruitment, managing payroll, day-to-day administration and establishing policies.
- **Janos Bednarik**, IT operations, Hungary. Janos set up and configured the Computer Numerical Controlled (CNC) machine and provided support to IT.
- **Mike Bodington**, business unit managing director, EMEA. \* Mike led the marketing and sales effort critical to creating a viable business plan for the region.
- **Simon Bradley**, IT systems director, EMEA & Asia. Simon led the effort to ensure that the new facility was technologically integrated into the company’s financial and operations systems.
- **Andy Bromhead**, quality manager, United Kingdom. Andy helped to develop the overall quality system to support local approval processes.
- **Yolande Carpentier**, executive assistant. Yolande helped ensure that the necessary visas were secured for team personnel and employees.
- **Ken Conrad**, welder, Canada. Ken commissioned and set up critical equipment.



T&B employees from EMEA HQ, Dubai and the U.S. gather together at the new manufacturing facility in Dammam, Saudi Arabia.

Standing in Saudi national dress are (L to R) Ken Conrad and Alain Gauvreau.



- **Luc Demarteau**, IT operations manager, EMEA. Luc was instrumental in getting the phones, computer and other equipment connected to T&B’s global systems.
- **Yvon Demers**, plant manager, St-Remi and Delson, Canada. Yvon set up the manufacturing processes and conducted the operator training.
- **Frank den Brok**, finance director, EMEA & Asia. Frank led the overall financial management for the project.
- **Pierre Descarie**, projects manager, procurement, Canada. Pierre helped source and purchase the equipment.
- **Karen Edwards**, human resources director, EMEA & Asia. Karen coordinated recruitment, work visas, compensation scales, structural organization and other human resources policies.
- **Louis Fleury**, tax and customs coordinator. Louis managed tax registrations and permits for importing and exporting raw materials, products and other items needed to begin operations.
- **Alain Gauvreau**, welder, Canada. Alain commissioned and set up critical equipment.
- **David Griffin**, business systems manager. David worked with global IT personnel to help connect the Saudi facility to T&B’s operations systems.
- **Colin Liversage**, general sales manager, Middle East. Colin assisted with the marketing and sales strategy.
- **Natasha Seghers**, senior legal counsel, EMEA & Asia. Natasha oversaw all things legal for the enterprise, including contract review, employee registrations, banking issues and others.
- **John Sidaway**, projects director, EMEA. John guided the team through the maze of regulations and requirements needed to secure building and operating permits in Saudi Arabia.
- **Alan Tarry**, operations director, EMEA. Alan was responsible for the overall establishment of the manufacturing organization, including site development, equipment procurement, etc.
- **Filip Van Rijnseghem**, operations controller, finance, EMEA. Filip managed budgets, forecasting and overall financial reports for the project.

These employees are in addition to those noted in the previous article on the Saudi facility in *PowerLine*, Winter 2009-2010: **Imad Hajj, Samer Hajj, Steve Levesque, Bill Smith, David Smith, Alain Quintal and Fabrice Van Belle.** ■

\*EMEA is short for Europe, Middle East and Africa

## Viswas Purani Leads HVAC



**Viswas Purani** will lead T&B’s HVAC division as well as continue his current responsibility of leading Power Solutions and JT Packard.

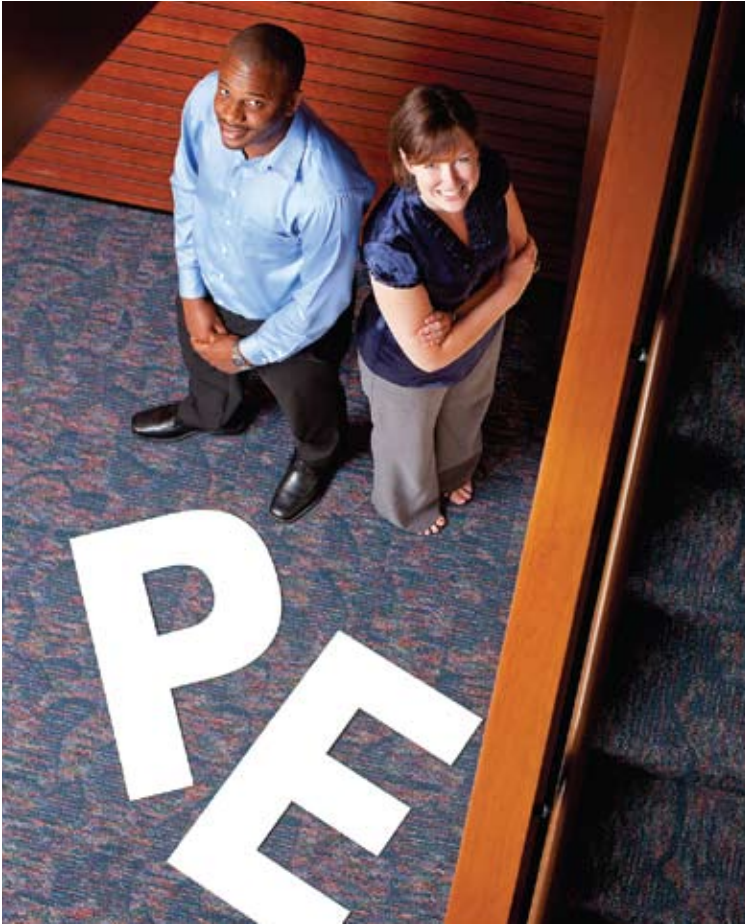
“Viswas has strong technical, product management and general management experience along with a proven track record of success,” said **Chuck Treadway**, corporate senior vice president and group president, Electrical.

“We believe this move will increase the global opportunity for our Reznor, Power Solutions and JT Packard businesses,” said **Dominic Pileggi**, chairman and chief executive officer.

“These businesses will continue to operate separately while capitalizing on their combined resources.” ■




# Steel Structures Engineers Receive Seal of Approval



Engineers for T&B's Steel Structures division, Dewayne Lawrence and Kristin Bartlett, recently received their Professional Engineer license giving them the authority to sign and seal engineering documents.

Thomas & Betts has built a strong reputation among our utility customers by offering the most innovative, reliable and highly engineered steel structures for use in high-voltage transmission structures and we couldn't have done so without having a strong team of engineers. Two T&B Steel Structures' employees, **Dewayne Lawrence** and **Kristin Bartlett** were recently awarded a Professional Engineer (PE) license from the state of Tennessee for having completed the required education and training, industry experience and passing a rigorous competency test. The earmark that distinguishes a licensed PE from other engineers is the authority to sign and seal or "stamp" engineering documents (reports, drawing and calculations), thus taking legal responsibility for it.

"The PE license tells the world that I am committed to work as an engineer in an honest and ethical manner," said Dewayne, structural engineer for Steel Structures.

"Receiving my PE license validates that I have mastered the critical elements of my profession," said Kristin, market development engineer II for Steel Structures. 


"The PE license tells the world that I am committed to work as an engineer in an honest and ethical manner."

— DEWAYNE LAWRENCE

## Paharik Promoted to Sales Director

In the Steel Structures Division, **Mike Paharik** has been promoted to National Sales Director. Mike will manage the sales force, account management, and inside sales and quotations teams.

Mike began his career with T&B in 1995 as a Civil Structural Engineer. During his tenure, he has held a variety of positions including Market Development Manager and Director of Sales for the Southern Region.

Mike has a bachelor degree from Villanova University in Pennsylvania and is a licensed Professional Engineer. 



# Monterrey Mexico Hits **Magical** million hours

exceed

operational  
excellence

> **T**he Monterrey, Mexico, Die Cast facility is relatively small – just 80 employees – but as a team they are powerful and persistent. In March, the facility achieved one million hours worked without an Occupational Safety & Health Administration (OSHA) recordable injury. This achievement is particularly notable when

An OSHA recordable injury is an occupational injury or illness that requires medical treatment more than simple first aid and must be reported to OSHA.

The Monterrey team worked together in the pursuit of this goal. Employees are expected to “watch after their own safety and the person next to them.” This incorporates the teamwork needed to bring safety to the next level.




measured in terms of the calendar – it took more than three and a half years to accomplish.

On hand to celebrate with the team were their families and **Juan Contreras**, operations manager for Monterrey’s facility, **John Castany**, director of Mexico operations, **Tim Coates**, vice president of operations for U.S. Electrical and **Don Haring**, vice president of human resources.

In presenting a commemorative plaque to the facility to recognize the milestone, Coates said, “One million hours without an OSHA recordable injury is an amazing accomplishment – one that I have not seen before in my 25+ years in operations. The Monterrey Die Cast team has truly embraced safety and made it a focus of each and every day.”

“Employee involvement is big here – employees want to be involved in the safety program, and they look after one another,” said Castany. “They’re not afraid to take responsibility. I applaud everyone who helped with this achievement.”

Monterrey’s Die Cast facility manufactures EMT Steel City® connectors and couplings. 

Employees at the Monterrey, Mexico Die Cast facility proudly celebrate 1 million safe man-hours without an OSHA recordable injury. Mr. Fitting (a.k.a. Tornillo) is Monterrey’s safety mascot.

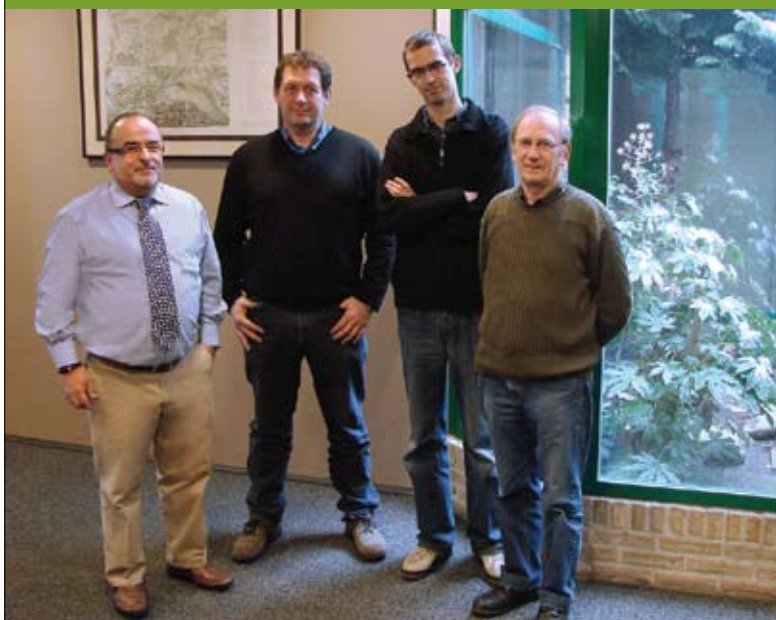




Trips, slips and falls can happen to anyone at any time. But it's not likely to happen to you if you work at T&B's facility in Menen, Belgium. The HVAC manufacturing facility recently celebrated 500 accident-free work days, an impressive record for the 100+ associates at Menen.

## Safety is a “Piece of Cake” at T&B's Menen Facility

### HVAC Facility Celebrates 500 Accident-Free Work Days



“Safety is a priority for the whole team at Menen and is integral to our culture,” said **Jo Bruyneel**, Menen plant manager. “500 days without a lost-time accident is an incredible achievement that clearly demonstrates that safety, quality and efficiency can go hand in hand on the factory floor.”

The facility celebrated with a party and cake. Belgium is famous for its chocolate and so a celebration with Belgian chocolate cake is something worth striving towards. Traditional Belgian cake is known for its denseness, extremely dark color and bittersweet taste. Some people say its “sinful” it's so good.

“This is the second time in 13 years that the Menen plant has operated for over two years without a lost time accident and much of the credit goes to **Noë De Vlaeminck**,” noted Bruyneel. “Vlaeminck retired in February 2010 as the facility's safety supervisor but he left a legacy of good safety practices. We hold monthly safety meetings and adhere to a quarterly action plan focusing on a specific safety item. Every employee is involved every day in promoting safety awareness.”

**Dries Decuypere** replaced Noë as safety and maintenance supervisor upon his retirement. Dries joined T&B from N.V. Ferromatrix, a Belgium-based foundry. **P**



Pictured (L to R) are Joseph Boeckx (general manager), Jo Bruyneel (plant manager), Dries Decuypere (safety and quality supervisor) and Noë De Vlaeminck (safety & maintenance supervisor).



## the wonderful world of wikis

### Electrical Launches “Brainkeeper” Site for Sales Reps

**M**ost of us have heard of Wikipedia, the free, web-based, collaborative, multilingual encyclopedia project. More than seven million people log on to Wikipedia every hour to gain insight into everything from A to Z — and that’s just the English-speaking version! Wikipedia has become wildly successful because it’s easy to use and is a fast and efficient way to find information. In fact, “wiki” is the Hawaiian word for “quick.”

Wikis have now moved into the workplace as an efficient, cost-effective tool for encouraging collaboration, facilitating communication and managing collective knowledge and T&B is taking advantage of the technology to sharpen our competitive edge. **Woody Savage**, T&B’s director of e-Commerce for the U.S. electrical business, and his team created *T&B Vertical Market Opportunities* (VMO), a portal into everything our sales reps need to effectively sell

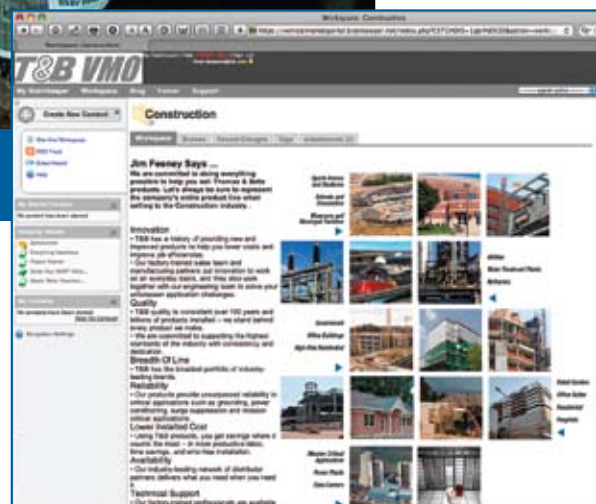
T&B’s broad portfolio of products into specific vertical markets such as food processing, oil and gas, wastewater treatment, etc.

“We create lots of excellent promotional and training brochures and other materials to help our sales team do their job better but, unfortunately, we are inconsistent in how and when we provide it,” said Woody. “This new site is intended to be a ‘one-stop shop’ for information about our products and services.”

Based on software from Brainkeeper,<sup>TM</sup> T&B VMO includes a document repository, blogs, discussion forums and real-time collaboration tools as well as a powerful search engine.

According to Woody, the site is in its infancy stage and its success will depend upon the users — sales reps, product managers, operations managers — understanding the power of the tool and adopting it for use.

“The site is very easy to use and requires no special training,” noted Woody. “Remote sales reps should find it invaluable in saving time and managing information. Plus, it should significantly cut down on email clutter.” ■



**The success of the VMO will depend upon the users.**

Pictured above: Using the Vertical Market Opportunities portal as a way to collaborate with product managers, operations managers and sales reps are (L to R) Jim Crunk, product group director, Communications Products, Martha Bernal, director, Power & High Voltage Products, Gary Clarke, product group director, Conduit and Fittings and Woody Savage, director of e-Commerce for the U.S. electrical business.

## T&B's Edmonton Facility Cooks Out for Cancer Patients

At one end of the line that stretches across the Edmonton facility parking lot is a network of hungry employees, money in hand, waiting to fill their plates. At the other end of the line — the business end — is a cloud of smoke swirling lazily skyward, and carrying with it the charcoaled scents of hamburgers and smokeys as well as sautéed onions. Enveloped in that cloud of smoke, with spatula in hand, stands **Doug Graham**, T&B's project coordinator in Edmonton, Canada.

For the past seven years, Doug and his wife Cheryl have hosted a series of summer cookouts for

employees, friends and anyone who wants to participate in helping raise money for Edmonton's Stollery Children's Hospital.

The idea of summer cookouts began after Doug lost a co-worker to cancer.

"Watching a co-worker lose their fight to cancer was a pivotal point in my life and resolved me to commit to helping raise funds for cancer patients," said Doug. "I chose the children's hospital because my co-worker felt deep compassion for young children and teens that also faced the threat of cancer."

**Doug has  
hand-selected  
over \$13,000  
worth of gifts.**

T&B's Edmonton employees come together to enjoy a cookout while raising funds for the Stollery Children's Hospital.



Doug didn't want to just give an impersonal check to the hospital; instead he decided to donate gifts for the patients and their families at Christmas time. So far, Doug has hand-selected over \$13,000 worth of gifts.

"I've delivered the gifts but it's really been a team effort," said Doug. "The Edmonton team has supported the cookouts with undying enthusiasm and open pockets. We're raising money for a good cause and strengthening our team bond at the same time."

T&B's Edmonton facility manufactures cable tray and employs approximately 38 associates.

The Stollery Children's Hospital in Edmonton, Alberta, is a full-service pediatric hospital and leading center for specialized pediatric health services, including open-heart surgery, organ transplantation, cancer care, critical care and emergency services. **D**




## Horseheads Goes Greener by Planting 100 Trees

In celebration of the 100th anniversary of the Boy Scouts of America, the T&B Horseheads' facility teamed up with local Boy Scout troop #84 and planted 100 Balsam fir seedlings on top of the facility's storm water retention walls.

"The tree planting project, a mix of ecology, community relations, green initiatives, cost savings and Corrective Preventive Action Response (CPAR) is a good example of how T&B is a good corporate citizen," said **Virgil Wilbur**, environmental coordinator at Horseheads. "The project helps T&B reduce our carbon footprint, and in a few years the trees will provide a nice windbreak for our employee parking area and potentially reduce costs for snow removal."

Employees who helped with the project were **Brenda Andrus, Jeremy Davis, Don Dakoske, Sara Harvey, Darlene Rader** and **Harold Watkins**.

CPAR is a program launched in June 2008 that gives employees an opportunity to suggest improvements to address safety and other issues. 



With shovel in hand, Boy Scouts plant trees along the storm water retention walls of the Horseheads' facility.

Boy Scout troop #84, along with several T&B Horsehead employees, planted 100 trees as part of the Boy Scouts' community service and 100th anniversary.



# 1950 > 2010

## REZNOR'S CHARLIE JONES SAYS FAREWELL AFTER SIX DECADES OF SERVICE

In today's fast-paced world of commerce, the average person will hold approximately 10 jobs in their first two decades of work, according to the



Charlie Jones hugs his wife Louise and great-granddaughter Chloe during his retirement festivities.

U.S. Department of Labor. Clearly, **Charlie Jones** is not average. Charlie, a quality control technician at T&B's Reznor® manufacturing facility in Mercer, Pa., retired on April 24, 2010 after 60 years on the job.


In honor of Charlie's retirement, a celebratory luncheon was held where family, friends, colleagues and the Mayor of Mercer turned out to wish him well.

"Charlie's dedication to his job and overall work ethic has been a shining example to everyone at Mercer," said **Bill Licht**, human resources manager at Mercer. "We wish him the best."

Charlie joined T&B on April 24, 1950. His first assignment was to cut

and thread pipe. However, in November 1951, Charlie was drafted into the Marines. After serving a short stint during the Korean War, Charlie returned to Reznor where he was assigned to Quality Control as a technician testing heaters, making models and fabricating low volume parts.

Charlie is finally ready to walk away but not necessarily settle down. He looks forward to spending more quality time with his wife of 55 years, Louise, their grandchildren and great-grandchildren.

"I could stay, but 60 years is long enough," said Charlie. "It's been a great place to work. Everyone is like family." 

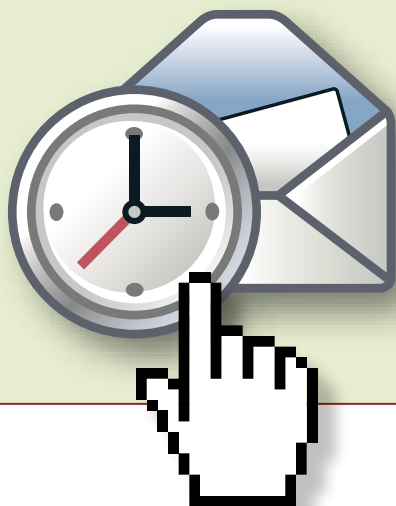


Everyone at the Mercer facility came together to wish Charlie well in his retirement.

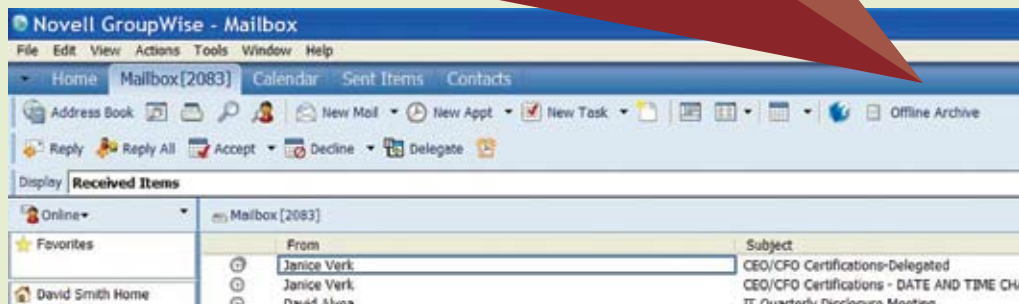


HOW YOU USE

# GroupWise is Changing



## Offline Archive



Thomas & Betts' Records Retention Schedule (RRS) outlines how, what and for how long business documents should be retained. All employees should be familiar and comply with this policy.

Per the RRS, employees should store valuable business information in an organized and professional manner on the IT server assigned to their group or division, including relevant emails and attachments.

Despite this requirement, we have found that many T&B employees do not comply with the RRS and instead store excessive amounts of critical business information contained in emails in the GroupWise archive, which has historically retained the information

indefinitely. While convenient for the employee, storing documents in this manner is not ideal; in addition to violating company policy, it leaves the company open to higher risk, increases the cost of maintaining, and limits the functionality of GroupWise for all users.

**Beginning October 1, 2010, how the GroupWise archive works will change. All archive emails will be stored for a maximum of one year.** (Email that is not specifically 'archived' will continue to be automatically deleted after 90 days.) After one year, archived email will be automatically and permanently deleted and will not be recoverable.

The process for archiving in GroupWise will also change. Each

user will have an '**Offline Archive**' feature on the ribbon located below the GroupWise tool bar. (See illustration.) This will store the email on a universal remote server. Currently, archived emails are stored locally, which can adversely affect the functionality of GroupWise. **P**



**All employees are required to: sort and file important emails or attachments or delete them according to the RRS by **October 1, 2010** to eliminate the risk of losing important business information.**

### EDITOR

Tricia Bergeron

### PRODUCTION ASSISTANT

Lisa Stephenson

### CONTRIBUTORS TO POWERLINE

In addition to the employees noted in the text, many other employees helped gather information for this issue of *PowerLine*. They include:

Darlene Barber, Danielle Bouchard, Andre Boudreau, Diane Brown, Sabrina Cline, DeLisa Dalmeida, Jeremy Davis, Karen Edwards, Irene Freitag, Andrea Frey, Chuck Gilreath, Susan Hughson, Heberto Lara, Gisele Leboeuf, Sylvie Letual, Neva McGruder, David Nahlen, Dan Otten, Fabrice VanBelle, Johnan vanBruggen and Garner Williams.

## Thomas & Betts

### THOMAS & BETTS CORPORATION

8155 T&B Boulevard  
Memphis, TN 38125

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**Your comments are welcome.  
Please send correspondence to:**

### POWERLINE

Mail Stop 4A-31  
8155 T&B Boulevard  
Memphis, TN 38125  
email: [Powerline@tnb.com](mailto:Powerline@tnb.com)  
fax: (901) 252-1306

Visit the magazine online at:  
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