

# Kentucky Fried Chicken...



## Chicken Capital USA!

Story by Susan L. Haverty

**Bryan Texas Utilities**  
205 East 28th Street  
Bryan, TX 77803

### Office Hours

Monday - Friday, 7 AM - 6 PM  
[www.BTUutilities.com](http://www.BTUutilities.com)

### Secure 24-hour Access

(979) 821-5700  
UCISMan@btutilities.com

### General Manager

Dan Wilkerson

### Board of Directors

Ronald Hale,

*Chairman*

Bill Atkinson,

*Vice Chairman*

Hank McQuaide,

*Secretary*

Dr. Richard Alexander

Dr. Wendell Davis

Lonnie Stabler

Frank Thurmond

### Group Managers

Tom Hancock

J. Kean Register

Lee R. Starr

### Division Managers

Bernie Acre,

*Information Technology*

Michael Hering,

*Production*

Pat Kasper,

*Transmission*

Roy Trotter,

*Distribution*

Phil Williams,

*Fiscal Services*

### Important Numbers

Billing / Collections / Connects

(979) 821-5700

Electrical Outage / Lines Down

(979) 822-3777

Energy Audits / Conservation

(979) 821-5772

Distribution / Line Design

(979) 821-5770

Power Track Cards / Service

(979) 821-5820

What could be more American than KFC and summer in Texas? The Colonel wants you to come on in, feel right at home and enjoy some delicious Southern-style comfort foods. From KFC Gift Checks to the KFC and SeaWorld/Busch Gardens Family Vacation Sweepstakes, Kentucky Fried Chicken serves up a myriad of tasty eats and other treats!

In 1939, Colonel Harland Sanders first gave the world a taste of his most famous creation: Original Recipe Kentucky Fried Chicken. Featuring his secret blend of eleven herbs and spices, the Colonel used only the highest quality ingredients to prepare his one-of-a-kind chicken, home-style side dishes and hot, fresh biscuits.

When he was 40, the Colonel began cooking for hungry travelers who stopped at his service station in Corbin, Kentucky. He didn't have a restaurant at that time, but he served folks right from his own dining table. At age 65, Colonel Sanders was no "spring chicken" when he began franchising his "finger lickin' good" chicken business. By 1964, Colonel Sanders had more than 600 franchised outlets in the United States and Canada.

The Colonel remained a public spokesman for the company and in 1976 was ranked as the world's second most recognizable celebrity. Until he was stricken with leukemia in 1980 at the age of 90, Colonel Sanders traveled 250,000 miles a year visiting the KFC restaurants around the world.

The Bryan KFC, located at 3321 S. Texas Avenue, has been in operation for over 20 years and is open for business Monday through Sunday from 10:30 AM to 10:00 PM. While Bryan's KFC is considered a mid-range sized store, it couldn't be bigger on providing a friendly, polite, customer-focused environment. If you have questions, you're encouraged to call 979-846-3238.

The employees at the Bryan KFC are part of a "family" with a team approach to serving their customers.



“We have a very young crew,” said manager Lidia Gomez, “and they are all hard working and willing to learn. This was the first job for some of our employees who are now graduating high school seniors,” she added. “We try to keep an employee base of 11 in order to allow for unexpected illnesses or other emergencies.”

“Mystery shoppers” visit the KFC stores on a regular basis checking on cleanliness, quality of food, customer service and general friendliness. The Bryan KFC has recently received two perfect scores, one of which was awarded

by the corporate headquarters. These surprise visits occur every six months, but at the Bryan store it’s not a worry because, “We always uphold the highest standards,” said Mrs. Gomez. Their motto is: Say “yes” whenever possible and do what the customer wants whenever reasonable.

Bryan’s KFC is a community-oriented store. They contribute annually to the Special Olympics, as overseen by their corporate office and they offer employment to local citizens. They work hard to provide the most popular menu

options and continue to serve the most requested items for their specific customers. They also offer catering, and always maintain the highest quality of freshness in all of the KFC products.

The summer picnic season is rapidly approaching and with the Bryan KFC nearby, it has the promise of being a scrumptious summer. Don’t forget to stop by and pick up some of the Colonel’s “finger lickin’ good” chicken next time you have a hunger for some of the best home cooking around. You know what they say... “There’s Fast Food... Then There’s KFC!”



*The Bryan KFC family, left to right: Justa Orozco, Jesardo Lopez, Eliu Orozco, Maria Perez, Lidia Gomez, Sharon Stevenson, serving up a menu that tantalizes your tastebuds and keeps you coming back for more. Ask about KFC’s Gift Checks and the SeaWorld/Busch Gardens Family Vacation Sweepstakes (ends 07/31/05). Sweepstakes information available online at [www.kfc.com](http://www.kfc.com).*

# Vetco Gray

*Worldwide producer and distributor of  
oil drilling services and products.*

*Story by Emily Burks*

Vetco Gray, a worldwide producer and distributor of on-shore and off-shore oil drilling services and products, has been a part of the Bryan community since 1998. This Houston based company has over 60 locations in more than 30 countries. Vetco Gray is owned by a consortium of petroleum companies that have a collective century of experience to back their products and services.

Vetco Gray produces and repairs Christmas trees, which “control the flow of oil and gas like a water faucet controls the flow of water,” explains Wallace Geary, Operations Manager. Services and products such as surface drilling and completion systems, subsea wellhead systems, specialty connectors and pipe and capital drilling equipment are offered to major oil companies, independents, and drilling contractors. Components are also provided to other businesses who wish to complete the assembly work themselves.

Locally, 33 men and women ship products domestically and internationally, as well as work in assembly, warehousing, sales, order management, planning, engineering and procurement. Four of these employees are Texas A&M University (TAMU) students working in a co-op program focusing on either engineering or business and finance.

Bryan is home to one of ten international distribution centers. Originally built to alleviate overgrowth at the Houston facility, this site is unique because it serves local customers and distributes to other areas. Mr. Geary states, “This presents us

*Locally, 33 men and women ship products domestically and internationally, as well as work in assembly, warehousing, sales, order management, planning, engineering and procurement.*



*The assembly of wellhead and valves, often referred to as a Christmas tree.*

with a challenge that other locations don't deal with. Other sites distribute either locally or globally. We wear two different hats.” Mr. Geary also describes the far-reaching effects: “Our distribution center makes shipments to western Africa, South American countries, former Soviet Union countries and Canada as well as the U.S. and locally.”

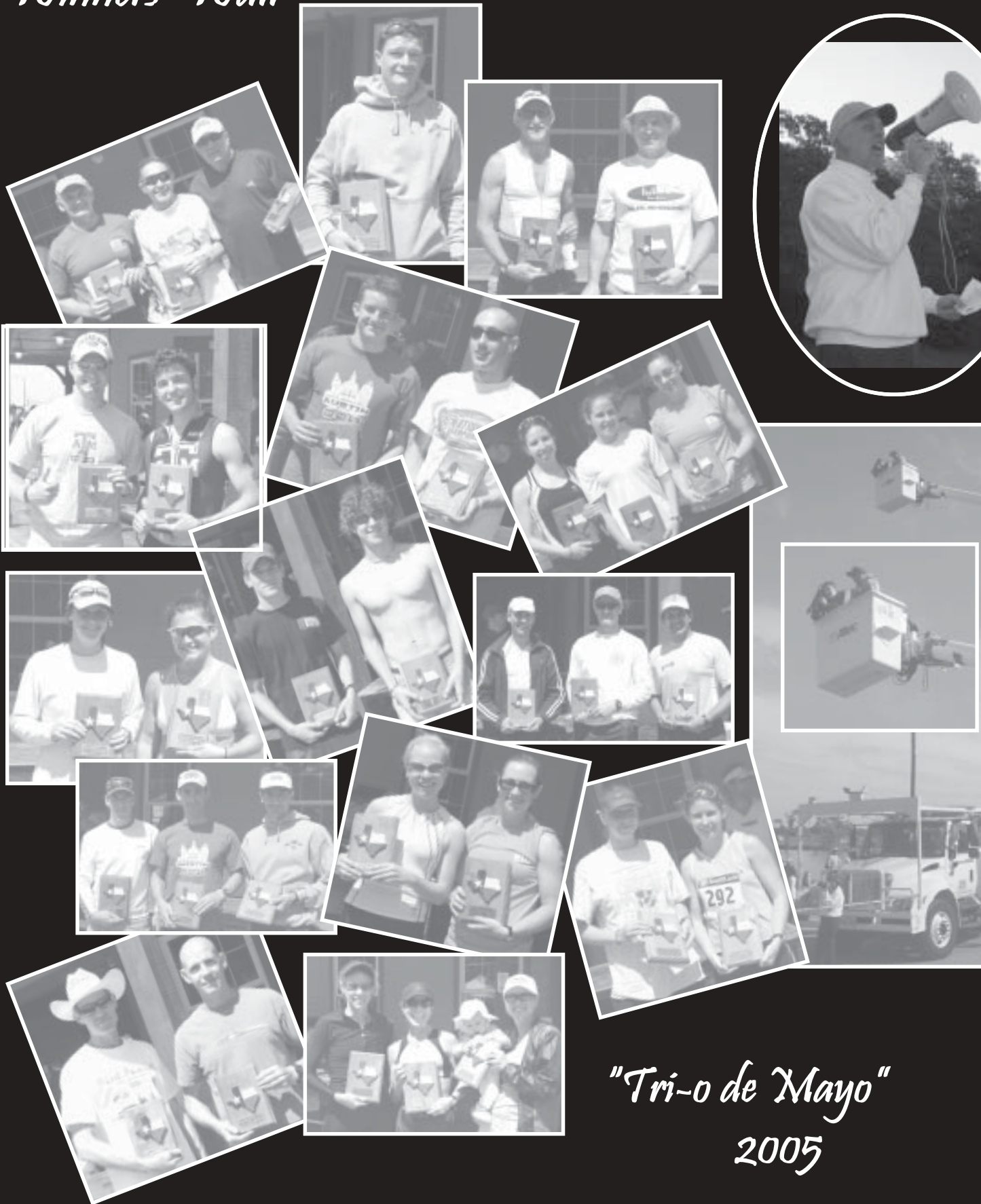
District Manager Kenny Sikes commends this locale saying, “One of the reasons that we built our new center in Bryan was the opportunity to tap into TAMU's powerful student workforce. Our

relationship is a huge benefit for everyone involved. The program helps us by providing loyal employees who are dedicated and eager to learn. They enjoy hands-on experience and training that often turns a part-time employee and student into a full-time employee after graduation.” Mr. Geary added, “We also came to Bryan for the experienced workers who are part of our employee base.” He continued, “Our people are a key element of our success.”

Vetco Gray employees receive both hands-on and computer-based training that meet industry standards. “Our company

*Vetco Gray continued on page 24*

# Winners' Wall



*"Tri-o de Mayo"*  
2005

# BTU's 2<sup>nd</sup> Annual "Tri-o de Mayo" Triathlon

BTU's 2<sup>nd</sup> Annual "Tri-o de Mayo" Triathlon, one of the largest triathlons in the Brazos Valley, was a huge success. On Sunday, May 1st 2005 at Lake Bryan, over 300 entrants competed in either a 500-meter, open-water swim along the lake's beachfront, a 28-km bike course featuring rolling hills and short climbs and a 5-km run through the lake's park or the off-road triathlon with the same swim, a 17-km bike trail ride and a 5-km trail run.

Both triathlons were sanctioned by USA Triathlon and, to the delight of the participants, included free post-race massages, a mariachi band, delicious free food from The Hook restaurant, individual photos taken when they crossed the finish line, prize drawings, cash prizes, hand-painted ceramic plaques and other awards.

Everything went smoothly with no accidents or serious injuries.

A wonderful time was had by all and the compliments keep pouring in from the racers. With comments like these, BTU will be certain to host the event again next year.



Turn the page to see what people are saying about this year's "Tri-o de Mayo"



# "Tri-o de Mayo" Triathlon 2005

• "I had a blast at the TRI de Mayo. You all did an excellent job putting the race on. I had only planned to do this race as preparation for the Woodlands Tri next weekend. It turned out to be probably the better choice of the two. I invited some guys from my running group and only one came but he loved it as well. It was his first tri and I think he is definitely hooked. I wound up placing in my age group and loved the nice plaques. Thank you for letting me stay at the La Salle. I loved it. I will definitely plan on staying there next year with the great rates provided by the race. We wound up going to the Bush Library, several bike shops, walked through all those downtown shops, and ate at a few fun places." —Susan

• It was a great day and my first but not my last triathlon. Thanks!  
—Nick



Thanks for a great race. It was for sure worth the trip up from Houston. —Mark

• "I want to thank you again for a great triathlon. I live in BCS and compete regularly in triathlons within the state. I very much appreciate the obvious safety consideration during the race. The volunteers all knew their responsibilities and performed well. You provide great details and information leading up to and during the race. I believe this would be the earliest a new triathlon has gotten off the ground successfully. I thoroughly enjoy having a race in our community and look forward to participating in it for years to come." —Darrell

• "Just wanted to say thanks for a great race yesterday at the BTU triathlon. Seemed like a huge success!

Everyone I talked to had a great time, and I know my family and I did. I especially appreciated the food (during and after the race), the well-marked course with mile-markers (even on the bike!), the finisher's picture (a nice touch), prize money (not just because I won some, but it also attracts a more competitive field), the mariachi band afterward, and results posted on the very same day! Very impressive, and a great race all the way around. Thanks for all the fun." —Michelle

• First of all I would like to thank you again for putting on the triathlon this weekend. This is my first time to do the BTU and first to do an Off-Road Triathlon. I had a blast. I will be looking for your race next year. —Todd

• THANK YOU for a great race. It was a beautiful course! The support was wonderful—all around a perfect first time triathlon experience. —Amberley

• Thanks for a very well run, enjoyable event today. I do hope there are plans to continue the Tri-O de Mayo in coming years. Thanks again for a great race and a very enjoyable morning! —Debbie

• Thanks for a great race yesterday—this will be one to come back to. It was perfect weather, with great volunteers, food, prizes and location. It was a wonderful way to start the tri season! —Kim



Story by Emily Burks

Cingular Wireless, the nation's largest wireless network, has provided service to Bryan since the early 1990s. The anchor store, located at 1801 Briarcrest Drive in Bryan, operated under several smaller companies until it became Cingular Wireless. Appealing to all its customers, the cellular company boasts the best coverage in the Brazos Valley area. The carrier also offers many new features and competitive pricing for its clients. Manager Scott Duchmasclo commented, "Our company strives to provide a variety of service plans to fit all of our customers' needs. We make it easy for everyone from the on-the-go soccer mom to the high-powered executive to be able to afford a wireless phone and a plan perfect for their communication needs."

Since its recent merger with AT&T, Cingular Wireless now has the largest digital and data network in America and the largest mobile-to-mobile network—covering all top 100 U.S. markets and joining over 50 million people. The network is powered by Global System for Mobile Communications (GSM), which provides higher voice quality and roaming capabilities than previous services. Duchmasclo explains, "The technology of wireless communications is ever changing and Cingular is on the leading edge. Our employees are always trained in the new technology when it develops, allowing us to keep current on the latest and greatest options for our customers and to educate them on the

limitless possibilities available to them."

The new technologies and options that can be added to basic wireless plans include text messaging, picture messaging, Internet service, roadside assistance and phone insurance. Cingular also offers Rollover<sup>SM</sup> minutes, allowing the customer to keep unused minutes at the end of the month and roll them over to the next month. No other wireless company offers this feature. Also available are "Cool Tools" entertainment and travel assistance applications that can be downloaded onto capable phones. These tools include

- **NASCAR.COM TO GO:** a feature enabling users to receive alerts on their phone updating them on NASCAR race standings, scoreboard leaders and race schedules

- **Movie Goer:** a movie review and schedule

- **MapQuest<sup>®</sup> Mobile:** an interactive map and directions provider

- **Tele Atlas Traffic:** up-to-date traffic information including accident reports and construction

- **MobiTV:** access to broadcast television including news, sports, and more.

These

applications make life easier for the active person enabling them to stay current when they do not have access to a television or the Internet.

Customers are offered a range of rate plans including regional, national, international and pay-as-you-go (a plan that allows users to pay a flat per-minute fee without a contract). For the traveler, a world phone and service package is available that works on six continents and in 170 countries. Calls can also be made from the U.S. to other countries at a per minute rate or by subscribing to a monthly plan with rates as low as \$0.09 per minute to Mexico.

Cingular achieves customer satisfaction by resolving all concerns in a prompt and polite manner and by offering one-call resolution, an effort to ensure that any problem will be resolved after one phone call. Also, all services and features relating to your



Scott Duchmasclo, Retail Manager, and Melissa Cunningham, Retail Sales Consultant, discuss ways to better serve their Bryan/College Station customers.

phone are accessible for addition and amendment on the company website at [www.cingular.com](http://www.cingular.com). This website also allows users to browse rate plans, accessories, "Cool Tools," ring tones and graphics and purchase phones. Bills may also be paid online, by cellular phone web application, in-store or by mail.

Although there is only one location in Bryan, Cingular makes every effort to accommodate its customers by being open seven days a week. The store employs 15 friendly people to assist in bill payments, customer service and new purchases. As a national company, Cingular is able offer its employees many benefits and limitless opportunities for growth. Career options range from

Internet Technology to business and human relations and allow for relocation all over the country. Mr. Duchmasclo proudly stated, "Cingular is an excellent company for which to work. This location is especially great because of the enthusiastic people who work here. Our team has a great sense of community that makes coming to work much more enjoyable."

Locally, Cingular gives back to the community in a number of ways. One such way is by donating phones to Carpool, a safe ride organization that provides rides on the weekends to Texas A&M University students who may have had too much to drink. "Each week, 15-20 lines are used by the volunteers to coordinate pick-ups and drop-offs and ensure the

safety of all persons involved," Mr. Duchmasclo explained. During Christmas, the company supplies phones to the Lions Club and Salvation Army allowing easy communication for volunteers working their charity drives. Mr. Duchmasclo continued "Providing phones to these organizations is a great way for us to assist and is an invaluable resource to the groups we help."

To learn more about communication or career opportunities, please visit the Cingular store on the web or phone Cingular in Bryan at (979) 777-7000.



endeavors to be competitive with salaries, benefits and a global presence," Mr. Geary proudly proclaimed. "We also give our employees the opportunity to transfer between facilities. Two- and three-year assignments are made to facilities all over the world, the area determined by a person's career path."

The American Petroleum Institute (API) requires that a business of this type meet the quality, safety and industry standards that they set forth. The company must be re-certified every three years by API. "In order to stay current on industry and safety standards, staff from the Houston location do a cold-eyes review of the facility. A new person is sent every time to provide new ideas and discern items to be reviewed," Mr. Geary explains.

Safety is a key concern and is addressed in a number of ways, in addition to cold-eyes reviews.

Monthly safety meetings are held to discuss such topics as toolbox and tailgate safety. Employees are taught to look for hazardous situations and learn how to make them safe.

Vetco Gray strives to maintain a good working relationship with the community of which it is a part. They work with local charities such as the United Way to make contributions to the community that supports its business. Being a good neighbor is also important. Mr. Sikes affirms, "We strive to operate in a safe, environmentally-friendly



*Vetco Gray has been a part of the Bryan community since 1998. This Houston based company has over 60 locations in more than 30 countries. Owned by a consortium of petroleum companies that have a collective century of experience to back their products and services, Vetco Gray is the world's leading supplier of systems, products and services for onshore and offshore oil and gas drilling and production.*

manner and help to make the area better than when we first became a part of it."

To learn more about Vetco Gray and the services they offer, please call 1-877-935-4232 or visit their website, [www.vetcogray.com](http://www.vetcogray.com).