

# SUNDAY TRIBUNE-REVIEW



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**41 • 31**  
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A14

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## Glitches still vex insurance website

Tech issues deter some enrollees from using health care exchange

USA TODAY  
Open enrollment kicked off just after midnight Saturday on the federal HealthCare.gov, but within 12 hours the website had stopped letting some people log into their new accounts.

The site opened amid much anticipation after last year's botched rollout, and enrollment seemed to be going smoothly. The Department of Health and Human Services reported more than 23,000 people had submitted applications in the first eight hours.

But Will Chapman, a broker and owner of the Health Insurance Store of Louisiana in Baton Rouge, said none of the 10 agents could log into accounts around noon Saturday. "We'd go in with an email account, can set up an account, verify it and create a password, but when you go back to actually log in with that information, it says your password is invalid," Chapman said.

"I don't think anybody can get in." After a lengthy wait on hold for the call center, Chapman said, they were told the problem was systemwide.

"The vast majority of users are having a smooth experience during the first day of Open Enrollment on HealthCare.gov as they fill out applications, browse and enroll in plans," HHS spokesman Aaron Albright wrote in an emailed statement. "We expect to experience the normal issues that any other complicated technology project does upon launch and have seen a small number so far."

Albright said the department "will continue to work every day to make the consumer experience simpler and easier."

Three USA Today staff members established accounts in Virginia on Saturday morning. One of the three was blocked from logging in, just as the agents in Louisiana were. After a five-minute wait on hold, a call center employee unlocked the account but warned it couldn't be logged into for two hours.

After 2½ hours, attempts to log into the account again failed, so the password was reset again — to no avail. It took Vicki Wood, 44, about two hours to buy insurance through the federal insurance exchange at a community center in Des Moines.

WEBSITE • A7



Amanda Lyle, 24, of Shaler is five years younger than Bryan Dickson, her boss at FTS International, but she is training new engineers after less than two years on the job.

## SHIFT CHANGE

Oil, gas industry tackles task of training young talent as drilling veterans near retirement

BY DAVID CONTI

Four years ago, Bryan Dickson and Matt Ockree were among the youngest engineers working on gas well pads in Western Pennsylvania's Marcellus shale fields.

"I was out in the frack van with Bryan a lot of days and a lot of nights, learning from the people with more experience," said Ockree, 27, a Lower Burrell native, recalling the training he received in trailers where engineers control the hydraulic fracturing of wells.

Ockree interned with Range Resources Corp., which hired him before he graduated from Penn State University's petroleum engineering program. He now oversees the Fort Worth-based company's internship program.

Dickson, 29, a Washington County native, was promoted to Northeast division engineering manager after less than five years at well completion company FTS International. He supervises the latest generation of engineers.

They're part of what the expanding oil and gas industry calls the big shift change. Drilling veterans in their 50s and 60s, who cut their teeth on an oil boom that ended before these two engineers



Stay in the know

Get more energy news in On the Grid, featured Mondays in the Tribune-Review.

San Ramon, Calif.-based Chevron, Pennsylvania's 10th-biggest gas producer, announced last month that it would spend \$20 million on

SHIFT • A8

## Putin set to leave summit

Russia's president gets icy reception from G-20 leaders over Kremlin's role in Ukraine

BLOOMBERG NEWS

President Vladimir Putin intends to leave the Group of 20 summit in Australia earlier than scheduled, according to people familiar with his plans, amid rebukes from Western leaders about Moscow's role in the Ukraine crisis.

Putin plans to skip an official lunch Sunday and bring forward his news conference before leaving Brisbane, two people said on condition of anonymity.

Dmitry Peskov, Putin's spokesman, said he couldn't rule out an early departure for the president if the working part of the G-20 agenda was over because he has meetings "on Monday in Moscow, and the flight is very long."

The crisis in Ukraine has overshadowed the G-20 summit, where European leaders called on Russia to stop supplying separatists and warned of possible further sanctions. He received a blunt message when he approached Canada's Prime Minister Stephen Harper for a handshake.

"I guess I'll shake your hand, but I have only one thing to say to you: You need to get out of Ukraine," Harper told Putin, the prime minister's spokesman Jason MacDonald wrote in an email. Putin told Harper that would be impossible because Russian troops are not there, Peskov said.

President Obama plans to meet with European leaders in the afternoon to discuss the situation in Ukraine, according to the White House. While several of America's allies have held one-on-one meetings with Putin, Obama had only brief encounters with the Russian president at an Asia-Pacific summit last week and has no plans for direct talks.

NATO Secretary General Jens Stoltenberg accused Russia of bringing artillery, tanks and rockets over the border, according to an interview in Germany's Bild newspaper. Russia, which occupied



Change in the air

The momentum in the battle against ISIS is "starting to turn," Gen. Martin Dempsey tells troops in Iraq. A3

PUTIN • A7

## W.Va. lawmaker strives to be voice for a generation

WVU freshman, 18, becomes youngest legislator in nation with election to state House of Delegates

BY MELISSA DANIELS

The night 18-year-old Saira Blair made U.S. political history, she posed for a photo and later posted it on Instagram.

"Thank you for the support everyone," the West Virginian wrote. "I'm honored to be named the Delegate-Elect for District 59!"

The photo showed Blair and another newly elected Republican, Congressman-elect Alex Mooney, at a victory party at The Inn at Charles Town in Jefferson County. Blair included an emoji of an elephant, the symbol of the GOP.

On Nov. 4, Blair became the nation's youngest elected legislator when she won nearly

62 percent of the vote in her district in the state's Eastern Panhandle. Her youth, gender and conservative platform attracted national attention for the freshman economics major at West Virginia University.

"It is surprising, because sometimes I forget that I'm 18 years old and there's something special about my campaign," she said. "It's been an amazing opportunity to represent West Virginia and get

BLAIR • A8



"Sometimes I forget that I'm 18 years old and there's something special about my campaign."

PHOTO COURTESY OF SAIRA BLAIR

## World may be headed toward chocolate crisis, makers say



Shortage of candy becoming norm as demand soars, cocoa crop plummets, companies warn

THE WASHINGTON POST  
There's no easy way to say this: We're eating too much chocolate, all of us. And it's getting so out of hand that the world could be headed toward a potentially disastrous (for chocolate lovers) shortage if it doesn't stop. Those are, roughly speaking, the

words of two huge chocolate makers, Mars Inc. and Barry Callebaut. And there's some data to back them up. Chocolate deficits, whereby farmers produce less cocoa than the world eats, are becoming the norm. We are in the midst of what could be the longest streak of consecutive chocolate deficits in more than 50 years. And it looks like deficits are not just car-

rying over from year-to-year — the industry expects them to grow.

Last year, the world ate about 70,000 metric tons more cocoa than it produced. By 2020, the two chocolate makers warn, that number could swell to 1 million metric tons — a more than 14-fold increase. By 2030, they think the deficit could reach 2 million metric tons.

The problem, for one, is a supply issue. Dry weather in West Africa (specifically in the Ivory Coast and Ghana, where more than 70 percent

of the world's cocoa is produced) has greatly decreased production in the region. A fungal disease known as frosty pod hasn't helped either. The International Cocoa Organization estimates it has wiped out 30 to 40 percent of global cocoa production. Because of all that, cocoa farming has proved to be a particularly tough business, and many farmers have shifted to more profitable crops, such as corn, as a result.

CHOCOLATE • A8