

New Enterprise Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives
serving Pennsylvania and New Jersey

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Monday through Friday

7 a.m. - 3:30 p.m.

Emergency Outage Number

814-766-3221

1-800-270-3177

From the General Manager/CEO



New year, new faces

By Mark Morrison

AS WE turn the page from 2017 to 2018 and start a new year, I would like to let you know about some of the changes that have occurred at your electric cooperative over the past few months.

After 32 years of service, General Manager/CEO Rick Eichelberger has retired from the cooperative. Throughout his career, Rick's management abilities helped build a strong cooperative infrastructure with many line upgrades. His dedication and strong work ethic have been great assets to the cooperative, and we all benefit from his efforts.

This past August, I was named general manager/CEO of New Enterprise Rural Electric Cooperative (REC).

I am a longtime cooperative employee and electric cooperative member, getting my start with REA Energy Cooperative, based in Indiana, Pa., as a staking engineer in October 2000. In late 2002, I accepted a position with Somerset Rural Electric Cooperative, based in Somerset, Pa. There, I worked as a staking engineer from 2002 to 2008. Throughout that time, there were many projects that came my way that made an impact on my career and knowledge of electricity distribution and technology.

In 2008, I served as Somerset REC's director of finance and accounting, which left me with an understanding of the financial workings of the cooperative program. It has been helpful to start on the ground floor of the program and work up from there.

Another familiar face at the cooperative also called it a career in 2017. Rod

Decker, outside operations manager, retired in December after 30 years in the cooperative. Rod was responsible for day-to-day construction, new connections, inventory and maintenance work at New Enterprise REC. Rod's dedication to the New Enterprise REC electric system is unrivaled.

Mike Shawley accepted the position of outside operations manager and has been serving as Rod's replacement since late October. Mike, also a veteran of the electric cooperative program, previously worked for Valley REC as district manager. Mike is responsible for day-to-day outside operations of the electric system and scheduling line crews for maintenance and construction. He also performs line design for new connections, oversees the right-of-way maintenance program and manages the cooperative's line inventory.

There isn't any question that Mike and I have some big shoes to fill throughout this time of change.

This concept, business model and philosophy began some 80 years ago, driven by the will to create a better way of life for our neighbors and community. My thoughts are the same as those who have traveled this road before me. We are more than the "electric company;" we are an electric cooperative owned by those we serve, you, the consumer-members. I am grateful for the opportunity to serve the board and membership of New Enterprise REC. If you have any thoughts or questions for me, feel free to call or stop in. 

Move over

WHEN the power goes out, so do New Enterprise REC's line crews. Linemen are the first to respond after an outage occurs, and they work tirelessly to restore power to the communities we serve.

If you approach a crew while traveling on a four-lane road, and safety and traffic conditions allow, we ask that you move over into the far lane. If you approach a crew while traveling on a two-lane road, moving over to the next lane might not be an option. In this case, we simply ask that you slow down when approaching roadside crews. Persons who do not move over or slow down can be found guilty of a summary offense and fined up to \$250. Additional penalties are in place if the violation leads to the injury of a worker.



“Move Over, America” is a partnership of the National Safety Commission, the National Sheriff's Association and the National Association of Police Organizations.

The campaign is the first nationally coordinated effort to educate Americans about “Move Over” laws and how these laws protect linemen and other emergency personnel. 

LIHEAP helps pay electric or heating fuel bills

THE Low Income Home Energy Assistance Program (LIHEAP) helps low-income families pay their heating bills. The current season's program started Nov. 1, 2017, and will end April 6, 2018.

To receive help:

- ▶ You don't have to be on public assistance,
- ▶ You don't need to have an unpaid bill, and
- ▶ You don't have to own your home.

Two types of grants are available: cash and crisis.



Cash grants help families pay their heating bills. This is a one-time payment that is sent directly to the utility or fuel provider. Cash grants range

from \$200 to \$1,000. The grants are based on household size, income and type of heating.

Crisis grants are for an emergency situation where you are in danger of losing your heat. You can receive more than one crisis grant during the season. The maximum benefit amount is \$500.

Emergency situations include:

- ▶ Broken heating equipment or leaking lines that must be repaired or replaced,
- ▶ Lack of fuel,
- ▶ Termination of electric service, or
- ▶ Danger of being without fuel or of having utility service terminated.

To apply for this program, go to www.compass.state.pa.us or call your county assistance office:

Bedford County — 800-542-8584 or 814-623-6127

Fulton County — 800-222-8563 or 717-485-3151

Huntingdon County — 800-237-7674 or 814-643-1170

When you apply, you will need the

following information:

- ▶ Names of people in your household,
- ▶ Dates of birth for all household members,
- ▶ Social Security numbers for all household members,
- ▶ Proof of income for all household members, and
- ▶ A recent heating bill.

You may qualify for a LIHEAP grant if your household income meets the income guidelines listed below:

Household Size	Household Income
1	\$18,090
2	\$24,360
3	\$30,630
4	\$36,900
5	\$43,170
6	\$49,440
7	\$55,710
8	\$61,980
9	\$68,250
10	\$74,520

For each additional person add \$6270.

Did you know....

What to do if you have an outage

- ▶ Check your fuses or breakers.
- ▶ Check with your neighbors to see if they have power.
- ▶ Call New Enterprise REC at 814-766-3221 or 800-270-3177. During business hours, press 3 to report an outage. After hours, listen to the message for instructions about leaving a message.
- ▶ Have the following information ready: account name, service location, contact telephone number for a return call and time the power went out.
- ▶ Let the co-op know if you saw any problems, such as a broken pole, lines down, trees or limbs on the electric lines, etc.

General information

- ▶ Bills are sent out the first part of every month. Should you not receive a bill by the 10th of the month, call our office.
- ▶ Office hours are 7 a.m. – 3:30 p.m. Monday – Friday.
- ▶ A monthly magazine, *Penn Lines*, is sent to all consumer-members. Information about New Enterprise REC is located on the middle four pages.
- ▶ Payment arrangements can be made by calling Brawna at extension 4602 or by emailing her at bsell@newenterpriserec.com.
No arrangements are made the day of disconnect or the prior business day.

Electronic check option

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. For inquires or opt-out options, please contact New Enterprise Rural Electric Cooperative, Inc.

Be leery of third-party payment sites

These days, there are countless ways to pay for goods and services. A new trend that has emerged is third-party bill payment services. Some of these services even masquerade as being affiliated with New Enterprise REC when they are not. While some bill-paying services are legitimate, consumer-members who use these should be cautious and pick reputable companies. Often, these third-party sites charge additional service fees, and do not always make the payment the same day you pay them, which could result in your bill payment being late and your power being disconnected. Some of these sites/companies include, but are not limited to: doxo.com, prismmoney.com, and chargesmart.com.

New Enterprise REC does not charge you for making a payment by phone or over the computer.

Payments

New Enterprise Rural Electric Cooperative (REC) bills are generally due on the 28th of the month. Should the 28th fall on a weekend or holiday, the due date is the business day prior to the 28th. Always check the due date on your billing statement.

New Enterprise REC has many different options for you to pay your monthly electric bill. Following are the ways you can pay:

- ▶ **At the office** – Monday – Friday 7 a.m. to 3:30 p.m. Payments can be made in person at our office during normal business hours. After hours, a night deposit is available.
- ▶ **By mail** – Mail your payment and the bottom portion of your bill. Allow time for payments to be received on or before the due date.
- ▶ **Over the phone** – Call our office during regular business hours to make your payment with check, debit card or credit card.
- ▶ **With Auto Pay** – Your payment is drafted from your checking or saving account on the 20th of each month. A form would need to be completed before starting Auto Pay. You will still receive a monthly statement.
- ▶ **By Recurring Debit/Credit Card** – Your payment is charged to a debit card or credit card on the 20th of each month. A form would need to be completed before starting Recurring Credit Card billing. You will still receive a monthly statement.
- ▶ **At our website** – You can make your payment with check, debit card or credit card at www.newenterpriserec.com.
- ▶ **On your smartphone or tablet** – Pay with our free SmartHub app. This app can be downloaded for Apple and Android mobile devices. Just go to the Apple Store® or Google Play®, and search for SmartHub.

Paperless

Paperless billing is available. Each month, you will receive an email with your billing amount. Call the office if you would like to go paperless.

Budget Billing

Would it be helpful to know what your electric bill amount would be each month? With our Budget Billing program, you would know this information. The computer looks back at your previous 12 months' use, averages it and rounds the amount off to the nearest \$10. This is done each month to ensure the budget amount doesn't get out of line. Should the amount need to be increased or decreased, the computer does it right away.

The only reason the amount would be different would be if your use increased or decreased from the previous year.

If you are interested in the Budget Billing program, please call or email the office.

Life support

If you or someone in your home depends on life support equipment prescribed by a doctor, contact our office to get the necessary form. When an outage occurs, New Enterprise REC will make every effort to restore power as quickly as possible. Be sure to have emergency back-up in case of extended outages.

Unauthorized pole attachments

Below are some examples of things that SHOULD NOT be on an electric pole:

- ▶ Satellite dishes,
- ▶ Birdhouses, flower boxes or basketball hoops,
- ▶ Deer stands,
- ▶ Addresses,
- ▶ Signs, or
- ▶ Nails, staples or tacks.

The above are just a few examples of things that we have seen on poles. Should these items be found on a pole, they will be removed. The cost of removing the items will be charged to the member responsible for placing them there.

Electrical inspection agencies

Below are the current approved electrical inspection agencies for all townships/boroughs in New Enterprise REC's service territory. They may change from time to time.

Bedford County

Pennsylvania Municipal Code Alliance
 125 S. Richard St., Suite 102
 Bedford, PA 15522
 Phone: 814-310-2326
 Fax: 814-310-2338
 Email: pmcabedford@pacodealliance.com

Fulton County

Pennsylvania Municipal Code Alliance
 405 Wayne Avenue
 Chambersburg, PA 17201
 Phone: 717-496-4996
 Email: pmca@pacodealliance.com

Huntingdon County — Clay Township

Nelson Nead (Private third-party contractor)
 814-448-3013

Huntingdon County — Clay & Wood townships

Bureau Veritas (formerly Guardian Inspection)
 814-643-3480

PA sales tax

New Enterprise REC is required by the state of Pennsylvania to charge sales tax on any meter not having a Pennsylvania Sales Tax Blanket Exemption Certificate.

These certificates are mailed every three years. If we don't receive your certificate back, we are required to charge your account sales tax. In most cases, you shouldn't be paying sales tax. Look at your bill to see if you are being charged sales tax.

Here are a few reasons for being exempt:

- ▶ Primary residence;
- ▶ Vacation home;
- ▶ A vacant rental property that you do not plan on renting again;
- ▶ The property will be directly used by you in your: manufacturing, mining, farming, dairying or ship-building operations that are performed as a business;
- ▶ The property will be used for an organization or institutional activities by purchaser that is a: religious organization, volunteer firemen's organization, non-profit educational organization, or a charitable organization holding a charitable exemption number;
- ▶ The property will be directly used by purchaser in the production, delivery, or rendition of public utility service and/or construction, alteration, or maintenance of public utility facilities other than buildings. Purchaser presently has on file with the Pennsylvania Public Utility Commission the following Tariff of Rates: Enter full designation of latest Tariff of Rates: _____
 PA P.U.C. No. _____
 Supplement _____
- ▶ Other purpose (example: personal garage, shed, etc.).

If you are exempt because of one of the reasons listed above, call New Enterprise REC right away and we will get a new certificate out to you. As soon as we receive it back, we will remove the tax.

Remember these certificates are sent out every three years. Each time you receive a Sales Tax Exemption Certificate, complete it and return it our office.

Avoid carbon monoxide dangers

Carbon monoxide is a colorless, odorless, tasteless gas produced by burning gas, wood, propane, charcoal or other fuel. Improperly ventilated appliances and engines, particularly in a tightly sealed or enclosed space, may allow carbon monoxide to accumulate to dangerous levels.

Carbon monoxide poisoning occurs when carbon monoxide builds up in your bloodstream. When too much carbon monoxide is in the air, your body replaces the oxygen in your red blood cells with carbon monoxide. This can lead to serious tissue damage, or even death.

If you think you or someone you're with may have carbon monoxide poisoning, get into fresh air and seek emergency medical care.

Signs of carbon monoxide exposure:

- ▶ Dizziness
- ▶ Shortness of breath
- ▶ Nausea
- ▶ Vision problems
- ▶ Rapid heartbeat

Ignoring these symptoms can be fatal. Even at low levels, the damage caused by carbon monoxide exposure can lead to lifelong health problems.