

New Enterprise Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives
serving Pennsylvania and New Jersey

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814-766-3221
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From the General Manager/CEO



You are a member, not a customer

That's the co-op difference!

By Rick L. Eichelberger

MANY businesses use the word “member” to describe their customers. Places like Sam’s Club or Costco and even American Express like to refer to their customers as members. You pay a fee to buy their goods and services, but that is really all you get for the “membership.” Members have no right to vote for the board of directors or to participate in any meaningful way in the organization.

In cooperatives like New Enterprise Rural Electric Cooperative, membership really does mean something more than just the right to buy electricity. Co-ops of all types are founded on seven cooperative principles that give us guidance and strategic direction. Membership also gives you rights as an owner of this co-op.

Brett Fairbairn is the director of the Center for the Study of Co-operatives at the University of Saskatchewan in Canada. He makes the case that member relations is not just part of what co-ops should be doing, but in fact is the fundamental core business of the cooperative.

He further lays out the three strategic concepts that any co-op must get right in order to survive and thrive:

Economic linkage

New Enterprise Rural Electric Cooperative is connected to you. There is a business relationship that serves you (the member) and the co-op. Since co-ops are solely owned by people in

the community, they have a mutual interest to ensure that both the co-op and the member do well and prosper.

Transparency

As an owner of the co-op, you have a right to know how it operates and how decisions are made that directly impact you. If the co-op is transparent and combines this trait with integrity and fairness, it will build trust with the members.

Cognition

In this case, cognition is best defined as how your co-op thinks. It includes the current and historical identity, the mission, and the sense of shared values with co-op members. Research, education and training are critical functions that New Enterprise Rural Electric Cooperative must conduct on an ongoing basis to ensure we always have the best information to make decisions.

The cooperative business model is the best one on earth, but like any enterprise, it is up to the human beings who work at the co-op, who serve on the board, and the members like you to ensure that the principles and values do not fade over time.

First and foremost, New Enterprise Rural Electric Cooperative strives to be thought of as a member-owned cooperative that gives you the best value of any utility. If we succeed, our community thrives, and you will always value being a member — not a customer. 

Advantage savings with your Co-op Connections Card

Have you come across your Co-op Connections Card and wondered what it is for? Don't toss it out! Just having this card can provide you with awesome savings. Look at what benefits you will receive when you use your card:

- ▶ 10 to 85 percent discounts on most prescriptions at over 60,000 participating pharmacies. This includes nationwide and local independent pharmacies.
- ▶ 10 to 60 percent discounts on eyeglasses, contact lenses, eye exams and Lasik.
- ▶ 20 to 40 percent discounts on dental care such as cleanings, X-rays, root canals, crowns and orthodontics.
- ▶ PLUS, additional savings on chiropractic visits, lab tests, imaging scans and hearing aids.
- ▶ Great discounts from businesses in your community, including dining, shopping, automotive and much more. Use the card to support store owners in your neighborhood.
- ▶ Big savings when you shop online.
- ▶ Printable coupons for groceries that update daily.

Log on to www.newenterpriserec.com and click on the Co-op Connections Card. You will be redirected to their website and you will be able to click on "healthy savings" to find a participating provider near you. If you shop online, then click on "cash back mall" and download the shopping assistant to start earning cash back on purchases you make online.

If you cannot find your card or to request a second card, contact Wendy at New Enterprise REC at 814-766-3221 or toll-free at 1-800-270-3177, extension 4612. 📞



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 Rural Electric Cooperative (REC) when they are not. While some bill-paying services are legitimate, members who use these should be cautious in picking 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 is not affiliated with any third-party bill-paying service. However, we help our members simplify their bill-paying experience by offering a wide range of our own direct payment options:

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 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 or credit card on the 20th of each month. A form would need to be completed before starting Recurring Credit Card. You will still receive a monthly statement.

AT OUR WEBSITE — You can make your payment with a check, debit or credit card at www.newenterpriserec.com.

SCHEDULED PAYMENTS — You can now schedule your payments up to 30 days in advance on our website.

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.

New Enterprise REC does not charge for you to make a payment on your account.

If you have any questions, please contact our office at 814-766-3221 or 800-270-3177. 📞

Tip of the month

Use small electric pans, toaster ovens or convection ovens for small meals rather than your stove or oven. A toaster or convection oven uses one-third to one-half as much energy as a full-sized oven.

Electric pole safety

IMAGINE walking up wooden steps to your bedroom. You have only gone one step and you feel sharp pieces of metal poking into your bare foot. As you continue going, you get a painful sensation with each step. Nails, staples and tacks have been pounded into your steps. Along with these nails, staples and tacks, pieces of paper and cardboard are attached, making each step even more dangerous. Now who would have done this? This could cause you to slip or fall to your death.

Now this example isn't realistic, but nails, staples and tacks in utility poles are. As linemen are climbing a pole, they may be thinking, "Who would have tacked all these signs to this pole?" or "How am I to get to the top of the pole with a satellite dish and birdhouse in the way?" Signs aren't the only unwanted items found on an electric pole. Over the years, we have found satellite dishes, basketball hoops, birdhouses, flower boxes, flags,



mailboxes, tree stands, electric fence, yard sale and 911 signs, and even Christmas lights on poles. So what is wrong with attaching these items to the electric poles? These items create a dangerous hazard for linemen. Linemen are required to wear special rubber gloves to protect themselves. When they are climbing these poles with nails, staples or other items attached to them, the gloves could be punctured or torn. Punctured or torn gloves cannot protect them from injury or death. Unwanted items on poles also can cause a lineman to slip if his hooks hit a nail or staple. The hook may not go into the pole the way it was designed. This can cause the lineman to fall or slide down the pole.

Should we find any of these items on our poles, they will be removed. The cost to remove these items will be billed to the consumer-member responsible.

New Enterprise REC's policy is that any pole having co-op-owned wire attached is owned by the co-op regardless of who installed the pole. A state law forbids nails, staples or any other item that would be a hazard to linemen to be placed in or on the pole. Cable and/or telephone companies have a contract with New Enterprise REC to



attach their wires to our poles.

So the next time you want to attach something to a utility pole, think twice. A lineman is putting his life in danger each day so you can have the convenience of electricity. Not only are you endangering a person's life, you are breaking the law every time you attach anything to a utility pole. ⚡



KIDZcorner

Use caution near co-op equipment

As you find yourself spending more time outdoors this summer, New Enterprise REC reminds you to exercise caution near electrical equipment maintained by the co-op.

Substations and power lines carry extremely high voltages, and if contact is accidentally made, the results can be dangerous – or even deadly.

Never climb trees near power lines. If you make contact with a tree that is touching a power line, your body could become the path of electricity from the line to the ground. If you encounter an animal trapped in a tree near power lines or inside a substation, do not attempt to remove it – no matter how furry and cute it is. Call New Enterprise REC for assistance.

These days, we are seeing more remote-controlled toys, like drones and airplanes, which can be a great way to have fun outdoors. But these gadgets also bring new safety concerns. Remote-controlled toys should never be flown near power lines, substations or other electrical equipment.

Remember these safety tips when flying a remote-controlled toy:

- ▶ Keep a safe distance from electrical equipment when you fly. If contact is accidentally made with a power line or a transformer inside a substation, many members of

your community could be left without electricity.

- ▶ Keep the remote-controlled toy in sight at all times.
- ▶ Avoid flying if weather conditions are unfavorable. High winds could cause you to lose control of the remote-controlled toy.

Here at New Enterprise REC, your safety is important to us. We hope you will share the message of electrical safety so that you and others can enjoy plenty of summer days filled with fun. Visit www.newenterpriserec.com for more electrical safety tips.



What to do when the lights go out

When severe weather causes power outages, employees of New Enterprise Rural Electric Cooperative (REC) begin working immediately to restore service as quickly as possible. Primary lines serving hundreds of customers are serviced first, and then the secondary lines serving just a few customers are serviced. Medical facilities and individuals on life-sustaining equipment are given top priority.

What should you do when your power goes out?

- ▶ 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. Press 3 to report the outage.
- ▶ After regular business hours, leave a message and the person on call will be contacted. Be sure to leave the ac-

count name, 911 service address and a phone number where you can be reached. The employee on call will do their best to return your call, although during a large outage it is impossible to return all calls. Please be patient with us as we restore your power as quickly and safely as possible.

- ▶ Let the co-op know if you see any problems, such as broken pole, lines down, trees or limbs on the electric lines, etc.

Remember to keep freezers and refrigerators closed to keep food fresh. A full, free-standing freezer will keep food at freezing tem-

peratures about two days; a half-full freezer about one day.

Air conditioners should be turned off during power outages. Do not turn them back on for several minutes after the power has been restored.

Dress comfortably and use natural ventilation to keep your home cool.

If the health of family members is a concern, consider staying with family or friends where electricity is available.

Your electricity supplier should be notified if you use life support equipment in your home. Your home will be given priority. ⚡

