

# New Enterprise Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives  
serving Pennsylvania and New Jersey

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**Office Hours**  
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



## You are a member, not a customer

*That's the co-op difference!*

By Mark Morrison

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.” No right to vote for the board of directors or to participate in any meaningful way in the organization.

In cooperatives like New Enterprise REC, 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 Centre 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 REC 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 REC 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 the principles and values do not fade over time.

First and foremost, New Enterprise REC 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. 

### The Seven Cooperative Principles

1. Voluntary and Open Membership
2. Democratic Member Control
3. Members' Economic Participation
4. Autonomy and Independence
5. Education, Training and Information
6. Cooperation among Cooperatives
7. Concern for Community

# There is help paying your electric or heating fuel bill

THE Low-Income Home Energy Assistance Program (LI-HEAP) helps low-income families pay their heating bills. The annual program will open Nov. 1, 2018, and end in April.

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 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. These grants are based on your 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 \$600.

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](http://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

Bring the following information when applying:

- ▶ 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. ☀

## Buy American-made for Christmas

Why not purchase a Christmas gift for a family member or friend that is American-made? Unfortunately, American-made items are becoming harder and harder to find. New Enterprise REC has a gift that isn't hard to find and makes shopping easy — a gift certificate for electricity. Our gift certificates make a great gift for Christmas or anytime during the year. New Enterprise REC has gift certificates available year-round, but Christmas is the most pop-

ular time to buy the gift certificates.

If you would like to purchase a gift certificate, please complete the certificate below. Should you like more than one, you can write the additional information on a separate paper. Gift certificates can also be found on our website or purchased at the office. Amounts from the internet will not be posted to an account until a form of payment has been made.

### New Enterprise REC Gift Certificate

Recipient's Name: \_\_\_\_\_

Amount of Gift: \_\_\_\_\_

Purchaser's Name: \_\_\_\_\_

Purchaser's Address: \_\_\_\_\_

Purchaser's Phone Number: \_\_\_\_\_

How should the certificate(s) be signed: \_\_\_\_\_

(Mom & Dad, The Jones Family, Joe & Betty, etc.)

(Please circle one)

I wish to remain anonymous

Mail letter to recipient

Mail letter to purchaser

# Don't cook up a stormy electric bill for the holiday

WHILE you're busy in the kitchen preparing your family's holiday feast, Safe Electricity wants to help keep your family safe and your energy bills low.

According to the National Fire Protection Agency, cooking equipment is the cause of approximately 40 percent of home structure fires. As you prepare to show off your cooking and baking skills this holiday season, remember the following tips to avoid shocks or fires:

- ▶ Inspect all small appliances and electric cords to make sure they are in good condition before use. Don't use appliances if cords are cracked or frayed.
- ▶ Read the operating instructions of any appliance before using it.
- ▶ When purchasing new kitchen appliances, look for UL-listed appliances with automatic shut-off features.
- ▶ Never plug more than one high-wattage appliance, such as a blow dryer, microwave or toaster oven, into a single outlet.
- ▶ Stay focused and attentive to baking, brewing, and simmering foods.
- ▶ Make sure outlets near sinks are equipped with properly tested ground fault circuit interrupters (GFCIs) to prevent shocks.

Always know the location of a working fire extinguisher and know how to operate it. Cooking is also a great area to save energy. Keep these energy-efficient tips in mind while preparing your holiday meals this year:

- ▶ Think small. Opt for a smaller appliance, such as a toaster oven or microwave, whenever possible. Efficient microwave ovens use around 50 percent less energy than conventional ovens.
- ▶ Turn the oven or stove burners off a few minutes before your food is ready — they will remain hot enough to finish cooking the food.
- ▶ Don't preheat the oven unless you



are baking or a recipe requires it.

- ▶ Bake with ceramic or glass pots and pans — this will allow you to lower the oven temperature by about 25 degrees Fahrenheit.
  - ▶ Self-cleaning ovens use less energy for normal cooking because of the higher insulation levels built into them. If you own one, plan to clean it right after you've finished baking something so it doesn't have to heat up a second time.
  - ▶ Don't peek. Opening the oven door can lower the internal temperature as much as 25 percent.
  - ▶ Don't cover oven racks with foil. This reduces heat flow and increases cooking time.
  - ▶ Make sure your pan covers the coil of your range. If you can see coil peeping out from the sides of your pan, you need a bigger pan (or a smaller burner).
  - ▶ Put a lid on it. Cover pans while cooking to prevent heat loss.
  - ▶ Plan ahead. Defrosting food in the microwave may be convenient, but it costs nothing more to defrost in the refrigerator.
  - ▶ In warmer months, try to use a grill to keep the heat outdoors. Remember that the less energy wasted in heating food, the less work your air conditioner will have to do to keep your home cool.
- These steps are easy to follow and come at no extra cost. Making a habit out of them will save you both energy in the kitchen and money on your electric bill. ⚡



## BE PREPARED BEFORE A STORM STRIKES

In the event of a power outage, be prepared by keeping the following items in an easy-to-find emergency supply kit.



### ■ WATER

Three-day supply, one gallon per person per day.



### ■ TOOLS

Flashlight, extra batteries, manual can opener, battery-powered or hand-crank radio, NOAA Weather Radio with tone alert.



### ■ FIRST AID KIT AND PRESCRIPTIONS

First aid supplies, hand sanitizer and at least one week's supply of prescriptions and medications for the family.

Learn more at [www.ready.gov](http://www.ready.gov)



AMERICA'S ELECTRIC COOPERATIVES

Source: American Red Cross, Federal Emergency Management Agency.

## Attention high school juniors

The 2019 Rural Electric Cooperative Youth Tour will be held June 16 – 21, 2019.

The Youth Tour has been bringing high school juniors from across the country to Washington, D.C., for nearly 60 years.

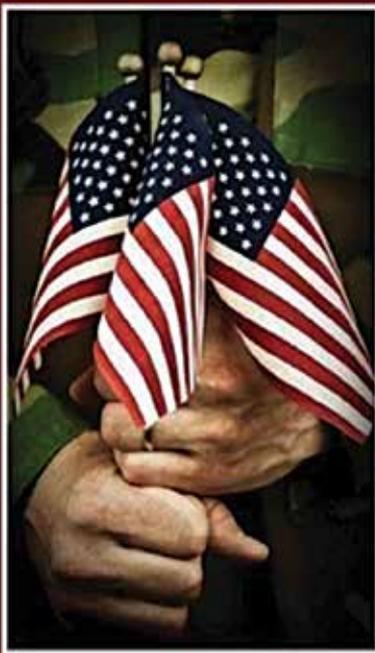


New Enterprise Rural Electric Cooperative (REC) believes students should see their nation's capital up close. High school juniors from Northern Bedford, Tussey Mountain, and Forbes Road High Schools, home schools and private schools have represented New Enterprise REC for many years. Parents or guardians of the student must be a member of New Enterprise REC.

More details will be coming. Checkout our website, Facebook page and *Penn Lines*.

### BACK IN 1938

- ▶ The president was Franklin D. Roosevelt.
- ▶ Oil was discovered in Saudi Arabia.
- ▶ Protective helmets were worn for the first time by baseball players.
- ▶ The Great Hurricane of 1938 made landfall on Long Island, N.Y. The death toll was estimated to be between 500 and 700 people.
- ▶ Joe Louis knocked out Nathan Mann in three rounds for the heavyweight boxing title.
- ▶ In June 1938, a 450-metric ton meteorite struck the earth in an empty field near Chicora, Pa.
- ▶ The photocopier and ball point pen were invented.
- ▶ The average annual wage was \$1,730.
- ▶ A gallon of gas was \$.10.
- ▶ Minimum wage was \$.25.
- ▶ A new home cost \$3,900.



## Honoring All Veterans on Veterans Day

*We thank you for your service and sacrifices. We are forever grateful!*

## Food drive

Last year, we held a food drive from November to January and gave the food to three local food banks. Thank you for being so generous.

Once again, we will have our food drive from now through January. All non-perishable food, hygiene products or paper products are needed to fill our truck (right) many, many times. Some suggestions for items to donate include: canned meats and stews, soup, peanut butter, cereal, pasta, rice, baby products, toilet tissue, paper towels, or health and beauty products.

