

# New Enterprise Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

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## BOARD OF DIRECTORS

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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



### In remembrance

By Rick L. Eichelberger

JUST recently here at New Enterprise Rural Electric, our small staff of 12 employees was dealt a significant loss in the passing of our lineman crew chief, John Colyer. John passed away unexpectedly while working outside his home in Bakers Summit on July 12.

For nearly 23 years, one of our most well-known employees has been a friend we could count on, a dependable professional, and an all-around great guy to work with. You, our members, might remember John from his time in the field as a tall, strong, good-looking guy



wearing his signature camouflage hat and a red and white paisley-print handkerchief dangling from his back pants pocket. For us, his co-workers and friends, these days have been difficult to move on

without thinking of “Festus.”

His straightforward approach and calm demeanor will certainly be missed by all of our staff. We extend our deepest sympathy to his wife, Brenda, their children, TylaAnn, Jesse, and Virginia, seven grandchildren, and countless close friends. We know the lasting impact he had on all of us as co-workers and will remember him through our work every day.

*“You are a lineman, a man among men, few men will travel the path you have been ....*

*You’ll never give up, a lineman won’t quit, the more they pile on you, the tougher you get...*

*A lineman is forever, they can’t take that away, the spirit inside you, it’s in there to stay...*

*You withstand the hardships that linemen go through, for you are a lineman, that’s what you do.”*

Thank you, John Colyer, for being our lineman at New Enterprise Rural Electric! You will be missed. 



# Convenience in paying your electric bill

OH, how meter readings and payments have changed over the decades! What we have witnessed and maybe not thought about much, is how gradual changes in the processes have defined convenience for us.

Reading the meter by our employees has been gone for many years. Back then, some members paid our employees at their door. The meter reader would calculate their bill right at their door. Members would pay the bill before they received a billing statement. Should the member not be home, a

check or cash would be lying on the kitchen table or taped to the meter. At times, the meter reader would enter the dollar amount on the check.

Next came the time period when members read their meters and sent the readings to us. This method made it hard for members to remember to read the meter on the same day of each month. So billing days varied, estimations were made and sometimes a number from memory was sent in. The member would wait for the bill to come for last month's use and pay

it. Often it seemed higher or lower than normal because the reading day used was not the same each month. It was hard to know exactly how much electricity was used because there was no consistency.

Now your meter — a smart meter — reads itself on the 25th day of each month. Co-op employees or members don't have to read the meters, ensuring consistency in readings.

In days past, some members chose to mail their payments, come into the office, pay at one of the banks or at Newman's store. Now members have many ways to pay their bill each month. The choices are:

- ▶ Mail
- ▶ Come into the office
- ▶ Call the office
- ▶ In our night deposit
- ▶ Online
- ▶ Mobile device
- ▶ Recurring credit card
- ▶ Auto pay

The introduction of the internet has allowed members to look at the website, [www.newenterpriserec.com](http://www.newenterpriserec.com), to view their account history, pay their bill, get safety tips, look at different member service options, learn how to report an outage, and get some tips to cut back on high bills. These are just a few of the things you can find on the website.

A discussion with the customer service representative at New Enterprise Rural Electric Cooperative can give you the amount of kilowatt-hours used on about any day you want to know. Convenient, right?

Change is here to stay. History has proven this. At your electric cooperative, we intend to continue providing the convenience that is available as those changes occur.

As a reminder, more and more bills are being paid electronically by automatically drafting your bank account, charging your credit card or by submitting a payment through the cooperative website. You can go to paperless billing if you like. 🌟

## Past-due accounts

**Payment arrangements can be made by contacting Brawna at extension 4602 or emailing her at [bsell@newenterpriserec.com](mailto:bsell@newenterpriserec.com). Payment agreements cannot be made the day before the disconnection day. If you need to make an agreement, call as soon as you receive your billing statement or your disconnect notice. Do not wait until the last minute. We would much rather work with you than disconnect your service.**

**A signed agreement must be on file to avoid disconnection. All agreements must be signed by all names on the membership. Should the agreement not be back in the office before the disconnect day, disconnection will occur. Remember, the day printed on the bill as the disconnect day, will actually be at our account to either collect money or disconnect your meter. No checks are accepted during collection or to restore your power.**

**Once an agreement is signed, the terms must be followed as stated to avoid having your service terminated. No exceptions can be made. No agreements or extensions will be made when we are at your door.**

**When making a payment in the night deposit the day prior to the disconnect day, only cash can be accepted. No checks will be accepted in the night deposit the day prior to disconnecting or on the actual day of disconnection.**

**The following fees apply to past due accounts:**

- ▶ If we come to your account and you pay us, we charge a collection fee of \$125.
- ▶ When an account is disconnected, a meter reading is taken and all charges up to the point of disconnection are due, along with the balance already on the account.
- ▶ Should your account be disconnected, a \$75 disconnect fee is applied to your account.
- ▶ When you are ready to have the account reconnected, a reconnect fee of \$75 must be paid before service can be restored.
- ▶ We will reconnect from 3:30 to 7 p.m. The charge for this is \$150.
- ▶ If your account doesn't have a deposit, you will be charged a \$250 security deposit. Should your account have a \$125 deposit, you will need to pay an addition \$125.

## Damage from a woodpecker

Have you seen a pole like the one below? This damage is the work of a woodpecker. Woodpeckers can do a lot of damage to a wooden utility pole.

A woodpecker had made its home in this pole. It had drilled a hole into the pole approximately 6 inches high and 4 inches wide. Inside the pole, the hole went down more than 13 inches.



**POLE HOLE:** Please report any damaged poles to New Enterprise REC immediately.

Only 1 inch to 2 inches of the pole was remaining on the outside.

This type of pole is a real danger. During a storm, this pole could have easily fallen over, causing outages, damaging property and equipment, or injuring people.

Please report any pole you see with woodpecker holes in it to New Enterprise REC immediately. If the hole is caught in time, the pole can be repaired. To prevent more damage, a metal meshing is fastened to the pole. 🌱

## HOW TO REPORT AN OUTAGE

Before calling the co-op, there are a couple of things you should do first. Check your fuses or breakers, and check with your neighbors to see if they have power.

If your fuses/breakers are good, call the co-op at 814-766-3221 or 800-270-3177, and press 3 for the outage line. During the day, an employee will answer your call unless it is a large outage. In this case, your call may go to voice mail. Leave your account name, 911 service address, a phone number where you can be reached and any problem you know about. A few examples of a problem would be a broken pole, lines down, a tree or limb on the lines. Do not worry – we will check the voice mail to retrieve your message.

For after-hours outages, you will need to do the same procedure as the daytime outage. The difference is you will need to leave a message. Our phone system will contact the employee on call.

## Safety tips

Extension cords can short circuit, overheat, and ignite if they are buried under carpet, if they have furniture resting on them and pinching them, or if they are bunched up behind hot equipment. By the way, the same can happen if the extension cord is underrated — if there's more demand on it than it can handle.

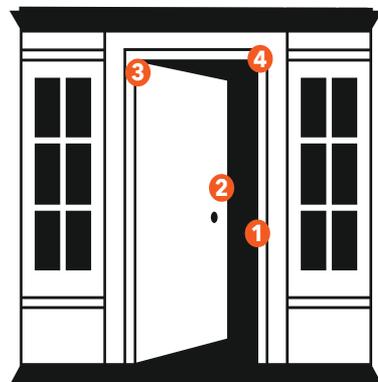
Overloading an outlet will cause a fuse to blow or a circuit breaker to open. This safety feature may prevent electrocution or fire.

Electrical safety is quite simple. (1) Treat anything that plugs in as if it were an employee with a grudge — willing to work, but awaiting its chance to zap you. (2) Liquid and electricity don't mix; don't introduce them. (3) Appliances that heat (toaster and microwave ovens, hair dryers, irons, coffee makers) use more electricity and are more likely to cause overloads than things that don't. (4) Even a small motor in a fan or mixer is probably stronger than your fingers; stop it and unplug it before you stick your hands in.

## WEATHER STRIPPING DOORS

Capturing Energy Savings by Sealing Air Leaks

Save energy and seal air leaks by weather stripping exterior doors. How do you know if you need to weather strip? If you can see any amount of light between the door frame and the floor, weather stripping should be applied to eliminate energy waste. This DIY energy-saving project is relatively easy and inexpensive depending on the type of materials selected. The most common weather stripping material is self-adhesive foam strips, although rubber, vinyl, metal, or a combination of materials may also be used.



**1 CLEANING SURFACES** - Clean the door and door jamb to be weather stripped. For best results, weather stripping should be applied to clean, dry surfaces above 20°F.



**2 MEASURING DOOR & DOOR JAMBS** - To ensure greater accuracy, measure your space twice before cutting the material. It is best to plan for one continuous strip for each side of the door and door jamb.



**3 CUTTING FOAM** - Cut long pieces of self-adhesive weather stripping material (foam, vinyl, etc.) for each side of the door jamb and door.



**4 APPLYING WEATHER STRIPPING** - Peel back the self-adhesive foam. Apply one continuous strip of material snugly along each side. Make sure the weather stripping meets tightly at the corners and is pressed firmly onto the door and door jamb. The material should compress tightly between the door and door jamb, without making it difficult to shut.

SOURCE: Department of Energy

# KIDZcorner



AMERICA'S ELECTRIC COOPERATIVES

## SORTING THINGS OUT



Energy Explorers

Recycling is important for the future of our planet! Can you sort the items below into the correct bin? Write the name of the item in the correct category.

RECYCLE	GARBAGE



Water Bottle



Apple



Cardboard Box



Sandwich



Juice Box



Soda



Newspaper



Styrofoam Cup

Answer Key:  
RECYCLE: Water Bottle, Cardboard Box, Juice Box, Soda Can, Newspaper  
GARBAGE: Apple, Sandwich, Styrofoam Cup