

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

Leroy D. Walls, President
Harry Johnson, Vice President
John R. Dively, Secretary
Robert Guyer, Asst. Secretary
Dean Brant, Treasurer
David Bequeath
Timothy Newman
Ellis Sollenberger

OFFICE HOURS

Monday through Friday
7:30 a.m. - 4 p.m.

EMERGENCY OUTAGE NUMBER

814/766-3221
1-800-270-3177

FROM THE MANAGER/CEO

Be prepared for outages



Rick L. Eichelberger
General Manager & CEO

ELECTRIC POWER outages can happen anytime of the year, but during the winter it is more important to be prepared. Here are some tips to help out should an outage occur during these cold months.

- ▶ Have batteries in your flashlights. Be sure to keep extra batteries on hand.
- ▶ Keep a battery-operated radio handy to stay up to date.
- ▶ Know where to find extra blankets.
- ▶ Keep a supply of food that doesn't require cooking or refrigeration. Don't forget a hand can opener.
- ▶ Have a supply of drinking water.
- ▶ Keep a first-aid kit, plus prescription medicine on hand.
- ▶ Store special items for infants, elderly or disabled family members.
- ▶ Stay inside and dress in layers.
- ▶ If using an alternate heat source, follow operating instructions, use fire safeguards and be sure to properly ventilate.

Critical Care List

The Critical Care List tells New Enterprise Rural Electric Cooperative (REC) which consumer-members on our system depend on electricity for in-home medical equipment. While we do everything we can to prevent interruptions in electrical service, outages do happen. Most outages can be taken care of within a couple hours, but unfortunately some last longer.

During these outages we do our best to get each of our consumer-members back in power as soon as possible.

Those on our Critical Care List are given higher priority. Even though higher priority is given, an outage may still be lengthy. Plans should be made in advance for unexpected outages. This could include extra bottles of oxygen, a "calling tree" of friends, family or caregivers who can be reached during these emergencies. For planned outages, we make every attempt to contact people with medical equipment.

To be put on the Critical Care List, a form needs to be completed by your physician. Call Bobbi at our office at extension 222 for the proper form. Once we receive it back, we will add your name to the list.

If you already have a form on file, you do not have to call for another one. We do update these records once a year. If your form isn't returned, your name will be removed from the list. It is very important to get your form completed and back in our office.

Again, being on this list is not a full assurance that things will be OK, but it helps everyone involved make the best of the situation. New Enterprise REC is proud that we have one of the lowest outage ratings in the state. Maintaining a working Critical Care List is just a part of our outage management system.

Another important tip

A reliable phone in your home is very important. Most of today's newer phone systems have extra "bells and whistles" and wireless features. These will not work during a power outage. We suggest that at least one phone in your home be a standard landline that functions on the minimal electricity provided through the phone line. ☀

Attention high school juniors

HIGH SCHOOL JUNIORS from Forbes Road, Northern Bedford, Southern Huntingdon and Tussey Mountain are needed to attend the 2008 Rural Electric Youth Tour this summer. New



Enterprise REC, along with other rural electric cooperatives from all across the country, sends students on this trip of a lifetime to our nation's capital, Washington

D.C. To qualify for this trip your parents or legal guardians need to be consumer-members of New Enterprise REC. The dates for this all-expense-

paid adventure are June 15-20, 2008.

If you are interested in this great trip, contact Brawna at the cooperative's office at extension 224 or by email at bsell@newenterpriserec.com. You can get the necessary paperwork from Brawna or your high school guidance counselor. The forms will be sent to the guidance counselors sometime in January.

A little history

Over 50 years ago, then-U.S. Sen. Lyndon Baines Johnson inspired the Youth Tour when he addressed the National Rural Electric Cooperative Association (NRECA) Annual Meeting in Chicago. The senator and future president declared, "If one thing goes out of this meeting, it will be sending youngsters to the nation's capital where they

can actually see what the flag stands for and represents."

What started out as a few young people working during the summer in Senator Johnson's office is now an event that sees more than 1,400 high school students from across the United States in attendance.

The Youth Tour lets young people learn first-hand about politics, community development and today's social issues while touring historical sites around Washington, D.C.

Support of directors

New Enterprise REC directors feel it is important to teach students why electric cooperatives were created and how government works. Students come away from this outstanding trip with memories and friendships that last a lifetime. ☀

Co-op News

- ▶ The billing and meter reading due date is Jan. 28, 2008.
- ▶ Service load limiters will be installed on any account with a past due balance of 60 days or greater on Jan. 24, 2008.
- ▶ The co-op hours are 7 a.m. to 3:30 p.m.
- ▶ Payments can now be made with a credit or debit card, check by phone or through the internet.
- ▶ Your bill can be viewed on our website: www.newenterpriserec.com.
- ▶ There is a new way to submit your meter reading through the internet.

Winter safety tip

Please be aware that using candles, portable heaters, gas appliances, and gasoline or diesel-powered generators to light or heat your home may be dangerous. Portable heaters and burning candles that are left unattended, especially around children and pets, can create a fire hazard. In addition, portable heaters can produce deadly carbon monoxide and should never be operated indoors.



Collection of past due balance doesn't stop during winter

ON JAN. 24, 2008, New Enterprise REC will be installing service load limiters on any account that has a 60-day or greater past-due balance. Payment of the past due balance must be in the office before the 24th to avoid a limiter being installed. Not able to pay the full past due balance? Call Brawna at extension 224 to set up a payment agreement. All agreements must be in writing and be in New Enterprise REC's office before Jan. 24, 2008. Don't wait until the last minute to call the office. Allow enough time for the agreement to get to you and to be returned to the co-op's office.

The service load limiters were approved for use in October 2001. Since that time many limiters have been installed on past due accounts during the winter months. Limiters are also used for those people who are on medical equipment that have a 60-day past-due balance and no payment agreement.

The procedure for service load limiters is the same as the disconnection for non-payment. The full past due amount needs to be paid before the limiter date. Should you not be able to pay the full past due, a payment agreement can be made to avoid the installation of a service load limiter. No agreements can be made the day of limitation. Only cash or money orders are accepted while we are collecting delinquent amounts. Should a check be put in the night deposit box the night before the limiter date, the bank is called to verify that funds are available to cover the check. If the funds aren't available at 9 a.m., the service will be limited.

Once a limiter is installed, the total bill due plus installation and removal fees need to be paid before the limiter can be removed. This payment must be in cash or money order. Should the account not be paid in full by April 1, 2008, the electric service will be disconnected completely. This will add more fees to the account balance. Even though a limiter is installed, a meter reading still needs to be submitted. Electricity is still being used with a limiter — just not nearly as much as before.

The Low-Income Home Energy

Assistance Program (LIHEAP) doesn't consider a service load limiter a crisis. Since this is a heating program and a limiter will provide heat, no money is available through the crisis program.

So what is a service load limiter?

- ▶ A service load limiter limits the amount of power (watts) that can be used in the home at any one point in time. It will severely limit the amount of electricity used in your home.
- ▶ The service load limiter is installed in your meter base, behind the meter. It has a circuit breaker that will open, turning off your electricity, if the electric load in the house exceeds the allowable amps. You will not be able to operate all of the electrical devices in your home at the same time. Breakers in your panel box will need to be turned off.

Only the breakers that have the needed appliances or furnace on should be turned on.

- ▶ If the circuit breaker in the service load limiter opens, you will be without electricity. Before the breaker will reset, you need to limit the amount of electricity being used in your house by turning off the breaker in your breaker panel. Once the electric load is decreased, the service load limiter breaker will automatically reset in approximately two minutes.

New Enterprise REC would prefer to not have to install a service load limiter on any account. We would much rather work with you to get your bill paid in full. If you are unable to pay the full past due balance, call Brawna to set up arrangements. Once an agreement is in place, it must be followed as stated. Should the payments not come in as agreed upon, limitation will occur. 🌟

Don't turn in inaccurate meter readings

In past articles we have reported that some people are under-reporting their meter readings. This causes problems with the co-op and the state police for people who choose to steal electricity from the co-op.

Some people under-report while others over-report. Over-reporting your meter reading isn't going to get the state police involved, but it does cause problems with the co-op. With these types of readings, the people aren't cheating or stealing electricity. They are actually doing the complete opposite of those under-reporting. They want to be paid ahead in their bills. Some are self-budgeting their accounts so they are paid ahead for those months in the year when their bills are higher. Others would prefer to be paid ahead in case an emergency happens where they can't pay their bill for a month or so.

Being paid ahead isn't a problem, but we would recommend not giving inaccurate readings. Should we have to adjust an account that has been over-reported, it takes quite a bit of time to make the corrections. We have considered charging a fee to adjust an account that has been over-reporting because of the time and work it takes to make the adjustments. Some accounts have been over-reporting for years. When these inaccurate meter readings are found, we will adjust the account.

Instead of giving inaccurate meter readings, you can just pay more on your bill each month. This will give you the security of being paid ahead without causing problems on your account.

Should you move from our electric system, it is much easier to write a check for a credit balance than it is to adjust meter readings that have been over-reported for months or years.

We would appreciate your help with this. If you have been over-reporting your meter readings, please call Brawna at extension 224 so we can get your account adjusted. No fee will be charged at this time.



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Christmas card contest winners

In October we encouraged children and teens to enter our 2007 Christmas card contest. We received 14 cards from artists of various ages, ranging from 8 to 15 years old. Once again, the competition was tough and choosing the top five cards wasn't an easy job.

Thank you to all who participated in this year's Christmas card contest. The talents of our children and teens shined brightly again this year.



Ruth Ann – age 13 – New Enterprise



Amber – age 10 – Everett



Grace – age 8 – Wells Tannery



Kathy – age 13 – New Enterprise



Marilyn – age 15 – New Enterprise