

FROM THE MANAGER/CEO

## Convenience in paying your electric bill

# New Enterprise Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

3596 Brumbaugh Road  
P.O. Box 75  
New Enterprise, PA 16664-0075  
814/766-3221 • 1-800-270-3177  
FAX 814/766-3319  
Website:  
www.newenterpriserec.com

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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**



**Rick L. Eichelberger**  
General Manager & CEO

**OVER THE LAST** couple of decades, convenience has always been there but oh, how it has changed! What we have witnessed, but maybe not thought about much, is how gradual changes in the processes have defined convenience for us. Reading the meter has gone from employee meter readers, to consumer-

members reading their own meters, to the meter itself sending a reading in to the office. Paying the bill has gone from paying the meter reader, to mailing a check, to some form of electronic payment process.

Twenty years ago or so, convenience was paying the meter reader. Consumer-members knew exactly what day the meter reader would be stopping to read the meter. They had cash or a check ready to pay him the moment the reading was taken. And by the way, the account was paid up to the minute because the co-op employee would calculate the new bill right on the spot. Nothing ever had to be sent in the mail. If something more important came up on meter-reading date for the consumer-member, it wasn't a big deal. The check or cash was lying on the kitchen table to be picked up or in some cases it was taped to the meter.

Then about 10 years ago, the consumer-members began reading their own meters, but it was hard for them to remember to read the meter on the same day each month. So billing days varied, estimations were made and sometimes a number from memory was sent in. The consumer-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.

### Technology to the rescue!

Along comes automatic meter reading by the meter itself — smart meters! Convenience! Now co-op employees or consumer-members don't have to remember to read the meter and a consistent billing period is used monthly.

### Electronic payment process!

Now consumer-members can check out the website or just look at the graph on their bill to see how much electricity they actually used in prior months. A discussion with the customer service representative at New Enterprise Rural Electric Cooperative (REC) can give you the amount of kilowatt-hours used on about any day you want to know. Convenient, right?

Change will never go away. History has proven this. At your electric cooperative, we intend to continue providing the convenience that is available as change occurs. Not everyone has a smart meter yet and those people who don't must still send the readings in monthly. But each consumer-member of New Enterprise REC has a number of ways to pay the bill and find out how much electricity is being used. You choose the most convenient method that works for you.

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. On the next pages you will find different payment options. Please call the office or check out the website at [www.newenterpriserec.com](http://www.newenterpriserec.com) if you have any further questions. ☀

# New Enterprise REC services

## Budget Billing

If your electric use varies from season to season, Budget Billing just might be for you. This program allows you to pay approximately the same amount each month. The computer takes your last 12 months of use and averages it. This amount is then rounded to the nearest \$10. This amount may change from time to time depending on your use.

To be eligible for Budget Billing, you must:

- ▶ Have a zero balance.
- ▶ Pay your budget amount each month on or before the due date.

After missing two budget payments, you will be removed from the Budget Billing program.

## Auto Pay

With our Auto Pay Program, you can have your billing deducted from your checking or savings account automatically. The payment will be deducted on the 20th of each month. Should the 20th fall on a weekend or holiday, it will be deducted the next business day.

## Recurring Credit Card

You can elect to have your monthly electric bill charged to your credit card. Your credit card will be charged on the 20th of each month.

The Budget Billing, Auto Pay and Recurring Credit Card programs have a couple of things in common. You need to complete a form before starting any of these programs. If you don't have an automatic meter-reading device, you will still need to give us a meter reading before the due date.

If you would be interested in any of these programs, please call our office for the form.

## Payment options:

- ▶ Mail
- ▶ At our office (we have a night deposit box located at the front entrance for members who pay after business hours)
- ▶ Auto Pay
- ▶ Recurring Credit Card
- ▶ Through our website: [www.newenterpriserec.com](http://www.newenterpriserec.com)
- ▶ By phone

If you are paying through the website or by phone, we can accept checks, MasterCard or Visa credit/debit cards.

The due date is generally the 28th of the month. If the 28th falls on a weekend or holiday, the due date is the business day prior to the 28th.

## Family in Need Fund

Consumer-members may elect to have their electric bill rounded up to the

nearest dollar with the extra cents going into the Family in Need Fund. This fund is designed to assist other consumer-members who are experiencing a hardship and cannot pay their electric bill. The account does not have to be past due.

## Life support equipment

If you or someone living 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. Should we have a planned outage, we do our best to contact you ahead of time. Even though we have a completed form for your account, be sure to have an emergency backup plan in place.

Should you become past due on your electric payment, we will not disconnect your service but we will install a service load limiter. This will provide enough electricity to operate your life support equipment.

## Yard lights

Need a little extra peace of mind? Yard lights can be rented from the cooperative at \$7.75 per month. All maintenance work is done by the cooperative's employees without any additional

## Electrical Inspectors

Below are the approved agencies for all townships/boroughs in the New Enterprise REC service territory.

### BEDFORD COUNTY

Commonwealth Code Inspection Service, Inc.  
9528 Lincoln Hwy, Suite 3  
Bedford, PA 15522  
814/624-0224

### FULTON COUNTY

Commonwealth Code Inspection Service, Inc.  
21939 Great Cove Rd  
McConnellsburg, PA 17223  
717/485-3295

### HUNTINGDON COUNTY - CLAY TOWNSHIP

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

### HUNTINGDON COUNTY - WOOD TOWNSHIP

Guardian Inspection Services, Inc.  
814/643-3480

charge. All you have to do when the yard light goes out is call the office. We will have the light repaired within a couple of days.

### 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.
- ▶ The cooperative is located at 3596 Brumbaugh Road, Route 869W, New Enterprise.
- ▶ Our office hours are 7 a.m. to 3:30 p.m.
- ▶ A monthly magazine, *Penn Lines*, is sent to all consumer-members each month. Information about our local co-op is located in the four middle pages. We very rarely send bill inserts. We use *Penn Lines* to get our message out to you. So be sure to read this important magazine to avoid missing important information that you need to know.

### Past due accounts

Payment arrangements can be made by calling Brawna at extension 224 or emailing her at [bsell@newenterpriserec.com](mailto:bsell@newenterpriserec.com).

Payment agreements cannot be made the day before the disconnect/service load limiter date. If you need to make an

agreement, call as soon as you receive your billing statement or your disconnect/service load limiter notice. Do not wait until the last minute. A signed agreement must be on

file to avoid disconnection or limitation. All agreements must be signed by all names on the membership. Should the agreement not be back in the office before the cutoff day, disconnection or limitation will occur.

Once an agreement is signed, the terms must be followed as stated or disconnection/limitation will occur. No exceptions can be made. No agreements or extension will be made when we are at your door. It is very important to call when you first get your notice. Please call to make arrangements; we would much rather work with you than discon-

nect or limit your service.

When an account is disconnected or limited for non-payment, we take a meter reading that day. Everything up to that point, plus fees, is due before the service can be reconnected. Payment can be made with cash, money order or debit/credit card during business hours. After hours, only cash or money order can be used.

The following fees apply to past due accounts:

- ▶ If we come to your home to collect money, we charge a collection fee of \$125.
- ▶ Should your account be disconnected, a \$75 disconnect/limit fee is applied to your account.
- ▶ When you are ready to have the account reconnected, a reconnect/remove limiter fee of \$75 must be paid before service can be restored.
- ▶ We will reconnect/remove limiters from 3:30 p.m. to 7 p.m. The charge for this is \$150. ⚡

### Keeping cool with ceiling fans

Ceiling fans produce a cooling effect by moving air across the surface of the skin, making people feel cooler. While operating, the fan motor actually heats the space in which it operates. For that reason, they should only run when someone is in the room to appreciate the cooling effect. When no one is in the room, keep ceiling fans off.

Ceiling fans are usually mounted at the center of the room where the room's light fixture would normally go.

If you are planning to purchase a ceiling fan, be sure to get one sized properly for the room. Do this by measuring your room area (length times width) and looking for a fan with the appropriate fan diameter.

Some ceiling fans offer reversible operation. They should direct air downward in summer when the breeze will create a cooling effect, and upward in winter to circulate warm air that has risen to the ceiling. This feature is particularly advantageous in rooms with high ceilings that trap warm air during the heating season.

### Attention: accounts with a disconnection notice

If you are unable to pay your bill before the disconnection date, payment arrangements can be made in most cases. To make an agreement, call Brawna at extension 224 or email her at [bsell@newenterpriserec.com](mailto:bsell@newenterpriserec.com). A signed agreement must be on file before the disconnection date. All members on the membership papers must sign the agreement.

Please take note that no agreements will be made on the day of disconnection or the business day prior to the disconnection date.

Once our employees are at your door, no agreements or time extension will be made. Remember, if we stop at your home to collect money, there is a collection fee of \$125.

On the date of disconnection, only cash, money order, debit or credit cards can be used as payments. No checks will be accepted.

Don't wait until the last minute to try to make a payment agreement. The agreement needs to get to you and be returned to our office before the disconnect date.



# KIDZCORNER

## Woodpeckers damage utility poles



A number of years ago our linemen found a utility pole that was damaged by a woodpecker. The hole was approximately 6 inches high and 4 inches across. The depth of the hole was at least the length of a man's arm. When the pole was sitting in the light, you could see a crack down the back of the pole. These little birds can do a lot of damage.

We do fill holes that aren't large and wrap the pole to prevent the birds from making another hole.

### WOODPECKERS FACTS

- ▶ Woodpeckers have strong, pointed beaks that act as both a chisel and a crowbar to remove bark and find hiding insects.
- ▶ They have very long tongues – up to four inches in some species – with a glue-like substance on the tip for catching insects.
- ▶ While most birds have one toe pointing back and three pointing forward on each foot, woodpeckers have two sharply clawed toes pointing in each direction to help them grasp the sides of trees and balance

while they hammer.

- ▶ Many woodpecker species also have stiffened tail feathers, which they press against a tree surface to help support their weight.
- ▶ There are over 180 species of woodpeckers.
- ▶ One of the largest woodpecker species is the ivory-billed woodpecker, which was thought to be extinct for the greater part of the 20th century but was rediscovered in 2005. This species measures from 19 to 21 inches in length and weighs from 1 to 1.25 pounds.
- ▶ The Kogera woodpecker, found in Japan, is the smallest species at six inches in length.
- ▶ On average, a woodpecker lives between four and 11 years.



Ivory-billed woodpecker



Red-cockaded woodpecker

- ▶ They eat insects, along with fruit, acorns and nuts.
- ▶ There have been reported sightings of at least one ivory-billed woodpecker, while red-cockaded woodpecker populations are estimated to be between 5,000 and 10,000 individuals throughout its range.

- ▶ Woodpeckers can be found in wooded areas all over the world, except in Australia.
- ▶ The ivory-billed woodpecker was rediscovered in Arkansas in 2005. According to scientists, there may be a second population in the cypress forests of Florida's panhandle. The red-cockaded woodpecker can be found throughout the southeastern United States from Texas to the Atlantic Coast and north to Virginia.
- ▶ Woodpeckers live in wooded areas and forests. They are known for tapping on tree trunks in order to find insects living in crevices in the bark and to excavate nest cavities.
- ▶ Some species drum on trees to communicate with other woodpeckers and as a part of their courtship behavior.
- ▶ Woodpeckers tap an estimated 8,000 – 12,000 times per day.

- ▶ Some species require very specific conditions for their home. For example, the red-cockaded woodpecker can only live in mature pine forests in the southeastern United States.