

New Enterprise Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives
serving Pennsylvania and New Jersey

NEW ENTERPRISE RURAL ELECTRIC COOPERATIVE, INC.

3596 Brumbaugh Road
New Enterprise, PA 16664-8814
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 NUMBERS

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

What's the Dash?



**MARK
MORRISON**

A STORY FROM CHURCH AND the delivery of a sermon really brought some perspective to life and death. Some messages just connect more than others, I guess, and it made such an impact, I didn't even notice the pastor ran over his normal self-imposed time limit.

As he was progressing through the sermon's prelude to his eventual topic, the monologue drifted to cemeteries, headstones and our own mortality. In jest, I thought: "This is interesting — as if there isn't enough bad news in the country and the world — you're going to hit me with this on Sunday morning?" Little did I realize, he and the Almighty had me right where they wanted me.

The pastor continued on about some characteristics of gravestones, their history and their purpose. He described a typical gravestone as having a "starting date." This description gave many in the congregation a chuckle. Some gravestones include an epitaph, words or sayings that honor the deceased. He said most have an ending date, too. Everyone knew what this meant, and there were not any chuckles about that. I was on the edge of my seat wondering where he was going with this message. He continued, saying some grave markers have a bit less information and some don't have an end date yet — they simply have a starting date and a dash.

What's the dash? The pastor reminded us the dash is easily defined as the period between the start date and end date. In other words, the dash is everything in between. He asked the congregation, "What does that mean?"

It means each one of us has our lifetime to create experiences, bring joy to others and ourselves, create and share memories, experience adversity and triumph over it, dream, set and achieve goals, and live with purpose. No matter how long or wide the dash is, each is important and a reason to be celebrated.

The impact of this message was powerful, and I imagine a few others joined me in running through our individual dashes. I saw the light of a new perspective that day. As I drove into work Monday morning, that message revisited me. I thought about how I am able to work in this organization because of the efforts of so many others who came before me. These men and women had a dream, a desire, will, and a purpose to create, develop, and proliferate the rural electric cooperative program. And their work changed rural America for every generation that has followed. The New Enterprise Rural Electric Cooperative (REC) board, management and employees are proud to have continued to fulfill that purpose, which began some 85 years ago. We are thankful to be able to add to the dash of electric cooperative pioneers through our work today and are happy to be part of the dash for future generations.

This holiday season, we at New Enterprise REC wish you and yours a very merry Christmas and happy New Year. May the new year add many blessings and abundant fulfillment to your life, so much that no number of words on a headstone will begin to define your dash.

As always, please stop by or give us a call to share any thoughts on how we are doing. 

MARK MORRISON
GENERAL MANAGER/CEO

Out of Power ... Now What?

WENDY CONLEY, MEMBER SERVICE REPRESENTATIVE

IT'S A BEAUTIFUL SATURDAY AFTERNOON, and life is at its best. You might be plugging along, hosting dinner parties, canning veggies from the summer's garden, or tinkering in the garage to get the snowplow or snowblower ready for winter.

Then, out of nowhere, the power goes out. Great — now what? And how long will the power be out? Your next step:

Call New Enterprise Rural Electric Cooperative to report the outage and get an estimated restoration time.

Once the call is received, lineworkers are dispatched. Remember, it is Saturday, and they also were at home tinkering on projects for the day. Because safety always comes first, lineworkers need to put on the proper flame-resistant apparel. Then, they head into the office to load their tools and other materials they may need on a truck.

Depending on the location of the outage, it may take some time for crews to arrive. If this is an individual outage, cooperative lineworkers will arrive and determine the cause, and the restoration will be completed.

However, if crews encounter a line outage, they need to patrol the whole line to find the cause, which will take more time. A tree could be on the line, an automobile may have hit a pole, an animal may have caused the outage or the cause may never be known. When you report your outage, it's important that you tell us if you saw or heard anything when the power went out. This information could help to speed up the restoration process.

Once the cause is known, we may need to replace a pole, transformer or equipment we may not have on the truck. If so, more time and manpower will be needed because we'll need to call in more lineworkers from home, load what is needed on a truck and travel to the site.

Once the work has been completed, we are now ready to restore power. Lineworkers will travel to the breaker that tripped on the line — that's the one that caused the outage. When clearance has been given, we close the breaker. Power is now restored, and life continues.

So many different scenarios can play a part in an outage. Some restoration jobs go smoother than others, or outages may last longer than we anticipated. Please understand we put safety first in every situation. Also, the cooperative wants to restore power as quickly as you want it to be restored.

Electricity is important in our everyday lives, and it is missed when we don't have it. We are very fortunate our outages are limited thanks to improved technology and right-of-way maintenance. Causes of outages can be unpredictable and come at the worst time. Hopefully, reading this article will give you a better perspective on the outage restoration process. Sometimes, we, as consumers, have to wait patiently while lineworkers do their job — around the clock, in daylight and dark, 365 days a year in all types of weather. 🌩️

If Your Power Goes Out

- Check your fuses or breakers
- Check to see if your neighbors have power
- Call New Enterprise REC at **814-766-3221** or toll-free **800-270-3177**.
- Press 1 to report an outage and listen to the instructions.
- Have information ready: account name, location of outage, time power went out and contact phone number for a return call if necessary.
- Let us know if you saw any problems as broken pole, lines down, trees or limbs on the lines, loud noise, etc.



Do not use social media or email to report outages — these are not monitored 24/7.

Be safe and never go near a down power line!



**New Enterprise Rural
Electric Cooperative**


A Touchstone Energy
Cooperative



Christmas Can be a Little Brighter Thanks to You!

YOU CAN MAKE SOMEONE'S HOLIDAY a little brighter by purchasing a rural electric gift certificate. You can send the gift to your parents, friends, neighbors or relatives. You choose the amount, and we will apply it to their account.

We can mail the certificates to you or directly to the

member. Also, please let us know if you wish to remain anonymous. You can fill out the information below and send it with a check to New Enterprise Rural Electric Cooperative, 3596 Brumbaugh Road, New Enterprise, PA 16664 or give us a call at 814-766-3221. 



New Enterprise Rural Electric
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A Touchstone Energy® Cooperative 

3596 Brumbaugh Road
New Enterprise, PA 16664
(814) 766-3221 or 800-270-3177

Gift Certificate

Especially for _____

From _____

This amount has already been applied to your account: \$ _____

Authorized by _____

HOLIDAY EFFICIENCY WORD SEARCH

The holidays are a fun, festive time of year! We typically use more electricity during the holiday season. Read the holiday efficiency tips below, then find and circle the **bolded** words in the puzzle.



W	G	W	P	D	K	S	S	J	J	W	S	U	M	M
V	Y	F	K	F	N	E	Z	Z	H	T	T	F	C	B
T	J	L	P	C	W	V	E	B	H	V	P	V	W	J
P	I	G	I	L	Z	V	L	G	W	K	K	Z	G	R
I	U	M	D	M	W	I	H	C	N	J	N	K	O	
G	F	X	E	R	A	L	S	D	N	E	I	R	F	G
J	K	H	W	R	D	F	P	X	G	V	L	F	B	O
C	A	T	H	E	R	M	O	S	T	A	T	I	D	E
F	E	V	L	Y	C	H	U	O	Y	O	T	R	T	O
U	I	O	K	C	S	N	X	G	Q	V	J	E	C	T
J	C	A	J	G	L	X	M	Y	A	W	A	P	Q	V
N	O	D	R	I	A	S	U	E	D	K	S	L	B	D
P	C	H	G	S	Q	X	P	X	H	C	U	A	V	A
Q	V	H	E	A	L	X	O	S	D	U	E	C	V	G
O	T	R	N	F	Z	H	Q	G	V	S	E	H	V	

- Decorate your tree with energy-saving **LED lights**.
- Control home heating costs with a smart or programmable **thermostat**.
- Save energy by using a **timer** to turn off holiday lights when you're sleeping.
- If you have a **fireplace**, ask an adult to close the damper when a fire is not burning.
- Open blinds and curtains during the day to let **sunlight** in to warm your home.
- Lower the thermostat when you invite **friends** and **family** over.
(The extra people in your home creates additional warmth.)

Merry
CHRISTMAS
HAPPY NEW YEAR



The office will be closed on
Dec. 25, and Jan. 1, 2024.

May this Christmas season bring you
warmth and happiness.

Help is Available for Keeping the Heat On

THE LOW INCOME HOME ENERGY ASSISTANCE Program opened Nov. 1 and will close April 5, 2024. The program helps families pay their winter heating bills by applying money to their accounts with utility and fuel providers. This is a great program whether you are up to date or behind on your utility bill. As long as you meet the guidelines, you will receive a cash grant. You do not have to be late on your payments to qualify. However, to receive the

crisis grant, you must have received a disconnect notice to receive this benefit.

See the accompanying information to determine if you meet the income guidelines. If so, you can apply at 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

What is LIHEAP?

The Low-Income Home Energy Assistance Program (LIHEAP) helps low-income families pay their heating bills. LIHEAP is a grant. You do not have to repay it.

To receive help...

- Apply between Nov. 1, 2023 and Apr. 5, 2024
- You don't have to be on public assistance
- You don't need to have an unpaid heating bill
- You can either rent or own your home

How does LIHEAP work?

LIHEAP offers both cash and crisis grants. Families may apply for:

Cash Grants

Cash grants help families pay their heating bills. The one-time payment is sent directly to your utility company or fuel provider, and it will be credited on your bill. (In some cases, the check may be mailed to you directly.) Cash grants range from \$300-\$1000 and are based on household size, income, and fuel type.

Crisis Grants

Crisis grants may be available if you have an emergency situation and are in jeopardy of losing your heat. You can receive more than one Crisis grant, as necessary, during the season until the maximum benefit of \$1000 is reached.

Crisis situations include:

- Broken heating equipment or leaking lines that must be fixed or replaced
- Lack of fuel
- Termination of utility service
- Danger of being without fuel (less than a 15 day supply) or of having utility service terminated (received a notice that service will be shut off within the next 60 days)

If you have a heating emergency please call your local county assistance office (CAO).

How do I apply?

- Apply online at: www.compass.state.pa.us
- Request an application by calling the Statewide LIHEAP Hotline at 1-866-857-7095 or call PA Relay at 711 for the hearing impaired
- Applications are available at your local CAO

To apply, you will need

- 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
- A recent heating bill

Who is eligible?

You may qualify for a LIHEAP grant if your household income meets the following income guidelines:

INCOME GUIDELINES 2023 - 2024 LIHEAP

Household Size	Maximum Annual Income
1	\$ 21,870
2	\$ 29,580
3	\$ 37,290
4	\$ 45,000
5	\$ 52,710
6	\$ 60,420
7	\$ 68,130
8	\$ 75,840
9	\$ 83,550
10	\$ 91,260

Each Additional Person
Add \$ 7,710

After your application is processed, you will receive a written notice that will tell you if you qualify. If eligible, it will tell you the amount of your grant.

ENERGY EFFICIENCY TIP OF THE MONTH

Get smart with a better way to heat and cool your home! Smart thermostats are Wi-Fi enabled and automatically adjust heating and cooling temperature settings in your home for optimal performance. Smart thermostats learn your temperature preferences and establish a schedule that adjusts to energy-saving settings when you're asleep or away.

For maximum energy savings, look for smart thermostat models with the Energy Star® label.

Source: energy.gov