

# 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](http://www.newenterpriserec.com)

### BOARD OF DIRECTORS

Leroy D. Walls  
President  
Timothy Newman  
Vice President  
David Bequeath  
Secretary  
Merle Helsel  
Asst. Secretary  
Curtis Brant  
Treasurer  
Brian McCoy  
Mark Swope

### OFFICE HOURS

Monday through Friday  
7 a.m. - 3:30 p.m.

### EMERGENCY OUTAGE NUMBERS

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

## Interested in a Seat on Your Co-Op Board?



**MARK MORRISON**

**MORE THAN 80 YEARS AGO**, communities throughout the country wanted the miracle and convenience of electricity. Rural areas like ours were ignored by investor-owned electric providers, simply because serving these regions did not generate ample profit for their stockholders. So, rural residents decided to organize and provide electricity to their communities by doing the work themselves. New Enterprise Rural Electric Cooperative (REC), a not-for-profit electricity distribution business, was established in 1938 by members to serve members.

When you become a consumer-member of New Enterprise REC, you share in the cooperative's benefits and responsibilities for as long as you remain a member. Realized profits are returned to members in the form of capital credits.

A board of seven directors is elected by the membership to govern the cooperative. Elections for directors are held each year at the cooperative's annual meeting.

Director Area 4 is open for election this year. Call or stop by the office if you are interested in the challenge of serving as a director. Qualified nominees must be a cooperative consumer-member and reside full time in Area 4. If you are not sure which director area you live in or would like to know more about the election process, please reach out to us at the cooperative office. The deadline for all prospective director nominee applications is March 1.

**Area 4 includes:** Liberty Township and a portion of Hopewell Township in Bedford County, including Pinchot Road, Ravers Gap Road, Raven Run Road, Sugar Camp Road, Marble City, Yellow Creek area, Jacks Corner, the north end of Plank Road and Polecat Road. This director area has been served by Leroy Walls since 2000. He is the current board president.

If serving as a director doesn't appeal to you, you can still play a significant role in the cooperative's operation by serving on the nominating or credentials & elections committees. The cooperative's bylaws outline the selection procedures as well as the qualifications and expectations of directors and committee members.

The board of directors will select a nominating committee and credentials & elections committee for this year. The nominating committee will prepare a list of qualified nominees and post it at the cooperative office. The credentials & elections committee will oversee the director elections.

Do not miss your chance to vote for your cooperative leaders. Participate in the 84th Annual Meeting of New Enterprise REC Tuesday, June 4, at the Southern Cove Power Reunion Grounds in New Enterprise. We will be posting more annual meeting news in future *Penn Lines* issues and on our Facebook page and [newenterpriserec.com](http://newenterpriserec.com). If you have any questions or want to let us know how we are doing, please stop in or call the office. 📞

**MARK MORRISON**  
GENERAL MANAGER/CEO

# Start the New Year with a Different Way to Pay!

**WANT AN EASY NEW YEAR'S RESOLUTION?** Sign up for our Auto Pay program and receive a one-time \$5 bill credit. And the best part is, the staff at New Enterprise Rural Electric Cooperative will do all the work for you.

With Auto Pay, you can designate a checking or savings account or debit or credit card to make your monthly payments, and there is no service fee. Your payment will be automatically deducted from your account or charged to your card on the 20th of each month (unless it is a holiday or weekend; then, the charge will be posted the next business day). You will continue to receive a bill or email notification indicating the amount to be deducted.

This hassle-free method eliminates the worry of sending your payment to us before the due date or remembering to pay your utility bill.

Not sure you want to try this option? Here is a list of other methods you can use to pay your bill:

- ▶ **Mail** — Many members use this option to write a check and mail their payment to us monthly. Please allow five to seven business days for mail delivery. We are not responsible for postage delays. Payments are posted the day they are received, not by the postmark date.
- ▶ **Pay at the office** — Members can come into the office and pay by cash, check or credit/debit card. The office is open Monday through Friday, 7 a.m. to 3:30 p.m.

▶ **Use the office drop box** — The cooperative has two secure drop boxes: one along its driveway and another beside the front doors of the office. These are available to you 24/7. With the drive-up box, there's no need for you to get out of your car during ugly weather or if you have your children with you. The cooperative staff retrieves payments from both boxes once a day during business hours.

▶ **Visit our website** — Pay conveniently anytime at [newenterpriserec.com](http://newenterpriserec.com) using a checking/savings account or debit/credit card. We do not charge a fee to use this service.

▶ **Use your smartphone or tablet** — This service is also available 24/7. Download the SmartHub app from the Apple Store or Google Play and have your account at your fingertips. Payments can be made with a checking/savings account or debit/credit card. We do not charge a fee to use this service.

Keep in mind, with the website and smartphone options, you can also schedule your payments — another benefit of these options.

As you can see, we offer many options to pay your bill. If you wish to sign up for Auto Pay, please call the office for a form. You can also sign up through the cooperative's website or SmartHub. 📱

## Sales Tax Notices

Are you paying sales tax for your service? If so, call the cooperative's office, and we will see if you can be exempt from the tax. The Department of Revenue requires us to maintain a certificate, which members must sign for each metered service. If you received a form and did not return it to the office, you will be assessed the tax.

Signed forms are valid for three years. The cooperative will be sending forms within the next few months to those whose certificate will expire this year.

Certain businesses are required to pay sales tax as well as landlords who keep a rental account in their name. If you have a business and are exempt, please include your sales tax exemption number on the form.

You are exempt from the tax if the property is:

- ▶ a primary residence (doesn't matter if you own or rent the property)
- ▶ a vacation home
- ▶ used directly for manufacturing, mining, farming, dairy or ship-building operations performed as a business
- ▶ used for an organization or institutional activity by a religious organization, volunteer firefighters, non-profit educational organization, or charity holding a charitable exemption
- ▶ directly used by a purchaser in the production, delivery, or rendition of public utility service and/or construction, alteration, or maintenance of public utility facilities other than buildings. Purchaser presently has on file with the Pennsylvania Public Utility Commission the following Tariff of Rates: \_\_\_\_\_  
PA PUC No. \_\_\_\_\_  
Supplement \_\_\_\_\_
- ▶ used for another purpose (personal garage, shed, barn – buildings must be on your primary residential property)

Please call the office at 814-766-3221 if you have any questions or need a certificate to sign.



# Introducing SmartHub

Life is fast, and it can be hectic, but it doesn't have to be complicated. Paying your New Enterprise Rural Electric Cooperative (REC) bill shouldn't be a complex task, and with our SmartHub web and mobile app, it won't be.

**On the go and in control...  
manage your account like  
never before**

## What is SmartHub and what's in it for you?

You may have heard about SmartHub, our innovative tool for account management, but what can it do for you? SmartHub can help you take control of your New Enterprise REC account like never before, giving you more time to focus on other things.

SmartHub has several features that make managing your account as easy as possible. Whether through the web, or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, view your usage, contact customer service and get the latest news.

As soon as you log in, you'll be able to view your billing history and make a payment with just a couple of clicks or taps. You'll be able to see your current bill, along with bills from the previous months or even the previous summer, if you want to compare costs. Not only will you see your billing history, you'll also be able to view your actual usage. You can see how your use is trending over time, which will allow you to take steps to lower your bill.

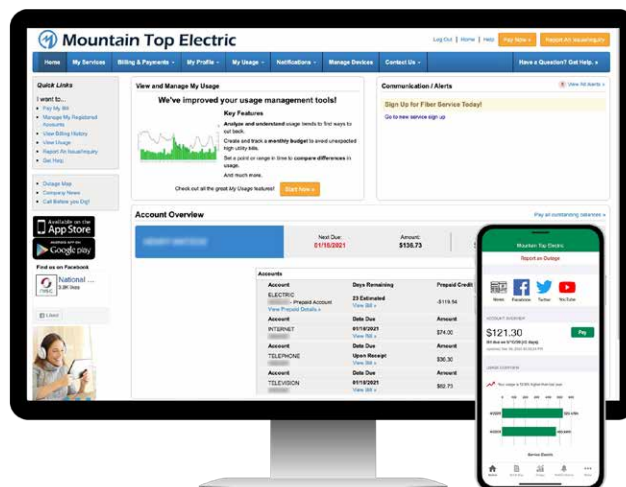
Making payments through SmartHub is fast and easy. The first time you make a payment either through the web or through your mobile device, you'll be able to securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a few clicks or taps.

You'll also be able to see important New Enterprise REC notices with SmartHub. And you can select how you want to be notified about your bill, including email and text messaging.

Access SmartHub by visiting [newenterpriserec.com](http://newenterpriserec.com) or by downloading the SmartHub app on your tablet or mobile device.

## How to register for SmartHub?

- When you get to the SmartHub login screen, click on the **New User** tab?
- **Sign up to access our Self Service Site** link at the bottom of the screen.
- Use your account number to register for SmartHub.
- After you have successfully registered with SmartHub, you'll be emailed a temporary password to log in for the first time.
- The first time you log in, you'll be asked to create your new password.
- Once you register for your online account, you will need to update your payment options.
- **Please note** - Auto Pay members will need to enter their checking or debit/credit card information into the new SmartHub system.
- At the end of the registration process, we encourage you to select our paperless billing option so you can receive your new bill immediately, no matter where you are.



## Where can you get your questions answered?

If you have any questions or issues with the registration process, contact us at [info@newenterpriserec.com](mailto:info@newenterpriserec.com) or 814-766-3221.



Smart  
PAYMENTS



Smart  
COMMUNICATION



Smart  
ENVIRONMENT



Smart  
USAGE

**SMART MANAGEMENT. SMART LIFE. SMARTHUB.**



# ELECTRICAL LINEWORKERS

Lineworkers install and maintain overhead and underground electrical systems. We rely on their expertise to power our world.

They must commit to safety above all else for the benefit of those they serve (you), fellow crew members and themselves.

## WHAT THEY WEAR

Protective clothing is required to shield lineworkers when they work around high voltages. Gear can vary depending on pole structure (wood or steel) and weighs up to 45 pounds.



**Safe  
Electricity.org®**

Are you wasting  
your money on

# DIRT?

Dirty air filters cause a heating and cooling system to work harder and break down faster. That's because unfiltered dust and grime works into critical parts, creating friction that causes unnecessary wear and, eventually, failure.



How does a dirty  
air filter cost you?

- Reduces air flow in the home, leading to up to 15 percent higher operating costs
- Leads to costly duct cleaning or replacement
- Lowers system efficiency

To avoid these expenses, change filters monthly when your heating and cooling system's in regular use. Discuss cleaning the unit and ductwork with your heating and cooling service professional.

Learn more ways to save at [www.energysavers.gov](http://www.energysavers.gov).

Source: High Performance HVAC, U.S. Department of Energy