

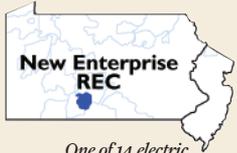
FROM THE GENERAL MANAGER / CEO

Democracy at the co-op

'Democratic member control' critical to operation of every co-op

New Enterprise Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

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New Enterprise, PA 16664-0075
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FAX 814/766-3319
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BOARD OF DIRECTORS

- Leroy D. Walls, President**
- David Bequeath, Vice President**
- Timothy Newman, Secretary**
- John R. Dively, Asst. Secretary**
- Robert Guyer, Treasurer**
- Dean Brant**
- Merle Helsel**

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

WHILE THE national elections of the past November may be fading from your memory, voting for politicians is not the only way we, as co-op members, can practice democracy.

Every co-op — whether it's New Enterprise Rural Electric Cooperative, your credit union or a farm co-op — follows the basic principle of “one member, one

vote.” Most often, you are asked to vote and elect individuals who will represent you on the board of directors. These folks are your friends, neighbors and fellow residents of our community. Occasionally, you may be asked to vote on a policy, such as a bylaw change (this is like the constitution for your co-op).

A member in good standing of the co-op may run for the board. This is one of the key differences between being a co-op member and being a customer of an investor-owned utility (IOU). Most IOUs are not too interested in customers' opinions of how the company should be run.

Co-ops invite participation. In fact, it is critically important to the survival of the co-op. Most co-ops serve far fewer people than IOUs. Co-ops measure the number of members in the thousands; IOUs have millions of customers. If you are not actively involved with the co-op, we all suffer. As the electric utility industry evolves, having interested members who are willing to take an active role is critically important.

At New Enterprise Rural Electric Cooperative, we believe in the “Own, Use, Serve and Belong” model, as many cooperatives do to encourage member participation in the cooperative.

Own — Refers to each member truly

believing and feeling that they do indeed share in the ownership of the co-op. This can come from attending the annual meeting, voting, or receiving a capital credits check or credit on your bill. Many members voluntarily participate in the Family in Need option that automatically rounds your bill up to the next dollar, making funds available to members in need of assistance.

Use — For electric co-ops, this means that you use the co-op's resources wisely (after all, you are an owner of those resources). You utilize the SmartHub web application to determine your daily electric use when you notice a change in your monthly bill. You use energy-efficient appliances, weatherstrip windows and doors, use LED or CFL lights — and you turn them off when you leave the room. Share that one with the kids!

Serve — If we are successful with “own” and “use,” perhaps you will feel called to serve your co-op — maybe as a board member, volunteer, committee member, or community contributor through the co-op.

Belong — We all seek to belong to something. In the early days when the co-op was just getting started, neighbors helped neighbors. While our lives seem busier and more electronically driven than ever, the need to connect and belong is necessary for us and our communities to thrive.

I can assure you that when a new piece of equipment is added to the fleet or a new piece of software is added as an information tool, it is done so with a positive feeling and the pride that something additional has been done for you and your cooperative. There is great power in the human connection, and at New Enterprise Rural Electric, we strive to do that every day. 

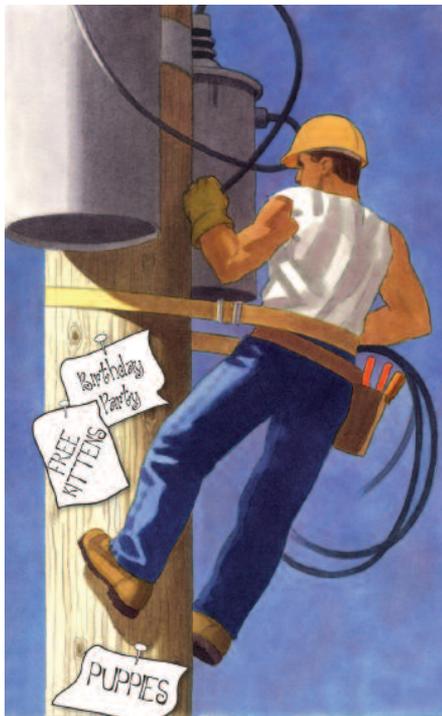
Keep poles obstacle-free

BY BRAWNA L. SELL
Office Manager

IMAGINE WALKING up wooden steps to your bedroom. You have only gone one step and you feel sharp pieces of metal poking into your bare foot. As you continue, you get a painful sensation with each step. Nails, staples and tacks have been pounded into your steps. Along with these nails, staples, and tacks, pieces of paper and cardboard are attached, making each step even more dangerous. Now who would have done this? This could cause you to slip or fall to your death.

Now this example isn't realistic, but nails, staples and tacks in utility poles are. As linemen are climbing a pole, they may be thinking, "Who would have tacked all these signs to this pole? or "How am I to get to the top of the pole with a satellite dish and birdhouse in the way?" Signs aren't the only unwanted items found on electric poles. Over the years, we have found satellite dishes, basketball hoops, birdhouses, flower boxes, flags, mail boxes, tree stands, electric fence, yard sale and 911 signs, and even Christmas lights on poles.

So what is wrong with attaching these items on the electric poles? These items create a dangerous hazard for linemen. Linemen are required to wear special rubber gloves to protect them-



selfs. When they are climbing these poles with nails, staples, or other items, the gloves could be punctured or torn. When punctured or torn, the gloves cannot protect them from injury or death. Unwanted items on poles also can cause a lineman to slip when his hooks hit a nail or staple. The hook may not go into the pole like it was designed. This can cause the lineman to fall or slide down the pole.

Should we find any of these items on our poles, they will be removed. The cost to remove these items will be billed to the consumer-member responsible.

New Enterprise REC's policy is that any pole having co-op-owned wire attached is owned by the co-op regardless of who installed the pole. A state law forbids nails, staples, or any other item that would be a hazard to the linemen to be placed in or on the pole. Cable and/or telephone companies have a contract with New Enterprise REC to attach their wires to our poles.

Osmose Wood Preserving, our pole inspection company, inspects poles every five years. If the pole is found to be unsafe, it is replaced by New Enterprise REC's linemen.

So the next time you want to attach something to a utility pole, think twice. A lineman is putting his life in danger each day so you can have the convenience of electricity. Not only are you endangering a person's life, you are breaking the law every time you attach anything to a utility pole. 🚫

Looking for Penn Lines articles

Do you know someone who you consider a hero? A person who is always helping others, served in our military, or is involved in an organization helping children and adults? Maybe you are involved in an organization that is doing good things for others.

These are the types of articles we would like to be writing about. All we hear is bad news, and how bad the world is. We need to be hearing all the good news, and about the people and organizations that are working to make the world a better place.

Please call, stop by, write or email Brawna to give her your ideas and the name of the person to contact for the details for the story. Brawna's phone number is 814-766-3221 or 800-270-3177, extension 4602. The email is bsell@newenterpriserec.com.

Energy Efficiency Tip of the Month



Did you know that 90 percent of the energy used to operate a washing machine comes from using hot water? A simple switch from hot to cold can save a great deal of energy! Also, consider air drying or even line drying to save even more household energy.

Source: U.S. Department of Energy

Did you know....

Payments

New Enterprise Rural Electric Co-op has many different options to pay your monthly electric bill. Below are the ways you can pay:

- ▶ At the office: Monday - Friday 7 a.m. to 3:30 p.m. Payments can be made in person at our office during normal business hours. After hours, a night deposit is available.
- ▶ By mail: Mail your payment and the bottom portion of your bill. Allow time for payments to be received on or before the due date.
- ▶ Over the phone: Call our office during regular business hours to make your payment with a check, debit or credit card.
- ▶ With Auto Pay: Your payment is drafted from your checking or savings account on the 20th of each month. A form needs to be completed before starting Auto Pay. You will still receive a monthly statement.
- ▶ By Recurring Debit/Credit Card: Your payment is charged to a debit or credit card on the 20th of each month. A form needs to be completed before starting Recurring Credit Card payments. You will still receive a monthly statement.
- ▶ At our website: You can make your payment with a check, debit or credit card on www.newenterpriserec.com.
- ▶ On your smartphone or tablet: Pay with our free SmartHub app. This app can be downloaded for Apple and Android mobile devices. Just go to the Apple Store® or Google Play®, and search for SmartHub.

Budget Billing

Would it be helpful to know what your electric bill amount would be each month? With our Budget Billing program, you would know this information. The computer looks back at your previous 12 months of electric use, averages it and rounds the amount off to the nearest \$10. This is done each month to ensure the budget amount doesn't get out of line. Should the amount need to be increased or decreased, the computer does it right away. The only time the amount would be different would be if your electric use increased or decreased from the previous year.

If you are interested in the Budget Billing program, please call or email the office.

Family in Need Fund

The Family in Need Fund is a program that helps families in need of hardship assistance. Members volunteering for this round-up program agree to have their monthly bill rounded up to the nearest dollar, with the few extra cents going to the Family in Need Fund. This is a tax-deductible program that assists New Enterprise REC consumers ONLY.

Life support

If you or someone 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. Be sure to have emergency back-up in case of extended outages.

PA sales tax

We are required to have a sales tax exemption certificate from all meters that aren't taxable. So how do you know if you are exempt from sales tax? Here are a few reasons for being exempt:

- ▶ Primary residence.
- ▶ Vacation home.
- ▶ A vacant rental property that you do not plan on renting again.
- ▶ The property will be directly used by you in your: manufacturing, mining, farming, dairying or ship-building operations, which are performed as a business.
- ▶ The property will be used for an organization or institutional activities by purchaser which is a: religious organization, volunteer firemen's organization, non-profit educational organization, or a charitable organization holding a charitable exemption number.
- ▶ The property will be directly used by 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: Enter full designation of latest Tariff of Rates: _____
PA P.U.C. No. _____
Supplement _____
- ▶ Other purpose (example: personal garage, shed, etc.).

These certificates are sent out approximately every three years. Some of you may have already received your sales tax form for this year. If we don't receive your certificate back by the date listed in the letter, your account will be charged sales tax.

Did you return the certificate? If not, it still isn't too late. Complete the form and get it back to our office. As soon as we receive the form, we will stop charging sales tax to your meter(s).

Not all 3,500 meters receive these certificates the same year. This may not be your year to receive a form, but still look at your billing statement. If you are being charged sales tax, but are exempt, contact or stop by our office. We will get a form to you so you can avoid paying more sales tax.

Should your account be exempt from sales tax and you have a sales tax exemption number, be sure to include this on the certificate.

It is very important for you to return this certificate. If you have more than one meter, you will need to complete a certificate for each meter. Please call our office with any questions you may have.

Important safety tips

Unfortunately, at times we have to disconnect a meter or install a service load limiter because of non-payment. This is a job that no one at the cooperative enjoys doing, but it is a job that needs to be done.

Should your power be disconnected or limited, remember to follow these important safety tips.

- ▶ 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 generators can produce deadly carbon monoxide and should never be operated indoors.
- ▶ Gasoline- or diesel-powered generators can also produce carbon monoxide. Protect the generator from exposure to rain or snow, but under no circumstance should generators be used indoors. Do not operate the generator near any open windows or doorways.
- ▶ For heating purposes, use only equipment that is made for home heating. Use all types of heaters carefully and follow all directions for safe use. NEVER use a gas or charcoal grill to heat a building. This could cause a fire or generate dangerous carbon monoxide gas.
- ▶ Use only seasoned hardwood in wood stoves used to heat your home. Do not use trash or cardboard boxes because these items burn unevenly and may contain toxins, increasing the risk of uncontrolled fires.

KIDZcorner

Electricity and you

ELECTRICITY IS USED all around the body – special nerves made up of cells called neurons carry electrical signals to the brain from every part of the body. When your brain is stimulated, brain cells send millions of fast-moving electrical signals along the pathways of your central nervous system. These paths are nerves that branch out into all your muscles. Whenever you move a muscle, it is powered by electricity running through your nerves.

Move your fingers. Blink your eyes. These actions happen so fast you don't even think about them. The act of moving your fingers or blinking your eyes is powered by electricity. When we touch something hot, like a stove, the nerves send an electrical signal to the part of our brain that controls how we feel. The brain then sends another signal to another part that controls our movements. The part says, "Move your hand!" Finally another part of our brain that controls movement sends – you guessed it – an electrical signal through a nerve connected to a muscle, which moves your hand. The amazing thing about this is it only takes a second.

Your brain is not the only part of your body that uses electricity. A normal heartbeat is started by a small pulse of electric current. This tiny electric "shock" spreads rapidly in the heart and makes the heart muscle start. The heart doesn't start all at the same time. If it did, there would be no pumping effect. Therefore, the electric activity starts at the top of the heart and spreads down, and then back up again. This causes the heart muscle to start pumping blood in the best possible way.

In the heart, there are cells specialized in producing electricity. These are called pacemaker cells. They produce electricity by quickly changing their electrical charge from positive to negative and back.

A 30-year-old person who weighs 140 pounds and is 5'5" with a resting heartbeat of 75 generates 251 watts of electricity. This is enough electricity to light up three lightbulbs, power 63 iPods, and power one Xbox 360. Four people with the same wattage could keep a refrigerator running.

Just because your body produces its own electricity doesn't mean that power lines or electricity in your home or school is safe. Electricity not generated in your body is very dangerous and deadly. If you contact the electricity in an appliance, power cord, or power line, you could be seriously injured or killed.

TO STAY SAFE, BELOW ARE A FEW TIPS TO FOLLOW:

Do not touch electrical cords that are broken or have wire showing.

Do not play with or bite electrical cords.

Do not stick your fingers or other objects into electric outlets.

Do not touch anything electrical while you are wet, or standing in or near water.

If you ever find that a power line has fallen, STAY AWAY FROM IT. Let an adult know about this problem. Have them call New Enterprise REC.

Do not go near or in a substation or other electric equipment. Stay away from anything marked "**Danger," "High Voltage" or "Keep Out."**

Protect yourself. Stay out of the path of electricity. Electricity can be our best friend or worst enemy.