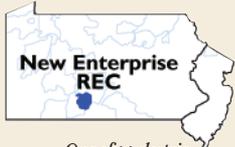


FROM THE GENERAL MANAGER / CEO

## Concern for community

# 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

**BOARD OF DIRECTORS**

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

**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

**HIGH ATOP** Enid Mountain in Broad Top Township is the cooperative's communication tower and building. The communication system allows the cooperative office and radios in each cooperative vehicle to communicate. For more than 30 years, this has been the link to our linemen during day-to-day and storm-related operations. It is very reliable and covers 99 percent of our service territory.

Recently an agreement has been made to share the building and tower with Broad Top Township. Once its radio equipment is installed, the township will have the ability to communicate with each of its vehicles. With little to no cell coverage in the area, this communication link is vital to the safety and efficiency of the workers.

The tower is located on an old strip mine site, and over the years it has been a local gathering spot for folks wanting to shoot guns, break bottles or just dump trash. With the new partnership with Broad Top Township, the property has now been cleaned up and the lane has been graveled. There is now an extra set of eyes watching over the property, and we hope folks will respect the property and no longer trash it.

One of the Seven Cooperative Principles that all cooperatives follow is: "Concern for Community." We look at this partnership with the township as a win-win situation for cooperative members and township residents. The concern the township supervisors had was the need for a solid communication path. The cooperative is glad to be able to partner with the township and solve this concern for the community. 



**COOPERATION:** Donald Hedge, chairman of Broad Top Township Board of Supervisors, left, accepts the keys to the radio tower building from Rick L. Eichelberger, general manager & CEO of New Enterprise Rural Electric Cooperative.

# Winter storms – what they mean and how should you prepare

**WE ARE** in the middle of winter, so let's review the importance of being prepared for winter storms and some storm definitions. Do you know the difference between a watch and a warning? When a winter storm watch is issued, it is forewarning people of the possibility of a severe weather event. A winter storm warning means the storm has already developed and is indicated on radar.

Unfortunately, when a winter storm hits, there is always the possibility of losing power. Before the storm is expected to arrive, you can take measures to prepare yourself for a possible outage. Consider keeping the following on hand:

- ▶ Flashlights with fresh batteries, candles and matches, battery-operated radio
- ▶ Bottled water, non-perishable canned food, snacks, manual can opener
- ▶ Cellular telephone or corded phone that doesn't require electricity
- ▶ First-aid kit and medications
- ▶ Extra blankets and heavy clothing
- ▶ Camp-stove and fuel for cooking
- ▶ If you have a generator, make sure you follow the manufacturer's instructions for proper use. Never operate a generator inside a building or house
- ▶ Consider going to another location if power will be out for several days
- ▶ Park your vehicle outside of the garage. When the power goes out, you have no way to open your garage door

## Tip of the month

Your heat pump can use 10 to 25 percent more energy if it's not properly maintained, which includes regularly checking and replacing the air filter when it's dirty to keep parts from working too hard or even becoming damaged. Keep brush and plants tidy around the outdoor unit, and dust the return registers inside. For more details on heat pump maintenance, visit [EnergySavers.gov](http://EnergySavers.gov).

As always, stay away from fallen or sagging power lines. Even if the power is out, the lines could still be energized. Call New Enterprise Rural Electric Cooperative immediately when you see situations like this. During widespread outages, please be

patient while your power is being restored. New Enterprise Rural Electric serves a tri-county area with 3,600 meters. Every member is important to us, and we want to restore your power safely and effectively as soon as possible. ☀

## Bills, bills and more bills

Being behind on bills is something a person is not proud of. Since electricity is a necessity, your electric bill is one bill you definitely don't want to go without paying. Here are some important steps you can take to avoid having your electricity disconnected for non-payment:

- ▶ Do not delay; please call as soon as you know you are not able to pay your bill. It doesn't matter if it is your current bill or a past due bill, we can set up a payment arrangement to fit your financial needs. Payment arrangements cannot be made the day before or the day of disconnection of service due to non-payment. Again, we emphasize, call as soon as possible; do not wait until the last minute.
- ▶ If you are low income and it is during the winter season, you may be eligible to receive assistance from the Low Income Home Energy Assistance Program (also known as LIHEAP). Stop here at the office to pick up an application or contact your county office:
  - ▶ Bedford County Assistance Office 814-623-6127
  - ▶ Fulton County Assistance Office 717-485-3151
  - ▶ Huntingdon County Assistance Office 814-643-1170
- ▶ We may be able to find a human service agency to assist with paying your bill. However, if you do not contact us, we do not know you have a need for assistance.
- ▶ If you are mailing your payment, please allow five to seven business days for mailing. We are not responsible for delays by the postal service. Waiting until the last minute to mail your payment can cause unnecessary penalties to be added to your bill if it is not received before the due date.

We are happy to work with you on your past due bill, but it is your responsibility to contact us in ample time before disconnection would occur. By setting up payment arrangements or assistance, you can avoid having your service disconnected and paying additional fees to have your power restored.

## PAYMENT ARRANGEMENTS

New Enterprise Rural Electric offers payment arrangements to members who are unable to pay their bill in full. It is up to the member to call and request the arrangement. After explaining to us your situation and when you will be able to make payments, we can set up an arrangement that can fit your financial needs.

You cannot request to make a payment arrangement the business day before or the day of disconnection of your service for nonpayment. We urge you to call us as soon as possible to finalize the arrangement.

You must follow the due dates listed on the arrangement. If you miss a payment, disconnection will occur. Then you will have to pay the entire bill in full, plus additional charges to have the service restored.

## Co-op calendar

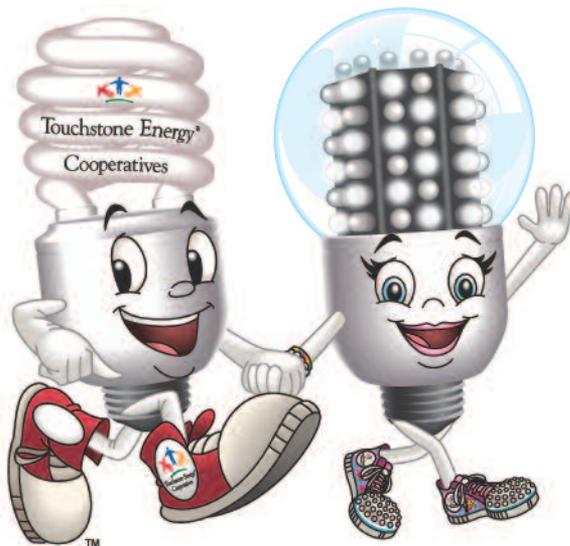
**JANUARY 28** - Install service load limiters on accounts with past due balances; last day to contact Brawna at extension 224 to make payment arrangements is Jan. 24

**JANUARY 28** - Regular payments due

## New bulb on the block:

# Meet LED Lucy

**THERE'S A** new lighting mascot in town. CFL Charlie, a cartoon mascot for Touchstone Energy Cooperatives®, the brand "ID" of the nation's not-for-profit, consumer-owned electric cooperatives, helps families become "Super Savers" by switching to energy efficient lightbulbs. In 2013, CFL Charlie was joined by LED Lucy, a dazzling, spunky mascot lighting the way for even brighter bulb savings.



Lighting standards started shifting away from traditional lightbulbs in 2012. CFL Charlie and LED Lucy want to make sure New Enterprise Rural Electric Cooperative members know about all lighting options.

"I'm older than I look," LED Lucy confides as her light-emitting diodes beam. "The first LED was created in 1927. Since then, we've added stylish colors, and costs have dropped. I love bargains, and LED prices get lower every year!"

The mascots share a few pointers on their energy efficiency namesakes.

### COMPACT FLUORESCENT LAMPS (CFLS)

CFL Charlie – and other bulbs like him – are the most common and economically efficient lightbulbs on the market. The swirly style is linked to the concept of efficient lighting, but some consumers haven't warmed to the design.

"Not everyone likes to see my swirls," explains Charlie. "That's fine by me – everyone has a different sense of style. Several of my friends are designed to look just like a traditional lightbulb."

CFLs offer 75 percent energy savings over traditional incandescent bulbs and pay for themselves in nine months, according to the U.S. Department of Energy.

### LIGHT-EMITTING DIODES (LEDs)

Light-emitting diodes (LEDs) have been used for years in cell phones and other electronics. Most diodes are small – about half the size of a pencil eraser. By banding several small diodes together, a bright and dependable light emerges. As their popularity grows, some companies are making light with a single, bright LED chip. New ways to build LEDs help to drive down costs.

"It's going to be fun to watch LED Lucy gain fans," laughs Charlie. "She uses a little less energy than me, and lasts 25 times longer than traditional incandescent bulbs."

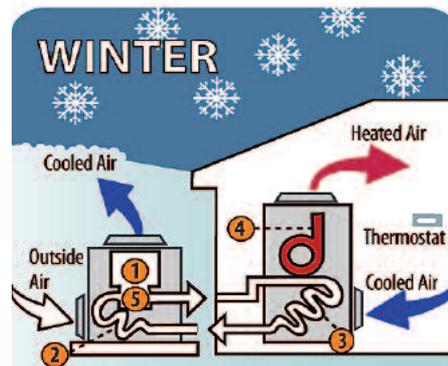
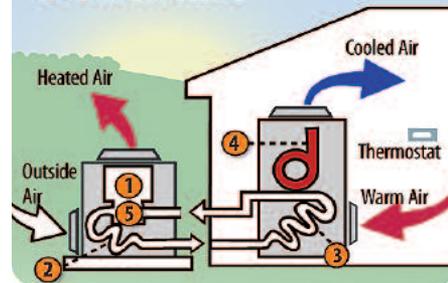
Since lighting adds up to 10 percent of a home's electric bill, every bulb counts. To help children learn more about lighting, visit [www.kidsenergyzone.com](http://www.kidsenergyzone.com).

Source: Touchstone Energy Cooperatives, U.S. Department of Energy

## How Do Air-Source Heat Pumps Work?

By transferring heat between a house and outside air, these devices trim electricity use by as much as 30 percent to 40 percent in moderate climates.

### SUMMER



#### 1 Compressor

Increases refrigerant/freon pressure to accept the maximum heat from the air.

#### 2 Condenser

Coils move freon (and with it, hot or cold air) to or from outside air.

#### 3 Evaporator

Coils move freon (and with it, hot or cold air) to or from outside air.

#### 4 Air Handler

Fan blows air into a home's ducts.

#### 5 Reversing Valve

Switches the direction of the freon flow, changing the heat pump's output to hot or cold air (controlled by thermostat).

Source: NRECA

**KIDZ**corner



## Attention high school juniors



**ARE YOU** a high school junior from Forbes Road, Northern Bedford, Southern Huntingdon or Tussey Mountain? Are your parents or legal guardians consumer-members of New Enterprise Rural Electric Cooperative (REC)? If your answers are “yes” to both questions, you have fulfilled all qualifications to be considered for the 2014 Rural Electric Youth Tour.

New Enterprise REC, along with rural electric cooperatives from all across the country, sends students on this trip of a lifetime to our nation’s capital, Washington, D.C. The dates for this all-expense-paid adventure are June 15-20, 2014.

### **SO WHAT IS THE RURAL ELECTRIC YOUTH TOUR?**

The Youth Tour provides high school juniors with an outstanding opportunity to learn about democracy and leadership in Washington, D.C. You will learn firsthand about politics, community development, and today’s social issues while touring historical sites and enjoying an All-States Dance, a trip down the Potomac River, and a night at the theater.

### **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 Sen. Johnson’s office is now an event that brings more than 1,500 high school students from across the United States to Washington, D.C.

### **SUPPORT OF NEW ENTERPRISE REC DIRECTORS**

New Enterprise REC directors believe 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.

Still not sure if this trip is for you? Why not check out the Youth Tour’s website, [www.youthtour.coop](http://www.youthtour.coop)? On this website, there are student, parent, educator and alumni sections, plus other information.

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](mailto:bsell@newenterpriserec.com). You can get the necessary paperwork from Brawna or your high school guidance counselor.