

# New Enterprise Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

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Website: [www.newenterpriserec.com](http://www.newenterpriserec.com)

## BOARD OF DIRECTORS

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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

## From the General Manager/CEO



### Co-ops Vote

By Mark Morrison

CO-OPS VOTE is a non-partisan project of America's electric cooperatives designed to encourage co-op consumer-members to vote and support their co-ops and their community when they go to the polls. The program does not endorse or recommend candidates for election. Co-ops Vote was launched in 2016 to reverse a troubling trend: in the 2012 elections, voter turnout in rural areas declined by 18% — twice the voter drop-off seen nationally.

More than 833 electric co-ops across the U.S. responded by joining the Co-ops Vote program to increase voter engagement in the communities they serve, and it was a tremendous success. Rural voter turnout in 2016 increased by more than a half-million Americans. Together, we grew our political influence and encouraged lawmakers to pay more attention to the issues affecting rural Americans.

Again this year, electric cooperatives have the opportunity to play a vital role in encouraging rural voter turnout and engaging on issues that matter most to our communities.

Electric co-ops are not-for-profit energy providers that are owned by the consumer-members they serve. They provide coverage for 88% of our nation's counties. They are a foundation in their communities, and their consumer-members can make a difference in lending their voices to issues



like rural infrastructure, broadband, and maintaining access to affordable, reliable electricity.

By participating in the Co-ops Vote program, co-op consumer-members send a resounding message that all candidates — at all levels — need to put rural America's concerns front and center in order to earn our vote. We've proven that with millions of electric co-op members speaking out with one voice, we can have a major impact in making our top issues part of the national conversation.

If you aren't a registered voter, go to [vote.coop](http://vote.coop) to register. Should you not have internet service, call your county election offices for more information.

**Bedford County – 814-623-4807**  
**Fulton County – 717-485-6864**  
**Huntingdon County – 814-643-3091**

At [vote.coop](http://vote.coop), you can learn about the current elected officials. All candidates are listed with their bios and committees they serve on. Don't know where your polling location is? You can find that out on [vote.coop](http://vote.coop). So check this important website before you go out to vote. ☀

# Our communities need your help!

Do you have slow internet service at your home or business? If so, we need your help. In late February, your cooperative hosted a meeting with electric cooperative leaders, local legislators, county commissioners and staff from the Southern Alleghenies Planning and Development Commission (SAP&DC). The focus of the meeting was to bring to light the connectivity issues our rural areas are facing, specifically, poor cellular coverage and poor internet service. Now more than ever, access to the internet and wireless communication is becoming more important for the homes, businesses, schools, and emergency services that make up our rural communities.

The SAP&DC has developed a survey



to target our area's needs for broadband services. There are 20 questions geared to collect information for us locally, which should only take a few moments to complete. Please join me in completing the survey at: <https://tinyurl.com/BroadbandHome>. Please note that the closing date has been extended, so feel free to share the survey with friends and neighbors so we can communicate the needs of our communities. 🌟

## Payment options

New Enterprise Rural Electric Cooperative offers many options for bill paying. Below are the ways you can pay:

- ▶ At the co-op office Monday – Friday 7 a.m. to 3:30 p.m.
- ▶ In one of the two available night deposit boxes. You can drive up to one and drop your payment in. The other is located on the left side of our front doors. Both boxes are checked weekdays at 7 a.m.
- ▶ By mail.
- ▶ Through Auto Pay, which is New Enterprise REC's automatic draft program. With Auto Pay, your monthly bill is deducted from your checking or savings account on the 20th of the month. To start this program, complete a form and provide a voided check.
- ▶ Through Recurring Credit Card, another automatic draft program. On the 20th of the month, your MasterCard, Visa or Discover card will be charged your amount due. This program also requires a completed form.
- ▶ By phone with no charge.
- ▶ At our website at [newenterpriserec.com](http://newenterpriserec.com) using a check or a MasterCard, Visa, or Discover card.
- ▶ As a scheduled payment on our website. You can schedule a payment 30 days in advance.
- ▶ Using your smartphone or tablet – the SmartHub app can be downloaded free from the Apple Store or Google Play. You will need to know your account number to register.

## Help us keep our files updated

On occasion, we need to contact you regarding a planned outage, pole issues, account/billing issues, right-of-way, etc. When we call the number we have on file, we occasionally find the number is no longer in service. Sometimes, we don't have any other numbers on file.

It is helpful for us to know the best way to contact you. Please complete the form below to help us serve you better.

How would you like us to contact you? Phone? Email?

Phone Home: \_\_\_\_\_  
 Cell: \_\_\_\_\_  
 Work: \_\_\_\_\_ Extension: \_\_\_\_\_  
 Email: \_\_\_\_\_

## Disconnect procedure

Unlike most other products or services, electricity is paid for after you have used it.

All accounts with a 60-day or greater balance are subject to disconnection. Once you have received your disconnect notice, the entire bill must be paid to avoid disconnection. A disconnect message is printed on your billing statement, plus a separate notice is sent approximately one week after the bill.

A cooperative employee will attempt to contact you before your service is disconnected. This call is only a courtesy and may not be done each month. Please make sure we have your correct phone number(s) and/or email address(es). It is best to let us know the preferred method of contact for you. This will be the last attempt to contact you. Our employees will not be coming to your door.

If payment in full or a signed agreement is not on file, disconnection will occur the date listed on your disconnect messages. Call 814-766-3221 or 800-270-3177, extension 4602, to set up a payment agreement. **IMPORTANT: Agreements cannot be made the day before or the day of disconnection.**

After your electric service is disconnected because of non-payment, you will need to pay the total bill including the charges up to the day of disconnection. A \$75 disconnect fee, a \$75 reconnect fee and possible a security deposit will need to be paid along with the bill. Only MasterCard, Visa, Discover or cash will be accepted on the day of disconnection.

Reconnection of service will only occur during the hours of 7 a.m. and 2 p.m. Meters will not be reconnected on holidays that fall on Friday. Payments must be in our office by 2 p.m.; otherwise, service will be reconnected the next business day. Cash is only accepted in our office.

# Tell lineworkers thanks!

APRIL 13, 2020, is National Lineworkers Appreciation Day. So, it is appropriate that we take a moment to recognize the people who often work in brutal weather conditions to ensure we have safe and reliable power. In fact, line crews are often first responders during storms and other catastrophic events, working to make the scene safe for other first responders.

Line crews work around the clock, sometimes in difficult and dangerous conditions, to keep power flowing to our local communities. Whether they're restoring power after a major storm or maintaining critical infrastructure to our electric system, lineworkers are at the heart of our co-op.

When a storm hits, they set aside their personal priorities because Mother Nature doesn't work around holidays, vacations and birthdays. A service-oriented mentality is one of the



many admirable characteristics of an electric lineworker.

New Enterprise REC is proud to honor our lineworkers who maintain 468 miles of power lines in our service

territory.

New Enterprise REC invites all co-op consumer-members to take a moment and thank lineworkers for the important work they do. ⚡

# Move over

WHEN the power goes out, so do New Enterprise REC's line crews. Lineworkers are the first to respond after an outage occurs, and they work tirelessly to restore power to the communities we serve.

If you approach a crew while traveling on a two-lane road, moving over to the next lane might not be an option.

In this case, we simply ask that you slow down when approaching roadside crews. If you approach a crew while traveling on a four-lane road, and safety and traffic conditions allow, we ask that you move over into the far lane. Drivers who do not move over or slow down can be found guilty of a summary offense and fined up to \$250. Additional penalties are in place if the violation leads to the injury of a worker.



"Move Over, America" is a partnership of the National Safety Commission, the National Sheriff's Association and the National Association of Police Organizations.

The campaign is the first nationally coordinated effort to educate Americans about "Move Over" laws and how these laws protect line crews and other emergency personnel. ⚡

# Southern Cove EMS to hold health fair

Do you need something to do? Are you always looking for family outings? On May 16, the Southern Cove EMS will be holding a Health Fair at 3259 Brumbaugh Road, New Enterprise. There will be games for the kids, health screenings for adults and demonstrations throughout the day. The fun will begin at noon on May 16.

New Enterprise REC will be conducting live safety demonstrations at 12:30 p.m. and 2 p.m. First-aid kits and other handouts will given to all who stop by our table. For a donation to the Southern Cove EMS, you can be entered in a drawing for \$100 bill credit or \$100 cash prize.

## Southern Cove EMS Health Fair

Conemaugh Hospital  
"Stop the Bleed Program"



Southern Cove Fire Co. Safety Demonstration & "Smokey Bear" will be there!!

Saturday, May 16, 2020

12:00 - 4:00 PM

Southern Cove EMS Ambulance Station  
3259 Brumbaugh Road  
New Enterprise, PA 16664



New Enterprise Rural Electric will be doing a safety presentation on the dangers of Electricity!

Conemaugh Med Star Helicopter  
3:00 PM



Southern Cove EMS health screenings, demonstrations and "EMESKI" dog will be there handing out treats!

Food, Fun and Activities for all ages! Prize drawings, games for kids, health screenings for adults and demonstrations from multiple safety agencies!