

# New Enterprise Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives  
serving Pennsylvania and New Jersey

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## 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



# New Enterprise REC Annual Meeting – we'll see you there!

By Mark Morrison

**DID YOU** know that every year your cooperative conducts an annual meeting of the membership? The purpose is to hold the election for the board of directors, share important financial information, occasionally vote on other matters such as bylaws changes, and, of course — the great door prizes!


The New Enterprise Rural Electric Cooperative Annual Meeting is a community gathering where neighbors can meet new neighbors, as well as catch up with friends we may not have seen in a while. As our lives get busier and more of our interactions with others are online, the annual meeting is a great opportunity to witness firsthand some of the good things your cooperative is doing in the communities we serve. Very few organizations are uniquely positioned like New Enterprise Rural Electric to bring together all consumer-members of our local communities.

While rural Americans probably do a better job of staying connected to our neighbors, it is not something we should take for granted. The simple act of smiling, saying hello and shaking someone's hand truly lifts both parties.

New Enterprise REC's annual meeting is designed to take care of the important business of your co-op and the equally important business of building a real sense of community. All cooperatives serve both an economic and social purpose. While safe, reliable and affordable electric power is crucial to our mission, improving the quality of life for all consumer-members is at the core of what we do every day.

Your electric cooperative was incorporated in 1938 with the first annual meeting held June 4, 1940. An excerpt from the minutes of that meeting follows: "The Annual Meeting of the New Enterprise Rural Electric Cooperative, Inc. was held in the Loysburg Grange Hall, June 4, 1940. A supper was served by the Grange beginning at 5 o'clock. At 8 o'clock the meeting was called to order by the President, E. W. Van Horn. Mr. Van Horn gave a review of the work done by the Cooperative up to date."

The 2020 annual meeting is a few months away, but we urge you to consider marking the date on your calendar and attending this year. In the upcoming months, you will see information in a separate mailing to consumer-members as well as within future *Penn Lines*. If you have not attended the annual meeting in the past or if it has been a few years, we urge you to take the time to be with your fellow co-op consumer-members.

We get out of life what we put into it. New Enterprise REC is connected to you by more than just power lines. We are your neighbors, and we look forward to seeing you at your annual meeting. This year's annual meeting is Thursday, June 11, 2020, at the Northern Bedford County High School and includes a meal from 4:45 – 6:45 p.m., prior to the business meeting, which will begin at 7 p.m. Please join us for the annual meeting and enjoy the fellowship with friends, employees, directors and staff of your electric cooperative. See you there! 

# Helping others

WHEN you think about New Enterprise Rural Electric Cooperative (REC), you probably associate us with the local community. And you would be right. Our board of directors and employees all live and work right here in the community we serve. But you may not realize that New Enterprise REC is part of a much larger cooperative network that brings additional value, tools and knowledge that benefit you, the consumer-members of the co-op.

## Cooperation among cooperatives

When severe weather hits our area, we can call on our sister co-ops for help. The help may not come from our area or even our state. In years past, we have had lineworkers come from as far away as the eastern shore of Maryland. Through this system of mutual aid, we coordinate with other co-ops to bring



additional trucks, equipment and manpower to the affected area. We work together and share resources in order to restore power to communities.

New Enterprise REC lineworkers have been able to help two different cooperatives in the past two months. Randy Walker and Roman Dell assisted at United Electric Cooperative in DuBois, Pa. Wind and snow left United EC consumer-members without electricity the end of October and help was needed to restored power.



During their two-day stay, they worked on attaching wire back to poles. Trucks couldn't access some areas, so walking the lines was required. No matter what type of ground, Randy and Roman went on through, even going into a swampy area. Other times, they were driving the truck looking for problems. United EC has many seasonal accounts so Randy and Roman worked the two days without seeing many people.

Sussex Rural Electric Cooperative in Sussex, N.J., received an ice and snow in early December. With approximately a foot of snow, ice, and more than 6,800 consumer-members out of power, they called for help. On Dec. 2, Randy Walker and Zach Conley got their gear, loaded the truck and off they went. Other co-ops from Pennsylvania were doing the same thing.

One of Randy and Zach's main jobs was walking the lines with an insulated stick, knocking snow and ice off the electric wires. Trees were unable to hold up the weight of the snow and ice.

When working on storm damage here at our cooperative or another, you get very little sleep. Your day consists of working 16 hours and sleeping eight, grabbing a bite to eat somewhere in between. Lineworkers work day or night, in the rain, snow, sun, or ice to get the power back as quickly and safely as

they can. Randy and Zach started home Dec. 7 after working many hours on little sleep.

This is what makes rural electric cooperatives different. We help each other without a second thought. We just do it because we serve our communities, no matter where they are located. 🌞

## Pennsylvania 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 that are performed as a business.
- ▶ The property will be used for an organization or institutional activities by a purchaser that 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 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 us 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.

# Smart management. Smart life. SmartHub

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

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 responsibilities.

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 use, 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, if you're using the

app. You'll be able to see your current bill, along with bills from the previous month or even the previous summer, if you want to compare costs. Not only will you see your billing history, but you'll be able to view your actual use. 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 couple of clicks.


You'll also be able to see important New Enterprise REC notices with SmartHub. You'll be able to select how you want to be notified about your bill, including email and text messaging. You can be notified for many reasons. Here are a few:

▶ When your bill is available

- ▶ If your meter is going to be disconnected
- ▶ Should your Auto Pay decline
- ▶ When a payment is made, payment confirmation
- ▶ Should a payment not go through, an unsuccessful payment notification
- ▶ Plus, many others.

You'll even be able to set use thresholds so you'll know when you're using more than you'd like and help you keep your electricity bill as low as possible.

Access SmartHub by visiting New Enterprise REC or by downloading the app on your mobile device through the Apple App Store (iOS devices) or Google Play Marketplace (Android devices).

Plenty of things in life are complicated. Manage your New Enterprise REC account simply, quickly and easily with SmartHub. 

## Four tips for winter safety

IT'S NO surprise that winter months bring increased potential for fire risks and electrical safety hazards. This makes sense because during the coldest months, consumers are using additional electrical devices and appliances, like space heaters, electric blankets, and portable generators.

The National Fire Protection Association estimates 47,700 home fires occur each year in the U.S. due to electrical failure or malfunction. These fires result in 418 deaths, 1,570 injuries and \$1.4 billion in property damage annually. This winter, safeguard your loved ones and your home with these electrical safety tips from the Electrical Safety Foundation International:


1. **Don't overload outlets.** Outlets are a major cause of residential fires. Avoid using extension cords or

multi-outlet converters for appliance connections — they should be plugged directly into a wall outlet. If you're relying heavily on extension cords in general, you may need additional outlets to address your needs. Contact a qualified electrician to inspect your home and add new outlets.

2. **Never leave space heaters unattended.** If you're using a space heater, turn it off before leaving the room. Make sure heaters are placed at *least* three feet away from flammable items. It should also be noted that space heaters take a toll on your energy bills. If you're using them throughout your home, it may be time to upgrade your home heating system.



3. **Inspect heating pads and electric blankets.** These items cause nearly 500 fires every year. Electric blankets that are more than 10 years old create additional risks for a fire hazard. Inspect your electric blankets and heating pads — look for dark, charred, or frayed spots, and make sure the electrical cord is not damaged. Do not place any items on top of a heating pad or electric blanket, and never fold them when in use.

4. **Use portable generators safely.** Unfortunately, winter storms can cause prolonged power outages, which means many consumers will use portable generators to power their homes. Never connect a standby generator into your home's electrical system. For portable generators, plug appliances directly into the outlet provided on the generator. Start the generator first, before you plug in appliances. Run it in a well-ventilated area outside your home. The carbon monoxide it generates is deadly, so keep it away from your garage, doors, windows and vents. 

## Energy Efficiency Tip of the Month

Are you using your fireplace efficiently? Remember to turn down the thermostat when burning a fire, and close the damper when a fire is not burning.

Source: *energy.gov*



### Safe Electricity® Storm Safety Kit

- Drinking water & food
- Blankets, pillows & clothing
- Basic first-aid supplies
- Prescriptions
- Basic toiletries
- Flashlights
- Battery-operated radio
- Battery-operated clock
- Extra supply of batteries
- Phone
- Cash and credit cards
- Emergency numbers
- Important documents (in a waterproof container)
- Toys, books & games
- Baby supplies
- Pet supplies

## SIGN UP FOR THE FAMILY IN NEED FUND

FAMILY IN NEED FUND is a program that helps families who are having a hardship. The program will help them pay on their bill. The Center for Community Action determines eligibility for the FAMILY IN NEED FUND money. Your contribution to this worthwhile program assists ONLY New Enterprise Rural Electric Co-op consumer-members. Consumer-members volunteering for this program agree to have their monthly bill rounded up to the nearest dollar, with the extra few cents going to the FAMILY IN NEED FUND. This tax-deductible donation will

amount to less than \$1 a month. The billing statement you receive in January has the total amount of contributions for the previous year. This can be used when filing your income tax return.

It's easy to join the FAMILY IN NEED FUND. Complete and send in the coupon below.

Should you want to make a one-time donation, check "NO" and complete the information on the coupon.

Please do not return the coupon if you do not wish to participate.

### FAMILY IN NEED FUND NEW ENTERPRISE RURAL ELECTRIC CO-OP

A Touchstone Energy® Cooperative

3596 Brumbaugh Road, P.O. Box 75, New Enterprise, PA 16664-0075

Telephone 814-766-3221 or 800-270-3177 Fax 814-766-3319

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YES, I wish to participate in New Enterprise REC's FAMILY IN NEED FUND program. I understand my monthly electric bill will be rounded up to the nearest dollar with the extra cents going to the FAMILY IN NEED FUND. This will be effective with the next billing.

No, I do not wish to have my monthly electric bills rounded up, but enclosed is a lump-sum donation of \$ \_\_\_\_\_. This is a one-time donation. When making a lump-sum donation, please designate it for the FAMILY IN NEED FUND.

Name: \_\_\_\_\_ Account Number(s): \_\_\_\_\_  
(list name as marked on bill)

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Date: \_\_\_\_\_

Make checks payable to: NEW ENTERPRISE REC

*Thank you for participating.*