

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.

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OFFICE HOURS

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

EMERGENCY OUTAGE NUMBERS

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

Guest Column

2026 Electric Rate Adjustment



RON HOUCK

OUR MISSION OVER THE PAST EIGHT-PLUS DECADES has been to provide safe, dependable and competitively priced electricity for our members.

We control costs and increase efficiencies for the distribution system every day, always finding ways to do more with less. However, increases in material costs and similar challenges impacting other areas of our delivery service are an ongoing reality.

There are other parts of the electric power economies that we cannot control locally, and these are the larger drivers of increases that will affect us moving forward.

Decades ago, we took for granted the stability of power costs and the reliability of supply. Traditional generators were quiet giants, steadily operating without fanfare and providing ample, dispatchable capacity to meet our needs no matter the season or weather.


Electric cooperatives run on a straightforward promise at their heart — and what we're experiencing is a math problem, but the math is not adding up. Electricity demand in our region is climbing faster than new supply can come on-line. Across the 13-state PJM Interconnection region, which includes Pennsylvania, supply and demand for electricity have become unbalanced.

The energy resources we own in partnership with Allegheny Electric Cooperative, Inc. (Allegheny), our wholesale power provider in Harrisburg, include nuclear and hydroelectric assets. This business model limits our dependency on market-priced power. Despite this well-positioned arrangement, wholesale electric costs for New Enterprise Rural Electric Cooperative (REC) have risen 30% since 2020. This translates into an increase in the generation, transmission, demand and capacity components of our wholesale electricity rates.

Current energy market conditions will affect cooperative energy rates throughout 2026. Locally, energy transmission costs have increased by about 12%. For our average residential member using 900 kilowatt-hours monthly, the coming rate impact will amount to a \$7 to \$8 increase, or about 5% to 6% more over 2025 costs. The changes took effect for January use and were billed in February.

Our partnership with Allegheny gives us tools other utilities do not have, namely access to owned energy resources that help shield us — and you — from market volatility. And through long-term planning, Allegheny continues to deliver some of the most stable, affordable generation rates in the PJM region, even as market prices spike elsewhere.

Our focus will always remain on our members. We will continue to control what we can here at home, support our communities, and provide the best value and service to our membership. That is the cooperative difference.

Please stop in or give us a call anytime. 

RON HOUCK
TECHNICAL SERVICES MANAGER

Storm Season is Coming

WENDY CONLEY, MEMBER SERVICE REPRESENTATIVE

AFTER WAITING THROUGHOUT the long winter season, it is nice to say spring is on our doorstep. By the time you read this, I hope warmer temperatures and sunny skies have arrived. As we start to see the grass turn green and the flowers peek through the dirt, our minds start racing with the list of springtime chores that awaits us.

As the saying goes, spring showers bring flowers. Unfortunately, sometimes these spring and early summer rain showers also produce major storms that create havoc on our utility lines.

New Enterprise Rural Electric Cooperative (REC) crews are always prepared and standing by to respond should power outages occur in our area. When severe storms cause power disruptions, our line crews take all necessary precautions before they get to work on any downed lines.

You can also practice safety and preparedness to protect your family during storms and outages before bad weather arrives.

A starting point

The Federal Emergency Management Agency recommends the following items as a starting point for storm and disaster preparedness. These are only suggestions — please feel free to modify this list according to your family's needs:

- ▶ Stock your pantry with a three-day supply of nonperishable food, including canned goods, energy bars, peanut butter, powdered milk, instant coffee, water and other essentials (i.e., diapers and toiletries).



- ▶ Confirm that you have adequate sanitation and hygiene supplies, including towelettes, soap, and hand sanitizer.
- ▶ Ensure your first-aid kit is stocked with pain relievers, bandages and other medical essentials and make sure your prescriptions are current.
- ▶ Set aside basic household items you will need, including flashlights, batteries, a manual can opener and a portable, battery-powered radio or TV.
- ▶ Keep emergency supplies together in one location so they are easily accessible and anyone can find them in a hurry.

In the event of a prolonged power outage, turn off major appliances, TVs, computers and other sensitive electronics. This will help avert damage from potential power surges and also help prevent overloading circuits during power restoration. That said, always leave one light on so you know when power is restored.

Additional steps

If you plan to use a portable generator, make sure it's rated to handle the amount of power you will need and always review the manufacturer's instructions to operate it safely. Make sure you have the generator connected to

Reporting an Outage

- Check your fuses or circuit breakers. If you have a disconnect box outside, check those breakers as well.
- Check with your neighbors to see if they have power.
- Call New Enterprise REC at 814-766-3221 or 800-230-3177 and press option 1 to speak with someone about an outage.
- You may have to leave a message for the person on-call. Please leave the account name and physical address of location, time the power went out, and a phone number at which someone can be reached if additional information is needed.
- Also inform the person on-call if you saw or heard anything at the time of the outage. Example: tree fell on the line, loud bang, dead bird at bottom of transformer pole, etc.
- Be patient. If the outage occurs during a storm, multiple people are also out of power and calling the office. Our linemen strive to restore your power as quickly and safely as possible.
- During a large outage affecting multiple locations, if you rely on medical equipment, please make sure you have a back-up supply to last through an outage.
- Never touch a downed power line! Also, never touch a person or object that is touching a power line. A downed line may still be energized which can result in serious injury or death.
- De-energized lines can become energized at any time.
- If someone is injured because of contact with electricity, do not assist them yourself; call 911 immediately.



your system correctly, so it won't cause any harm to you or others by backfeeding onto our system.

Listen to local news or a NOAA (National Oceanic and Atmospheric Administration) weather radio for storm and emergency information. Also, check New Enterprise REC's Facebook page and website, newenterpriserec.com, for restoration updates.

Severe storms can occasionally bring down power lines. If you see a downed line, always assume it's energized and never approach it. After that, call the office to report this information. If flooding occurs, never walk through areas where power lines could be submerged.

Having a plan in place for severe storms or other emergencies can reduce stress and anxiety and lessen the impact of the storm's effects. Take time to practice what to do when a storm is approaching with your family. We want you to be ready and safe.

Stay up to date with NOAA emergency warnings and follow us on Facebook for the latest power restoration updates. If you experience an outage, call 800-270-3177 or 814-766-3221.

We cannot predict the severity of storms over the spring and summer months, but rest assured that New Enterprise REC will be there for you when your power goes out, day or night, 24/7. At New Enterprise REC, we recommend you make your plan today — because storm preparedness is always the best defense. 📞

Look for New Bill Design This Month

RON HOUCK, TECHNICAL SERVICES MANAGER

Keep an eye out for the cooperative's redesigned bill that will be introduced with the February 2026 bills received in March.

A "How to Read Your Cooperative Bill" insert will be included with the mailing and also be available on our website, newenterpriserec.com.



Although you will notice some changes, many items on the bill should be familiar. A few notable enhancements are a 13-month high-low temperature graph overlaid with your monthly use profile and a large round "bubble" that stands out and indicates the total due on your account. Let us know what you think.

DISCONNECTION OF PAST-DUE ACCOUNTS RESUMES IN APRIL


Disconnection for nonpayment will begin again at the end of April. If your New Enterprise Rural Electric Cooperative account is scheduled to be disconnected due to nonpayment, you will receive a disconnect message on your regular monthly bill as well as a separate disconnect notification.

If you receive a notice and are unable to make full payment before the disconnect date listed, please call the office at 814-766-3221 or 800-270-3177 as soon as possible to make a payment arrangement. You will be required to pay the current bill, penalties, and a portion of the past-due balance every month.

Once an arrangement is agreed upon, the consumer must adhere to the terms. If a payment is missed, the agreement is considered broken and service will be disconnected the next business day. We are unable to make payment arrangements on the day of the scheduled disconnect, so it is important to contact the office before that date.

If you are disconnected, additional fees will be charged to restore your service. These charges may include a security deposit, unbilled charges to the date of disconnect, and other fees. However, you can avoid these additional charges by contacting the cooperative office at the aforementioned numbers before the disconnection date.

For more information, please call the cooperative office. If you meet the income guidelines, you can also contact your county assistance office to apply for the Low Income Home Energy Assistance Program (LIHEAP), which ends April 10. Don't wait to apply. See our LIHEAP article on the next page for more information.



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JANE DOE
123 MAIN ST
ANYTOWN PA 11111

FINAL DISCONNECT NOTICE

Account Number	99999999
Date of Notice	04-02-2026
Total Due	\$846.97
Disconnection Date	04-27-2026

LIHEAP Season Ends April 10

The Low Income Home Energy Assistance Program (LIHEAP) is scheduled to close April 10. The program assists families who need help paying their winter heating bills.

To learn if you're eligible, go to the state Department of Human Services website, dhs.pa.gov, click on "Services" and then type "LIHEAP" in the "Find Services" box. You can also request a copy of the brochure and application from New Enterprise Rural Electric Cooperative.

Those eligible can apply online at dhs.pa.gov/compass or submit a paper application through their county assistance office:

- ▶ Bedford County: 800-542-8584 or 814-623-6127
- ▶ Fulton County: 800-222-8563 or 717-485-3151
- ▶ Huntingdon County: 800-237-7674 or 814-643-1170

What is LIHEAP?

The Low-Income Home Energy Assistance Program (LIHEAP) helps income eligible families pay their heating bills. LIHEAP is a grant. You do not have to repay it.

To receive help...

- Apply between Nov. 3, 2025 and Apr. 10, 2026.
- You don't have to be on public assistance
- You don't need to have an unpaid heating bill
- You can either rent or own your home

How does LIHEAP work?

LIHEAP offers both cash and crisis grants. Families may apply for:

Cash Grants

Cash grants help families pay their heating bills. The one-time payment is sent directly to your utility company or fuel provider, and it will be credited on your bill. (In some cases, the check may be mailed to you directly.) Cash grants range from \$200-\$1000 and are based on household size, income, and fuel type.

Crisis Grants

Crisis grants may be available if you have an emergency situation and are in jeopardy of losing your heat. You can receive more than one Crisis grant, as necessary, during the season until the maximum benefit of \$1000 is reached.

Crisis situations include:

- Broken heating equipment or leaking lines that must be fixed or replaced
- Lack of fuel
- Gas or electric service has been shut off
- Danger of being without fuel within 15 days or have received a shut off notice for gas or electric services

If you have a heating emergency please call your local county assistance office (CAO).

How do I apply?

- Apply online at: www.dhs.pa.gov/COMPASS
- Request an application by calling the Statewide LIHEAP Hotline at 1-866-857-7095 or call PA Relay at 711 for the hearing impaired.
- Applications are available at your local CAO

To apply, you will need

- Names of people in your household
- Dates of birth for all household members
- Social Security Numbers for all household members
- Proof of income for all household members
- A recent heating bill

Who is eligible?

You may qualify for a LIHEAP grant if your household income meets the following income guidelines:

INCOME GUIDELINES 2025 - 2026 LIHEAP	
Household Size	Maximum Annual Income
1	\$ 23,475
2	\$ 31,725
3	\$ 39,975
4	\$ 48,225
5	\$ 56,475
6	\$ 64,725
7	\$ 72,975
8	\$ 81,225
9	\$ 89,475
10	\$ 97,725

Each Additional Person Add \$ 8,250
These guidelines will be updated in February 2026

After your application is processed, you will receive a written notice that will tell you if you qualify. If eligible, it will tell you the amount of your grant.