

# 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

**Leroy D. Walls**  
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**Timothy Newman**  
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**Mark Swope**

**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 changes to the bylaws, and of course — the great door prizes!

The New Enterprise Rural Electric Cooperative (REC) 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 first-hand some of the good things your cooperative is doing in the communities we serve. Very few organizations are uniquely positioned like New Enterprise REC 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 2021 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.

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 10, 2021. Please join us for the annual meeting and enjoy the fellowship with friends, employees, directors, and staff of your electric cooperative. See you there! 

# Member rights and responsibilities

1. What can I do if I receive a disconnect notice from New Enterprise REC that says my electric service will be shut off because I have a past due bill?
    - ▶ Pay the bill in full, or
    - ▶ Enter into a payment agreement with New Enterprise REC, or
    - ▶ Apply for and become eligible for the Low Income Home Energy Assistance Program (LIHEAP) (see No. 3 below)
  2. How do I go about making a payment agreement?
    - ▶ Contact New Enterprise REC as soon as you know you cannot pay the amount you owe. If you cannot pay all the money you owe at one time, New Enterprise REC may offer you a payment plan that spreads payments out over a few months.
    - ▶ If you have not made the payments you promised in a previous payment plan with New Enterprise REC and still owe money, you may qualify for a second payment agreement under certain conditions.
    - ▶ If you do not make the payments you promise, New Enterprise REC may shut off your electric service any day after the agreed date.
  3. How do I apply for LIHEAP?
    - ▶ Receiving LIHEAP may prevent your electric service from being disconnected. Always double check with Brawna to be certain. Normally, the LIHEAP offices are open from November through April. The telephone numbers are listed below:
- The Low Income Home Energy Assistance Program (LIHEAP)**
- LIHEAP is open for anyone who needs help paying their electric or heating fuel bill. Call your county assistance office for help:**
- 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**
4. What if someone living at the residence has a serious health condition?
    - ▶ Contact Bobbi McInay at 814-766-3221, extension 4606, or 800-270-3177, extension 4606, to get the appropriate form for your doctor. This completed form must be provided to New Enterprise REC before the disconnection date. Otherwise, your electric service may be shut off. If New Enterprise REC receives this written statement, your service will not be shut off for 30 days. This 30-day delay is to allow you time to arrange payment of your electric bill or find other living arrangements. After 30 days, your service may be shut off if payment arrangements have not been made.
  5. When can New Enterprise REC shut off my electric service because I have not paid my bill?
    - ▶ New Enterprise REC can shut off service between the hours of 7 a.m. and 2 p.m., Monday through Thursday.
    - ▶ New Enterprise REC will not shut off your service on nights, weekends or holidays for nonpayment of a bill.
  6. When will New Enterprise REC not shut my power off?
    - ▶ New Enterprise REC will not shut off your service if you enter into an agreement plan to pay the overdue amount.
    - ▶ New Enterprise REC will not disconnect your service if you are receiving any assistance that will pay your bill in full.
  7. How will I be told New Enterprise REC is going to shut off my electric service?
    - ▶ You will receive a disconnect message on your billing statement the first part of the month. This message will give you the date of disconnection.
    - ▶ A week after, you will receive a “Disconnect Notice.”
    - ▶ New Enterprise REC will also try to reach you by telephone or email before the disconnect date.
  8. If service is shut off, when will it be turned back on?
    - ▶ New Enterprise REC will turn your service back on once payment in full is made.
    - ▶ New Enterprise REC only reconnects service between 7 a.m. and 2 p.m. Monday through Thursday. No reconnects are done after 2 p.m., weekends or holidays.
    - ▶ New Enterprise REC will charge you a fee to disconnect your meter and another fee to reconnect the service. If a security deposit isn't already paid on your account, you will be charged up to a \$250 security deposit. Those fees need to be paid before service can be restored. ⚡

**Disconnecting for non-payment**

Are you having trouble paying your electric bill? If so, please call Brawna at 814-766-4602 or 800-270-3177, extension 4602, to set up a payment agreement. You don't have to have a disconnection notice to set up an agreement. If you are unable to pay one month's bill, call right away.

Once a disconnect notice is mailed, a payment of the total due needs to be made or an agreement must be on file. If not, your meter will be disconnected. Disconnecting for non-payment is one job that is not very popular. No employee enjoys shutting a meter off to leave a family in the dark.

Don't delay calling our office to make an agreement once you receive a disconnect notice. A signed agreement needs to be on file before the disconnection date.

Once an agreement is made, the amounts must be paid as stated in the agreement. Any change in the agreement amounts or dates paid will make the agreement void. Disconnection may occur after an agreement is broken.

Should agreements be broken twice, no further agreements will be allowed.

If you could use some help paying your electric or heating fuel bill, you may wish to call your county Low Income Home Energy Assistance Program (LIHEAP).

## Pennsylvania sales tax

It is time again to mail Pennsylvania Sales Tax Blanket Exemption Certificates. What is this certificate? The Pennsylvania Department of Revenue requires New Enterprise REC to have a certificate on file for each meter on their system. This exemption certificate prevents you from paying sales tax on your utility bill. Your certificate is valid for three years. Depending when you signed your last certificate, you may not receive one this year.

Look at your most recent bill. Are you paying sales tax on your meter(s)? If so, call the office and we will send you a new certificate to sign. Or your meter may not be exempt from sales tax. Certain businesses are required to pay sales tax, as well as rental accounts that are in the landlord's name.

Should your business 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. Forms that we do not receive back will be charged sales tax. If you have more than one meter, you will need to complete a certificate for each meter.

Listed below you will find a few examples of what qualifies you to be exempt:

- ▶ Primary residence.
- ▶ Vacation home.
- ▶ A property that will be directly used by you in your: manufacturing, mining, farming, dairying or ship-building operations that are performed as a business.
- ▶ A property that will be used for an organization or institutional activities by purchaser that is a: religious organization, volunteer firemen's organization, non-profit educational organization, or a charitable organization holding a charitable exemption number.
- ▶ A property that 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.).

Please call the office if you have any questions concerning your certificate and account.

## DIY efficiency projects

DO YOU hear the term "do it yourself" or "DIY" and cringe? Or perhaps you are a DIY extraordinaire, looking for the next project to complete.


Along with crafty DIY projects, there are some energy-efficient ones that can help you save money. Before digging in, however, make sure the project fits both your budget and your DIY wheelhouse. For example, don't try to change out your inefficient windows with more efficient versions unless you know it is a project you can take on.

DIY projects can add up, but in a good way. According to Energy.gov, sealing uncontrolled air leaks can save from \$83 to \$166 a year. Weather stripping double-hung windows can save \$42 to \$86 annually. And insulating your electric water heater tank can save \$20 to \$45 a year.

If you take the mid-range amounts for all three modifications, they can save \$221 a year.

Additional easy-to-do projects or steps that could save you money include:

- ▶ **Turning down your hot water heater.** Although some manufacturers recommend setting hot water heaters at 140 degrees Fahrenheit, consider setting it at a lower temperature (120 degrees Fahrenheit minimum). Reducing the temperature setting can slow mineral buildup and corrosion in your hot water heater and pipes, according to Energy.gov. The higher (140 degrees Fahrenheit) temperature is not ideal for home with small children since water that hot can scald a person.
- ▶ **Insulating your hot water pipes** will help reduce heat loss and raise your water's temperature.
- ▶ **Insulating and reducing air leaks** in floors over garages. You can seal air leaks and add insulation to make the living space more comfortable and make that part of your home more energy efficient.
- ▶ Depending on how well your attic is insulated, **consider adding more insulation.** There are several types of insulation and the R- or Resistance-value that you will need depends on several variables, including where you live and your climate. Recommended R-values are published at Energy.gov and Energystar.gov.
- ▶ Consider installing an **attic stair cover box** to improve air leaks and comfort. You can build your own box, purchase a kit, or even buy a pre-built box. Energy.gov says the box should be durable enough to withstand repeated openings and closings, have an R-value like the rest of your attic insulation, and provide an air seal.
- ▶ Here is an easy one: **applying frosted contact paper to the windows** in or by your front door. Not only can you increase privacy, but you will decrease heat transfer.
- ▶ If you do not have one, consider **installing a programmable thermostat** or a **smart thermostat.** Either improvement can make a difference on your energy bill, especially if you select a higher temperature in the summer and lower temperature in the winter when you will not be there.

For more information about electrical safety, visit [SafeElectricity.org](http://SafeElectricity.org). 

### What is the \$20 customer charge on my bill?

**The customer charge is a monthly charge that cooperative consumer-members pay to help recover fixed costs associated with maintaining and operating our distribution system. The charge is the same each month, no matter how much electricity is used. Because all consumer-members benefit from having reliable electric service available when they need it, the customer charge allows everyone to pay a share of the costs.**

**When it comes to severe weather...  
hope for the best, *but prepare for the worst.***



You can begin your preparation by assembling an emergency preparedness kit, which includes items to help keep your family safe and comfortable during a power outage. Your kit should include items such as water, non-perishable food, flashlight, batteries, blankets, and a first aid kit.

- \_\_\_ Drinking water & food
- \_\_\_ Blankets, pillows, & clothing
- \_\_\_ Basic first-aid supplies
- \_\_\_ Medications
- \_\_\_ Basic toiletries
- \_\_\_ Flashlights
- \_\_\_ Battery-operated radio
- \_\_\_ Extra supply of batteries
- \_\_\_ Cellphone with chargers
- \_\_\_ Cash and credit cards
- \_\_\_ Basic tools (duct tape, wrench, etc.)
- \_\_\_ Important documents & numbers
- \_\_\_ Toys, books, & games
- \_\_\_ Baby supplies
- \_\_\_ Pet supplies

