

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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BOARD OF DIRECTORS

Leroy D. Walls
President
Timothy Newman
Vice President
David Bequeath
Secretary
Merle Helsel
Asst. Secretary
Curtis Brant
Treasurer
Brian McCoy
Mark Swope

OFFICE HOURS

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

EMERGENCY OUTAGE NUMBERS

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

In Times Like These, We Need the Cooperative Difference



Over the past year, we have all experienced the effects inflation has imposed on our lives. The same is true here at the cooperative. For months, we have been adjusting to increased material, fuel, and supply costs and preparing for upcoming changes in the cost of our wholesale power rates. As we move into 2023, members will notice changes in basic service fees and kilowatt-hour (kWh) and kilowatt (kW) demand rates. Our plan is to have the new rates in effect for

kilowatt hours billed in January.

The largest annual budget item for the cooperative is electricity purchased and distributed to our members. Our last rate increase was 10 years ago. New Enterprise Rural Electric Cooperative (REC) prides itself on managing internal operating costs efficiently and providing the membership with great service at the best possible price. Forces within the global energy market are the catalyst for this latest increase.

I have mentioned in past communications, New Enterprise is part of Allegheny Electric Cooperative, Inc. (Allegheny). Allegheny is a not-for-profit generation and transmission cooperative owned by 13 Pennsylvania cooperatives, including New Enterprise, and one in northern New Jersey. Allegheny provides all of the energy requirements for New Enterprise via generation ownership and long-term power agreements. This portion of our power supply accounts for 65% of our needs, and thanks to Allegheny, costs have remained stable over the years and throughout the recent economic conditions.

The remaining 35% of our power requirements are met through shorter term purchases. These block purchases typically follow closely with current market pricing relating to power generation. Over the past year, it has been difficult to understand why certain types of our most efficient and affordable power generation sources have come under attack, increasing pricing pressures for us all.

Transmission is another component of providing energy to our members that will impact rates moving forward. We talked a few months back about how the transmission grid is the super highway for power, traveling long distances over massive towers and conductors to be distributed by municipal, investor-owned companies and local electric cooperatives. While generation prices often fluctuate with weather conditions, government policy, and fuel supply, transmission costs are subject to increased inflationary pressures, and it is not believed that they will be reduced any time soon.

The impacts of these changes in market conditions of power supply are significant. Management and the board have been reviewing information and pursuing options with members' interest in having safe, reliable, and affordable energy as well as maintaining the financial soundness for the cooperative. The plan set for next year considered energy use of all homes, farms and businesses served by the cooperative while focusing on the value and service you expect. We examined our system use data with market generation and transmission pricing models to provide the most accurate rate design for the membership. With the current energy market in flux, we will again be reviewing this part of our business throughout 2023

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Space Heater Safety

WE MADE IT THROUGH THE holidays, and Old Man Winter is still here for a few more months. Cold days are ahead of us and keeping warm is on our mind due to the increase in fuel prices. Space heaters are a good alternative supplemental source for heat if used safely.

With any space heater, certain precautions come along with it. Here are just a few:

- ▶ Review and follow all manufacturer directions.
- ▶ Plug heaters directly into outlets — never use an extension cord or power strip.
- ▶ Turn off heaters when not in use — never leave on unattended or after going to bed.
- ▶ Make sure pets and children stay away from heaters while on.
- ▶ Keep heaters at least 3 feet from flammables, such as blankets, paper, furniture, curtains, etc.
- ▶ Check the cord for cracking or fraying.
- ▶ Place the heater on a hard, level surface.

When purchasing a space heater, look for safety features such as:

- ▶ Tip-over switch: Unit shuts down if it is not in an upright position



HEATER SAFETY: Do not plug heaters into power strips or extension cords as they are not able to handle the extra current a heater requires.

- ▶ Automatic shut-off/overheat protection: Automatically shuts off in case of overheating
- ▶ Thermostat: Monitors indoor temperature and will adjust the heater, turning it on and off
- ▶ Plastic face: Keeps the grille from heating to the point of burning upon contact
- ▶ UL label: Indicates it meets safety standards established by Underwriters Laboratories

So, when it is cold outside, you can stay warm by following those simple guidelines of using a space heater. 🍷

Sales Tax Notices

Are you paying sales tax for your electric service? If so, call the office, and we will see if you can be exempt from paying sales tax. The state Department of Revenue requires us to maintain a certificate, which the member needs to sign, for each metered service. If you received the form and did not return it to the office, then we are required to charge you sales tax. Your signed form is valid for three years and then another form will be sent to you. We will be sending out forms within the next few months to those whose current form is due to expire this year.

Certain businesses are required to pay sales tax as well as landlords who keep a rental account in their name. If you have a business and are exempt, please include your sales tax exemption number on the form.

Here are a few examples that qualify you to be exempt:

- ▶ Primary residence (doesn't matter if you own or rent the property)
 - ▶ Vacation home
 - ▶ Property will be used directly for manufacturing, mining, farming, dairy or ship-building operations that are performed as a business
 - ▶ Property is used for an organization or institutional activity by a religious organization, volunteer fire department, non-profit educational organization, or charity holding a charitable exemption
 - ▶ The property will be directly used by a purchaser for the production, delivery, or rendition of a public utility service and/or for the 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: _____
PA PUC No. _____
Supplement _____
- ▶ Other purpose (personal garage, shed, barn – buildings must be on primary residential property).

Please call the office if you have any questions or need a certificate to sign.

FROM THE GENERAL MANAGER/CEO

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to ensure we are offering precise and accurate rate models for the membership and maintaining the financial strength of our cooperative.

Electric cooperatives are owned by those they serve and not investors from out of town. Instead, we work for our consumer-members — you. Our not-for-profit model ensures costs are kept low, and profound value and service are what we provide to you. Any margins realized by the cooperative are returned to you in the form of capital credits. We return capital credits in December each year.

It has been an unsettling year, watching our nation's leaders ignore and, in some cases, stand in the way of the production of domestic energy that would have potentially eased some of the energy increases and inflationary burdens we all have been enduring. Our goal at the cooperative is always to put the membership first in delivering safe, reliable, and affordable energy and provide a level of service that defines the cooperative difference.

Feel free to stop in or give us a call to let us know how we are doing. 📞

MARK MORRISON
GENERAL MANAGER/CEO

LIHEAP

THE LOW INCOME ENERGY Assistance Program (LIHEAP) opened Nov. 1, 2022, and will close April 28, 2023. 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 (choose "Services" and then "Assistance"). You can also request a copy of the

brochure from New Enterprise Rural Electric Cooperative.

Those eligible can apply online at compass.state.pa.us 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 low-income families pay their heating bills. LIHEAP is a grant. You do not have to repay it.

To receive help...

- Apply between Nov. 1, 2022 and Apr. 28, 2023.
- 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 \$300-\$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
- Termination of utility service
- Danger of being without fuel (less than a 15 day supply) or of having utility service terminated (received a notice that service will be shut off within the next 60 days)

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

How do I apply?

- Apply online at: www.compass.state.pa.us
- 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 2022 - 2023 LIHEAP

Household Size	Maximum Annual Income
1	\$ 20,385
2	\$ 27,465
3	\$ 34,545
4	\$ 41,625
5	\$ 48,705
6	\$ 55,785
7	\$ 62,865
8	\$ 69,945
9	\$ 77,025
10	\$ 84,105

Each Additional Person
Add \$ 7,080

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.



Introducing 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.

**On the go and in control...
Manage your account like
never before**

What is SmartHub and what's in it for you?

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 usage, 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. You'll be able to see your current bill, along with bills from the previous months 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 usage. 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 or taps.

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.

Access SmartHub by visiting newenterpriserec.com or by downloading the SmartHub app on your tablet or mobile device.



Smart
PAYMENTS



Smart
COMMUNICATION



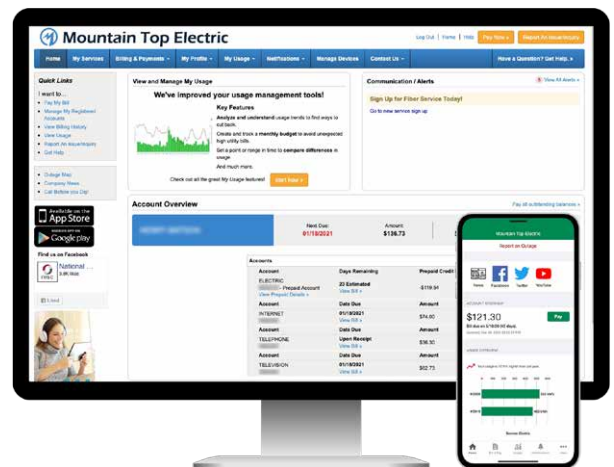
Smart
ENVIRONMENT



Smart
USAGE

How will you register for SmartHub?

- When you get to the SmartHub login screen, click the **New User**
- **Sign up to access our Self Service Site** link at the bottom of the screen.
- Use your account number to register for SmartHub.
- After you have successfully registered with SmartHub, you'll be emailed a temporary password to login for the first time.
- The first time you log in, you'll be asked to create your new password.
- Once you register for your online account, you will need to update your payment options.
- **Please note** - Auto Pay members will need to enter their checking or debit/credit card information into the new SmartHub system.
- At the end of the registration process, we encourage you to select our paperless billing option so you can receive your new bill immediately, no matter where you are at.



Where you can get your questions answered?

If you have any questions or issues with the registration process, you may contact us by sending an email to info@newenterpriserec.com or calling 1-814-766-3221.

SMART MANAGEMENT. SMART LIFE. SMARTHUB.