

New Enterprise Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives
serving Pennsylvania and New Jersey

3596 Brumbaugh Road
New Enterprise, PA 16664-8814
814-766-3221 • 1-800-270-3177
FAX: 814-766-3319

Website: www.newenterpriserec.com

BOARD OF DIRECTORS

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

Robert Guyer
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



Summer shift

By Mark Morrison

IT IS finally here. Summertime. The nice weather is a welcome sight indeed. My hope is that we can all take advantage of some of our normal summertime hobbies and adventures. We are quite blessed to live in this region where the landscape provides so many wonderful outdoor activities, including hiking and biking trails, boating, kayaking, or fishing on our many rivers, streams, and creeks, and uncovering the backyard swimming pool, of course.

We are also busy with summer activities at the cooperative. This time of the year is prime time for those construction projects that have been put on hold because of wet conditions. Every September, we evaluate our construction plan and fold it into the next year's budget, highlighting system improvement projects that will improve the distribution system reliability and resiliency for all. Although the weather is very warm, line crews are pushing forward with many pole and conductor replacements systemwide. In the coming months, we will evaluate our progress and set goals for next year.

Our right-of-way plan is also in full swing. As many of you know, we are on a six-year cycle for right-of-way maintenance. This time frame has proven itself over the years, and it is one of the reasons we enjoy reliable power throughout some of the worst weather each season can bring. We always appreciate calls from the membership that help us to maintain the rights of way. Throughout the year, we receive many calls from folks who

identify “sketchy” trees that may contact the line or pose a potential threat to the line under the right conditions. These calls always mean so much to us at the office. We would rather eliminate an outage on our terms rather than let Mother Nature call the shots and cause an outage on her terms. We have not been able to prevent them all, and she still shows us that she is in charge from time to time.

Last summer, we began participating in the “Electric Shift” program. You may have seen and heard the ads on TV and radio during the summer months when the temperatures and electricity demand are highest. The goal of this program is to lower system electricity demand during peak energy consumption times. The cooperative is billed a demand component on our electric bill each month, so if we can wait until early evening to wash and dry clothes, and run the pool pump or dishwasher, those efforts go a long way toward helping to keep power costs as low as possible for everyone. The membership is our best resource at the cooperative to help get the job done. Your efforts to manage electricity consumption during peak periods have a great impact on future power costs.

Enjoy the summer ahead. Stay safe and healthy out there, help your neighbors, and thank you for being a member of this great electric cooperative. As always, stop in or give us a call and let us know how we are doing.

Mark

We're ready for storm season; are you?

By Brawna Sell

NOW THAT summer is in full swing, like many of you, I welcome more opportunities to be outdoors and enjoy the warmer weather. Summertime brings many of my favorite activities like cooking out with family and friends, afternoons on the water, and simply slowing down a bit to enjoy life.

But summer months also make conditions right for dangerous storms. These potential weather events can cause destruction to our electrical system, but I want you to know New Enterprise Rural Electric Cooperative (REC) crews are ready and standing by to respond should power outages occur in our area.

When major storms knock out power, our line crews take all necessary precautions before they get to work on any downed lines. I would encourage you to also practice safety and preparedness to protect your family during major storms. The Federal Emergency Management Agency recommends the items below as a starting point for storm and disaster preparedness, but you can visit ready.gov for additional online resources.

- ▶ Stock your pantry with a three-day supply of non-perishable food, such as 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 portable, battery-powered radio or TV.
- ▶ Organize emergency supplies so they are easily accessible in one location.

In the event of a prolonged power outage, turn off major appliances, TVs,

computers and other sensitive electronics. This will help avert damage from a power surge, and will also help prevent overloading the circuits during power restoration. That said, do leave one light on so you will know when power is restored. If you plan to use a small 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.

Listen to the local news or a National Oceanic and Atmospheric Administration (NOAA) Weather Radio for storm and emergency information.

After the storm, avoid downed power lines and walking through flooded areas where power lines could be submerged. Allow ample room for utility crews to safely perform their jobs, including on your property.

Advance planning for severe storms or other emergencies can reduce stress and anxiety caused by the weather event and can lessen the impact of the storm's effects. Sign up for NOAA emergency alerts and warnings, and download NOAA's app to stay abreast of power restoration efforts and other important co-op news and information.

I hope we don't experience severe storms this summer, but we can never predict Mother Nature's plans. At New Enterprise REC, we recommend that you act today because there is power in planning. From our co-op family to yours, we hope you have a safe and wonderful summer. ☀️

Attention, landlords

Be sure when renting your properties out, you have the renter(s) put the electric account into their name. By putting the account in the renter's name, you as a landlord are not responsible for any unpaid electric bills.

We perform a credit check on any new member. The credit check determines the size of deposit that will be needed. For those who have excellent credit, no deposit is required. An average credit rating requires a \$125 deposit. A \$250 security deposit is required for individuals with below-average credit. Should a person have no credit history, a \$125 security deposit will be required.

To get electric service with New Enterprise REC, membership papers need to be completed and a \$5 membership fee paid. In addition, a security deposit totaling one of the amounts listed above must be paid before an account can be transferred into a new person's name. The account remains in your name and you are responsible for the bill until your renter takes care of the paperwork and fees.

So remember to follow up with your renter to make sure they took care of their obligations before you give them the keys to the rental.

Don't fall victim to utility scams

Every day, millions of Americans are targeted by scammers through phone calls, emails, and text messages, both online and in person. Scammers' tactics can change daily, which is why it's important for consumers to stay on top of the latest scam reports from local and national news outlets, as well as your local utility companies.

We want you to be aware of two trending scam tactics. One is the overpayment trick, where a scammer contacts you and claims that you have overpaid your utility bill. The scammer will say they need your personal banking information to deposit the credit back to your checking account. Don't fall for this scam! If you make an overpayment on your electric bill, New Enterprise REC will automatically apply the credit to your account. This credit will carry over to your next billing cycle. Another trending scam is "SMiShing" (short for SMS phishing). Many consumers know to watch out for suspicious emails, but we tend to trust text messages sent to our smartphones. Always question suspicious texts, especially from someone claiming to represent a utility. New Enterprise REC will only send you important updates via text if you've signed up for notifications through SmartHub. These are just a couple of examples of trending scams, so it's important to watch for any red flags.

Here are a few reminders on how to take control of the situation when you've been targeted by a scammer:

- ▶ Take your time. Utility scammers try to create a sense of urgency so you'll act fast and hand over personal information, especially over the phone. Take a moment to think about the situation before acting.
- ▶ Be suspicious. Scammers typically request immediate payments through prepaid debit cards or third-party apps. Unusual requests like this should raise red flags. Remember, if the request seems strange or out of the ordinary, you're likely being targeted by a scammer.
- ▶ Confirm before you act. If you're contacted by someone claiming to represent New Enterprise REC or another utility but you're unsure, just hang up the phone and call the utility directly. You can reach us at 814-766-3221 or 800-270-3177 to verify the situation.

Our increasingly connected world provides scammers with more opportunities to connect with unsuspecting consumers. Together, we can help prevent our friends and neighbors from being victimized. 🌞



AVOID UTILITY SCAMS

Scammers will threaten you with everything from shutting off power to your home to legal action. Don't fall victim to these types of scams.

- Our employees will never show up at your door to demand payment.
- Never give personal information to an unknown caller or visitor. Our representatives have access to the details they need to service your account.
- Demands for immediate payment by wire transfer, cryptocurrency, gift cards or cash reload cards should immediately raise red flags.
- If you think you've been contacted by a scammer falsely representing the co-op, please let us know as soon as possible.

Does your electric use go on vacation when you do?

Summer is here and so is vacation season. If you are planning on taking a vacation this summer, you may think your electric bill will be lower when you are away from home. In reality, when you are away, your meter doesn't stop running.

Ask yourself a few questions before you assume your electric bill should decrease by any considerable amount during vacation time.

Was your water heater turned down or off while you were away? Remember, if your electric water heater is left on during vacation, it will continue to operate and maintain the tank temperature even if you are not using any hot water. Was your refrigerator and/or freezer emptied and turned off? If not, they will continue to operate and maintain their preset temperatures. Were other electrical appliances left plugged in, such as clocks, lights, fans, computers, televisions, stereos, and heating and cooling equipment? All of these will use energy while you are away if they are plugged in. Did you do laundry when you returned? People bring home several days or weeks of dirty laundry. This laundry will give your electric water heater a workout during the first day or two back home.

Learn your vacation use by reading your meter upon leaving and again when you return. This will determine the number of kilowatt-hours used while you were gone and make you more informed about your use.

Advantage savings with your Co-op Connections Card

Have you come across your Co-op Connections Card and wonder what it is for? Don't toss it out! Awesome savings come with having this card! Just look at what benefits you will receive with using your card.

- ▶ 10% to 85% discounts on most prescriptions at more than 60,000 participating pharmacies. This includes nationwide and local independent pharmacies.
- ▶ 10% to 60% discounts on eyeglasses, contact lenses, eye exams and LASIK.
- ▶ 20% to 40% discounts on dental care such as cleanings, X-rays, root canals, crowns and orthodontics.
- ▶ PLUS, additional savings on chiropractic visits, lab tests, imaging scans and hearing aids.
- ▶ Great discounts from businesses in your community, including dining, shopping, automotive and much more. Use the card to support store owners in your neighborhood.
- ▶ Big savings when you shop online.
- ▶ Printable coupons for groceries that update daily.

Log on to newenterpriserec.com and click on the Co-op Connections Card. You will be redirected to its website. From there, you will need to create an account to view the savings, discounts and participating providers. If you shop online, then click on "Cash Back Mall" and start earning cash back on purchases you make online.

If you cannot find your card or need a second card, contact Wendy at New Enterprise REC at 814-766-3221 or toll-free at 800-270-3177, extension 4612.



YOU CAN HELP REDUCE FUTURE POWER COSTS.

Our future electric rates are partially based on how much power you use on hot, humid weekdays between 1 p.m. and 6 p.m. this summer. When you hear an announcement from your local electric cooperative about doing the "Electric Shift," try these simple steps:

CLIMATE CONTROL



- Set air conditioners at 78 degrees or use fans instead.
- Close curtains and blinds to keep things cooler in your home.

USE OF APPLIANCES



- Operate washers, dryers, dishwashers, stoves and other major appliances in early morning or evening.
- Minimize the number of times you open your refrigerator and freezer.
- Cook with an outdoor grill or a microwave oven.

FLIP THE SWITCH AND UNPLUG



- Turn off any non-essential lights.
- Convert to LED light bulbs.
- Unplug devices from their respective outlets when not in use.

OUTDOOR TIPS



- Run pool pumps at night.
- Plant plants on the south and west sides of your house - it can provide much needed shade during the hottest hours of the day.
- Ditch the dryer and use a clothesline.

YOUR LOCAL TRUSTED ENERGY ADVISOR.

A Touchstone Energy® Cooperative

