

# New Enterprise Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives  
serving Pennsylvania and New Jersey

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New Enterprise, PA 16664-8814  
814-766-3221 • 1-800-270-3177

FAX: 814-766-3319

Website: [www.newenterpriserec.com](http://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



## Interested in a seat on your co-op board?

By Mark Morrison

OVER 80 years ago, many of our neighboring communities wanted the convenience of electricity. However, private power companies were not interested in serving these widespread rural residences because there was not enough profit for their stockholders. So, area residents decided to organize and provide the wonder of electricity for themselves. New Enterprise Rural Electric Cooperative, Inc. (REC), a not-for-profit business, was established by members to serve members.

Your cooperative is governed by a seven-member board of directors. Directors are trustees that serve on behalf of the cooperative's consumer-members and are elected at the annual meeting. The membership selects a director to serve in each of the seven director areas.

When you become a consumer-member of New Enterprise REC, you share in the benefits and responsibilities of the cooperative for as long as you remain a member. Any profits are returned to members in the form of capital credits.

There is one director area up for election at this year's annual meeting. If you are interested in a seat on your co-op board and meet the qualifications, you could be eligible for nomination in your area. A vote of the members attending the annual meeting on June 10 will determine who serves on the board for the three-year terms.

If you live full time in Area 4 and are interested, contact or stop by the cooperative office and we can discuss the process. If you are not sure in which area you are located, a detailed


map is available at the office for review.

**AREA 4** – Liberty Township and a portion of Hopewell Township in Bedford County including Pinchot Road, Ravers Gap Road, Raven Run Road, Sugar Camp Road, Marble City, Yellow Creek area, Jacks Corner, the north end of Plank Road and Polecat Road. (Served by Leroy Walls, your current board president, since 2000.)

Should being a director not appeal to you, you still have an important role in the operation of the cooperative. You can nominate and vote for other consumer-members for a director position, or volunteer to serve on the Nominating Committee or the Elections and Credentials Committee. The bylaws of the cooperative outline the qualifications and procedure for the selection of directors. There are certain time frames throughout the procedure that must be followed. The board of directors will select a Nominating Committee in March. The Nominating Committee will prepare a list of nominations and post it at the cooperative office.

Any 15 or more consumer-members acting together may make additional nominations after the list is posted.

Do not miss your chance to vote for the person you want to represent your area. Come to the 83rd annual meeting of New Enterprise REC on Thursday June 10, 2021, at the Southern Cove Power Reunion Grounds in New Enterprise.

We will be posting more annual meeting news in future *Penn Lines* issues, our Facebook page and the cooperative website, [newenterpriserec.com](http://newenterpriserec.com). 

# Cove Printing & Design

By Ella Gable, *Summer Intern*

**BRYAN AND AMY** Melius are the owners of Cove Printing & Design LLC, which is located in Woodbury's former bakery. With more than 25 years of experience in the industry, they bought the building in 2017 and renovated it, opening in early 2018. Cove Printing & Design produces everything from business cards, office forms, postcards and programs to raffle tickets. They also print T-shirts, other apparel, banners, yard signs and vehicle magnets. Bryan prints letterhead, envelopes, the annual report, stickers for the trucks, and underground marking signs, plus much more for New Enterprise Rural Electric Cooperative (REC). He is always helpful and does a great job.

Bryan and Amy purchased their building as an investment property and that's where they decided to open their new business. He says people still stop by the building to ask if it is a bakery; however, most of the community has been very welcoming as people appreciate having a business on the corner instead of a vacant building.

In 2020, the pandemic affected all small businesses and this one is no

exception. Early in the pandemic, Cove Printing & Design closed their doors just like everyone else was told to do.

"As a new business, this was difficult to survive," Bryan says. "Getting any kind of unemployment was difficult for some who were self-employed, and impossible for others."

Bryan says his heart goes out to restaurants and other businesses that are

still battling on a daily basis the same issues brought on by the pandemic. He believes all businesses are essential to someone and should be shown respect with a focus on keeping people safe.

His advice for new or soon-to-be business owners is: you should expect to be working a lot more hours than you would be if you worked for someone else.

He says, "Make sure you enjoy what you're doing. Anyone looking to start their own business should be prepared for a roller coaster of ups and downs. Keep a positive attitude and don't sweat the small stuff."

Cove Printing & Design is open throughout the week. For more information, you can go to their website at [coveprintinganddesign.com](http://coveprintinganddesign.com). 🌀



**WOODBURY BUSINESS:** Cove Printing & Design is a high-quality printing business. Owners Bryan and Amy Melius are a great addition to the small town of Woodbury.

## Pennsylvania sales tax

New Enterprise REC is required by the state of Pennsylvania to charge sales tax on any meter not having a *Pennsylvania Sales Tax Blanket Exemption Certificate*.

These certificates are mailed every three years. If we do not receive your certificate back, we are required to charge your account sales tax. In most cases, you should not be paying sales tax. Look at your bill to see if you are being taxed.

Here are a few reasons for being 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.).

If you are exempt because of one of the reasons listed above, call New Enterprise REC right away. We will get a new certificate out to you. As soon as we receive it back, we will remove the tax.

Remember these certificates are sent out every three years. Each time you receive a Sales Tax Exemption Certificate, complete it and return it our office.

# Blinks mean system is working

NEW ENTERPRISE REC strives to provide reliable electric service. An important part of outage prevention is an equipment operation we often call a “blink.” Blinks occur when a breaker, or switch, opens along any portion of the power system. The breaker usually opens because of a large, quick rise of electrical current. This large rise called a fault condition can occur when a tree branch touches a line, lightning strikes or a wire breaks. It can also happen when a bird with a large wingspan comes in contact with one energized wire or when farm equipment encounters power lines.

When this happens, a relay senses the fault and tells the breaker to open, preventing the flow of power to the problem site. After opening, the breaker quickly closes. The brief delay, which allows the fault an opportunity to clear, usually lasts less than two seconds. If the fault clears, electric service remains on and all is well.

If, after the breaker closes, the fault condition is still detected, the breaker will open again and repeat the process. If after the third time, the fault condition has not cleared, the breaker locks out and a co-op crew must be dispatched to resolve whatever issue caused the fault condition.

Without these breaker operations, our lines and equipment would be vulnerable to major damage resulting from pole fires or high-voltage conditions. High-voltage conditions would also put the member-owned equipment at risk. These operations can also prove to be potentially life-saving should someone encounter an energized line.

Thanks to New Enterprise REC's automated metering infrastructure, if a consumer-member is experiencing blinks at their residence, the co-op can pull up the consumer-member's meter and access blink counts to confirm the number of service interruptions.

Blinks can be rather irritating for

co-op consumer-members because they often require resetting timers and clocks are left flashing “12:00.” It can also be worrisome to have a blink occur while HVAC systems or any appliance or device equipped with a motor or compressor are operating. The sudden interruption of operation followed by an immediate restart can leave such equipment vulnerable to failure. That is why many newer model HVAC systems now come equipped with a delay start to protect the compressor after an interruption of service.

An uninterruptible power supply (UPS) on your computer can help prevent information losses of unsaved work during a blink or outage. The UPS incorporates surge suppression features with a battery backup and can provide you with enough time to save your work and shut down your computer properly if needed.

If you have experienced a blink at your home or business, please keep in mind that it is normal, and the system is working properly. A blink can occur up to three times before a power outage. 🌞

## Disconnection to resume

During the winter months, New Enterprise REC doesn't disconnect accounts for non-payment.

Disconnection for non-payment will begin again on April 7, 2021. A disconnection message will be printed on the bills received in March, plus an additional disconnect notice will be sent within a week of your billing statement.

Do not delay calling Brawna at extension 4602 at the office should you not be able to pay the full total due before April 7. It is best to call as soon as you get the billing statement or the disconnect notice.

A signed written agreement needs to be in place on or before April 5.

Should you be having trouble paying your bill, you may wish to call your County Energy Assistance Office. They are scheduled to remain open until April 9, 2021.

Below are the Energy Assistance Office telephone numbers:

**Bedford County Energy Assistance – 814-623-6127 or 800-542-8584**

**Fulton County Energy Assistance – 717-485-3151 or 800-222-8563**

**Huntingdon County Energy Assistance – 814-643-1170 or 800-237-7674**

The Low Income Home Energy Assistance Program (LIHEAP) helps low-income families pay their heating bills.

To receive help:

- ▶ You do not have to be on public assistance
- ▶ You do not need to have an unpaid bill
- ▶ You do not have to own your home

There are two types of grants available: cash and crisis. **Cash** grants help families pay their heating bills. This is a one-time payment that is sent directly to the utility or fuel provider.

**Crisis** grants are for an emergency situation where you are in danger of losing your heat. You can receive more than one crisis grant during the season.

Emergency situations would be:

- ▶ Broken heating equipment or leaking lines that must be fixed or replaced
- ▶ Lack of heating fuel
- ▶ Electric service has been disconnected
- ▶ Danger of being without heating fuel or of having the electric service disconnected

# Did you know ...

## What to do if you have an outage

- ▶ Check your fuses or breakers.
- ▶ Check with your neighbors to see if they have power.
- ▶ Call New Enterprise REC at 814-766-3221 or 800-270-3177. During business hours, press 3 to report an outage. After hours, listen to the message for instructions about leaving a message.
- ▶ Have the following information ready: account name, service location, contact telephone number for a return call and time the power went out.
- ▶ Let the co-op know if you saw any problems, such as a broken pole, lines down, trees or limbs on the electric lines, etc.

## General information

- ▶ Bills are sent out the first part of every month. Should you not receive a bill by the 10th of the month, call our office.
- ▶ Office hours are 7 a.m. – 3:30 p.m. Monday – Friday.
- ▶ A monthly magazine, *Penn Lines*, is sent to all consumer-members. Information about New Enterprise REC is located on the center four pages.
- ▶ Payment arrangements can be made by calling Brawna at extension 4602 or by emailing her at bsell@newenterpriserec.com.

## Payments

New Enterprise Rural Electric Cooperative (REC) bills are generally due on the 23rd of each month. Should the 23rd fall on a weekend or holiday, the due date is the next business day. Always check the due date on your billing statement.



New Enterprise REC has many different options for you to pay your monthly electric bill. Following are the ways you can pay:

- ▶ **At the office** – Monday – Friday 7 a.m. to 3:30 p.m. Payments can be made in person at our office during normal business hours.
- ▶ **At the drop box or night deposit** – These boxes can be used any time of the day. The drop box is very convenient when you want to make a quick stop. Both boxes are checked first thing every business day.
- ▶ **By mail** – Mail your payment and the bottom portion of your bill. Allow time for payments to be received on or before the due date.
- ▶ **Over the phone** – Call our office during regular business hours to make your payment with check, debit card or credit card.
- ▶ **With Auto Pay** – Your payment is drafted from your checking or saving account on the 20th of each month. A form would need to be completed before starting Auto Pay. You will still receive a monthly statement. A one-time \$5 credit will be applied when you first sign up.
- ▶ **By Recurring Debit/Credit Card** – Your payment is charged to

a debit card or credit card on the 20th of each month. A form needs to be completed before starting Recurring Debit/Credit Card. You will still receive a monthly statement.

- ▶ **At our website** – You can make your payment with check, debit card or credit card at newenterpriserec.com.
- ▶ **On your smartphone or tablet** – Pay with our free *SmartHub* app. **What is SmartHub?** SmartHub gives you the ability to pay your bill, check your payment history, look at your use history plus so much more.



This app can be downloaded for Apple and Android mobile devices. Just go to the Apple Store® or Google Play®, and search for SmartHub.

## Paperless

Paperless billing is available. Each month, you will receive an email with your billing amount. Call the office if you would like to go paperless. A one-time \$5 credit will be applied when you first sign up.

## Budget Billing

Would it be helpful to know what your electric bill amount would be each month? With our Budget Billing program, you would know this information. The computer looks back at your previous 12 months of use, averages it and rounds the amount off to the nearest \$10. This is done each month to ensure the budget amount doesn't get out of line. Should the amount need to be increased or decreased, the computer does it right away.

The only reason the amount would be different would be if your use increased or decreased from the previous year.

If you are interested in the Budget Billing program, please call or email the office.

## Life support

If you or someone in your home depends on life support equipment prescribed by a doctor, contact Bobbi at our office at 814-766-3221, extension 4606, or 800-270-3177, extension 4606, or by email at bmcilnay@newenterpriserec.com to get the necessary form. When an outage occurs, New Enterprise REC will make every effort to restore power as quickly as possible. Be sure to have emergency back-up in case of extended outages.

## Unauthorized pole attachments

Below are some examples of things that SHOULD NOT be on an electric pole:

- ▶ Satellite dishes
- ▶ Birdhouses, flower boxes or basketball hoops
- ▶ Deer stands
- ▶ 911 address signs
- ▶ Signs
- ▶ Nails, staples or tacks

This list has just a few examples of things that we have seen on poles. Should these items be found on a pole, they will be removed. The cost of removing the items will be charged to the member responsible.