

PowerLines

YOUR CENTRAL ELECTRIC COOPERATIVE NEWS CONNECTION

Central Electric Cooperative

A Touchstone Energy[®] Cooperative



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The Only Constant

BY MATTHEW BOSHAW
CEO & General Manager

The only constant is change. This is one of the few overused cliches that I find to be amazingly true. As a matter of fact, it is one of the foundations of my approach to strategic planning, or at least a version of it. My version is continuous, incremental improvement. As we enter the spring season, this year has already highlighted some significant transitions we are experiencing.

One of the reasons I have spent my career working in the distribution electricity industry is the constantly changing environment and the opportunities it brings. This spring brings a great deal more than blooming flowers and warmer weather. At your cooperative, we are continuing to reestablish programs that were suspended during the pandemic, but we aren't simply rolling out the same program from three years ago. We took the time to review our programs and they are returning better and more engaging than what we had previously.

The NRECA Youth Tour is one of

these programs and we are looking forward to sending a junior to our nation's capital. This program educates students about cooperatives, gives them the opportunity to meet our elected representatives, and make connections with students from all over the country.

Our Safety City program is also back and improved. We have more and new employees providing the safety presentation to elementary school students and other groups. We have also created options for in-person and virtual presentations to accommodate specific schedules and needs.

Our First Responders training is scheduled for April 27. This program invites first responders (police departments, fire departments, EMTs, ambulance services, and others) to be educated on the hazards associated with power lines and how to safely secure emergency scenes. The training includes both a presentation and a live high voltage line demonstration.

Another transition comes from new demands added to our distribution system in the form of solar installations of varied sizes and requirements, as

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well as the growth of the electric vehicle (EV) market. As a result, CEC is working on changes to our net-metering program (see the Nov. 2022 Power Lines for more detail on net-metering). The program will take these changes into consideration and ensure that our membership is appropriately insulated from additional costs associated with net-metered (and larger) solar installations, while still accommodating them in our system. We have also begun an EV program that offers information to our members and will ultimately include a separate rate designed to encourage off-peak charging, as well as actual data from CEC’s use of an EV. We hope to put a vehicle through its paces in a varied work environment and be able to provide members with actual information about our results.

Lastly, we are not immune to the transition of the workforce that all industries are experiencing. As expected, we have seen increased retirements recently and less expected, we have seen employees make different life choices. While this transition is not easy, and has been in a larger increment in a short time than we would like, we have provided professional development opportunities to many employees and we have a group of talented and enthusiastic people filling new roles for your cooperative. These personnel transitions always provide the opportunity to change and improve our operations with new input and ideas. It is easier for someone new to start a new process than to change from one process to another. With more employees in new roles, we have identified or implemented changes that improve efficiency and service to our members.

These and other changes are making this an exciting time to serve our membership. We will continue to keep continuous, incremental improvement the driver for our decisions. A lot is going on and our engagement has never been higher. So, welcome to spring 2023! We look forward to finding new ways to meet your continuously changing needs.

MANAGEMENT TEAM

Matthew P. Boshaw

CEO & General Manager

Chester Conti

Director of Finance and Accounting/CFO

Lisa A. Hoover

Director of Member Services

Christopher W. Kossman

Director of Information Technology

Fred E. Terwilliger

Assistant General Manager/COO

Attention High School Seniors: PREA Scholarship

At least five \$1,000 Pennsylvania Rural Electric Association (PREA) scholarships, in memory of William F. Matson, are available for the 2023-2024 college year.

Who is eligible?

The PREA Scholarship Trust Fund offers scholarships to children of members and employees of electric cooperatives in Pennsylvania and New Jersey who belong to PREA. Applicants must be high school seniors and able to furnish necessary aptitude test scores, transcript and financial need information. This is a one-time scholarship.

Applications and required information must be received by **May 5, 2023**. Finalists will be sent a follow-up questionnaire that must be returned by **June 5, 2023**. Scholarship awards will be announced at the PREA summer meeting in July. To download the application and learn more, visit www.prea.com



Central Electric Cooperative

A Touchstone Energy® Cooperative 

Free Electrical Safety Programs!

We offer a Safety City tabletop and high-voltage demonstration.



Both programs are designed for all ages and are available in-person or virtually year-round.



For more information, call 800-521-0570 or visit www.central.coop.

This institution is an equal opportunity provider and employer.

Safety Programs

by Kessa Moore, Communication Representative

CEC is committed to raising awareness about electrical safety. To reduce the number of electrical incidents in our communities, CEC provides several electrical education programs to a variety of groups.

One of these programs, Safety City, focuses on educating fourth-and-fifth-grade students. It teaches students to be aware of electrical hazards and how to prevent electrical related injuries. This in-person or virtual program gives students a fun, hands-on experience that can stand alone or supplement an electricity lesson/unit.

Our First Responders Electrical Hazards Training teaches

first responders how to work safely in emergencies where electric utility lines are involved. This presentation is also accompanied by our Hot Line Demonstration. The demonstration uses real electrical equipment to show the hazards and operations of a high voltage electrical distribution system.

The safety of our members and employees is our top priority and through electrical safety awareness and education, we can prevent electrical hazards and injuries.

If you or your organization are interested in scheduling one of these no-cost demonstrations, please contact Kessa Moore at 800-521-0570 x2152.



2022 Member Survey Results

Member satisfaction is a topic of great interest to electric cooperatives. By definition, the cooperative model — ownership by those we serve — suggests high member satisfaction must be a constant goal for any cooperative to be successful.

CEC’s 2022 Member Survey was meant to provide a tool for you, our members, to tell us what you believe is important and what areas you’d like us to focus improvement efforts on. It was also meant to provide us with data for national comparisons and a general understanding of how satisfied you are. It did just that! Over 3,500 members participated in the survey and the results will have a large impact on our strategic plan and how the cooperative looks moving forward.

2022’s survey revealed that you’d like us to focus improvement efforts on reliability, rates, and system maintenance. We also learned that you’re: focused on energy efficiency,

visiting our website regularly, and interested in solar energy.

Beginning in September and running through mid-November, the 2022 survey also provided CEC with an American Customer Satisfaction Index (ACSI) score. ACSI is the only national cross-industry measure of customer satisfaction in the United States. CEC’s 2022 ACSI score is an 85. Nationally, electric cooperatives scored at 73 and investor-owned utilities scored at 72 in 2022.

Thank you to everyone who took time to participate in the survey.

Congratulations to the winners of the prizes for the survey: Adam & Halie Sorrell of Shipperville, Arthur & Norma Link of Slippery Rock, Bernard Berteotti of Karns City, Dalvin Krug of East Prospect, Paul & Nancy Mabold of Valencia, Lisa & Michael Beale of Fenelton, and John Lerch of Tarentum.

CO-OP NEWS



Forest and Venango County Director Seats up for Election

Every year, members elect two directors. Director seats are divided among the counties the cooperative serves. In 2023, resident members from Forest and Venango counties are invited to run for these two seats.



CEC Announces 2023 Scholarships

CEC is proud to offer its Good Neighbor Scholarship Program again in 2023. This program awards scholarships to CEC members or their children. The deadline for applications and all application requirements is March 15.



Spring Cleaning

by Connie Long, Member Energy Specialist

Hello! I want to start by thanking Laura for the introduction in February's issue of Power Lines. As she mentioned, my name is Connie and I'm the new Member Energy Specialist at CEC. I'm sure you all will miss reading her Meter Readings' articles, but I'm looking forward to sharing monthly energy tips and tricks with you — and hopefully meeting and hearing from many of you in the future. With that said, I would like to welcome you to Connie's Connection!

To kick off Connie's Connection, we are going to talk about spring cleaning! I know, I know, no one wants to think about cleaning, but the upcoming warm weather helps it be a little more enjoyable, in my opinion anyways.

Did you know, while you are spring cleaning you are also helping to save energy? Some of the routine items you clean can help you save on energy costs. Things such as changing your filters, and cleaning your windows and screens are great places to start.

Cleaning your windows will allow more natural light to come into your home while reducing the need for lights to be turned on during the day. Cleaning your screens will allow better airflow in your home, so you can enjoy that fantastic, fresh spring air.

When changing your filters, I don't mean just your furnace filter which is recommended to be changed every 1 to 3 months. We have many things in our homes that use filters we often forget about. Vacuum cleaners, for instance, are something we use all year long, but we often forget to clean the filter. Cleaning the filter will help your vacuum run more efficiently. This, in turn, will reduce how long you use the vacuum, while still cleaning up more dirt and dust. Refrigerators, whole house water systems, and air conditioners are just a few more items we tend to overlook.

One more item you can check since you'll be cleaning are the fan blades. I know you didn't forget those, but the direction your ceiling fan spins matters. In the winter, ceiling fans should be spinning clockwise to help push the warm air down. In the warmer months, you want your fan to spin counter-clockwise so it will circulate the cool air. This will help cool your home without lowering your air conditioner thermostat. This is an easy change, but also extremely effective.

I hope you enjoyed my first article and that you find the time to give your home the attention it deserves to help you save energy and money!



Employee Spotlight:

Dylan Linke



My favorite part about working at CEC is the small town/family roots work environment, the close working relationships, and countless opportunities for professional growth. It is a fantastic place to work! Additionally, the joy and satisfaction of serving our membership is indescribable.



I chose a career in safety because I wanted to build a career that would allow me to work with people, both in the field as well as in an office setting. The industry of safety came naturally to me as I had a strong grasp on enhancing others' quality of life, as well as a passion to help people!



What are you most proud of? Prior to working at CEC, I worked for a nationally ranked construction company, traveling coast to coast, border to border. When the opportunity arose to begin a career at CEC, my wife and I were able to dig our heels into the area we both grew up in and establish a homestead. We are now able to raise our children with the same experiences and endless possibilities we had growing up in the country!



In my spare time, I love to do anything outdoors! My wife and I purchased an old farm on top of a hill, just outside of town. There, we can enjoy all of the qualities of life we find most important, including watching our boys grow up raising animals, hunting, fishing, and working on our property as we begin the journey of building our dream home!

Role: Manager of Safety and Loss Control
Employee Since: April 2019

Life Before Electricity

by Kessa Moore, Communication Representative



CEC member, Dale Terwilliger, recalls what life was like before electricity.

How often do you use electricity to complete your daily tasks? Almost all of us would say we constantly use electricity and many of us probably can't imagine life without it. While most of us have never lived without it, we have a few members who remember life before electricity.

When CEC was founded on July 12, 1937, electricity was a new, luxury service. Dale Terwilliger was born in Aug. 1937 – less than two months after CEC was founded. Although the co-op was founded the same year he was born, it took a few years to build the infrastructure necessary to provide electricity to members. Dale can still remember what life was like growing up on his family farm without electricity — a time that most of us were not able to experience.

Before his family had electricity, Dale says they were lucky enough to have a natural gas well on their property that provided them with many conveniences. The natural gas supplied them with heat and powered their stove, fridge and other appliances. If a family didn't have a well, they usually cooked with a coal or wood stove, Dale explained.

As a farmer, his family butchered and preserved a large amount of meat. He remembers his father having large wooden barrels used for soaking pork in salt water after it was butchered. After the meat was cured for one or two months, they put a mixture of spices on it. The meat was then taken to the smokehouse for a week or so. Dale recalls this being a tedious task to keep the temperature relatively the same for the whole week.

After the meat finished in the smokehouse, it was buried in oats. Oats were used because they were found to keep the meat at a more consistent temperature. When his mother needed to cook the pork, Dale would

go out to the barn and unbury the meat from the oats. If they needed to preserve beef, his mother would often can it.

Around 1943, his family received electricity for the first time. Dale had a front-row seat when linemen came to his family's farm to put in transmission and distribution lines. As a kid, he was amazed at how fast the lights could turn on with a simple flick of a light switch. Once they had electricity, Dale's family was particularly excited to get a deep freezer because it made storing meat much easier.

As we prepared stories and celebrations for CEC's 85th anniversary in 2022, we were reminded how few CEC members remember what life was like before electricity. While CEC has only been around for almost 86 years, we are quickly approaching a time when those who remember what life was like before electricity will be few and far between.

We can often take for granted how quickly our lights come on and that, other than occasional outages, we don't know what life is like without electricity.

We are thankful for the last 85 years of serving our members, our past and present linemen, and for stories like these that remind us of just how far we've come.



Dale Terwilliger (right) and his son, Eric Terwilliger (left) at their family farm. Eric has been a lineman at CEC since 1981.



Winter Health and Safety (Hypothermia and Frost Bite)

by Dylan Linke, Manager of Safety & Loss Control

As a kid, I always looked forward to wintertime activities like sled riding and ice skating. Now, with children of my own, I am more aware of some adverse health and safety risks associated with playing or working outdoors in the winter.

Hypothermia is a drop in body temperature to 95 degrees or less that can be fatal if not detected and treated promptly. In the United States, about 700 deaths occur each year from hypothermia. While hypothermia can happen to anyone, the elderly run the highest risk because their bodies often do not adjust to temperature changes quickly. The condition usually develops over time, anywhere from a few days to several weeks.

When the body temperature drops, blood vessels narrow to reduce heat loss and muscles tighten to make heat. If the body temperature continues to drop, the person will begin to shiver. The shivering continues until the temperature drops to about 90 degrees. Body temperatures below 90 degrees are life-threatening. Signs of hypothermia include forgetfulness, drowsiness, slurred speech, change in appearance (e.g. puffy face), weak pulse, slow heartbeat, and slow/shallow breathing. If the body temperature drops to or below 86 degrees, the person may slip into a coma or have a death-like appearance.

If you notice these symptoms, take the person's

temperature. If it is 95 degrees or below, call a doctor or ambulance, or take the victim directly to a hospital. To prevent further heat loss, wrap the patient in a warm blanket. A hot water bottle or electric heating pad (set on low) can be applied to the person's stomach. If the victim is alert, give them small quantities of warm food or drink. There are several things you should not do for a hypothermia victim. Do not give them alcoholic beverages or a hot shower/bath as it could lead to shock. The condition should be treated in a hospital.



Frostbite is another serious health risk associated to being outdoors during the winter months. The parts of the body most affected by frostbite are exposed areas of the face (cheeks, nose, chin, forehead), the ears, wrists, hands, and feet. Frostbitten skin is whitish and stiff and feels numb rather than painful. When spending time outdoors during cold weather, be alert for signs of frostbite. If you notice any, take immediate action.

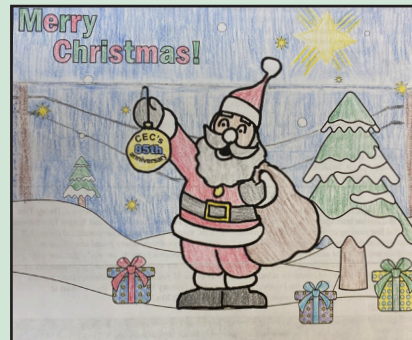
To treat frostbite, warm the affected part of the body gradually. Wrap the area in blankets, sweaters, coats, etc. If no wrappings are available, place frostbitten hands under the armpits or use your body to cover the affected area. Seek medical attention immediately. Do not rub frostbitten areas; the friction can damage the tissue. Do not apply snow to frostbitten areas — its below freezing temperature will aggravate the condition.

Congratulations to Our 2022 Coloring Contest Winners!

Thank you to all who entered the coloring contest!



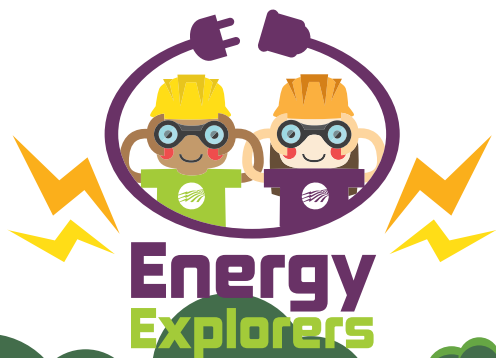
Thaddeus McFarland, age 7,
of Karns City



Cordelia Smith, age 8,
of Emlenton



Alexandria Mikoloezyk, age
12, of Chicora



COOPERATIVE FILL-IN-THE-BLANK

As a member of an electric cooperative (also known as a co-op), you're part of something special! Read the facts about co-ops below and use the word bank to fill in the blanks.

Check your work in the answer key.

1. Co-ops don't have customers. Instead, they have _____.
2. Co-ops are local organizations and businesses, so they understand the local _____ they serve.
3. All co-ops are guided by the same set of cooperative _____.
4. _____ are led by the members they serve.
5. You're a member of an _____ co-op, but there are also housing, grocery and other types of co-ops.

Word Bank:

Electric
Principles
Members
Communities
Co-ops

Answer Key: 1) members 2) communities 3) principles 4) co-ops 5) electric

From the Kitchen of:
Marge Terwilliger

RECIPE: **GINGER COOKIES**



INGREDIENTS:

2 cups sugar	1/2 teaspoon salt
1 cup shortening	1 teaspoon ginger
2 eggs	1 teaspoon cinnamon
1 cup buttermilk	1 cup molasses
3 teaspoons baking soda	6-1/2 cups flour
1 tablespoon vinegar	

INSTRUCTIONS:

Heat the oven to 375 degrees. Cream sugar and shortening, then add eggs and cream together. In a separate bowl, add the baking soda and buttermilk together, then add to the other mixture. Add vinegar, flour, molasses and spices. Chill the mixture. When ready to roll, mix with a little flour. Roll out and cut with your favorite cookie cutter. Bake for 12 minutes.



**ON THE GO AND
IN CONTROL.**

MANAGE

your account

REPORT

service issues

VIEW AND PAY

your bill

RECEIVE

key notices

MONITOR

usage 24/7



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Your Board of Directors

From left (back row): Robert Smith, Vice President, Butler County; Jody Weaver, Clarion County; **(middle)** Ken Durrett, Butler County; Rick Weaver, Clarion County; John Campbell, Forest County; **(front)** Nancy Lendyak, President, Armstrong County; Ken Etzel, Venango County; and Althea Smith, Secretary/Treasurer, Venango County.

 central.coop/meet-your-directors

MISSION: CEC safely provides reliable and competitively priced electricity to our consumer-members and was established by and is committed to the communities we serve.

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www.central.coop

Newsletter Editor: Kessa Moore

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hand and online.*



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Read past issues of Power Lines and stay up to date on CEC news.

