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Learn How To ...**

Become a CEC
Director

Benefit from joining
U\$X Federal Credit
Union or PSECU

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Power Lines

**2015 Photo Contest Entry
Photographer: Ashley Raine of Prospect**

What Would You Like to Know ...

by Matthew Boshaw, CEO & General Manager

I want to know what you want to know. Each time I write an article I am hopeful you will read it and find it interesting. But just because I find the topic interesting doesn’t mean you do. I strive to choose topics I think will be of interest, or at least informative. To identify these topics I tap several sources; our board of directors, employees, Member Aware Advisory Committee (MAAC) members, survey results and individual comments that come in from members. I encourage you to take advantage of all communication channels and let me know what you’d like to know.

There are several topics I repeat regularly: safety and the cooperative difference, for example. These topics are of significant importance and my hope is these regular reminders catch the interest of new readers and help stop the rest of us from getting complacent.

Sometimes I also use the topics I write about to describe changes we’re making to improve our service to you. An example of this is when I discussed the implementation of SmartHub, our online account management portal, which allows you to pay bills, review usages and much more.

Our annual member survey is also usually a great source of topics. However, last year we ran into a problem with it. The third-party group we use (in an attempt to be impartial with our results) was unable to get our targeted number of responses. This is unfortunately, at least partly a result of the fact we use an anonymous third-party surveyor. Whenever we hear about a potential scam that could affect our members, or the public at large, we do our best to let you know and caution you not to respond to inquiries about your electric account. But, our telephone survey

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requires people to answer questions about their electric service provider. So you see the problem. The good news is you are hearing our warnings and are diligent about protecting your personal information. The bad news is a less effective survey. This year we are reaching out to other cooperatives to determine the best practices for surveys so we can address the problem and still get the feedback we need.

“More information is always a valuable thing, right? Not always, in many cases a discussion is required to ensure that in fixing one problem we aren’t creating another.”

Matt Boshaw, CEO & general manager

There is also information I think would be valuable to members, but an article isn’t always the best vehicle for providing the complete picture. More information is always a valuable thing, right? Not always, in many cases a discussion is required to ensure that in fixing one problem we aren’t creating another. One example of this is estimating outage restoration times. Occasionally, I will hear from a member who would like Central Electric Cooperative (CEC) to provide outage restoration estimates on our website or automated outage phone system. On the surface this seems like an excellent idea. I’m sure all members would like to know when their power will be restored. Many electric utility providers have even started to provide these estimates. But let me explain why, in this case, more information is not always better. When an outage first happens, the estimated restoration time is based on a statistical average only. While that may put your mind at ease, it is never a correct estimate and it implies the outage has actually been assessed. The reality is, until our operations

personnel have safely secured the scene of an outage and reviewed the cause and damage, no estimate will be accurate. So, let me provide you with an example that demonstrates why providing an estimate is not always the right thing to do. Now, let’s say we experience an outage on our system and provide an outage restoration estimate of two hours. Members are pleased to have the information and will make plans accordingly. Then we arrive on the scene and discover a car has hit and broken a pole, making the outage restoration much more time consuming than we said in the original estimate. Then, every affected member calls to rightfully complain about how we told them it would only take two hours.

This example is a gross simplification, intended to show how more information is only as good as it is accurate, and that some seemingly obvious ideas require more thought and broader input. We are in the process of determining the best way to more accurately communicate outage restoration times in a timely manner to you. I have solicited feedback from the board and will continue to reach out to all available sources to minimize unintended consequences.

So, as I said to start this article, I want to know what you want to know. We will continue to conduct a survey, but please reach out and let us know what topics you would like to hear more about.

SAFE Y MATTERS

Towing Safety

Towing a trailer can be tricky because seemingly minor details can make profound changes in stability. By following these guidelines you can stay on track to towing safely.

- Use the driving gear recommended by the manufacturer for towing.
- Drive at moderate speeds. This places less strain on your tow vehicle and trailer. Trailer instability (sway) is more likely to occur as speed increases.
- Avoid sudden stops and starts that can cause skidding, sliding or jackknifing.
- Avoid sudden steering maneuvers that can create sway or undue side force on the trailer.

- Slow down when traveling over bumpy roads, railroad crossings and ditches.

- Make wider turns at curves and corners. Because your trailer's wheels are closer to the inside of a turn than the wheels of your tow vehicle, they are more likely to hit or ride up over curbs.
- To control swaying caused by air pressure changes and wind buffeting when larger vehicles pass from either direction, release the accelerator pedal to slow down and keep a firm grip on the steering wheel.



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By **Ken Maleski**
Energy Analyst &
Member Advocate

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Electric Space Heaters

Many members use electric space heaters in the winter to supplement a central heating system. I receive many calls asking which electric space heater is the most energy efficient. The answer is simple. All electric-resistance space heaters produce exactly the same amount of heat; 3,413 British thermal units (BTUs) per hour for every kilowatt of electricity used. This is the same for electric baseboard heaters, infrared heaters, mobile cabinet electric heaters and electric heaters built by authentic traditional craftsman.

A typical electric space heater uses 16 cents per hour, based on the cooperative's current rate. Some manufacturers claim their unit will heat for just pennies an hour. If their story sounds too good to be true, it probably is. It's true you can purchase models with cool options like remote controls, nice cabinetwork, filters to sanitize air and digital

readouts. But the fact remains that a \$300 heater will create the exact heat output as a \$40 alternative of the same wattage.

Here are some ways to save about 10 percent with an electric space heater:

- Turn your central heating system thermostat back a few degrees.
- Turn back thermostats on electric baseboard units in rooms not being used.
- Buy an inexpensive heater you can easily move from room to room.
- Run the heater only when you are in the room.
- Seal all windows and doors with caulk or weather stripping.
- Run ceiling fans in a clockwise rotation so warm ceiling air moves back down to the floor.
- Limit kitchen and bathroom exhaust fan usage.
- Open window blinds or shades during the day and close them at night.

Are You Interested in a CEC Director's Seat?

As a CEC member, you have a voice in who serves on our eight-member board of directors. Every year, members elect two directors for a four-year term. Director seats are divided among counties the cooperative serves. This year, resident members from Clarion and Venango counties are invited to run for these two respective seats. To be eligible for nomination you must be a CEC member in good standing, have a permanent residence in that county and meet other qualifications required by CEC's bylaws.

Please submit the coupon below by April 1, 2017 to receive a qualifications list and nominating petition. If you meet the qualifications, you will then send a written request, including your full name, address, telephone number, county of residence and account number, along with a completed petition signed by 20 cooperative members to the nominating committee by May 1, 2017.



After the cooperative confirms your eligibility, you will visit the CEC office to attend an orientation meeting and meet with the nominating committee for an interview. The committee then submits a list of the eligible candidates for placement on the ballot.

Nominee names, along with a photo and background information, are presented in the July issue of Power Lines. Cooperative members will vote by mail or internet prior to the annual meeting, or vote by paper ballot on the day of the meeting, Aug. 25, 2017, prior to the meeting's commencement. Election results will be announced prior to adjournment.

Your board of directors has appointed a nominating committee to review prospective candidates interested in running for CEC director.

Committee members are:

Armstrong County

Harvey W. Loose
East Brady

Forest County

Dennis Lamb
Tionesta

Butler County

Donald F. Christy
Saxonburg

Venango County

Carl E. Gadsby
Grove City

Joe Gibson

Parker

Ron Paranick

Cranberry

Clarion County

James M. Reed
Fryburg

Randy Tharan

Knox

If you are interested in being considered as a director nominee, please complete this coupon and return it by April 1, 2017 to:
Central Electric Cooperative, Nominating Committee, 716 Route 368, PO Box 329, Parker, PA 16049-0329.

Please send me a qualification list and petition requirements for being a director nominee to Central Electric Cooperative's Board of Directors.

Name: _____

Address: _____

Telephone: _____

County: _____ Account: _____

Recipe of the Month

Chocolate Balls

Ingredients:

- 4 cups flour
 - 1 cup shortening
 - 1/2 cup cocoa
 - 1-1/2 cups sugar
 - 4 teaspoons baking powder
 - 1 cup milk
 - 1/2 teaspoon salt
 - 1/2 teaspoon cloves
 - 2 teaspoons cinnamon
 - 2 cups chopped nuts
- (Jean also added one square of melted, unsweetened chocolate.)

Directions: Cream sugar and shortening. Add milk. Sift together dry ingredients and add. Chill dough and roll into balls. Bake at 350 degrees for ten minutes (place close together as they don't spread).

*Thank you to Jean Sankey
for submitting this recipe!*

Send in your recipes to be shared today!

Send Recipes to:

Renee Tritten at rtritten@central.coop or mail to CEC,
716 Route 368, PO Box 329, Parker, PA 16049

CEC Management Team

Matthew P. Boshaw
CEO & General Manager

Dennis W. Beggs
*Director of Finance and
Accounting/CFO*

Christopher W. Kossman
Director of Information Technology

Stephanie Deal
Director of Human Resources

Christina J. O'Donnell
*Director of Communication and
Public Relations*

Lisa A. Hoover
Director of Member Services

Fred E. Terwilliger
Assistant General Manager/COO

Read Power Lines and Win!

Last Issue's Winner:

Bill McCoy of Butler

Last Issue's E-Winner:

Shirley Stoltz of Seneca

Read Power Lines and win! It's simple — you can win a \$25 credit on your monthly electric bill by completing and returning the quiz below. And you have a second chance at another \$25 bill credit by submitting a quiz online at www.central.coop.

If you do not have access to the Internet, indicate that on the quiz and we will also enter you in the online drawing. Just complete, clip and enclose the quiz and personal information below and return it with your monthly payment. For quiz rules visit www.central.coop.

1. True or False: All electric-resistance space heaters produce 3,413 BTUs per hour for every kilowatt of electricity used.

Answer: _____

2. True or False: As a member, you can serve on our board of directors.

Answer: _____

3. True or False: Driving at fast speeds places less strain on your tow vehicle and trailer.

Answer: _____

How are we doing? (no wrong answer)

Name: _____

Address: _____

Phone: _____ **Acct. #:** _____



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