

Inside: Learn How To ...

Run for a Seat on Our
Board of Directors

Participate with One
of Our Credit Union
Partners

“Watts” Inside

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Photographer: Trudy Hunsberger of Rockland

Change is Our Status Quo

by Matthew Boshaw, CEO & General Manager

Nobody likes change. We often put more effort into resisting change, than would be needed if we just accepted it. At Central Electric Cooperative (CEC) we value continuous incremental improvement. I have, in previous articles, shared details of the time and effort our board and employees put into the strategic planning and budgeting process. This shows you how we are constantly evolving to meet your needs and keep up with industry changes. We have built processes and teams to focus on change and our need to adapt to it. Our employees have embraced this, and a variety of organizational changes and efficiencies have resulted.

CEC’s embracing of change has many benefits. Members’ needs are recognized and met. Employees are more invested in achieving goals because they are involved in creating

them — which has the added benefit of improved morale. Our board and membership are more engaged in the business of CEC and interacting with employees. Most beneficial is that change becomes our status quo — so when it occurs, we are more accepting and prepared for it.

Even with all of these benefits, the real motivation of our approach is necessity. With all of the changes that happen in our industry, in our communities and in our individual lives, simply saying we do something a certain way because it’s how it has always been done, isn’t really an option for CEC.

Computer technologies are an example of advancements that impact our industry. Electric utilities benefit from new equipment offering more flexibility, greater levels of safety and system protection that we couldn’t have imagined ten years ago. Another

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As a brief aside, I would like to thank all of you who participated with the survey. The response was substantially higher than our previous surveys and the information you provided will help to shape the direction of our efforts moving forward.

Matt Boshaw, CEO & General Manager

example is how employees today are educated and trained to provide the same service their predecessors did. There's also the constantly changing political environment offering its own challenges. Changing codes, regulations and compliance requirements are not new to our industry, but they are constant.

The communities we serve enjoy remarkable traditions, but have learned to evolve while maintaining those traditions. The ebb and flow of the economy and changing demographics have provided every community with challenges and opportunities. CEC's mission statement mentions our commitment to the communities we serve. With that in mind, we participate with communities in many changing ways to assist in supporting their evolving needs. Our employees have always been committed to serving their communities, both personally and professionally, but we have expanded CEC's commitment through the use of a variety of programs designed to educate and assist the varied needs of each community.

The area that drives our need to continue to change and adapt the most, is our people. First, the needs and expectations of our members have changed dramatically. Just last month, I discussed how electric service has changed from a luxury to an essential part of daily life leading to a significant shift in members' expectations. While reliability and cost competitiveness remain highest

priorities, based on the result of our most recent survey, new issues are on your radar.

CEC is also not immune to the loss of long-term, experienced employees happening throughout the national workforce. In my time with CEC, we have seen about one-third of our employees' retire. This is probably the most significant thing driving our need to adapt, change and improve. As experienced employees — who have helped guide our previous growth and transitions — leave, the need to attract and retain qualified employees to address our future concerns is of paramount importance.

Whether our motivation for change and improvement is driven by the benefits listed above or the need to be ready for the future, it is apparent the only constant is change. Our ability and willingness, to accept and adapt to these changes make it possible for CEC to constantly improve our service. You have a remarkable team of innovative, conscientious people working to implement ideas you share with us and more. We are strongly positioned to plan for, and adapt to, the future needs of our membership.

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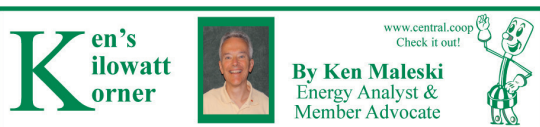
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PROMOTION ENDS DECEMBER 31, 2018. THIS CREDIT UNION IS FEDERALLY INSURED BY THE NATIONAL CREDIT UNION ADMINISTRATION. EQUAL OPPORTUNITY LENDER. NO PURCHASE NECESSARY



Some people like a cold bedroom. If you are not one of them, it can get expensive to use an electric space heater all night (about \$25-\$30 a month) for comfort. Why not consider an electric blanket as an option that only uses 50 watts per hour to operate, or about \$1.50 a month.

Electric blankets incorporate an insulated-wire heating element inserted into blanket fabric and is controlled by a thermostat. More contemporary electric blankets use less bulky, or conspicuous, carbon-fiber wires ensuring a comfortable experience.

Before purchasing an electric blanket, keep these in mind:

- Raised temperature-control buttons make it easier to adjust settings in the dark.

Stay Warm — Cheaply

- Dual controls allow for individual comfort.
- Confirm blanket is machine-washable.
- Choose plush fabrics to eliminate feeling the wires.
- Keep the receipt in case of product failure.
- Only use an electric blanket on top of bedding; never use under other sheets or blankets.
- Never use an electric blanket in a crib.
- Store the controller under the bed or on a bedside table.
- Always check the cord for frays.

Don't stay up at night this winter worrying about a high electric bill. Instead, sleep comfortably knowing you're saving money, while staying warm, with an electric blanket.

SAFETY MATTERS

Cold Weather Safety Tips

Extremely cold air comes almost every winter. Arctic air, together with brisk winds, can lead to dangerously cold wind-chill values. Exposure to these conditions can result in a variety health conditions and safety hazards. So, as the temperatures drop this winter, follow these tips to keep you and your loved ones safe.

- Wear layers of lightweight clothing to stay warm. Gloves and a hat will help prevent losing your body heat.
- Bring pets indoors. If they can't come inside, make sure they have enough shelter to keep warm and that they can get to unfrozen water.
- Remember the three foot rule. If you are using a space heater, place it on a level, hard surface

and keep anything flammable at least three feet away — such as paper, clothing, bedding, curtains, or rugs.

- Turn off space heaters and make sure fireplace embers are out before leaving the room or going to bed.
- Prevent a fire. If you are using a fireplace, use a glass or metal fire screen large enough to catch sparks and rolling logs.
- Never operate a generator inside the home, including in the basement or garage.



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CEC

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 Armstrong and Butler 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 2, 2018 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, 2018.

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. 24, 2018, 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

Joe Gibson
Parker

Venango County

Carl E. Gadsby
Grove City

Clarion County

James M. Reed
Fryburg

Ron Paranic

Cranberry

Randy Tharan

Knox



If you are interested in being considered as a director nominee, please complete this coupon and return it by April 2, 2018 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

Cream Puff Cake

Ingredients:

- 1 stick margarine
- 1 cup water
- 1 cup flour
- 4 eggs
- 4 cups milk
- 3 packages vanilla instant pudding
- One 8-ounce package of cream cheese

Directions: Heat oven to 400 degrees. Boil margarine and water. Remove from heat and add flour; stir. Let cool, add eggs. Spread mixture into 9 x 13 pan and bake for 30 minutes. Let cool.

Beat together milk, pudding and cream cheese. Spread on crust. Top with cool whip and drizzle chocolate syrup (optional).

*Thank you to Patty Roydes
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, P.O. 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

Fred E. Terwilliger
Assistant General Manager/COO

Lisa A. Hoover
Director of Member Services

Read Power Lines and Win!

Last Issue's Winner:

Charles Gould of Sligo

Last Issue's E-Winner:

Ronald Powell of New Bethlehem

Read Power Lines and win a \$25 credit on your monthly electric bill by completing and returning the quiz below. You can also have a chance at another \$25 bill credit by submitting a quiz online at www.central.coop.

If you don't have access to the Internet, indicate that on the quiz and we'll also enter you in the online drawing. Just complete and enclose the quiz and personal information below and return it with your monthly payment.

1. True or False: You should only use an electric blanket on top of bedding; never under sheets or blankets.

Answer: _____

2. True or False: As a member, you have a voice in who serves on our eight-member board of directors.

Answer: _____

3. True or False: If you're using a space heater, keep anything flammable at least three feet away.

Answer: _____

How are we doing? (no wrong answer)

Name: _____

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



Central Electric Cooperative

A Touchstone Energy Cooperative

716 Route 368, P.O. Box 329, Parker, PA 16049

Newsletter Editor: Renee Tritten