



PowerLines

Photographer: Dan Droney of Seneca

Inside:

Apply for the Good Neighbor Scholarship & Youth Tour

CEC Scores Big with Member Survey

“Watts” Inside

2019 Good Neighbor Scholarship	3
Youth Tour Reminder	3
Our Water Heater Program is Back!	4
Say Goodbye to Your Old Electric Blanket	4
CEC Scores Big with Member Survey	5
Easy Pecan Rolls Recipe	6

Board of Directors

Jody P. Weaver
President

Kenneth Durrett
Vice President

Althea M. Smith
Secretary/Treasurer

Kenneth D. Etzel
Nancy Lendyak
Bette D. Walters
Richard L. Weaver

Thanks

by Matthew Boshaw, CEO & General Manager

Leading up to Thanksgiving 2018, Central Electric Cooperative (CEC) experienced one of its worst storm events in memory. I have been in this business for 29 years and have been a part of restoration efforts that were similar. I have experienced tornados, thunderstorms, and hurricane force winds, but ice storms are always the worst because of the severe damage they cause to an electrical system and the lengthy time necessary to restore service. It is only possible to weather an event like this because of the concerted efforts of all involved. I dedicate this article to explaining what occurred during this event and what CEC is doing about it moving forward.

The event began late Thursday afternoon as icy rain fell for several hours and built up on wires, poles, and trees. This was followed by a heavy, wet snow and increased

winds. These conditions brought many outages leading us to engage many of our contingency plans. Road closures to and from our office and outage locations had us implement alternate routing while fire, police, township, county, and other agencies worked diligently to reopen roads. In some cases, the roads remained closed for several days.

Our telephone communications were down and intermittent throughout as our four different carriers, two land line and two cellular, experienced service interruptions. This lead us to implement our emergency backup of utilizing an out-of-state cooperative call center.

Our power supplier experienced the same level of damage we sustained effecting service to nine of our substations. None of these substations were restored until Saturday with the last one being

Thanks/Page 2

Thanks/From Page 1

restored late Saturday night. When damage is occurring to our system after our supply is off, the many protective devices we have on our system cannot operate. This requires us to complete a greater level of inspection of our lines, further delaying restoration efforts. Each line had to be inspected and/or repaired prior to being reenergized or we could have created a life or property threatening condition. This led to our engaging our established mutual aid agreements with cooperatives across the state, as well as four tree trimming contractors we utilize throughout the year.

These efforts, while not flawless, were admirable, planned in advance, and executed well. I would like to recognize the efforts of all of those involved: CEC employees, the outside crews who assisted us, our statewide association, our power supplier, the public agencies mentioned above, the media outlets who shared information, our board of directors, and you, our members, for working with us throughout the event.

During the event, I fielded questions regarding what efforts we will make to mitigate this type of damage in the future. First on that list is right-of-way clearing or tree trimming. CEC devotes significant and increasing resources to this process annually. Trees cause 50 to 60 percent of our outages annually without an event like this, so line clearing continues to be a priority. We have already increased our resources

in this area in both budget and workforce. We have reorganized internally so more CEC employees are dedicated to the oversight of this work. We have engaged a larger contractor workforce, and have increased our budget from just under \$1,500,000 in 2010 to over \$4,000,000 in 2019. Our efforts are not just limited to trees. We have changed our engineering and construction practices by increasing pole size, decreasing span lengths, and adding and improving system protective devices in an effort to decrease outages. We have continually replaced equipment identified as potential failure points and we continuously devote significant resources to the replacement, repair, and maintenance of our system. Many of these efforts are long-term investments in system reliability.

As I mentioned earlier, we also have contingency plans and agreements in place designed to address issues that hinder restoration efforts. These include mutual assistance agreements with other utilities, electric cooperatives, and investor-owned electric utilities. They also include contracts for materials with vendors, backup or emergency communications, and catastrophic replacement of company infrastructure.

Even with these measures in place — and the remarkable efforts of CEC employees — outside crews, tree trimmers, our state-wide

“Our response was strong and accident and injury free, but we will learn from any mistakes we made and improve. I wanted to thank our membership for their patience, resiliency, and graciousness throughout what will undoubtedly be known as

The Thanksgiving Storm of 2018.”

Matt Boshaw, CEO &
General Manager

Thanks/Page 3

Thanks/From Page 2

association, countless local agencies, the media, our board, our power supplier, and our members this event was the worst storm we have seen in at least 30 years. Our response was strong and accident and injury free, but we will learn from any

mistakes we made and improve. I wanted to thank our membership for their patience, resiliency, and graciousness throughout what will undoubtedly be known as “The Thanksgiving Storm of 2018”.

2019 Good Neighbor Scholarship Program

It's once again time for CEC's Good Neighbor Scholarship program. Eligible candidates include adult members wishing to further their education, currently enrolled college students, and high school seniors. Home-school students and seasonal account members, or their children, are also welcome. We will award ten, \$2,000 scholarships in May 2019.

Applicants must provide the following to qualify:

- Fully completed two-page application.
- 500-word, typed essay answering:
 - What does being a good neighbor mean to you? Describe activities you do to contribute to your community.
- An appropriate, high resolution portrait (school or sport) style photo of the applicant. Photos can be submitted via the website or emailed to rtritten@central.coop.
- Letter of acceptance from a post-secondary

institution.

- Letter of recommendation from a non-relative.

This award is limited to one scholarship per applicant per lifetime. Application requirements can be submitted through www.central.coop or through the mail. Applicants must be able to communicate how they contribute non-paid time to help their community, school, and/or church.

For more information and application forms, please visit www.central.coop or call us at 800-521-0570.

Mail the required documents to:

Central Electric Cooperative, Inc.
Attn: Good Neighbor Scholarship
P. O. Box 329
Parker, PA 16049

Deadline is March 15, 2019.

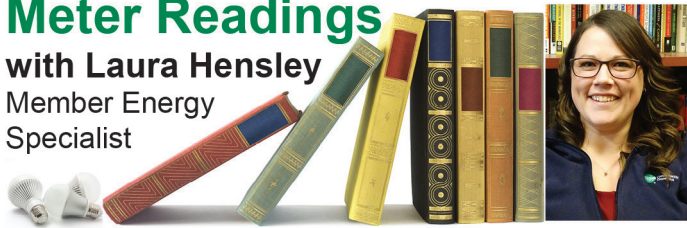
Youth Tour applications are due Jan. 18. Don't wait! Apply now!

Youth Tour offers students the opportunity to visit Washington, D.C. and experience all the beauty and history of our nation's capital. Approximately 1,800 Youth Tour participants from across the country will see the U.S. Capitol, meet with congressmen, tour national monuments and memorials, visit the National Zoo and Smithsonian, see a Kennedy Center production, and MUCH MORE! Best of all, Youth Tour is FREE OF COST to students!

All high school juniors who reside in a home receiving electric service from CEC are eligible. To apply visit www.central.coop, call us, or see your guidance counselor. All application requirements need completed and received by CEC before Jan. 18. Finalists are not only entitled to the trip to D.C., but are also eligible for special scholarships and national recognition.

Meter Readings

with **Laura Hensley**
Member Energy
Specialist



Water heaters are often an item we take for granted — until they don't work. Whether you are planning ahead or having a water heater failure, we have a program to help!

Our Water Heater Program saves time, money, and the tank is installed by a professional, Dr. Waterheater. Dr. Waterheater installs a superior quality electric tank and hauls away the old tank. CEC subsidizes a portion of the cost of your new water heater for your participation in our Load Management Program, helping all members control electricity costs.

The preferred tank for this program is a 75-gallon professional-grade, highly-insulated Rheem Marathon heavy-duty tank for \$670. This

Our Water Heater Program is Back!

unique tank is superior to those offered at retail locations and comes with a 10-year leak warranty and one-year warranty on parts and labor.

For members who meet special circumstances, we will also be offering a 50-gallon professional-grade Rheem water heater.

If you already have an electric water heater that you did not purchase from CEC, you may be eligible to receive a \$100 bill credit for participating in our Load Management Program. CEC will install a device on your existing electric water heater for a minimum term of two years. Call us to see if you are eligible.



SAFETY MATTERS

Say Goodbye to Your Old Electric Blanket

If your electric blanket has seen better days, throw it out and don't donate it — it could be a fire hazard. Older electric blankets are more apt to be worn through or damaged, and they and their 100 feet of wiring account for thousands of worldwide injuries and deaths each year.

Even if your electric blanket is in good shape, remember it still requires extra care:

- Don't allow anything on top of the blanket when in use, like a comforter, bedspread, or even pets; these may cause the blanket to overheat.
- Do not use an electric blanket that is wet, soiled, or appears worn.

- Do not tuck in an electric blanket, which can cause excessive heat build-up.
- Don't store the blanket folded; instead, roll it for storage, which puts less stress on the internal wires. If you can, a better option is to store flat such as on a spare bed.
- Do not leave any heating appliance unattended.
- Don't wash it often. Repeated washings can damage the electrical circuitry. (Follow proper instructions when washing; usually the spin cycle is not recommended.)
- Do not sleep or lounge on top of the electric blanket.

Butler County Board Vacancy

CEC is soliciting candidates to fill the Butler board member vacancy which exists because of the recent passing of William Eichner. The cooperative needs dedicated board members like you.

Members of the board are expected to be able and available to perform all the functions of the position including attendance at regular monthly board meetings, special board meetings, committee meetings as well as serve in board offices, committees, and as delegates to affiliated organizations.

If you are a cooperative member living in Butler County and are interested in filling this vacancy, please call Ken Maleski at 800-521-0570 x2133 for more information on board member qualifications and eligibility.

CEC Scores Big with Member Survey

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 2018 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 3,000 members participated in the survey and the results will have a large impact on our strategic plan and how the cooperative looks moving forward.

In the future, we will alter this survey to include questions specific to new technologies and services we are looking at providing. We will also utilize this survey for researching new ideas and evaluating specific areas of the cooperative. Our goal is continual member survey participation to help transform CEC into your ideal electric utility.

2018's survey revealed that you'd like us to focus improvement efforts on rates, reliability, outage communication, and right-of-way maintenance. We also learned that reliability, affordability, and high-quality customer service are what are the most important parts of CEC to you.

Beginning at the end of August and running through mid-November, the 2018 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 2018 ACSI score is an 85. Nationally, electric cooperatives scored at 77 and investor-owned utilities scored at 75 in 2018.

Thank you to everyone who took time to participate in the survey. If you missed out on the 2018 Member Survey, please watch for information on the next survey in the fall of 2019.

Congratulations to the winners of the prizes for the survey: Barry Porter of Emlenton; Lynn Walker of Butler; Jennifer Clark of Clintonville; Cynthia Kniess of Harmony; Donnia Craig of Boyers; John Wagner of Tionesta; Wesley Summerville of Clarion; Alice Owens of Kennerdell; and Robin Fuge-Timblin of Clarion.



Recipe of the Month

In November we printed this recipe, but left out the pecans. Below is the correct recipe. Sorry!

Easy Pecan Rolls

Ingredients:

- 1 cup chopped pecans
- 12 frozen dinner rolls (Rhodes frozen Texas Rolls)
- 3 ounce box of butterscotch pudding
- 1 cup margarine
- 1 cup brown sugar
- 2 teaspoons cinnamon

Directions: Grease a 9 x 13 pan. Place pecans in bottom of the pan. Place dinner rolls in pan, spaced apart. Sprinkle pudding mix over rolls. In a separate bowl, melt margarine. Mix with brown sugar and cinnamon. Pour over rolls. Cut a sheet of waxed paper to fit pan and spray with cooking spray. Place spray side down on rolls to prevent sticking. Cover with tea towel and place on counter overnight or 4-5 hours for rolls to rise. Remove waxed paper and towel after rolls have risen and bake at 350 (325 for glass dish) for 30 minutes. Let them cool 10 minutes, then turn onto serving plate. Enjoy!

*Thank you to Susan Ritchey
for submitting this recipe!*

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:

Darla Clark of Saxonburg

Last Issue's E-Winner:

Diana Gregory of Mercer

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: CEC will subsidize a portion of your next water heater if you agree to participate in our Load Management Program.

Answer: _____

2. True or False: Adult members furthering their education are eligible for our scholarship.

Answer: _____

3. True or False: Electric blankets should be folded for storage.

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