

PowerLines

YOUR CENTRAL ELECTRIC COOPERATIVE NEWS CONNECTION

Central Electric Cooperative

A Touchstone Energy® Cooperative



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Safety First

BY MATT BOSHAW
CEO & General Manager

Safety first. Some version of this slogan exists in every business. I have always thought that it gave the wrong impression. The phrase can imply that safety is an independent task or operation that is completed allowing us to move on to all the other tasks and operations. Nothing could be further from the truth. Safety is, and must be, an integral part of all that we do — drive safely, work safely and be safe. I hope all of you have heard these kind reminders throughout your day as I believe they better reflect what I am talking about. Maybe it is as simple as pointing out that we shouldn’t be safe and then drive, but we should drive safely. In the electric utility business, working safely has the highest priority and is critical to ensure we all go home each night.

When a crew arrives at a job site, they perform a job briefing to discuss how they will safely perform the work required. The briefing includes a discussion about all the potential hazards they need to be aware of, the

specific safety practices that must be followed, necessary personal protective equipment, and how the job site can be safely secured. This example accentuates my point because the hazards that may be present on a job site can be significant, such as energized lines, working at heights, and high-traffic areas, just to name a few examples.

The idea of working safely is necessary for all of us to embrace as it is far more likely for us to become complacent when the hazard is perceived as less impactful. This can lead to more frequent incidents as we are less vigilant about working safely. Slips, trips, strains and falls are the most common incidents outside of tick bites at Central Electric Cooperative (CEC.) Most, if not all, of these incidents are avoidable as we all need to take the time to follow the same guidelines described above. I am not suggesting that each of us has a formal job briefing by ourselves, but the general idea is the same. As we enter an area, we need to be aware of our surroundings and any potential hazards that may impact our ability to perform

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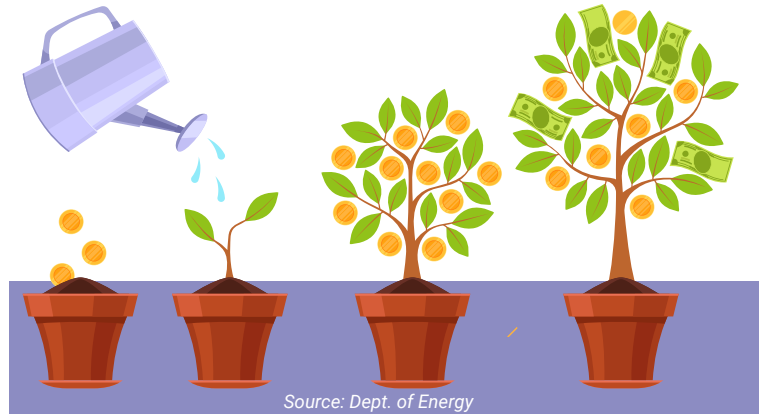
our tasks. While we are performing the task, we need to focus on the task and not allow ourselves to be distracted. As an example, we have all seen a person focused on their phone and about to walk into the street. Identifying hazards, mitigating them, focusing on the task at hand, and avoiding complacency are ways of working safely.

In an effort to ensure we are working safely, we train and educate our employees on best practices, new tools and equipment and compliance requirements. Ultimately, the discipline to work safely falls to each of us. Eleven years ago this June, CEC experienced a tragic electrical contact fatality incident. For me, it seems like yesterday. If only those involved had been diligent in the manners I have described.

We stress the need for our employees to work safely in all that we do, to take personal responsibility for their safety, for the safety of their coworkers and the communities we serve. I am hopeful that the example our employees set and the ongoing message of safety reaches beyond our cooperative and into the communities we serve. With that in mind, don't just put safety first and separate it from what you do but work safely, play safely, drive safely, _____ safely, and let's all be careful out there.

5 WAYS TO SAVE THIS SUMMER

- 1. Raise your thermostat.** The smaller the difference between the indoor and outdoor temp, the more you'll save.
- 2. Install window coverings** like blinds or light-blocking curtains to prevent indoor heat gain during the day.
- 3. Seal leaks with caulk and weatherstripping** around windows and exterior doors. Air leaks force your air conditioner to work harder and run longer than necessary.
- 4. Run ceiling fans** for additional cooling but turn them off when you leave the room.
- 5. Lower your water heater thermostat** to 120 degrees to reduce standby heat loss.



Source: Dept. of Energy

Don't forget to attend the

2024

CEC MEMBER APPRECIATION EVENT

Friday
June 14, 2024
3:00 - 7:00 p.m.

Central Electric Cooperative
716 Route 368
Parker, PA 16049

MANAGEMENT TEAM


- | | |
|-------------------------------|---|
| Matthew P. Boshaw | <i>CEO & General Manager</i> |
| Chester Conti | <i>Director of Finance and Accounting/CFO</i> |
| Lisa A. Hoover | <i>Director of Member Services</i> |
| Christopher W. Kossman | <i>Director of Information Technology</i> |
| Fred E. Terwilliger | <i>Assistant General Manager/COO</i> |



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BEAT THE PEAK!

When you hear it's a peak day, reduce electric use to keep demand and prices low.

PEAK MONITOR: 

PEAK ALERT NOTIFICATIONS:

- ▲ Sign up for emails on our website
- ▲ Listen to local radio stations
- ▲ Monitor the peak meter on our website

This institution is an equal opportunity provider and employer.

2024 Good Neighbor Scholarship Winners

Congratulations to the 2024 recipients of the Good Neighbor Scholarship! CEC awarded 10 scholarships of \$2,500 to members (or members' children) who will further their education in 2024. For more information on this program, please visit www.central.coop.



**Cayden
Baker**

Cranberry Area
High School



**Grace
Barlett**

AC Valley
High School



**Nevada
Boyer**

Redbank Valley
High School



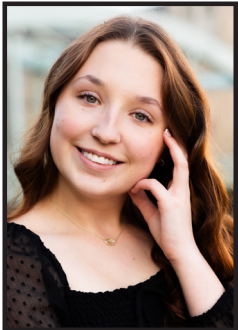
**Ashlynn
Collins**

Liberty
University



**Julia
Daum**

North Clarion
High School



**Audrey
Frazier**

Cranberry Area
High School



**Montana
Geibel**

Saint Joseph
High School



**Jennifer
Morrison**

Mars Area
High School



**Alaina
Olson**

Cranberry Area
High School



**Ardan
Oniboni**

Butler Senior
High School

Student Selected for Youth Tour



Eden Criado

A local high school junior was selected to attend the 2024 Electric Cooperative Youth Tour in Washington, D.C.

Eden Criado, who attends Franklin Senior High School, will join students from across the nation to see the U.S. Capitol, meet with legislatures, tour museums and monuments, visit the National Zoo and much more. She will also learn about electric cooperatives, U.S. government and history, and attend educational seminars.

To learn more about Youth Tour, visit
www.central.coop. Applications for 2025
will open in November.





“Peak” Heat Injury & Illness Prevention

by Dylan Linke, Manager of Safety and Loss Control

As the summer months begin, we enter a period frequently referred to as “peak.” In summary, “peak” is the time of year when the demand for electricity is highest, and the grid nears its peak capacity of load transmitted and distributed. Several factors go into the high demand, one of which is high temperatures. High temperatures ultimately call for additional electricity to cool our homes and businesses.

Safety is also important to consider during the peak season, in particular heat related injuries and illnesses. Nearly 1,300 deaths occur in the United States each year due to heat injuries and illnesses. The Occupational Safety and Health Administration (OSHA) is finalizing details for a new standard to provide information, training and guidance about this topic to protect the nation’s workforce from additional harm.

Exposure to heat can cause illness and death. The most serious heat illness is heat stroke. Other heat illnesses include heat exhaustion, heat cramps and heat rash. There are countless risk factors to be aware of when it comes to preventing heat-related injuries and illnesses.

First, be cognizant of the weather and physicality of the task when work or activity is planned to be done outside. It is always advised to ensure you are properly hydrated before beginning a task under these conditions.

Other precautions include determining if the work can be completed in a cooler environment or if it can be scheduled during a time when the heat risks are lower. Activities can often be done in the early morning or later in the evening, even under a shaded area when possible.

Additional measures to consider is being adequately prepared, both physically and mentally. Choice of clothing is an important measure all of us can make to help prevent heat related injuries and illnesses. It is also crucial to ensure you have a way to keep hydrated throughout the day and take breaks as necessary. Studies show that an average adult needs to intake 16 ounces of water per hour to maintain proper hydration. Evidence of this can be noticed in urine color.

We all need to be aware of the common signs and symptoms of heat-related injuries and illnesses. Heat exhaustion symptoms can include headaches or dizziness that can result in fainting, physical weakness, wet skin, irritability or confusion, and extensive thirst or nausea that can lead to vomiting. Beyond heat cramps and exhaustion comes heat stroke, the most severe form of heat-related illness. The severity of the symptoms listed above are increased and may have different outcomes. A person may be confused, unable to think clearly, pass out, collapse, or have seizures. One of the most common signs of an approaching heat stroke is when sweating stops. If you notice any of these signs or symptoms, safely move the person to a cooler area and call 911. Symptoms may subside when the individual is hydrated and their body temperature cools.

The information in this article was sourced from [osha.gov](https://www.osha.gov).



Role: Manager of Human Resources

Employee Since: July 2011

www.central.coop

Employee Spotlight: Caitlin Kriebel



What is one professional skill you are currently working on? I am working on completing my SHRM (Society of Human Resource Management) certification in the next year.



What is one thing on your bucket list? To travel to Rome, Italy to see the Colosseum.



What do you enjoy doing outside of work? I enjoy spending time with family and friends, kayaking, hunting, side by side riding, and reading.



What was your first job? I worked at a dog and cat kennel.



Do you have any pets? I have two cats named Rogue and Tallulah.



“Watt” goes on in CEC’s Member Services Department?

by Kessa Moore, Communication Specialist

When people think of an electric company they often think of linemen, transformers and electric lines. What most people don’t think about are the additional people and functions needed to run a successful utility company. Over the next few months, I will introduce you to each department at CEC and help you understand what each role, function and staff member does for you, our members.

To begin this tour through CEC, I will spotlight the member services department. The primary responsibility and goal of the department is in the name – serve our members. The 15 staff members achieve their goal through collaboration (both within the department and with others) and celebrating a range of years of tenure and individual professional growth. The head of the department, Lisa Hoover, Director of Member Services, has been with CEC since 1998 and the department’s newest employee, Ashlie Daniels, Member Service Representative, started in June of 2023. As mentioned, the member service department recognizes and celebrates professional growth. In fact, many staff members began working at CEC in the department and pursued other opportunities within the company. So, you may say CEC’s staff would not be what they are today without the member service department and its dynamic.

Offering a look beyond the lines, let’s explore some of the roles within the department and what it is they do. I interviewed six staff members to share what they do for both our members and the success of the cooperative.

Our department leader is the glue you would expect from a department director. She also ensures that the department’s tasks are in line with the company’s strategic plan – an overarching plan that guides the company and ensures success. Additionally, she oversees the current staff and the hiring of new team members. In short, she curates the team and monitors the functions of the department, so the members receive the level of service they need and expect.

Naturally, member services has a department supervisor. While Laura Prosser, Supervisor of Member Services, is also involved with overseeing department activity, she manages more detailed tasks, such as billing functions, training member service representatives, and ensuring efficiency. Both positions keep essential functions running smoothly for our members.

One position I mentioned without explanation is our Member Service Representatives. They make up a majority of the department and it is the position members have the most access to as they are the first point of contact when a member reaches out to the cooperative. They take members’ calls and help them navigate a range of topics from billing and payments to initiating new service and everything in between. “One aspect of the job I enjoy is speaking with the members and getting to know them! I have been known to learn something about a member and ask for a follow up the next time I speak with them,” says Theresa Defibaugh, Member Service Representative since 2016.

Like the Member Service Representative role, CEC also has a commercial account manager. This role is the main point of contact for any of our commercial members and their advocates. Chris Panian, Commercial Accounts Manager, coordinates everything from service upgrades for businesses, to the connection of solar accounts on our lines and much more. With many years in the department, Chris is well equipped to assist our members – both residential and commercial – with any need.

Continuing with roles that directly assist and advocate for our members, CEC also has a member energy specialist. This role is tasked with helping our members understand their energy usage and how it is impacting their bill. Connie Long, Member Energy Specialist, speaks directly to members to diagnose billing concerns and make suggestions on how to conserve energy in their home to reduce costs. Other programs and offerings

Continued on page 6

available to our members, such as the load management program, discounted hot water tanks, and GenerLinks are available through this position and department.

Unlike many of the roles already mentioned, our meter servicemen work in the field to serve our members. Other than loving the chance to pet our four-legged members they see at our members' houses, our meter servicemen work hard to make sure the meters and equipment are functioning correctly for our members, or better known as system reads by the member services department.

I stated earlier that the members have the most access to the member service representatives and the communication representatives may be a close second. These staff members are tasked with member-involved events and programs. You may have seen them at Annual

Meetings, during a MAAC meeting, or in the community at a Safety City Presentation – when electrical safety is presented to our community's children. They also help keep you informed on what is happening at CEC through the website, this newsletter, and other outlets like LinkedIn and the media. So, while a member service representative is available when you call, our communication representatives are actively reaching out to you!

This article only gives you a small glimpse into what the department does for our members as each role and the department tackles much more than mentioned, but I hope you have a better understanding of the department that is here for you, our members. Please keep an eye on future issues of the this newsletter for the next department highlight.



Peak Alerts & the Best Way to Do Your Part

by Connie Long, Member Energy Specialist

It's that time of year again when CEC reminds members of the importance of Peak Alert times and Beat the Peak notifications. Let me start out with what the peak is that I'm referring to. The peak is when demand for energy is high due to extreme temperatures. When the demand is high, so is the price. To keep our costs low, we need to keep our usage during peak times low (remember, we get an electric bill every month just like you.)

There are multiple ways we notify members of peak times such as, on the radio, through email when members sign up for Beat the Peak notifications, and a new feature we offer is a Peak Alert Meter on our website. The Peak Alert Meter shows the peak energy levels as normal, warning and critical to help you determine if we will be in a Peak Alert time soon. If you are unsure if you are already signed up for our alerts, you can do so by going on our website to sign up under our Beat the Peak page.

Peak times occur weekdays between June and September typically between 1 p.m. and 7 p.m. so be sure to keep your eyes and ears out for the alerts. Here are some of the best ways you can do your part to help during

that time to help reduce energy.

- Turn your air conditioner up five degrees higher than usual.
- Run your dishwasher and do laundry early in the morning or later in the evening.
- Schedule your pool pump to run during off-peak hours.
- Turn off dehumidifiers during the day.
- Cook dinner on the grill or use countertop appliances, like a Crock-Pot, rather than the oven.
- Turn off unnecessary lights and electronics that generate heat.
- Shut blinds and curtains during the day to keep the sun from naturally warming up your home.
- Schedule off peak EV charging times.

BEAT THE PEAK!
When you hear it's a peak day, reduce electric use to keep demand and prices low.

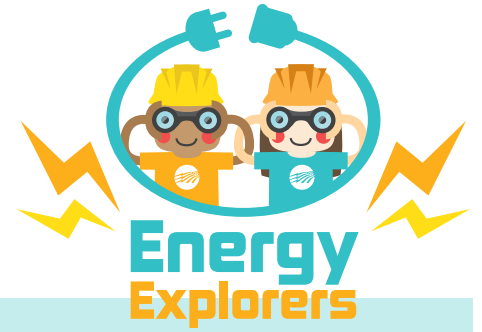
- ✓ Raise your thermostat a few degrees to help conserve energy.
- ✓ Do laundry and run the dishwasher in the morning or late evening.
- ✓ Turn off unnecessary lights and electronics.
- ✓ Shut blinds and curtains during the day to keep your house cool.

Visit www.central.coop for more information.

SWIMMING POOL ELECTRICAL SAFETY CROSSWORD

Water and electricity never mix! When you're cooling off in the swimming pool, remember to practice electrical safety. Complete the pool safety crossword puzzle below.

Hint: Check your answers in the key below.



1 Down:

When possible, use _____ operated devices when outside near a swimming pool.

2 Across:

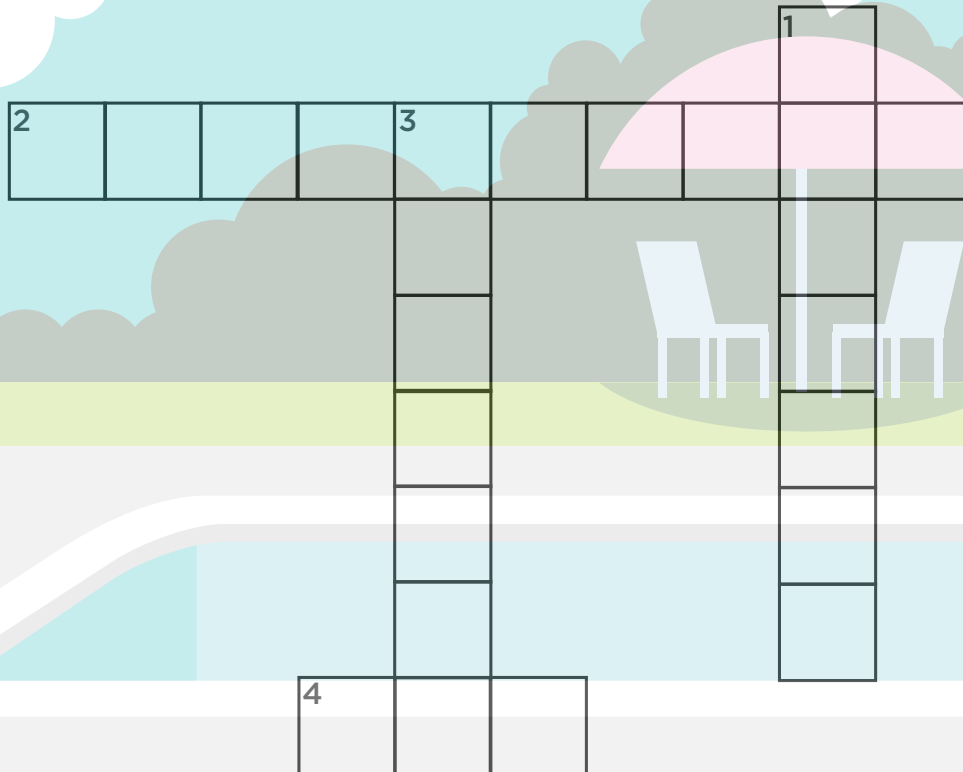
Never bring _____ devices near a swimming pool. If they come in contact with water, electric shock could occur. Devices should be kept at least 10 feet away from water sources.

3 Down:

If you hear _____, immediately exit the swimming pool. Storms may be near.

4 Across:

All outdoor electrical outlets should be covered to keep them _____.



Answer Key – 1 Down: battery 2 Across: electrical 3 Down: thunder 4 Across: Dry

From the Kitchen of:
Shirley Andrejack

RECIPE: **BREAKFAST CASSEROLE**



INGREDIENTS:

1 pack of sliced bacon, diced

1 sweet onion, chopped

6 large eggs, lightly beaten

4 cups frozen, shredded hash browns, thawed

2 cups shredded cheddar cheese

1 1/2 cups 4% cottage cheese

1 1/4 cups shredded Swiss cheese

INSTRUCTIONS:

Preheat the oven to 350 degrees. In a large skillet cook the bacon and onion over medium heat until bacon is crispy, then drain. In a large bowl, combine the remaining ingredients and stir in the bacon mixture. Transfer to a greased 13x9 inch baking pan. Bake uncovered for 30-40 minutes or until a knife inserted in the center comes out clean. Let stand for 10 minutes before cutting.



**ON THE GO AND
IN CONTROL.**

MANAGE

your account

REPORT

service issues

VIEW AND PAY

your bill

RECEIVE

key notices

MONITOR

usage 24/7

*...all in the palm of your
hand and online.*



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Your Board of Directors

From left (back row): Robert Smith, President, Butler County; Jody Weaver, Clarion County; **(middle)** Ken Durrett, Butler County; Rick Weaver, Clarion County; John Campbell, Vice President, Forest County; **(front)** Nancy Lendyak, 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.

716 Route 368, P.O. Box 329, Parker PA 16049
Member Services: 800-521-0570; Outages: 800-282-8610
www.central.coop

Newsletter Editor: Kessa Moore

This institution is an equal opportunity provider and employer.



Missed an issue?

Catch up at www.central.coop

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

