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PowerLines

2014 Photo Contest Third Place Winner
Photographed by Joe Simmons of Slippery Rock

Members Helping Members

by Matthew Boshaw, CEO & General Manager

The other day I walked through the office to say good morning to employees and talk briefly about plans for the day. I try to do this most days I am in the office so that I can stay connected to what is going on and plan for things I may need to address. On this particular day, our member services supervisor said she wanted to let me know about a member interaction she had the previous day. Call me a little jaded, but when the conversation starts in that manner I automatically prepare myself to address a member concern. That couldn't have been further from the truth. Now, don't get me wrong, I have conversations with members on a regular basis and the topics are both positive and negative. I am happy to say that, regardless of the topic, my interactions with members tend to be very positive. Sometimes it's an issue we need to resolve but once

they realize the only way we know the issue exists is by them calling, concerns usually turn into mutual problem-solving discussions.

The member who prompted this article called in with what I can only refer to as a real “pay it forward” kind of request. Some time ago this member had gone through a difficult time and received assistance through our Family Fund. It was obviously something that stuck with him and, now that his circumstances have improved, he wanted to make a donation to our Family Fund so others might receive the same help he received. That is the kind of story that makes me feel good about working for a cooperative and also just a little better about our society.

Our Family Fund energy assistance program helps families or individuals in need who have their permanent residence on Central

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Electric Cooperative (CEC) lines pay their electric bills. Funds are raised through contributions from members and employees. CEC recently made changes to its Family Fund program that positively affect those in financial need. Members who already are qualified to receive energy assistance from their respective county agency can now access up to \$400 per calendar year from Family Fund and will not have to make a copayment. **Family Funds are derived from unclaimed property and donations, and not from rate or cooperative revenue.** The changes that were made to our program allowed CEC to more efficiently distribute the resources from Family Fund and resulted in the fund assisting 148 families in 2015, up from just 97 in 2014. This is a great program that affords CEC the opportunity to provide an easy way for members to help other members.

We are always accepting contributions to the program and do our best to make it as easy as possible to contribute. One-time donations, like the one that prompted this article, are always welcome, but you can also have a specified amount added to your monthly bill or even round your bill up to the nearest dollar amount. If you are interested in the program, please contact our office and we would be happy to assist in determining what works best for you.

The Cooperative Difference is illustrated to me every day here at

“Family Fund assists families or individuals in need who have their permanent residence on CEC lines. Funds are raised through contributions from members and employees.”

Matt Boshaw, CEO & general manager

CEC, but I can't think of a better illustration of it than our member-owners working together with us and each other. Thanks to the member who made the contribution and thank you to all for being active participants in your cooperative.

Save The Date: CEC's 2016 Annual Meeting!

Join us for our
Annual Meeting of the Members
Friday, Aug. 26, 2016 at
Whitehall Camp & Conference
Center in Emlenton.



Attendees will receive a Kentucky Fried Chicken meal, live entertainment, a bill-credit voucher and a chance to win a number of great prizes!

Children are also encouraged to attend and will enjoy a variety of activities and prizes specifically for them!

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



Did you know that you can review your electric usage through CEC's online account management program, SmartHub? This lets you see how much your electric bill is going to be before you even receive it. Plus, the process is quick and simple.

Log on to our website (www.central.coop) and click on the SmartHub button at the top right corner of our home page. If you are a first time user, click on New User and enter your CEC account number, last name and email address. You will then create a password. If you use mobile devices, such as smartphones and tablets, you can access your account by downloading the free app available by searching SmartHub in your app store.

Electric consumption information is found under

Electric Usage with SmartHub

the My Usage tab. This shows kilowatt-hour usage and daily temperatures. This data can be viewed in graph or tabular form and by daily, weekly, monthly and yearly consumption.

The My Usage feature provides a way to track energy usage after you make changes within your home (add an appliance, turn on an electric space heater, correct an electrical problem and much more). If you are a seasonal account member, this feature also provides a way to know if you left something mistakenly "on" when you left camp.

SmartHub offers other features besides tracking energy usage. You can schedule bill payments, pay bills, review payment history, report an outage, or ask for more information from a member services representative. CEC account information is available 24 hours a day through SmartHub.

Sign up for weekly energy saving "E-Tips" by contacting Ken at kmaleski@central.coop.

Congratulations to Our 2015 Coloring Contest Winners!



Jillian Tait, age 5,
of Butler



Mariner Perry, age 8,
of Oil City



Emilee Parkes, age 11,
of Emlenton

Load Control Notifications

Members who participate in our Load Management Program can receive email notifications before control time by contacting Ken Maleski at 800-521-0570 x2172 or kmaleski@central.coop.

SAFE Y MATTERS

Clothes Dryer Safety Tips



The leading cause of home clothes dryer fires is failure to clean them. In 2010, an estimated 15,500 home structure fires involved clothes dryers resulting in 51 deaths, 380 injuries and \$236 million in property damage. By cleaning and administering proper maintenance to your dryer, you and your family will be much safer.

- Have your dryer installed and serviced by a professional.
- Do not use the dryer without a lint filter.
- Make sure you clean the lint filter before or after each load of laundry, remove lint that has collected around the drum.
- Make sure the air exhaust vent pipe is not restricted and the outdoor vent flap will open

when the dryer is operating.

- Once a year, or more often if you notice that it is taking longer than normal for your clothes to dry, clean lint out of the vent pipe.
- Keep dryers in good working order. Gas dryers should be inspected by a professional to make sure that the gas line and connection are intact and free of leaks.
- Make sure the right plug and outlet are used and that the machine is connected properly.
- Follow the manufacturer's operating instructions and don't overload your dryer.
- Turn the dryer off if you leave home or when you go to bed.

NEW! Bright Ideas Teacher Grants!

The Bright Ideas Teacher Grants Program sponsors innovative, energy-related learning projects that go beyond available school funding.

Teachers, K-12, from schools within Armstrong, Butler, Clarion, Forest and Venango counties are eligible. Schools do not need to receive electric service from CEC. Home school teachers are also welcome to apply. The maximum teacher grant will be \$1,000 per award period and will be given to the school (individually awarded to home school teachers).

Topics must be energy related. They must directly involve students and have clearly defined and measurable goals. Topics may include renewable energy, energy generation, energy use, efficiency, conservation, safety, and what is an electric cooperative.

Applications are accepted through Aug. 31 and will be judged on innovation and creativity. Awards will be given in October 2016. Bright Ideas Teacher Grants illustrate one more way CEC supports our local area with the Cooperative Difference.

For more information and for grant guidelines and selection criteria please visit www.central.coop or call 800-521-0570.



2015 CEC Year-End Report

In 2015, CEC continued providing safe, reliable electricity at a reasonable cost to its member-owners, was committed to the communities it serves, and dedicated to the Cooperative Difference.

Last year, rates remained steady and members received:

- \$1,400,000 in capital credits.
- 171 Energy Star appliance rebates totaling almost \$10,000.
- Assistance in paying electric bills. Through the generosity of its members, CEC's Family Fund helped 148 families in need pay electric bills during the heating season.

Reliable Service

Reliability and timely power restoration continued to be areas of emphasis in 2015. The cooperative continues to maintain its lines. In 2015, CEC:

- Made major improvements across its territory.
- Replaced 5,926 meters with new technology.
- Inspected 5,012 poles.
- Cleared 326 miles of rights-of-way.

Quality Service

New technologies again played a big part in member satisfaction. In 2015 CEC:

- Continued utilizing SmartHub, which provides convenient account access and two-way communication to members online or via mobile

devices to manage payments, notify member services representatives of account and service issues, check usage and more.

- Increased electronic payment processing to 48 percent of all payments received, which is convenient for members and saves on processing costs.

Rates

CEC's retail electric rates did not change in 2015.

Community

CEC continued its commitment to the communities it serves. In 2015, CEC:

- Sent five students on Youth Tour, where they made lifetime memories and learned about government and cooperatives.
- Awarded 11 students the Good Neighbor Scholarship of \$2,000 each.

Annual Meeting of the Members

At the cooperative's 78th annual meeting, almost 1,000 members and guests attended, and re-elected Bette Walters, representing Forest County and Althea Smith, representing Venango County to its board of directors. CEC encourages members to attend this year's Annual Meeting of the Members Friday, Aug. 26, 2016.

Our 2016 Photo Contest is Coming!

Start thinking about which photo you will enter in our 2016 Photo Contest! Look for information on this contest in your April Power Lines newsletter.

Statement of Non-Discrimination

This institution is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Recipe of the Month

White Chocolate Peanut Butter Krispies

Ingredients:

- 2 cups Rice Krispies® cereal
- 2 cups dry roasted peanuts
- 2 cups miniature marshmallows
- 1 cup peanut butter
- 2 pounds (32 ounces) white chocolate chips
(Green food coloring could make it festive!)

Directions: In a large bowl, combine cereal, peanuts and marshmallows. In microwave-safe bowl, melt chocolate and peanut butter on high one minute and then in 30 second intervals until fully melted. Stir chocolate mixture into cereal mixture. Combined mixture will be slightly runny. Drop by tablespoons onto waxed paper. Let set until firm, about two hours. Store in airtight container.

Thank you to Kathleen Williams 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
*CFO, Director of Finance and
Accounting*

Christopher W. Kossman
Director of Information Technology

Stephanie Deal
Director of Human Resources

Christina J. O'Donnell
*Director of Member and
Community Relations*

Lisa A. Hoover
Director of Member Services

Fred E. Terwilliger
*Director of Engineering and
Operations*

Read Power Lines and Win!

Last Issue's Winner:

Ray Kilgore of Cowansville

Last Issue's E-Winner:

Ed Males of New Bethlehem

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: The My Usage feature of SmartHub provides you a way to track energy usage after you make changes within your home.

Answer: _____

2. True or False: It's safe to clean the lint filter about once a week.

Answer: _____

3. True or False: Family Fund is not funded from CEC's rates or revenue.

Answer: _____

How are we doing? (no wrong answer)

Name: _____

Address: _____

Phone: _____

Acct. #: _____



Central Electric Cooperative

A Touchstone Energy® Cooperative

716 Route 368 • PO Box 329 • Parker, PA 16049-0329 • www.central.coop
Customer Service 1-800-521-0570 • Emergency Outage Number 1-800-282-8610

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