

**Inside:
Learn How To ...**

Congratulate Our
2017 Coloring Contest
Winners

Prepare for Our 2018
Photo Contest

“Watts” Inside

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PowerLines

Photographer: Tim Parkes of Cranberry

A Lot Like Snowflakes

by Matthew Boshaw, CEO & General Manager

Electric service interruptions can be a lot like snowflakes — each one is different. There are many variables that make up each outage: Is it near to our office or further away? Does it affect one member or 2,000? Is there a broken pole or simply an open fuse? Can it be fixed by one person or will many be needed? These are just a handful of the seemingly endless combinations of variables that make up a service interruption, not considering the potential hazards unique to each scene. I mention all of this so I can address something that has been a hot topic of discussion here at Central Electric Cooperative (CEC) for some time — estimated outage-restoration time. Our 2017 member survey included some comments on the subject and we have had some spirited debates internally as well. Our employees are committed to providing the best

service possible to our members and, occasionally, we disagree on the best way to accomplish that goal. From my perspective, our membership is well served by employees who are willing to discuss and debate various ideas that ultimately improve the service we provide our members.

Our investor-owned neighbors are required to provide restoration times to their customers for unscheduled outages. As a customer of one of them, I can share their approach. When I report a power outage, I am immediately provided a restoration time of two hours. Once two hours has come and gone, if I call, text or check their website, I am told two more hours. This continues until the outage is restored. Don't get me wrong, I am not criticizing our investor-owned cousins. What they have been required to do is nearly impossible to do well, and they do their best. Two hours is

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“Until we dispatch a crew and they arrive on the scene, we have no way of knowing the cause of the outage, what men, equipment and material we will need to fix it, and how much time will be needed to make the repairs. Our linemen are skilled and dedicated, but distance, weather, remote location and site-specific hazards all complicate potential restoration time.”

Matt Boshaw, CEO & General Manager

likely a statistical average covering some percentage of their outages, but it is never an estimate for the outage their customer is actually experiencing.

You see, because of all the variables I mentioned earlier, when an outage is first reported all we know is there's an outage. New meter technology does allow us to determine the number of members impacted by the outage and can predict the most likely device that has opened to protect the rest of the system from a fault condition. Until we dispatch a crew and they arrive on the scene, we have no way of knowing the cause of the outage, what men, equipment and material we will need to fix it, and how much time will be needed to make the repairs. Our linemen are skilled and dedicated, but distance, weather, remote location and site-specific hazards all complicate potential restoration time.

We know you would like estimated restoration times for unscheduled outages. We want to provide this, but unfortunately, it is not information we have. For some individual outages, after an assessment, we may be able to provide an estimate but during a more widespread storm with multiple outages we cannot. What we can, and do, is share what we do know, that we have recorded your outage and whether or not a crew has been dispatched. There are also situations where we have more information regarding the cause of the outage, and we are making efforts to make that

information more available to you.

Our website currently allows you to see where outages are and whether or not crews have been assigned. During larger outages, we send out press releases that give an overall estimate of when we believe all electric service will be restored. We are working to add additional communication options such as email, text and telephone calls that will allow you to, if you want to, receive information that your power is off and when it has been restored. To do this, we have been, and continue to, collect appropriate contact information from you.

Every outage is unique, from the individual service outage that allows our crews to directly interact with a member on the scene, to a power supply interruption that can affect 2,500 or more members with no information for CEC to share, and everything in between. We want to provide you with as much information as is practical and accurate, while restoring your service as quickly as possible. We will continue our discussions, while adding the improvements I mentioned, and will work toward a better solution to provide you with reasonable estimates instead of statistical averages that continuously change. Your feedback in this area has been very valuable and we look forward to working together with you to make improvements. As always, thank you for your continued support and engagement with your cooperative.

Congratulations to Our 2017 Coloring Contest Winners!



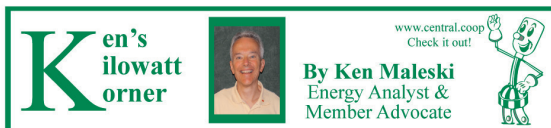
Navy Perry, age 7,
of Venus



Trinity McFarland, age 9,
of Karns City



Ashley Maurer, age 11,
of Cowansville



Old leaky windows are great contributors to high utility bills and uncomfortable homes. But what kind of replacement window does one select? Windows lose heat in the winter and gain heat in the summer in two areas: through the glass, and via the frame.

Window glass is rated by U-value and Solar Heat Gain Coefficient (SHGC). When purchasing a window replacement, look for the window's U-value, expressed as a decimal. The lower the U-value, the greater a window's resistance to heat flow and the better its insulating properties. Energy Star® recommends a U-value of 0.30 or less. How well a window protects against summer heat gain is expressed by a window's SHGC, expressed as a number between 0 and 1. The lower a window's SHGC, the less solar heat it transmits into a room. Look for windows with a SHGC less than 0.40.

The second factor in window efficiency is the

Window Replacement Choices

frame itself. Frame options are many and include wood, wood-clad, vinyl, fiberglass and aluminum. Each have their pros and cons. Wood-clad have a very warm aesthetic appeal but require occasional interior maintenance. Vinyl windows require no maintenance but cannot be painted easily. Fiberglass windows are expensive but can be painted. Aluminum frames have the lowest energy-efficiency value.

The most important factor in any window replacement program is the installation. A good energy-efficient window is only as good as the installation. Four common window installation mistakes are measuring incorrectly, improper window frame preparation, insulating incorrectly around the frame, and improper shimming.

With income tax refunds arriving soon, now might be a good time to start planning for window replacements. Do your homework and reap the benefits.

SAFETY MATTERS

Roadside Crew Safety

When the power goes out, so do CEC's line crews. Lineworkers are the first to respond after an outage occurs, and they work tirelessly to restore power to the communities we serve.

If you're traveling and see one of our crews on the side of the road, we kindly ask that you move over if possible and give them a little extra space to work. We deeply care about the safety of all, and this extra precaution ensures just that.

The "Move Over PA" law passed in 2015. It defines electric cooperative line personnel as emergency service responders and provides greater protection to cooperative and utility line workers as it requires vehicles to yield to line crews actively engaged in emergency repair work. The law applies when an emergency vehicle has its lights flashing and road crews have made an effort to warn motorists, i.e. lighted flares, posted signs, etc. It also gives line crews the ability to report violations and

have citations issued to motorists when law enforcement is not present.

The "Move Over PA" law requires drivers approaching an emergency response area to pass in a lane not adjacent to that area, if possible. If impossible, drivers should pass the emergency response area carefully at reduced speed. Any person found in violation of this law could be found guilty of a summary offense and would have to pay a fine of up to \$250. These fines could double for other traffic violations occurring in the emergency response area. In addition, a 90-day license suspension will be added if the violation results in injury to the workers on the scene.

Utility crews aren't the only ones who could use the extra space. Emergency responders, such as police officers, firefighters and emergency medical technicians, often find themselves responding to emergency situations near busy roadways. We ask that you follow the same procedures mentioned above to help keep these crews safe.

There's plenty of room for all. Let's work together to keep everyone safe on our local roadways.



PLEASE MOVE OVER FOR EMERGENCY AND UTILITY CREWS

If you see police, firefighters, utility crews or other emergency personnel on the side of the road, please slow down and move over when possible.

Together, we can keep our crews safe.



Power Lines

2017 CEC Year-End Report

In 2017, 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.

Member Benefits

Last year members received:

- \$1,525,693 in capital credits.
- 171 Energy Star appliance rebates totaling more than \$10,000.
- Assistance in paying electric bills. Through the generosity of its members, CEC's Family Fund helped 357 families in need pay electric bills during the heating season.

Reliable Service

Reliability and timely power restoration continued to be areas of emphasis in 2017. The cooperative continues to maintain its lines. Last year CEC:

- Made major improvements across its territory.
- Replaced 980 porcelain fuse cutouts.
- Inspected 7,205 poles.
- Cleared 259 miles of rights-of-way.
- Trimmed 5,591 trees.
- Replaced 620 poles.

Quality Service

New technologies again played a big part in member satisfaction. In 2017 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

service representatives of account and service issues, check usage and more.

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

Rates

In 2017 CEC did not have a rate increase. CEC strives to keep rates reasonable for its members.

Community

CEC continued its commitment to the communities it serves. In 2017 CEC:

- Sent five students on Youth Tour, where they made lifetime memories and learned about government and cooperatives.
- Awarded 10 students the Good Neighbor Scholarship of \$2,000 each.
- Donated \$19,000 to non-profit organizations through our Employee Directed Giving program.
- Awarded a \$1,000 grant to Valley Grove Elementary through our Bright Ideas program that funds innovative, energy-related learning projects to schools in our service territory.

Annual Meeting of the Members

At the cooperative's 80th annual meeting, almost 1,100 members and guests attended, and re-elected Jody Weaver, representing Clarion County and Ken Etzel, representing Venango County to its board of directors. CEC encourages members to attend this year's 81st Annual Meeting of the Members Friday, Aug. 24, 2018.

Our 2018 Photo Contest is Coming!

Start thinking about which photo you will enter in our 2018 Photo Contest! Look for information on this contest in your April Power Lines newsletter.

Recipe of the Month

Irish Soda Bread

Ingredients:

- 4 cups flour
- 2/3 cup sugar
- 1/2 cup butter
- 5 teaspoons baking powder
- 2 eggs
- 1 teaspoon baking soda
- 1/2 teaspoon salt
- 2-1/2 cups raisins
- 2 cups buttermilk
- 3 tablespoons sour cream
- 3 tablespoons milk (optional)

Directions: Combine flour, sugar, baking powder, baking soda, salt — like pie crust. Mix together eggs, buttermilk, sour cream; add to flour mixture. If mixture is not moist add milk. Pour into two greased and floured 9 x 5 loaf pans. Bake at 375 degrees for 45 to 60 minutes.

Thank you to Linda Knott 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:

Edward George of Lucinda

Last Issue's E-Winner:

Jennifer Stahoviak of Fenelton

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: Other utilities' estimated restoration times are usually derived from statistical average and not a person's individual outage.
Answer: _____

2. True or False: Pennsylvania has a law to protect workers engaged in roadside emergency work.
Answer: _____

3. True or False: The higher a window's SHGC, the less solar heat it transmits into a room.
Answer: _____

How are we doing? (no wrong answer)

Name: _____

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



Central Electric Cooperative

A Touchstone Energy Cooperative

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