

Inside: Learn How To ...

Help a Family in Need

Save Energy Dollars
this Holiday Season

Enter the Winter
Coloring Contest

“Watts” Inside

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Happy Holidays From Our Family To Yours

*Central Electric's Board of Directors
and Employees thank you
for another great year.*

*Wishing you and your families a safe and
joyous holiday season and a prosperous new year!*

“The Standard is the Standard”

by Matthew Boshaw, CEO & General Manager

Three ways you can contribute to the Cooperative Family Fund.

1. Round up your monthly electric bill to the nearest dollar
2. Add a specific amount to your monthly electric bill
3. Send a check donation payable to Central Electric Family Fund

“The standard is the standard.” Let me start by giving credit where credit is due. The Pittsburgh Steeler’s head coach, Mike Tomlin, has repeated this phrase over and over when referring to the expectations of those players filling in for suspended or injured team players. What he means is the standard is to play winning football no matter who is in the game. As a lifelong Steeler fan, I love that attitude and, as your cooperative manager the same attitude applies here at CEC. It may be a stretch to compare a football team to your cooperative, but in this case I think it is that simple to say no matter what the circumstances or changes we experience, our members expect the same high standard performance. Whether we lose a long-term, experienced employee to retirement or the weather changes from good to bad, we recognize your expectations of service do not change. Call it a performance standard or member service, it all revolves around the “Cooperative Difference.” On the National Rural Electric Cooperative Association’s (NRECA) Web site (www.nreca.org) there are stories posted illustrating the positive interactions between cooperatives and their members covering many

subject areas. Whether the topic is improving reliability, saving money on your electric bill or alternative energy resources, the constant is cooperative employees working with the members to meet a need together.

We recognize that competitive, affordable rates are important to our members. Over the past decade, we have seen a favorable shift with regard to our rates in comparison to our neighboring electric utilities. We expect these trends to continue but, as a cooperative, we understand that it is not just about our rates.

Cooperatives were formed by our members and that is the heart of our difference. As member-owners you participate in what we do and therefore have expectations that we strive to meet. We take those expectations seriously and continue to maintain and improve our electric distribution system within appropriate financial constraints, providing you with stable rates and improving reliability. You may see our people working around the service area restoring outages or upgrading lines, but it doesn’t end there. We offer other value-added services to meet those increased expectations. Whether it’s high-speed Internet service, surge protection, our water heater or conservation load management program, we strive to meet your

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needs. Please take a moment to visit our Web site at www.central.coop and learn about all the services your cooperative offers.

We are in the process of implementing our latest strategic plan. The plan includes continued cost control and reliability goals, along with identifying your needs, addressing them and communicating the results. I encourage you to provide feedback as we proceed and let us know if we are meeting your needs. Like the famous football team, we are all in this together. The members, board, and employees living and working together, set and expect that standard. There is no dictionary definition of the “Cooperative Difference” but you can sure see and hear examples of it everyday at Central. Rest assured that the “Cooperative Difference” is our standard and, no matter the changes in personnel or the weather, we will continue to work with you to meet that standard.

Accessible Meters

Keeping your meter clear throughout the year helps our meter servicemen avoid any accidents.

Here are a few tips to follow:

- Keep weeds and bushes trimmed around the meter base
- Clear away all ice and snow from the meter
- Shovel a path to the meter during winter months



Your cooperation is greatly appreciated!

Top 5 ways to boost outdoor efficiency

Could your garage, shed, barn, or other outdoor building use an energy efficiency boost? Try these tips to save energy and money:



- 1** The same rules apply for outdoor buildings as houses: add insulation, install energy-efficient windows, and seal ductwork.
- 2** Unplug power tools and battery chargers at the end of the season.
- 3** Install an insulated door and seal the sides and bottom to reduce air leaks.
- 4** Install motion sensors on outdoor lights.
- 5** Look into LED retrofit kits for outdoor security lights. They cost more upfront, but payback is five to 10 years, and LEDs can last up to 20.

Source: Cooperative Research Network

Get Help From LIHEAP!

The Pennsylvania Low-Income Home Energy Assistance Program (LIHEAP) helps low-income families pay their heating bills through home energy assistance grants and crisis grants. CEC members can receive home heating energy assistance without having an unpaid bill.

How does LIHEAP work?

This program has two components:

- Cash benefits start Nov. 1, 2010.
This helps families pay their heating bills. The payment is sent directly to your utility and credited on your bill. The amount varies and is based on income.
- Crisis grants start Jan. 3, 2011.
This helps families in emergency situations who are in danger of being without heat. Each grant up to \$400 is sent directly to your utility.

For more information on how to qualify contact a consumer service representative at 1-800-521-0570.

Help A Family In Need this Winter Season!



You can assist families in need this winter season by contributing to the Cooperative Family Fund. The program helps families needing energy assistance. There are three ways you can contribute to the Family Fund.

The first way to contribute is by rounding up your monthly electric bill to the nearest dollar. You can also add a specific amount to your monthly electric bill or send a check donation for any amount payable to Central Electric Family Fund. All of these methods are extremely helpful in keeping the lights on for struggling members. If you are interested in contributing, or are in need of family fund assistance and would like to see if you qualify contact us at 1-800-521-0570 and speak with a consumer service representative today.

Ken's
ilowatt
orner



www.central.coop
Check it out!
By Ken Maleski
CEC Consumer
Marketing Representative



Saving Energy During the Holidays

During the holiday season you typically use more energy due to extra cooking, baking and those new electronic gadgets you received from Santa. Here are some quick energy-saving ideas to provide some savings to pay for all those new gifts.

- Switch to LED Christmas lights
- Use timers for outdoor lighting displays
- Use the energy saver mode on the dishwasher

- Use power strips to turn off multiple electronic gadgets
- Don't preheat oven when baking items for more than two hours
- Don't open oven door repeatedly while baking (25 percent energy loss)
- Microwave leftovers instead of using range tops



Hey kids, enter our winter coloring contest for a chance to win a prize! Deadline is Jan. 10, 2011. The contest is open to Central Electric members' children ages 5-12. The following groups will be judged together: ages 5-7, ages 8-10 and ages 11-12. Central Electric employees' children are not eligible. Mail entry to: Central Electric Cooperative, Attn: Holiday Coloring Contest, P.O. Box 329, Parker, PA 16049.

Name: _____

Age: _____ Account No: _____

Address: _____

Telephone No: _____

Recipe of the Month

Do-Ahead Breakfast Bake

Ingredients:

- 1 cup diced fully cooked ham (6-ounce)
- 2 boxes Betty Crocker® Seasoned Skillet® hash brown potatoes
- 1 medium green bell pepper, chopped (1 cup)
- 1 tablespoon dried chopped onion
- 2 cups shredded cheddar cheese (8-ounce)
- 1 cup Original Bisquick® mix
- 3 cups milk
- 1/2 teaspoon pepper
- 4 eggs

Directions:

1. Grease 13X9 inch glass baking dish with shortening or cooking spray.
2. Layer ham, potatoes, bell pepper, onion and 1 cup of cheese in the baking dish. In large bowl, stir Bisquick mix, milk, pepper and eggs until blended. Pour into baking dish; sprinkle with remaining 1 cup of cheese. Cover; refrigerate at least 4 hours but no longer than 24 hours.
3. Heat oven to 375 degrees Fahrenheit. Bake uncovered for 30 to 35 minutes or until light golden brown around edges. Let stand 10 minutes.

www.bettycrocker.com

Send Recipes to:

Jessica Brison at jbrison@central.coop or mail to
Central Electric Cooperative, PO Box 329,
Parker, PA 16049

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Matthew P. Boshaw
CEO and General Manager

Lisa A. Hoover
Director of Consumer Services

Dennis W. Beggs
Director of Finance

Christina J. O'Donnell
*Director of Communication
and Marketing*

Stephanie Deal
*Director of Human Resources
and Administration*

Fred E. Terwilliger
*Director of Engineering and
Operations*

Read Power Lines and



Last Issue's Winner:

Randall N. Jack of Adrian

Read your issue of Central Electric Cooperative's Power Lines and win! It's simple — you can win a \$50 credit on your monthly electric bill by reading Power Lines and completing the quiz below.

Contest Rules

1. The contest is open to all Central Electric Cooperative members with active accounts as of the drawing date.
2. Only one entry per member is permitted.
3. Employees and directors of Central Electric, along with members of their immediate families, are not eligible.
4. The winning entry will appear as a credit on the member's bill and may not be redeemed for cash.

Complete, clip and enclose the quiz and personal information below and return it with your monthly payment. For a faster entry you may complete the survey online at www.central.coop/quiz.

1. True or False: NRECA stands for the National Rural Electric Cooperative Association.

Answer: _____

2. True or False: LIHEAP crisis grants start Nov. 1, 2010.

Answer: _____

3. True or False: Deadline for the Winter Coloring Contest is Jan. 1, 2011.

Answer: _____

Name: _____

Address: _____

Telephone No: _____ **Account No:** _____



Central Electric Cooperative

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Customer Service 1-800-521-0570 • Emergency Outage Number 1-800-282-8610