

Inside: Learn How To ...

Schedule a **FREE**
Electrical Safety
Presentation

Vote for the Winners
of Our Photo Contest

“Watts” Inside

Youth Tour 2015	3
Electrical Safety Programs	3
Appliance Rebate Update	3
Sealing Crawl Spaces	4
Food Safety Tips	4
Photo Contest Voting	5
Apple Crisp for Two Recipe	6

Board of Directors

Jody P. Weaver
President

Kenneth Durrett
Vice President

Althea M. Smith
Secretary/Treasurer

William J. Eichner
Kenneth D. Etzel
Nancy Lendyak
Bette D. Walters
Richard L. Weaver

PowerLines

2014 Photo Contest Entry
Photographed by Nicholas Manolis of New Castle

Better

by Matthew Boshaw, CEO & General Manager

Sometimes I think back about how great things used to be. My high school football career, for instance, has done nothing but improve over the years since I stopped playing. But when I am honest with myself, I was just an OK football player and high school, while great at times, was a tough time to grow through. Today is so much better than those days when I thought I knew everything. But that “better” didn’t happen overnight. I won’t list the myriad mistakes and misstarts I made but suffice it to say things got better one step at a time. This brought to mind a recent conversation I had with my youngest son. I had just found a way to defeat him at some athletic endeavor. He was a little down about having lost to the “old man.” I told him that while I would never let him win, I did want him to win. In fact, I told him that I want him to be better than me in every way. I then

clarified that the better won’t happen by accident, or just through my getting worse, but from consistent hard work over a long period of time. As you can imagine, this was met with the normal eye roll that comes from a 15 year old, but he got the message that it won’t happen overnight.

Better doesn’t happen overnight here at Central Electric Cooperative (CEC) either. I use the phrase “continuous, incremental improvement” so much that it has become part of our strategic plan and employees have started to say it to me. This phrase is my way of saying that we won’t be done tomorrow, in fact we should never be done improving, but we will be better. This approach is intended to keep us moving forward in a positive direction. There are a couple of pitfalls to this approach. If we aren’t careful, we can sometimes be so focused on the next improvement

Better/Page 2

Better/From Page 1

that we forget to recognize that we are better now than we were yesterday. Another concern would be unintentionally forgetting the contributions of the past that provide us the foundation, experience and wisdom to address today's issues. Keeping those things in mind, this approach can accomplish amazing things and make the attempt remarkably positive.

We are constantly implementing plans designed to improve the service we provide our members. Many plans begin from feedback that we get from surveys. We survey our membership monthly through the quiz on the back of this publication, annually through a phone survey, and at our annual meeting. Employees also complete surveys. We solicit a lot of feedback, and consider it all.

We have made many improvements. We updated our mission statement and our strategic plan to better focus our efforts and become more efficient. We have implemented a cross-departmental project team approach to many important process changes. This has proven to be beneficial in completing important projects, improving communication between departments, and educating employees regarding each department's importance and role. We have implemented changes to our safety program to guard against complacency, and continue to improve in that area. We have implemented technology improvements to allow us to be more efficient in all areas of the company. We have expanded our

efforts in professional development and most recently, completed leadership training to identify areas that supervisors, managers, department directors and I can improve in all aspects of our positions. We have taken significant steps with our power supplier to stabilize rates moving forward.

Not every change has produced the results we are looking for. Each one brings us a step closer to working together to accomplish our mission: "CEC provides safe, reliable electricity at a reasonable cost to our member-owners, is committed to the communities we serve, and dedicated to the Cooperative Difference."

Every improvement we make is evaluated under the lens of whether or not it works toward our goals. While "improvement" is important, "continuous" and "incremental" carry equal weight. Incremental because we have done things very well for a very long time, so the idea of abandoning large chunks of what we have done for the sake of change would not show the appropriate recognition of what brought us here. Continuous because what is correct with today's circumstances could be way off tomorrow.

We appreciate your feedback and active participation with us and will continue to put it to use in our continuous attempt to be better.

"We appreciate your feedback and active participation with us and will continue to put it to use in our continuous attempt to be better."

Matt Boshaw, CEO & general manager

Youth Tour 2015

This year CEC sponsored five students for Youth Tour. The students were Jonathan Best, Union High School; Samantha Gallaher, Karns City High School; Ashley Janecek, Keystone High School; Skye Mitchell, Franklin High School and Andrea Shay, Karns City High School.

From June 14 to 19 they joined students from other Pennsylvania and New Jersey electric cooperatives, along with over 1,500 high school juniors from across the country, to experience the beauty and history of our nation's capital and learn about electric cooperatives.

They met with congressmen from Pennsylvania, toured national monuments and memorials, visited the National Zoo and the Smithsonian Museum.

Information on Youth Tour 2016 will be available in January.



From left: Skye, Ashley, Jonathan, Andrea and Samantha.

Electrical Safety Programs

CEC understands the importance of teaching electrical safety. Our hope is to demonstrate to everyone electrical dangers they might be exposed to by offering a variety of **FREE** safety demonstrations for adults and youth.

Our Safety City program is geared toward youth and can be brought to any organization, event or school. It demonstrates how to avoid everyday dangerous electrical situations.

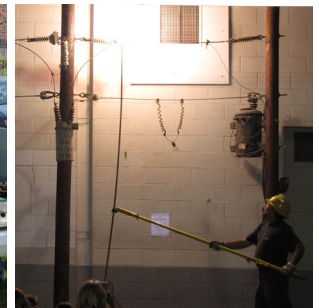
Live, High-Voltage Demonstrations are available at our headquarters in Parker for both adult and youth organizations.

Recently we added a First Responders Electrical Hazard Training. First responders know emergencies can involve electric lines and equipment. They also know they are likely to be the first on the scene.

This new program is designed to help them identify and handle situations involving electrical equipment and STAY SAFE.

Call today to schedule your **FREE** presentation! Call 800-521-0570 and ask for Renee.

Together, we can save lives and prevent potentially hazardous electric-related situations.



Appliance Rebate Program Suspended

This year, CEC helped many members save money on purchasing new Energy Star appliances while helping the environment. Due to the tremendous success of our rebate program, our funds are depleted. We hope to offer a similar program to members in 2016. Read your Power Lines and visit our website for updates on this program.



Sealing Crawl Spaces

Crawl space sealing has been a questionable topic for years. The introduction of diagnostic equipment has led industry experts to conclude that it is better to seal them, instead of ventilating.

In the summer, vented warm air is attracted to a cool crawl space. If the ground is not properly covered with a moisture barrier, water vapor from the ground and air will condense on cooler surfaces, which is a prime ingredient for mold and mildew growth. Warmer air heats floors and ductwork surfaces which makes air conditioners work harder. The opposite occurs in winter. Heated air from your furnace migrates through the floor to a colder, vented crawl space. The result is colder floors and higher energy costs.

Sealing is not that difficult, but does take time to do well. It's important to use a rigid moisture barrier. Make sure to seal seams. Foam board is excellent to seal the inner side of vents.

Radon is a big issue in our area. Make sure to consult an authorized radon entity before sealing a crawl space. Contact your homeowner insurance company about their parameters concerning sealed crawl spaces. They may require a gap between the top of the moisture barrier and the band joist for inspection services.

Sign up for weekly energy-saving tips by emailing me at kmaleski@central.coop.

SAFETY MATTERS

Food Safety Tips

If your power goes out, or an appliance has just quit working, knowing what to do with the food in your refrigerator and freezer can help you stay healthy. The last thing you need after a weather emergency is food poisoning! The following tips will help you know how to handle food safely in these situations.

General Food Safety Guidelines

- Keep refrigerator doors closed. Refrigerated food should be safe for about four hours. But milk, dairy products, eggs, meats and all cooked foods spoil quickly. Discard these foods if the temperature in the refrigerator rises above 40 degrees for two hours or more.

- Keep the freezer doors closed. Food in a full, free-standing freezer will stay at freezing temperatures for about 48 hours without power. A half full freezer will stay frozen about 24 hours. If a freezer is not full, move packages together to insulate them and keep them as cold as possible.
- Frozen foods that have partially, or completely, thawed before power is restored may be refrozen safely if there are still ice crystals or the food's temperature is 40 degrees or below.
- Don't taste food that has an odor or smell. When in doubt, throw it out. Also, if it isn't safe for you, it isn't safe for your pet.



Photo Contest Voting

After 34 members submitted wonderful photos for our 2015 Photo Contest, online voting has narrowed it down to five contestants. Please vote from the below five photos for the three you feel deserve to be our winners! The photo with the most votes will receive first place and a \$100 bill credit, second place receives a \$50 bill credit and third a \$25 bill credit. If you have access to the Internet, you can also vote on our website until Oct. 16. We will announce the winners in late October and in December's Power Lines newsletter.

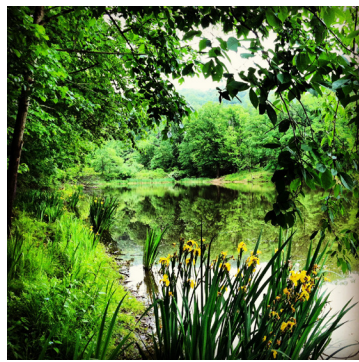


Photo #1



Photo #2



Photo #3



Photo #4



Photo #5



Photo Contest Voting Form

Name: _____

Address: _____

Phone: _____

Please check the boxes for the three photos you wish to vote for.

Photo #1

Photo #2

Photo #3

Photo #4

Photo #5

Return this coupon to CEC by Oct. 16, 2015.

Recipe of the Month

Apple Crisp for Two

Ingredients:

- 1-1/2 cups tart apples, sliced
- 2 tablespoons quick oatmeal
- 2 tablespoons brown sugar, packed
- 2 tablespoons butter, softened
- 1/8 teaspoon cinnamon
- 1/8 teaspoon nutmeg

Directions: Spread apples in a baking dish. Mix remaining ingredients. Sprinkle over apples. Microwave on high for 5 to 6 minutes or until apples are tender. Enjoy!

Thank you to Mary Ellen Edinger 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:

Allan Yingling of Rimersburg

Last Issue's E-Winner:

Richard Kelly of Verona

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: We solicit feedback through surveys in this publication, an annual phone survey and at our annual meeting, and consider it all.

Answer: _____

2. True or False: You should taste food to see if it's spoiled or safe.

Answer: _____

3. True or False: Foam board is excellent to seal the inner side of vents.

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

This institution is an equal opportunity provider and employer.