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Management

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PowerLines



*Central Electric Cooperative's
Board of Directors and Employees
Wish you a Bright & Merry Christmas!*

'Twas December at CEC

by Matthew Boshaw, CEO & General Manager

I often find it challenging to write articles in advance for our monthly newsletter. What I mean is that, as you read this, it is December and I am writing it in late October. There is probably snow, the kind before everyone is tired of it, and everyone seems to be in the high spirits that come with the time between Thanksgiving and Christmas. I'll be honest, it has always been my favorite time of year. As I write this, however, we are finalizing budgets, working on our 2013 plans, saying

On behalf of the employees and members of CEC I would like to take a moment to thank Bob for his service and, on a personal note, say that it has been my pleasure and honor to work with Bob in my capacity here.

And, of course, there was a hurricane named Sandy. Late in October the hurricane took over eight million people in the eastern United States out of electric service. We were very lucky, having only had a portion

Member Memories

"I remember in 1937 the linemen worked very hard to install my family's electric service.

We surely appreciated their efforts!"

*Opal Blausler,
Member since 1937;
hot-air ballon rider,
Annual Meeting
2012.*



goodbye to a retiring director and, oh by the way, recovering from a hurricane.

The late fall is always the time that we put a lot of effort into preparing for the next year here at Central Electric Cooperative (CEC) and this year is no exception. Ensuring our system is reliable and cost-effective is not an accident, and we take these efforts seriously.

This fall also saw the retirement of long-time Board Member, Bob Sterrett, from Venango County. Mr. Sterrett has served the cooperative over the past 40 years and has been an integral part of our prosperity.

of our system impacted by this event. We were able to restore outages related to the hurricane in about 12 hours and send crews and equipment to help other areas more severely affected.

So as you can see, writing an article for the holiday season of December in late October can be a bit of a challenge. I will tell you that we are certainly looking forward to a wonderful holiday season and from all of us here at your cooperative, please have a safe, happy and ELECTRIC Holiday Season!

Members Rate CEC High in Survey — Again!

CEC recently concluded its annual member satisfaction survey, and the members once again gave the cooperative high marks. The study was conducted by an independent service.

CEC measures overall satisfaction using the American Customer Satisfaction Index (ACSI) score. ACSI seeks ratings of four key questions on a 1 to 100 scale. The four scores are averaged to yield a firm's ACSI score. ACSI scores are used by major companies in different industries including Heinz, Toyota and Southwest Airlines. Both the electric utility industry and electric cooperatives use ACSI. Touchstone Energy® cooperatives averaged 81, while the electric utility industry as a whole scored 74.

In 2012, CEC received high overall ratings for two consecutive years, with especially good marks for service reliability and employee professionalism. This year CEC received an impressive overall ACSI score of 86.6! This tops even last year when the co-op received the highest score since keeping track in 2004 — 85.7.

Other survey questions focused on service quality and employee professionalism. CEC received an 8.6 on a scale of 1 to 10 regarding electric service reliability and on the questions regarding how employees interact with the membership CEC received a heady 8.9!

Lower scores were reported with rates, which remain an issue with the members. CEC received a 7.5 score in this area, but received an 8.1 rating when members were asked about the value of the electricity received for the cost. CEC constantly looks for ways to minimize or avoid rate increases. And CEC's board of directors and management work hard to keep rates as low as possible without sacrificing reliability. Allegheny Electric Cooperative, the

generation supplier for CEC and all the other cooperatives in the state, has managed to keep generation rates competitive, even in the face of the down economy and unexpected maintenance issues at the power plant.

Great service, reliability and personal, professional dealings with the members are what sets CEC apart from other utilities. Recognizing efforts in these areas is especially meaningful to hardworking cooperative staff. These results indicate to cooperative managers and staff that they are meeting and exceeding member expectations.

“We are so pleased with these results,” said Matt Boshaw, CEC's CEO and general manager. “Our focus over the years has been to provide reliable electric service at a reasonable rate. Receiving positive recognition from our members tells us we are doing the right things, the right way.”

It is always nice to be recognized for a job well done, and all the folks here at CEC say “Thank you for the high marks!”



Power Lines



Hey kids, enter our winter coloring contest for a chance to win a prize! Deadline is Jan. 11, 2013. The contest is open to CEC members' children ages 5-12. The following groups will be judged together: ages 5-7, ages 8-10 and ages 11-12. CEC employees' children are ineligible. Mail entry to: Central Electric Cooperative, Attn: Winter Coloring Contest, 716 Route 368, P.O. Box 329, Parker, PA 16049.

Name: _____

Age: _____ Account No: _____

Address: _____

Telephone No: _____

Ken's Low Watt Corner



By **Ken Maleski**
CEC Consumer
Marketing Representative



Load Management & Twitter

CEC operates a load management program that curtails power to certain items when electric demand and prices are high.

This saves over \$300,000 a year on what the cooperative pays for purchasing the power you use. Not only does this help keep our costs stable, but also reduces environmental pollutants at their peak production.

Over 2,000 members participate in our load management program with either an electric water heater or electric heating system.

Some members want to know when these control periods will occur. Now you can simply log onto our website at www.central.coop and click on the link that will take you to our Twitter page. You will receive load control notifications when we receive them from our power supplier.

As an added bonus, from your Twitter account you will also receive other important news items including outage updates, energy tips, and important news. Keeping informed is just a click away!



SAFETY

M A T T E R S

Child Safety

Children are curious and active. They can get themselves into trouble in an instant! The most common injuries are falls, choking, burns, poisoning and drowning. Here are some tips to help keep your child safe from accidents.

- Never leave children alone unattended, even for a minute.
- Block off any areas where a child might fall.
- Cut up food into small pieces.
- Do not allow child to play with toys that have small, removable pieces.



Matt Alderson
Manager of Safety and
Operational Support
Guest columnist, Cindy Cullen

- Keep all poisonous items locked away from child.
- Keep toilet lids shut; empty all buckets, containers and wading pools after use.
- Cover electrical receptacles with outlet covers.
- Supervise all pet and child interactions, and teach children to be respectful and careful around all animals.

Congratulations to Matt Alderson & his wife Courtney on the birth of their first child Meadow Alice Marion Alderson, Nov. 4!

Recipe of the Month

Overseas Candy (never gets hard!)

Ingredients:

- 3 pounds white sugar
- 1/2 pound butter or oleo
- 1-1/2 cans Carnation® milk
- 1 bottle white Karo® Syrup
- 2 pounds nuts

Directions:

1. Mix together everything except the nuts.
2. Boil slowly until it forms a soft ball when dropped into cold water.
3. Beat until stiff.
4. Add 2 pounds nuts, beat again.
5. Pour on cookie sheet.

“My mother made this during WWII. She washed & ironed for people to get the sugar & butter which were rationed. Mother sent it to the servicemen, sometimes it was months before they received it, and each only got a couple pieces because it was shared. I think our service people would enjoy this today wherever they are serving!”

Linda Schwabenbauer

Send Recipes to: Chris O'Donnell at
Central Electric Cooperative, 716 Route 368, PO Box 329,
Parker, PA 16049, or e-mail at codonnell@central.coop.

CEC Staff

Matthew P. Boshaw
CEO and General Manager

Lisa A. Hoover
Director of Member Services

Dennis W. Beggs
CFO, Director of Finance &
Accounting

Christina J. O'Donnell
Director of Member &
Community Relations

Stephanie Deal
Director of Human Resources

Fred E. Terwilliger
Director of Engineering &
Operations

To Celebrate the Holidays CEC will be Closed:

Christmas Eve Day, Dec. 24, closing at noon
Christmas Day, Dec. 25 (normal hours resume Dec. 26)
New Year's Eve Day, Dec. 31, closing at noon
New Year's Day, Jan. 1, 2013 (normal hours resume Jan. 2)

Read Power Lines and

Last Issue's Winner:



Margaret Greggs of Grove City

Read your issue of 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.

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

1. True or False: Board Member Bob Sterrett served members of CEC for 40 years.

Answer: _____

2. True or False: Twitter can let you know when CEC is having a load-control period.

Answer: _____

3. True or False: Members rated CEC low in service reliability and professionalism.

Answer: _____

How are we doing? (no wrong answer)

Name: _____

Address: _____

Telephone No: _____

Account No: _____



Central Electric Cooperative

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