

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

Win a Visa Gift Card or Bill Credit by Completing Member Survey

Schedule a Free, Electrical Safety Presentation

“Watts” Inside

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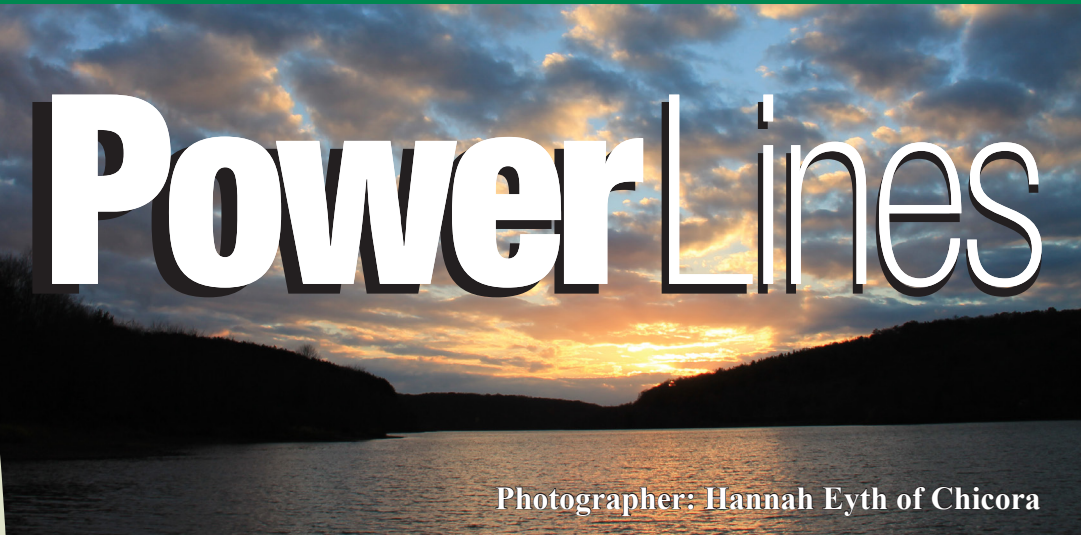
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Photographer: Hannah Eyth of Chicora

80 Years

by Matthew Boshaw, CEO & General Manager

In August, we held our 80th Annual Meeting of the Members. Serving members for 80 years is quite a milestone for any business and certainly deserves celebration. I have been fortunate to be with Central Electric Cooperative (CEC) for just under 10 percent of those years. Working seven years at a cooperative has taught me we are all truly in this together. Our members challenge us to meet their ever-changing needs and work with us to ensure our success.

I have indicated many times in articles and presentations that I believe we need to keep moving forward with “continuous, incremental improvement” as our goal. One of the potential pitfalls in emphasizing continuous improvement is the misconception that something is wrong or even broken. Nothing could be further from the truth. I believe the only

reason we are in position to make improvement is because of the efforts of our predecessors. We haven't had to start from the beginning as they did. If every generation had to restart at the beginning, we would never make any progress. Our efforts are magnified because we have been able to build upon their accomplishments.

Eighty years ago, rural western Pennsylvania had no electric service and our predecessors were faced with the daunting task of creating an electric system where none existed. The expectation of those first members was simply to have electric service available. The “simple” was only in description, but execution was nothing short of miraculous. Our predecessors had to identify generation resources, build substations, and construct miles of circuits to supply members' lights and appliances. It seemed

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an impossible task, which made our members that much happier when it succeeded and our founding employees much more satisfied and proud at having been able to accomplish it. America's rural electrification went a long way toward providing the infrastructure necessary to help pull the country out of the Great Depression.

Flash forward through a world war and decades of good and bad times in our country. CEC has found a way to keep improving by building on the efforts of our founders to ultimately turn this previously luxury service into an essential one. That is an important point. The service our members were once happy just to have, has become one we all find it difficult to be without. The expectations of our members today are much more complex, and equally daunting, than those of their predecessors.

The appliances from the past have given way to technology that offers comfort, convenience and information beyond our founders' wildest dreams. With these advances has come the challenge to CEC to provide service that allows all of those other technologies and conveniences to be used. Because of our predecessors' efforts to create a viable system, CEC can now focus on improving service through technological advances, while allowing for greater demands to be met.

I have often said how lucky I am to have a team of employees that are

as hard working and dedicated to the Cooperative Difference as this group is. Just as important is their desire to keep moving us forward and improve all aspects of the service we provide. Eighty years is a long time. Where we are now seems light-years away from where we started, but that progress has only been possible because of the efforts of our members and employees. We have never been satisfied with where we are, but we have always worked together to keep moving our cooperative, and our communities, forward.

I would like to take this opportunity to thank all of our predecessors for providing us with a foundation and a model that continues to allow us to move this organization forward. I would also be remiss if I didn't recognize our current employees and members for their willingness to continue to work together, through challenges and easier times, to ensure the success of our cooperative.

"I believe the only reason we are in position to make improvement is because of the efforts of our predecessors. We haven't had to start from the beginning as they did. If every generation had to restart at the beginning, we would never make any progress. Our efforts are magnified because we have been able to build upon their accomplishments."

Matt Boshaw, CEO &
General Manager

Win a Visa Gift Card or Bill Credit!

CEC is dedicated to providing quality service. To effectively do that, we need member feedback. That's why we're asking you to take part in an important, electronic survey measuring member satisfaction. The process should only take a couple minutes to complete. Responses will remain confidential and will only be viewed in combination with answers from other respondents.

The survey will help us gain your thoughts and opinions allowing us to better serve you. It will determine member satisfaction for a variety of topics and from across our seven-county service territory. The survey's results will be used for goal planning in coming years.

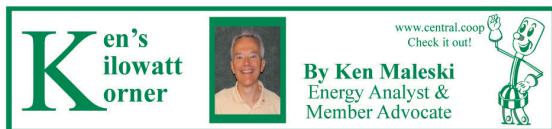
Members who complete the survey will be entered into a drawing for a chance to win a bill

credit or Visa gift card. CEC is giving away a total of five \$50 bill credits, four \$100 bill credits, one \$250 Visa gift card and one \$500 Visa gift card.

To take the survey visit www.central.coop/survey. If you don't have access to the Internet, please contact us to make alternative arrangements for completing the survey. To qualify for prizes, members need to complete the survey by Nov. 1.

Only CEC members can complete the survey and qualify for the prize drawing.

Thank you in advance for giving us the opportunity to learn how to serve you better, and please be assured that your specific answers will be completely anonymous.



Homeowners can save \$100-\$200 per year by simply changing an old thermostat to a digital, programmable one. If you are remodeling or simply wish to make your home more efficient, changing your thermostat is an easy way to save energy, money and help fight global warming. So, if your thermostat is older or just isn't performing right, you may want to upgrade today. Some of the benefits of upgrading your thermostat include:

- **Safer for your home.** Old thermostats may contain mercury which is unsafe. Digital thermostats do not.
- **Environmentally friendly.** Digital thermostats don't contain mercury and are eco-friendly. They use less energy, so they help to reduce greenhouse gas emissions that are usually

Don't Scrimp on a Thermostat

related to energy production.

- **Energy efficient.** Ever had the dilemma of wanting to avoid wasting energy by leaving your heat on while you aren't home, but don't want to come home to a freezing house? Digital thermostats are programmable, which means you can set your heating or cooling system to run when you want it to and for a specified amount of time.
- **Saves money.** Digital thermostats are programmable and energy efficient, which saves you money on your monthly utility bills.
- **Works with any room design or layout.** If you've been watching any design shows on TV and thinking about a home makeover of your own, a new thermostat is a detail that should not be overlooked. An ancient and bulky thermostat is certain to clash with any design.

SAFETY MATTERS

School Bus Safety

According to the National Highway Traffic Safety Administration, students who ride the bus to school are 70 times more likely to get to school safely than those who ride in a regular vehicle. Some reasons are because school buses are highly visible with their yellow paint, flashing lights and stop signs.

Here are some tips for when you are driving near a school bus:

- Learn and obey the laws that protect the students on the bus.
- Always be on alert. Students may be running to catch the bus and cross the street without looking.

- Watch for students around bus stops.
- In school zones, drive the posted speed limit and take precautions.
- Never continue driving if the red lights are flashing and the stop sign is out. These indicate students are either getting on or off the bus.
- Yellow-flashing lights indicate the bus is about to stop. Prepare to stop your vehicle, whether you're approaching or following the bus.
- Always wait until all students are safely on the school sidewalk or the sidewalk at the bus stop before you continue driving.



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 2018. Read your Power Lines and visit our website for updates on this program.

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.

We also have 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 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.

Power Lines

Photo Contest Voting

After 37 members submitted breathtaking photos for our 2017 Photo Contest, online voting has narrowed it down to five contestants. Please vote from the below 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 a \$50 bill credit and third a \$25 bill credit. You can also vote on our website until Oct. 20. 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. 20, 2017.

Recipe of the Month

Pepperoni Bread

Ingredients:

- One loaf frozen bread (thawed)
- Pepperoni slices
- 1/2 pound grated, sharp cheddar cheese

Filling:

- 2 eggs
- 1 teaspoon oregano
- Dash of garlic powder

Directions: Thaw frozen bread until soft but not starting to rise. Roll out to size of jelly-roll pan. Spread with half of filling mixture. Sprinkle on cheese and pepperoni slices. Roll as you would a jelly roll. Seal edges and cut in half to make two loaves. Brush with remaining filling mixture. Slit top with knife and bake on greased cookie sheet at 350 degrees for 35-40 minutes or until golden brown. Makes two loaves. For fillings, use anything you like as pizza toppings.

*Thank you to Kathleen Kordick
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:

Denise Sheridan of Slippery Rock

Last Issue's E-Winner:

Raymond Elder of Knox

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: Red-flashing lights mean a school bus is about to stop.

Answer: _____

2. True or False: Digital thermostats are programmable.

Answer: _____

3. What's the best way for us to find out if you're satisfied with CEC and what you'd like us to improve on? (No wrong answer. Circle all that apply.)

1. Mail Survey

2. Electronic Survey

3. Other: _____

How are we doing? (no wrong answer)

Name: _____

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



Central Electric Cooperative

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