

Sullivan County Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

Sullivan County REC

P.O. Box 65
 Forksville, PA 18616
 570-924-3381
 1-800-570-5081
 Email: screc@epix.net
 Website: www.screc.com

Staff

Craig A. Harting, CEO
Dennis Klem, Manager,
Finance and Administration
Walt Tubach, Manager,
Electric Operations
Diane E. White, Executive Assistant

BOARD OF DIRECTORS

David L. Aumen – CCD*/BLC**/Gold***
Chairman
Jay Lewis – CCD
Vice Chairman
Kathy A. Robbins – CCD/BLC/Gold
Secretary
Stephan Paul Brady – CCD/BLC/Gold
Jeff Hamilton – CCD/BLC
Ann B. Henderson – CCD/BLC
Jim Lambert
David R. Rakestraw

*Credentialed Cooperative Director
 **Board Leadership Certificate
 ***Director Gold Certificate

Office Hours

Monday through Friday
 7 a.m. - 3:30 p.m.

From the CEO



The directors I have seen

By Craig A. Harting

WE HAVE had 71 directors serve on our board in our 85-year history. I've been blessed to have worked for 23 of them in my 32-year career here. I have learned a lot from them, and they've done a great job serving you and representing your interests. Directors serve a very important function for you.

There are nine directors that you elect for three-year terms. Directors operate your cooperative by developing short- and long-range plans, approving annual budgets, setting rates, establishing policies and hiring the CEO. They engage an audit firm and hire an attorney.

They select a board representative to Allegheny Electric Cooperative, our power supplier, and a representative to the Pennsylvania Rural Electric Association, which publishes *Penn Lines* and provides safety and job training and legislative services. Directors also spend approximately 20 days a year attending meetings and training sessions.

Even though they come from a specific geographic area — or district — each director is elected by the entire membership and charged with representing all members in all districts. It is a big challenge to deal with the many issues that we have and to balance the interests of a diverse membership.

Past board members I have worked with:

Roy Crofut	Henry Emick	Charlie Hall
Carl Driscoll	Ed Keller	John Smithkors
Lynn Roles	Wally Botsford	John Richlin
Joe Alford	Curt Rakestraw	Marc Lewis
John Anstadt	Wayne Gavitt	Ben Fiester

Current board members:

Kathy Robbins	Steve Brady	Jim Lambert
Ann Henderson	Jay Lewis	Dave Rakestraw
Dave Aumen	Jeff Hamilton	

I want to thank all of the past and current board members for all that they have done for us over the many years. ❁

You have questions...we have answers

By John Zelewicz
Penn Lines Writer

EVERY once in a while when I'm in town or at a local event, such as the Sullivan County Fair, I'll have a member stop and ask me a question concerning the co-op. Recently, we invited members to submit questions. Here are some that we received:

Q: During the last outage, I called several times but the line was busy. Why is that? Is there another way I can report an outage?

A: We have six phone lines dedicated to our Outage Management System (OMS). During a normal outage, these lines are more than adequate to handle calls to the office. When a major outage occurs, whether it's due to storms or power issues with the energy provider to our substations, we can receive hundreds of phone calls in a very short time. If you get a busy signal, be patient and try again later.

Never assume that someone else may have called in to report a power outage. It could be that you're on a fuse or transformer by yourself, and you're the only one without power. So be sure to call in and report an outage.

We encourage members to call our outage line, 570-924-3418, to report an outage instead of using email or Facebook. We don't monitor email and Facebook regularly. Calling in to report an outage ensures that we are aware of the problem and can dispatch a crew promptly.

We are working on a texting option to report outages and hope to have that available soon.

Q: When I call in to report an outage, I always have to leave a message, giving my name, phone number and address. Why is this?

A: Our OMS system uses caller ID to register the outage. If we have your phone number on record, you shouldn't have to leave a message...unless you have additional information to report,



WHAT'S THE PROBLEM?: Blinking lights in homes and businesses can be caused by a wide range of issues, everything from animals and tree branches to equipment failure. Something as simple as a damaged insulator can take time to find and correct.

such as downed trees or wires.

Using your phone number, the OMS provides us with a lot of useful information, such as the name on the account, map number and street address. One reason why the OMS may not recognize your phone number is that we don't have it in our system. Perhaps you changed your primary phone number? Or maybe you are calling from a phone number not associated with your account, such as a cellphone?

We can store up to three phone numbers for each account. If you have a new home phone number or a new cell number, you can contact us and we'll update your member information. You can email us at screc@epix.net (be sure to include the name on the account and the account number) or call our office from 7 a.m. to 3:30 p.m. Monday through Friday.

Q: I have a generator running, how can I tell if my power is back on?

A: If you have a manual generator that feeds part of your house, the best



ELIGIBLE CANDIDATES: Any bona fide resident-member can run for director when the director position in their district is up for election. Your co-op has nine directors that serve three-year terms.

way to know when your power is restored is to leave some lights on that are not being powered by the generator. If you have a standby generator that turns on automatically when power to your home or business goes out, it should turn off automatically once power is restored. Unfortunately, there have been times when the automatic switch fails, and the generator continues to run even when power was restored.

An easy way to see for sure if your

power has been restored is by looking at the electric meter. If the kilowatt-hour numbers in the reading display are visible, then power has been restored.

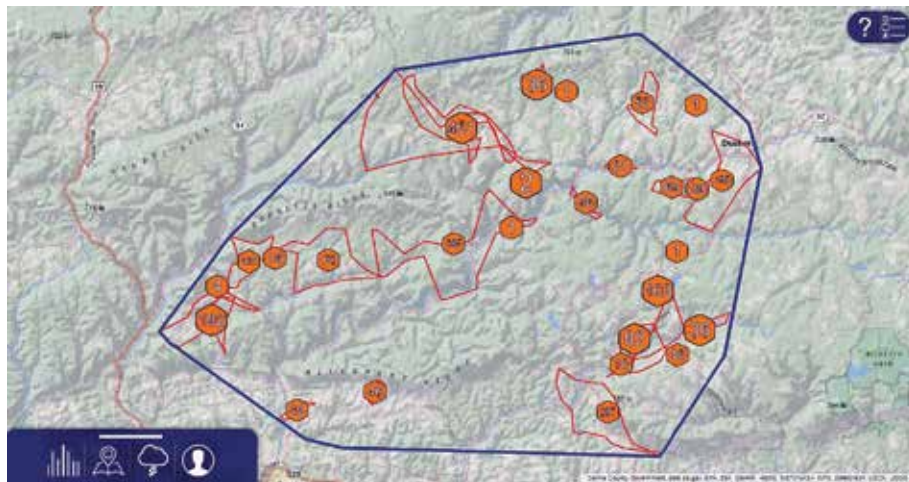
Q: Why do my lights blink?

A: Lights can blink for any number of reasons. Blinks on the power line occur when an object, such as a bird, squirrel, tree branch, vehicle wreck, etc., comes in contact with the energized conductor, which gives the electricity a path to ground.

This in turn makes the breakers installed on the line “trip open” for a second or two, and they may do it several more times until the fault clears or the breakers stay open, causing an outage. Blinking lights also occur from cracked insulators, stranded wires and numerous other issues.

Many times such problems are not easily visible and can take a lot of time and effort to find and correct.

“These problems are usually very hard to find until the energized conductor either burns down or the breaker on the line will not reset because of the fault,” Walt Tubach, manager of electric operations, explains. “The lineworkers have to patrol the line to see what’s causing the blinking and hopefully find the cause quickly. Internal transformer



FINDING OUTAGES: Members can view where outages are occurring and where crews are working by going to our online outage viewer, screcoutage.com:7576/. You can also go to our website, screc.com, and click on the “Outage Map” icon.

issues also can cause this, and sometimes, we have to install a fuse on every transformer to be able to find which one on the line is the problem. Sometimes, these issues take weeks to find and fix depending on their complexity.”

Q: Can anybody be a director?

A: Any Sullivan County Rural Electric Cooperative member who resides in the service area can become a director for the district in which they reside. There are other qualifications to become a director, too. Your account must be current; you cannot be in litigation with the co-op; you cannot

have been removed from the board in the past; you must be a member of the cooperative for one year; you cannot have been an employee for two years; you must have a high school diploma or GED; and you cannot be a close relative of an employee.

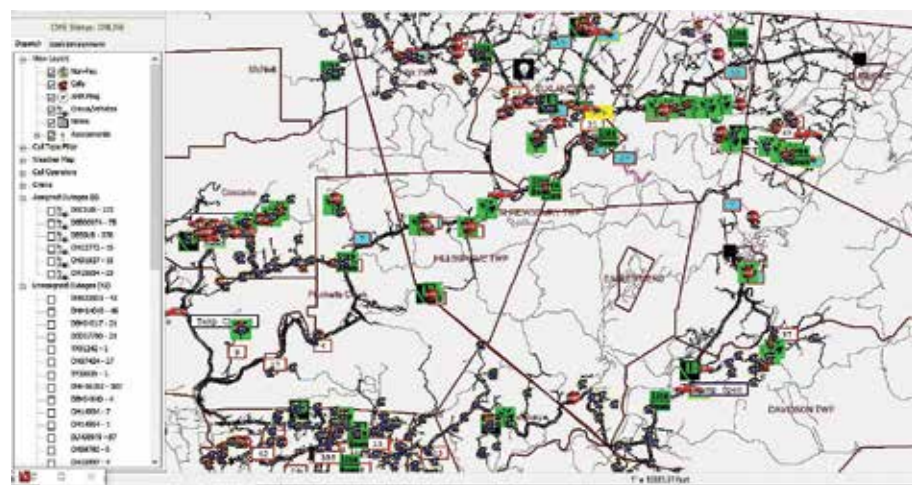
Q: How do you become a director?

A: Residential members interested in running for a position on the cooperative’s board of directors must be nominated by a petition signed by at least 10 members residing in the candidate’s respective district. Petition nomination forms and further instructions are available by contacting Diane White at the cooperative office at 570-924-3381 or de.white@frontier.com.

CEO Craig Harting says directors play a vital role at the co-op.

“Board members are elected for three-year terms and are charged with representing all members in all districts,” he says. “They’re responsible for approving budgets, setting rates, developing policies, strategic planning and hiring the CEO. It’s expected they attend training and education meetings annually.”

For more information and details about the function and responsibilities of being a director, contact Diane White or visit our website, screc.com. Click on the “About Us” button and then on the “Director Election” link. ❁



REPORTING AN OUTAGE: The Outage Management System (OMS) has six phone lines to handle outage calls. The OMS uses caller ID to identify members and their information, such as phone number, street address, map location, and phase. Members are encouraged to call the outage line at 570-924-3418 to report an outage.

Keep warm...keep safe

By John Zelewicz, *Penn Lines* Writer

THERE'S a famous song that you'll hear around the holidays. It includes the words, "Baby, it's cold outside." Living in northeast Pennsylvania, we know to expect cold weather — we may not always enjoy it, but we know to expect it.

What can be hard at times, though, is to keep the cold outside and the toasty warmth inside your home.

One way people keep warm during our long winter months is by using a space heater. Electric space heaters are a great way to help warm up a room or a small area. While they can provide heat, they can also be dangerous, if used improperly. Here are a few ideas to keep in mind when purchasing and using space heaters:



Make sure it's at least 3 feet from combustible materials, such as fuel, paint, spray cans, blankets, draperies and sofas.

- ▶ Only purchase space heaters that are Underwriters Laboratories (UL) approved. When purchasing a space heater, be sure it has an emergency tip-over/shut-off feature and heating element guards. Be sure to carefully read and follow the manufacturer's instructions.
- ▶ Carefully inspect the heater to make sure it's clean and in good condition. If the unit is old, consider purchasing a newer and safer model.
- ▶ Before using a space heater, take time to ensure your smoke and carbon monoxide (CO) detectors are working. You should replace the batteries in the detectors at least twice a year. A good time to do this is when the time changes in the spring and fall. If you don't have a smoke or CO detector, you should purchase one to ensure your safety and the safety of your loved ones.
- ▶ Location is important to keep in mind when operating a space heater. Make sure it's placed out of high-traffic areas on a level, hard, non-flammable floor surface.

- ▶ Remember that space heaters are designed to provide supplemental heat. Space heaters should never be used to cook food, thaw pipes, or dry things, such as clothing and towels.
- ▶ Never plug a space heater into an extension cord.
- ▶ Keep children and pets away from space heaters, which can cause serious shock or burns.
- ▶ Never leave space heaters unattended. Make sure you turn off and unplug space heaters before leaving the room or going to bed.

There are additional ways to keep warm during those cold winter nights. One popular way to keep warm is with an electric blanket. Be sure to check blankets for any damage, such as frayed, cracked or cut cords. You should never tuck an electric blanket under the mattress or place anything on top of it, such as comforters and bedspreads, while it is being used. It's also not a good idea to allow pets to sleep on electric blankets.

Taking precautions when operating space heaters will help keep you warm...and safe. ❁

Be Ready Before a Storm Strikes

Lights out? Store these items at home in case of an outage.

Water
Three-day supply, one gallon per person per day.



Tools
Flashlight and extra batteries, can opener, wind-up radio.



Food
Three-day supply of non-perishable, high-energy food.



First Aid, Medicine
First aid supplies, hand sanitizer, and at least a week's supply of medications for the family.



Documents
Include copies of passports, birth certificates, and insurance policies.

Learn more at
www.Ready.gov



Source: American Red Cross, Federal Emergency Management Agency