

**Valley
Rural Electric
Cooperative, Inc.**

Your Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

Valley Rural Electric
Cooperative, Inc.
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Monday - Thursday
7 a.m. - 5:30 p.m.

OUTAGES & EMERGENCIES

1-800-432-0680

FROM THE CHAIRMAN OF THE BOARD

Non-paying members drive costs up



by James Stauffer
Chairman of the Board

AT THE beginning of each month, Valley Rural Electric Co-op bills about 18,000 members for the electricity they used during the previous month. By the deadline (the 20th of each month), the vast majority of consumers have paid the balance due on their accounts. Unfortunately, however, a small number of

members do not meet their obligations within a reasonable amount of time.

The price of non-payment

The cooperative must pay an invoice each month for the wholesale power delivered to the membership, regardless of whether consumers pay their bills. Until members reconcile their charges, Valley pays interest on that outstanding debt. As the delinquency continues, the expenses mount.

In an attempt to recover losses and keep costs low for the rest of the membership, Valley REC charges a penalty on accounts that are past due. Consumers who have failed to meet their financial obligations are also given multiple notifications advising them of the problem. The notice includes a deadline for receipt of the outstanding balance and alerts them that their electric service may be disconnected if the terms are not met.

If no resolution is made, service is disconnected. Once this occurs, members must pay the entire balance on the account(s) plus additional fees and a \$200 deposit. These charges help pay for the cost of sending employees to the same properties multiple times.

Solutions for those who fall on hard times


Cooperative personnel are not “out to get” consumers, demanding payment in full regardless of the circumstances. They understand there are times when honest members fall on hard times and simply don’t have the means to pay their bills. That’s why co-op employees make every effort to do what they can to help those who are trying to satisfy their obligations.

For example, they work with members to arrange fair payment timeframes for overdue balances. They also refer consumers to appropriate agencies in the area that can help them get assistance.

The co-op offers a leveled billing program to help members budget annual energy expenses and avoid large bills during high-use months.

In addition, funds donated by fellow co-op members are disbursed to needy families through Valley’s Members Helping Members program, which seeks to help consumers who typically pay their bills but have experienced a recent financial setback, such as the loss of a job or an injury/death in the family.

The co-op also now offers payment by credit card online, by phone and at all office locations. This may help some consumers who work in fields where paychecks are inconsistent.

Because Valley is owned by those who are served by the cooperative, the cost of managing delinquent accounts becomes the responsibility of all of us. The co-op’s mission is to provide good service at the lowest possible cost. When delinquent accounts are reconciled, we all reap the benefits. 



Line upgrades progress in all co-op districts

BY SUSAN R. PENNING
Director of Member Services

VALLEY RURAL ELECTRIC'S distribution system stretches into eight counties, spanning more than 2,900 miles. The co-op provides electric service to even the most remote areas, which means keeping the system safe and dependable is an ongoing job.

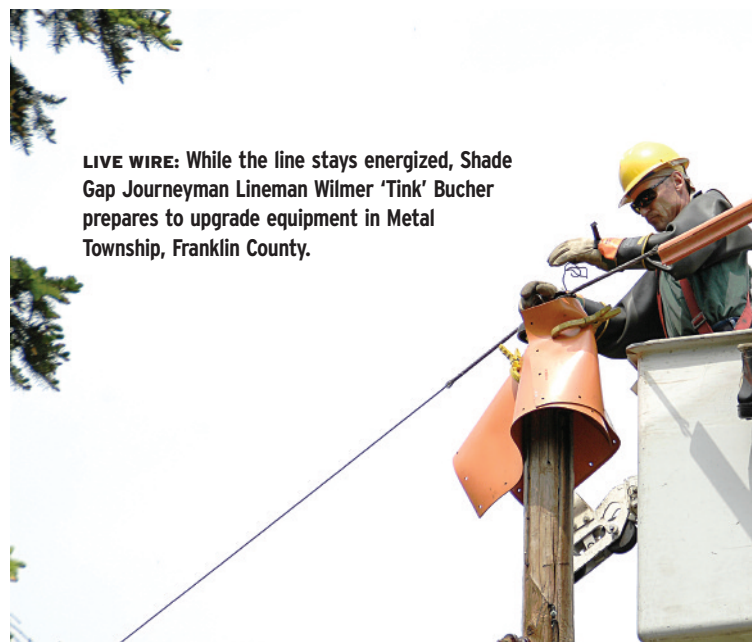
This year, in the Huntingdon district, crews are upgrading wire size and operating voltage of the north feeder of the Piney Ridge Substation, increasing its capacity and creating a three-phase tie to the south feeder, which will boost back-feeding capabilities with the Little Valley Substation, located along Route 994, east of the Raystown Resort. Lines will also be replaced along Route 829 in Cass and Union townships.

In the Shade Gap district, the Route 30 Substation and associated distribution circuits are being upgraded along with lines and equipment in Metal Township, Franklin County.

In the Martinsburg district, a major upgrade of six miles of tie line between Williamsburg and Ore Hill substations is being completed. This will allow back-feeding in these areas for the first time — enhancing service reliability. Lines and equipment are also being upgraded throughout Freedom, Greenfield and Juniata townships in Blair County. ⚡

ABOVE: Martinsburg district Fourth-Year Lineman Ryan Dodson removes hardware from an aging pole during a project to replace poles and upgrade lines along Coppock Road in the Blue Knob, Blair County, area.

BELOW: Christopher Dell of Ayers Line Construction adds identification numbers to a new pole being erected along Piper Road near Blue Knob.



LIVE WIRE: While the line stays energized, Shade Gap Journeyman Lineman Wilmer 'Tink' Bucher prepares to upgrade equipment in Metal Township, Franklin County.



ABOVE: Martinsburg district Crew Chief Greg Dilling, left, and Journeyman Lineman Rob Shook splice secondary underground wire for a service upgrade along Coppock Road.

LEFT: Shade Gap district Journeyman Lineman Jason Wilson guides a new pole to where it will be set near Cowan's Gap State Park.



MEASURING UP: Huntingdon district Crew Chief Curt White takes measurements for the construction of a new regulator bank near Marklesburg, Huntingdon County.



PHOTO BY SUSAN PENNING

Leadership class learns about tourism impact

Valley Rural Electric employee Glenda Strong (center, black sweater) and other members of the Leadership Huntingdon County Class of 2012 learn about the impact of tourism during a retreat April 21. Allegrippis Trails expert Evan Gross, left, explains to the group how the mountain bike trail system at Valley-served Seven Points Recreation Area draws thousands of visitors each month to the region. For more information on this professional development program, visit leadershiphuntingdoncounty.com.



2012 International Year of Cooperatives Crossword Puzzle Answer Key

QUESTIONS

Across

1. Name of town where modern co-op principles were created in 1844.
7. Cooperatives are autonomous and _____.
8. Who controls the co-op?
10. More than 8,300 _____ provide financial services to 100 million members.
11. Co-ops provide over 100 million _____ worldwide.
12. Every member has one voice, one _____.
13. Co-ops offer voluntary and _____ membership.
14. Country where modern co-ops were born.

Down

2. When the co-op is in good financial shape, members receive money back, called _____.
3. Cooperatives show concern for _____.
4. Cooperatives are committed to providing _____, training, and information for members.
5. More than 42 million Americans receive _____ from co-ops.
6. Working together shows _____ among cooperatives.
7. 2012 was declared the _____ Year of Cooperatives by the United Nations.
9. Number of co-op principles.

ANSWERS

- | | |
|-----|-----------------|
| 1. | Rochdale |
| 2. | Capital credits |
| 3. | Community |
| 4. | Education |
| 5. | Electricity |
| 6. | Cooperation |
| 7. | International |
| 7. | Independent |
| 8. | Members |
| 9. | Seven |
| 10. | Credit unions |
| 11. | Jobs |
| 12. | Vote |
| 13. | Open |
| 14. | England |

The crossword puzzle was printed in the May issue of *Penn Lines*.

Every Degree=Dollars

\$SAVE!

Don't let summer heat burn your budget. When home, set your thermostat to 78°.

Going out for the day?

By turning your thermostat up 10°-15° when you're out of the house, you can cut your electric bill by up to 15 percent. That's a savings of up to 1 percent for every degree you raise your thermostat (based on eight hours).

78°

Source: EnergySavers.gov