



The Energizer

AUGUST 2021 | STEUBEN RURAL ELECTRIC COOPERATIVE

Office Locations

Bath District Office
9 Wilson Ave
Bath, NY 14810
(607) 776-4161
(800) 843-3414

Cherry Creek District Office
5966 South Rd
Cherry Creek, NY 14723
(716) 296-5651
(800) 883-8236

Office Hours

Bath District Office
Monday - Friday
7:30 am - 4:00 pm

Cherry Creek District Office
Monday - Friday
7:00 am - 3:30 pm



- District 1 - James McCormick
- District 2 - Janice Hoad
- District 3 - Vacant
- District 4 - Gary Brockway
- District 5 - Gerald Chase Jr.
- District 6 - Gordon Foster
- District 7 - Robert Nichols
- District 8 - Randy Stankey
- District 9 - William Moss III

Three Long-Time Employees Retire From Steuben Rural Electric Cooperative



Richard Swift



Lee Ann Hoad



Douglas Hilsdorf

Doug Hilsdorf, Richard Swift and Lee Ann Hoad have a combined 98 years of service with Steuben Rural Electric Cooperative....yes, that's right...98! That type of dedication and loyalty is an extremely rare find in today's world.

Imagine it was the summer of 1982. The Steve Miller Band's "Abracadabra" and the movie E.T. were at the top of the charts, a gallon of gas was \$0.91/gallon, and the first compact discs (CDs) were just produced. Meanwhile, Richard Swift and Doug Hilsdorf were just beginning their careers here at the co-op.

It was in the summer of 1982 that the Cooperative hired 6 temporary employees to clear vegetation from utility right-of-way. 3 of the 6 applicants were awarded full time position at the end of the 3-month period. All 3, Richard Swift, Doug Hilsdorf and Dana Robinson, retired with the Cooperative.

As mentioned, Richard Swift began his career on August 30, 1982. Richard worked his way up to a Crew Chief for the right-of-way maintenance department. Richard began his journey as a lineman in 1996. On September

4, 2018, Richard was promoted to Line Foreman for the Cooperative's Bath District. "The co-op was very good to me, and I hope that it is a better place from my service. I will miss it. Thank you to all of the members," Richard said.

Doug Hilsdorf's career began on September 7, 1982. Doug later transitioned into the role of Lineman Apprentice in 1991. Doug retired from the Cooperative after 39 years as a 1st Class Lineman. "It's been a great honor working here, even in the worst of the bad weather. I always felt proud when we turned the power on for members during outages. I will miss the co-op after spending two-thirds of my life there," stated Doug.

Last, but certainly not least, Lee Ann Hoad ended her 20-year career with the Cooperative on July 31, 2021. For those of you that do not know Lee Ann, she was hired on January 2, 2001, as the Executive Secretary for the Cooperative. Lee Ann could always be counted on to make sure things were running smoothly at the Cooperative. "I would like to thank past and present Directors, co-workers, sister organizations, and members for

affording me the opportunity to be part of the amazing cooperative world for the last 20-years. Many acquaintances, friendships and memories were created and will be cherished," Lee Ann stated.

Lee Ann was extremely devoted to the cooperative business model. In addition to her numerous contributions to the Cooperative, Lee Ann is also well known for service to other cooperative organizations affiliated with Steuben Rural Electric Cooperative. In fact, Lee Ann Hoad earned the prestigious George D. Aiken Award in 2019 where Keith Pitman, President of the Northeast Association of Electric Cooperatives (NEAEC), stated that she was the "backbone and soul" of the non-profit utility consortium.

Richard, Doug, and Lee Ann will be remembered for their hard work and sincere loyalty to the Cooperative and its members. The Cooperative's Board of Directors and employees would like to thank them for their invaluable contributions to the organization. Richard, Doug, and Lee Ann exemplified the true spirit of what it means to be an employee for an electric distribution cooperative.

SMART HUB

View Your Daily Usage



Did you know that you can view your daily usage on SmartHub?

SmartHub is a web application that allows you to view and change account information, notify customer service of account inquiries, and make payments in a secure environment - right from your mobile device, computer or tablet. You are able to monitor and analyze your electric use all at the touch of a button! This service will help manage your account and will free up your time with this convenient and free service.

Go to www.steubenrec.coop and click on pay your bill online to register for the service. SmartHub is also available as an app for smartphones and tablets. The app is free and can be downloaded from iTunes or the Android Market.

It's Summer: USE LESS HOT WATER

When it's warm outdoors, long, hot showers become less necessary. Make a point of using less hot water during the summer and you could see a drop in both your water and energy bills. The less hot water you use, the less you will have to pay to heat it.

Here is how to cut that energy use:

- Lower the temperature of your water heating to 120 degrees.
- Run your dishwasher only when it's full.
- Choose the "cold water" setting on your clothes washer.
- Fix leaky faucets.
- Switch to low-flow faucets and shower heads.

Electricity Brings Everyday Value

Understanding the value of electricity

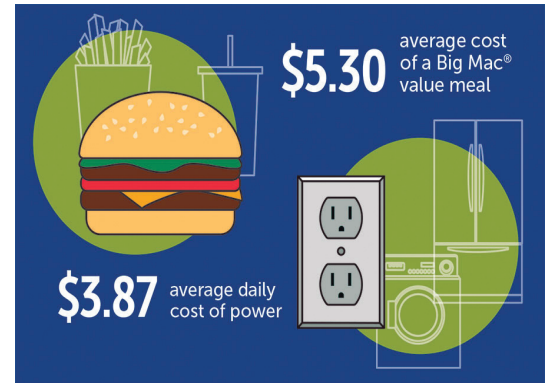
Most of us don't think much about the electricity we use. We expect the lights to turn on when we flip the switch and the coffeemaker to work each morning.

Because electricity is so abundant, we don't think much about it. Since many of us have been spending more time at home over the past year, we have likely been using more energy. And yet, we still expect an endless supply of power with uninterrupted service 24/7. The only time we really think about electricity is when the power goes out or perhaps when the monthly bill arrives.

Given how much electricity powers our modern lifestyle every day, it's a great value, especially when compared to other common services and expenses. For example, think back to the cost of a gallon of gasoline 20 years ago. Consider the cost of groceries or your favorite fast food meal from a few years back. In comparison, the cost of

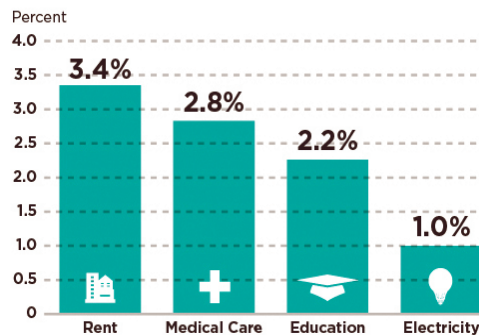
electricity has remained largely flat, unlike most other consumer goods.

Many of us consider cellphones and television subscription services necessities for modern day life. We can see what we're getting for our money, and we pay the price for those services. In contrast, when we use electricity, we won't necessarily "see" all that we're getting for our money.



ELECTRICITY REMAINS A GOOD VALUE

Average Annual Price Increase 2015-2020



Sources: U.S. Bureau of Labor Statistics Consumer Price Index

But considering what electricity does for us, it's a tremendous value for our quality of life as well as our budgets. For comparison, consider that the average rent increase was nearly 3.4% (from 2015-2020) according to the Bureau of Labor Statistics Consumer Price Index (CPI). The cost of medical care was increased 2.8% during this time, and education was not far behind at 2.2%. So, where did electricity rank? According to CPI, electricity increased by 1.0%.

Steuben Rural Electric provides the reliable service you expect and deserve as valued members of the co-op. Our sole purpose is to serve you and the needs of our community. That's everyday value.

Right-of-Way Vegetation Management Update



It is that time of year when Steuben Rural Electric Cooperative subcontractors are working diligently to clear utility incompatible vegetation from our distribution infrastructure. Approximately 70 miles of overhead primary distribution line has been cleared throughout the Quarry, Bath, and Milestep substations with coverage shared between the Bath and Cherry Creek Districts.

Asplundh Tree Expert Co. and Strauss Tree Service Inc., field the primary line clearance crews working on our system. Vegetation that interferes with the ability to

move in and around our infrastructure, or that is likely to cause power outages in the near future will be targeted by our professional arborists.

Steuben Rural Electric Cooperative and subcontracting representatives make every effort to contact members directly prior to commencing work on member owned property. Your questions and concerns are important to us and can be directed to Nick Hess, SREC ROW/Vegetation Management Supervisor, 716-560-3002.

Thank you in advance for your cooperation and support of Steuben Rural Electric Cooperative's vegetation management program. As always, we look forward to doing our part to keep your power on!

264001

SREC Utility Forester - Nick Hess

How to Report a Power Outage

If your power goes out, follow these steps:

1. Check your breakers, fuses or outdoor disconnect switch to determine if they have tripped off due to a power overload.
2. If you determine the power outage is not within your wiring system, select one of the options below to report your outage.

CALL 607-776-4161 OR 1-800-843-3414



Keep your contact information up to date!

SMARTHUB



Easily report an outage through the SmartHub app. Visit www.steubenrec.coop to sign up for SmartHub, or download the free app to your mobile device and log in today.

Outage reporting made easy



CELEBRATING 77 YEARS

Save the date: October 16th

Steuben Rural Electric Cooperative's (SREC) Annual Meeting is one of the benefits of being part of an electric cooperative. As a member-owner of SREC, each member receiving service should take an active part in the business by attending the annual meeting. This is the day set aside for you to meet with your directors and cooperative employees. Look for more information to follow in a special newsletter to be issued in September.

Vacation Usage: Your Meter Doesn't Stop While You're Away

Vacation season is upon us and everyone will be traveling to see the sites and sounds of our great country. And while you are gone for a couple of days or weeks, your electric bill will surely go down, right?

A lot of people believe when they are gone their electric consumption decreases or even stops. When in actuality, most electric appliances are still running unless you have taken measures to shut them off. Here are some questions that you need to ask yourself to see if your electric bill is really going to go down.

- Did you shut off your electric water heater? If not, the water heater will still run in order to maintain the temperature that you have the thermostat set at.
- Were the refrigerator and freezers emptied and turned off? Otherwise, the refrigerator and freezer will continue to run.
- Did you shut off your clocks, computers, air conditioner, lights, TVs, dehumidifiers, pools and attic fans? Some of these items seem small, but everything adds up.

Remodeling? Keep Energy Efficiency in Mind

Sunny days are prime time for tackling remodeling projects, upgrades and repairs around your home. If you're planning a project, make a point of adding energy efficiency features along the way. Here are a few ideas:

- Add insulation around recessed lights so heated or conditioned air doesn't leak out of them and the weather can't sneak in.
- Install programmable thermostats when you add rooms to the house. While you're at it, have the thermostats in the rest of your home upgraded to programmable models.
- Consider adding insulation to already-insulated areas, like crawlspace and attic, to meet new energy efficiency standards.
- A new kitchen means shiny new appliances. Select those rated as energy efficient by ENERGY STAR®, which use less energy than unrated models.
- If your older home still has single-pane windows, consider an upgrade. Double-pane windows are more energy efficient because they better shield your home from the outdoors - and keep your conditioned air indoors.
- Replace old light bulbs in your most-used rooms with LEDs. They last 10 years or longer and save considerable energy when compared to incandescent bulbs.
- Add or upgrade ventilation fans in bathrooms. This can improve air quality throughout the home - not just in the bathrooms - by removing moisture from the air.
- Consider having a home energy audit conducted. Audits can help you evaluate your home for energy wasters, suggest ways to remedy inefficiencies and recommend additions that will make your house more comfortable and cheaper to heat and keep cold.



MEMBERS TRADING POST

For Sale: 8' extra wide folding aluminum pet ramp. Like new, excellent for older dogs. Cost \$250.00 new, asking \$150.00. Call 607-794-2510 between 9:00-5:00 p.m.

For Sale: 4 face cords seasoned firewood - \$100.00. Call or text 828-391-3181.

For Sale: Seasoned hard wood firewood, \$50.00 per face cord. Call 607-968-0420.

For Sale: Electric floor fan - \$15.00; pressure washer, honda engine, pump has low pressure - \$120.00; 20 lb. LP tank - \$15.00; oversize-wide load sign - \$50.00; new Intel type B pool filter - \$10.00; older Sears Craftsman air compressor -

\$100.00; like new Invocare hospital bed (single) complete with mattress. Cost new \$2,000.00 - will sell for \$600.00. Please call 607-661-6348 before 7:00 pm.

For Sale: Animal lures & baits, deer lures & cover scents, hunting/trapping supplies. Supply catalog - \$1.00. Bill Russ Trading Post Store, 25 William St in Addison.

For Sale: Trapping Supplies. Grandview Fur Center in Bradford. Call Bill at 607-583-4600.

Wanted: Raw fur and deer hides. Grandview Fur Center in Bradford. Call Bill at 607-583-4600.

#811 Day Serves as a Reminder to Dig Safely

Each August 11th Steuben Rural Electric Cooperative recognizes 811 Day, an annual reminder to dial 8-1-1 at least two full days, but no more than 10 working days (excluding weekends and legal holidays) before beginning any digging project to have underground utility lines marked. This free and simple phone call helps prevent harm to you and those around you, as well as repair costs, fines and inconvenient service disruptions.

According to New York 811, an underground utility line is damaged every nine minutes because someone decided to dig without first calling 811.

One-Call Process Step-By-Step:

1. **NOTIFY:** Notify 811 online or by calling 811.
2. **WAIT:** At least two days for utilities to respond.
3. **CONFIRM:** Check all utilities have responded.
4. **RESPECT:** Adhere to utility marks and flags.
5. **DIG WITH CAUTION:** Dig carefully around buried utilities. 615510



The Trading Post Rules: Only members of SREC may submit ads. Ads must be submitted by the 26th of November in order to be published in the December newsletter. You can submit ads by mailing them to Steuben Rural Electric Cooperative, 9 Wilson Ave, Bath, NY 14810 or by email to kleveland@steubenrec.com. All ads must be typed or printed clearly. Include your name and account number on all submissions. Ads are not allowed to be automatically repeated. They must be resubmitted for each issue. The co-op reserves the right to edit material for content and/or space as necessary. Ads are published on a first-received basis with no guarantee your ad will appear.

Disclaimer: Items in the Trading Post are published at the request of our members. SREC does not endorse, recommend or assume any responsibility for the products advertised.



MARK YOUR CALENDAR

September 6 - Labor Day
 October 11 - Columbus Day
 November 11 - Veterans Day
 Nov. 25 - Thanksgiving Day
 Nov. 26 - Day after Thanksgiving

THIRD PARTY NOTIFICATION

In accordance with the provisions of the New York Codes, Rules and Regulations, Steuben Rural Electric Cooperative is required to permit a residential customer to designate, in writing a third party to receive a copy of every notice of discontinuance of service to the customer, provided that such third party indicated in writing a willingness to receive such notices. If you wish to designate a third party to receive these notices, please contact the main office at (607) 776-4161 for a copy of the applicable paperwork.



\$10 IS HIDING IN THIS ISSUE

Please read your newsletter carefully. If you spot your account number hidden in this newsletter, please contact Steuben Rural Electric immediately to claim a \$10 credit on your bill!

