



The Energizer

FEBRUARY 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 - Joseph Hauryski
- 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

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Baby, it's cold outside!



Five Ways to stay cozy this winter

When you're feeling chilly at home this winter, there are several budget-friendly ways you can keep comfortable without turning up the thermostat. Here are five easy ways to stay cozy this winter:

1. One of the easiest ways to stay cozy at home is to keep your feet warm. Our feet play a critical role in regulating body temperature, so when your feet are warm, your body automatically feels warmer. Try a pair of comfortable wool socks or house slippers to stay toasty.

2. On winter days when the sun is shining, take advantage of natural warmth from sunlight. Open all curtains, drapes, and blinds in

your home to let the sunshine in during the warm and bright part of the day. You will be able to feel the difference.

3. Another way to make your home cozier is to use a humidifier. Cold air does not hold water vapor like warm air, so by adding humidity inside your home, you can feel a little warmer. A favorable level of humidity inside your home can also help clear sinuses, soften skin, and improve sleep.

4. Whether you are experiencing the effects of cold winter temperatures or you are simply cold natured, an electric blanket will warm you up quicker than a regular

throw or blanket. Electric blankets can include a variety of features, like timers and dual temperature settings. This winter, consider an electric blanket instead of turning up the heat.

5. Beyond adding visual appeal to your home, area rugs can also provide extra insulation and a warm surface for your feet on cold winter days. Use large area rugs in rooms where you spend the most time. The additional warmth will help keep your home comfortable.

These are just a few ways you can stay cozy this winter without turning up the thermostat. Do not forget the coffee or hot chocolate!

CO-OP REBATES

At Steuben Rural Electric, we are committed to helping our members save energy and money through our rebate programs.



» Energy Efficiency Rebates

This program offers a 20% rebate, up to \$400, on a purchase of an energy star rated appliance.

» Farm Efficiency Rebates

This program offers a 75% rebate, up to \$4,500, on the installation and purchase of DLC certified LEDs for barns/shops, variable speed milk transfer pumps/compressors, tunnel ventilation systems and precooling systems/heat exchangers.

» Residential Weatherization

This program offers a 50% rebate, up to \$3,000, on the installation and purchase of energy star certified replacement windows and replacement exterior doors. 527901

» Commercial LED Rebates

This program offers a 75% rebate on the purchase of Energy Star or DLC Certified LED lighting for commercial purposes. The incentive limit is \$5,000. Member's energy purchases must be under the Cooperative's Large Commercial rate tariff.

Steuben Rural Electric Cooperative invests in energy efficiency programs to benefit the members we serve. For more information visit <https://steubenrec.coop/content/energy-efficiency-programs> or call us at (607) 776-4161 or (800) 843-3414.

Cooperative Update

Operations Update

As mentioned in the August edition of *The Energizer*, the Cooperative had been working on reconducting and rebuilding a 15-mile section of line that feeds County Route 10 and neighboring areas within our Bath District. This particular project was conducted to replace aged infrastructure and to ensure reliability. We are pleased to report that project is now complete. For the 2021 year, the Cooperative has several large capital projects planned. During the 1st and 2nd quarter of 2021, the Cooperative's primary focus will be on rebuilding nearly 6 miles of sub-transmission line from our Bath substation to our Quarry substation, a project that was delayed in 2020 due to issues in sourcing materials. This rebuild is necessary to ensure the reliability of the Quarry substation, which serves the Towns of Bath, Howard and Cameron. This project is expected to begin in the March time-frame. The Cooperative and the contractor will make every effort possible to notify property owners prior to commencing construction on their land. We will also contin-

ue to provide updates on other major capital projects that are planned for the year as details become more definitive. If you have any questions, please contact our office at (607)776-4161 or (800)843-3414.

Integrated Vegetation Management Program

It is that time of year again when the Cooperative's vegetation management program is preparing to begin routine system maintenance. As such, we thought it would be a great time to provide some additional information on the strategy for the first few months of the 2021 program year. It is anticipated that vegetation management crews will begin work in early March. For the first few months of the program crews will be primarily focused on vegetation management on the Quarry substation circuit in the Towns of Bath, Cameron and Howard. It is also anticipated, during late spring, that vegetation management crews will transition to the Cherry Creek District. Clearing in the Cherry Creek District will be concentrated in the Towns of Villenova, New Albion and Ha-

nover. As a reminder, the integrated vegetation management program implements a combination of management strategies tailored to the specific needs of the Cooperative's members and infrastructure. The result is the most cost effective, safe and environmentally friendly approach to utility vegetation management. If you have any questions, please contact our office at (607)776-4161 or (800)843-3414.

COVID-19 Update

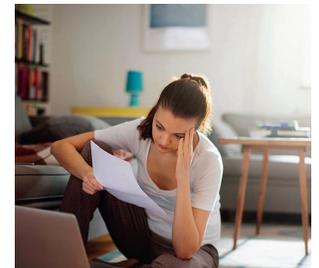
Both Cooperative branch offices remain closed to outside traffic for payments and non-emergency related walk-ins. This is a decision that is re-evaluated on a regular basis between management and our Board of Directors. At this time, we plan to leave our front offices closed to outside traffic until we are confident that we can accommodate the additional traffic in a responsible manner that does not expose our members and employees to unnecessary risks. We thank you for your patience and cooperation as we navigate through these unusual times.

Need help paying your electric bill?

As temperatures decline this winter, the cost of heating starts to increase. During the cold winter months, some Steuben Rural Electric Cooperative members might experience difficulty in paying their electric bills. We know that COVID-19 has created additional financial hardships, placing an even larger burden on families already

struggling to pay their bills or bring their accounts current.

If you have a past-due balance, we encourage you to contact us right away. We understand the stress circumstances related to COVID-19 have put on our members, and we will work with those who call us to make payment arrangements. We can also direct you to re-



sources that may be able to provide further assistance. Contact us at (607) 607-4161 or (800) 843-3414.

You can also check your eligibility for a range of benefits and apply for HEAP at myBenefits.ny.gov.

What To Do When The Power Goes Out

Americans have become so accustomed to a continuous, uninterrupted supply of electricity that we are usually unprepared when this supply is cut off by winter storms, animals or vehicle accidents.

When the power first goes off, don't panic! Calmly check to see if your neighbors still have electricity. If they do, the problem could be inside your home. Check your main fuses or circuit breakers to see if they have blown or tripped. Replacing a fuse or resetting a circuit breaker may restore your electricity. If you determine that the power failure has not been caused by a problem in the home, contact us to report the outage. A line crew will be dispatched as quickly as possible.

While you wait, unplug appliances with electronic components, such as microwaves, televisions and computers. Sometimes power can come back in surges, which can damage electronics. Wait a few minutes before turning on these appliances when the electricity is restored. This will reduce demand on



the power electrical system.

Helpful Tip: Leave a light on to indicate the power is back on.

If you use a standby generator, be sure it has been installed and wired properly. If improperly installed, a generator could cause dangerous conditions for our linemen working to restore the power. Your generator could be damaged when the power is restored if a double throw disconnect is not used and properly installed.

How long will it take to restore my power? It is hard to predict how long an outage will take to be restored due to

the number of variables. Power outages have a variety of causes such as weather, animals, trees, auto accidents or equipment failure. Each cause has their own unique set of circumstances and safety procedures. The time it takes to restore power can vary greatly, depending on the cause and circumstance.

We will make every effort to provide you with the best estimated time of restoration (ETR) available during an outage. Steuben Rural Electric Cooperative crews always work as safely and quickly as possible to restore your power.

HOW DO CAPITAL CREDITS WORK?

When you signed up to receive electric service from Steuben Rural Electric, you became a member of an electric cooperative. While investor-owned utilities return profits to investors and stockholders, Steuben Rural Electric Cooperative is a member-owned, not-for-profit cooperative, and we allocate excess revenue to members as "capital credits" and retire or pay them when the cooperative's financial condition permits.

The retirement or payment of these capital credits is done yearly in October. The co-op is currently on a 25-30 year capital credit retirement cycle.

It PAYS to be a member-owner of Steuben Rural Electric. Earning and receiving capital credits is just one of the benefits of membership in Steuben Rural Electric Cooperative, Inc.



POWER RESTORATION

When electricity does go out, most of us expect our power will be restored within a few hours. When a major storm causes widespread damage, longer outages can result.

Here's what's going on if you find yourself in the dark:

1 Transmission Lines

Transmission towers and cables that supply power to transmission substations (and all our members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

2 Distribution Substation

Each substation serves hundreds or thousands of members. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself, or if problems exist down the line.

3 Main Distribution Lines

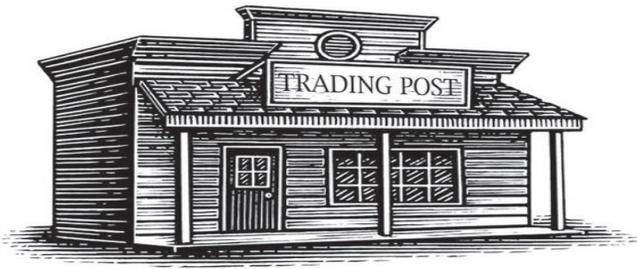
If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of member in communities. 997901

4 Tap Lines

If local outages persist, supply lines, called tap lines, are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground services, schools, farms, and homes.

5 Individual Homes

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call (607) 776-4161 or (800) 843-3414 to report an outage to help line crews isolate local issues. You can also report an outage through our SmartHub's outage reporting system, which is monitored 24/7. Never report outages via social media!



For Sale:

2018 fuel oil tank, 1/4 full, you drain & remove - \$500.00; 2011 classic wood boiler model 4030, extras - \$3000.00 obo; 1951 Farmall Super A, newer rubber - \$1500.00. Call 607-346-7376.

Magic Chef commercial stove, 10 burner, 2 oven includes stainless steel hood - \$800.00; white oak table w/4 chairs - \$125.00; 4 antique school desks, 2 refinished - make reasonable offer. Add'l furniture available. Call 716-257-3342.

Animal lures & baits, deer lures & cover scents, hunting/trapping supplies. Supply catalog - \$1. Bill Russ Trading Post Store, 25 William St in Addison.

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

2015 Kenmore refrigerator with freezer on top. Asking \$100.00. Call 585-456-4247. Located near Bath.

Wanted:

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

Energy Efficiency Tip of the Month

Installing a smart power strip is a quick and easy way to start saving money while making your home more energy efficient. Smart power strips can actually cut power off to save energy since they are able to detect when a device is in standby mode.

Source: energy.gov



Keep your contact information up to date

Has your address changed? Do you have a new cell phone number? Dropped your landline? Then it is time to contact us to verify and/or update the information we have on your account. By keeping your contact information up to date, you can ensure your cooperative is able to reach you regarding billing and account information, outage no-



tifications, capital credits and more. Visit <https://steubenrec.coop/content/update-my-personal-information> or call us at (607) 776-4161 and make sure you're up to date.

The Trading Post Rules: Only members of SREC may submit ads. Ads must be submitted by the 26th of April in order to be published in the May 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.

We're still here for our Members, even at a distance.

PAYMENT OPTIONS



MARK YOUR CALENDAR

April 2 - Good Friday
May 31 - Memorial Day
July 5 - Independence Day
September 6 - Labor Day
October 11 - Columbus Day

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!

