



A Touchstone Energy® Cooperative

The Energizer

AUGUST 2025 | STEUBEN RURAL ELECTRIC COOPERATIVE

OPERATIONS UPDATE: INVESTING IN RELIABILITY AND RESILIENCE

At Steuben Rural Electric Cooperative, we remain committed to strengthening our electric system to better serve our members. Over the past few months, we've made significant progress on several critical infrastructure and maintenance projects across our service territory.

One of the most notable upgrades was the replacement of a 5 MVA transformer with a 10 MVA transformer at our Bath Substation on Selleck Road (see photo to the right). This upgrade was driven by growing system demand and the need for additional capacity. The larger transformer not only ensures we can meet current and future needs in the area but also enhances our ability to tie to nearby substations, providing critical redundancy during system events.

We're also beginning to see the results of our new drone inspection program. These aerial inspections - part of our NYSERDA-funded grant work - allow us to detect issues not visible from the ground. Our internal line crews have already made several critical repairs based on this data, preventing outages before they could occur. For example, one drone-identified cracked insulator (see photo below) that would have surely failed without early detection, leaving hundreds without power from Avoca to Howard and through Hornellsville. This is just one of several examples of the effectiveness of drone technology. This program is 100% grant funded and comes at no expense to ratepayers.

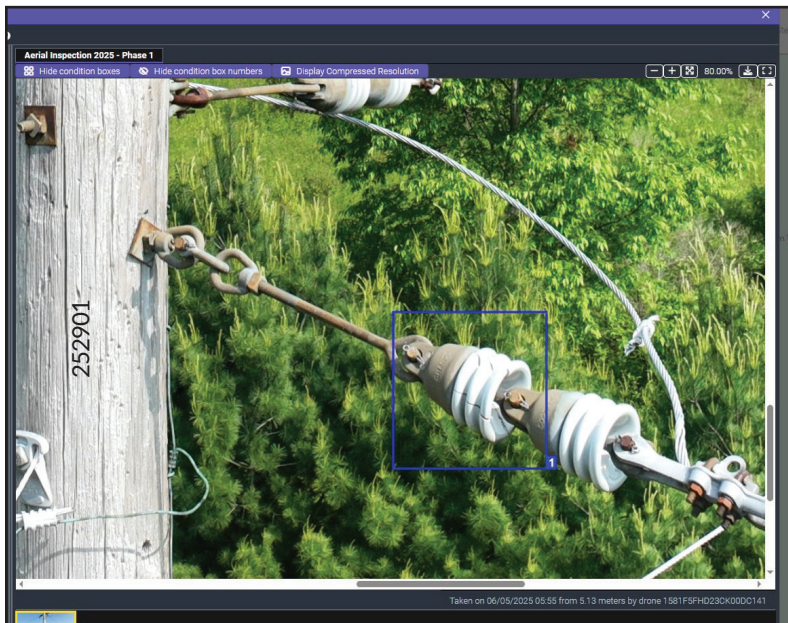


We also recently completed a major 31-mile rebuild in the north-west portion of Steuben County. This project, completed by our trusted contractors at BNF Powerline, improves the durability and performance of our distribution system in that region.

In Jasper, we've finished relocating approximately 3.5 miles of line to mitigate flood risk from the devastating flooding that occurred in August 2021. This marks the successful completion of two of our three FEMA-funded hazard mitigation projects. Upon completion of the third, we will have invested nearly **\$4.6 million** - at no cost to our ratepayers - into system improvements designed to enhance reliability and resilience in flood-prone areas.

Vegetation management efforts are also in full swing. Crews from Asplundh have been actively clearing along the Conewanago Substation circuit, which serves the southeastern portion of our Cherry Creek District. HRS Forestry has been working in Jasper, Greenwood, and Canisteo, while Strauss Tree Service has been covering significant ground in the towns of Bath, Rathbone, Woodhull, Addison, Tuscarora, and Lindley. These efforts are crucial for preventing tree-related outages, particularly during storm season.

As always, we appreciate your support and patience as we continue working to deliver safe, reliable power throughout our service territory.



*Bath Office, 9 Wilson Avenue, Bath, NY 14810
Phone: (607) 776-4161 or (800) 843-3414
Office Hours: Monday - Friday 7:30 am - 4:00 pm*

*CC Office, 5966 South Rd, Cherry Creek, NY 14723
Phone: (716) 296-5651 or (800) 883-8236
Office Hours: Monday - Friday 7:00 am - 3:30 pm*

Who Owns What?

Understanding Electric Equipment Responsibilities

As August rolls in with longer days and rising temperatures, it also brings the increased potential for severe weather. Summer storms can arrive quickly and hit hard, sometimes causing significant damage to essential electric equipment throughout the community.

Steuben Rural Electric is always prepared to respond swiftly to outages and restore power safely, but it is also important for homeowners to understand which parts of the electric system are their responsibility and which are maintained by the cooperative. When the lights go out, restoring power is not always as simple as flipping a switch - especially when damage extends beyond the cooperative's equipment.

Steuben Rural Electric is responsible for maintaining and repairing the equipment and lines that run to your home, including utility poles, distribution power lines, electric meters and padmounted transformers.

Steuben Rural Electric members are responsible for the equipment located between the electric meter and your home or business (including the meter base), and any underground service lines that lead into the structure and the service panel. Members are also responsible for the weatherhead and service mast located outside the home.

If any equipment that you (the homeowner) are responsible for is damaged, please call a licensed electrician to conduct the repairs. A professional has the experience and know-how to assess and manage these types of repairs.

When severe weather damages electrical equipment, it's important to note that any necessary repairs to the homeowner's equipment must be conducted before Steuben Rural Electric crews can restore power to your home or business. By understanding the equipment you are responsible for, the repair and restoration process will be smoother and faster.

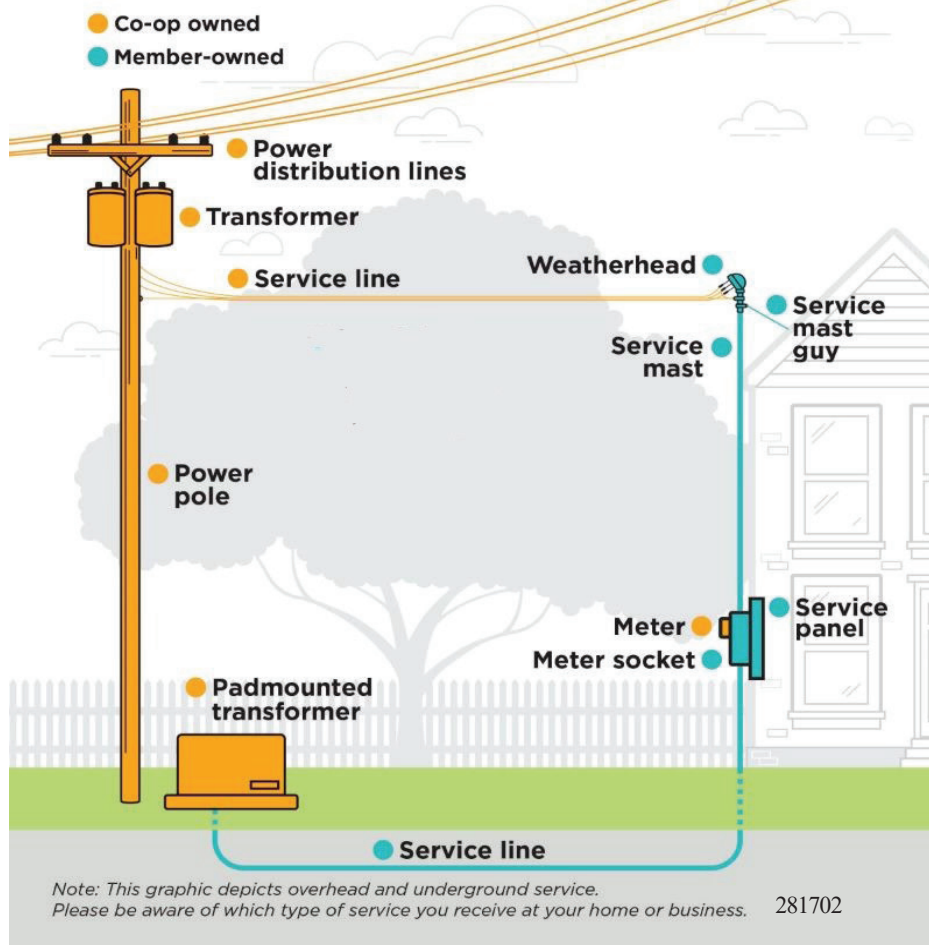
Our community takes great pride in the beautiful trees and landscaping that contribute to the natural beauty where we live, however, regular trimming is essential to ensure reliable electric service and minimize damage from severe weather. Steuben Rural Electric regularly trims trees throughout our service territory to improve service reliability. If you spot a tree limb that is obstructing a distribution power line outside your home, please call Steuben Rural Electric so we can trim those limbs and maintain those lines.

We know how much you rely on electricity for comfort, security and convenience - especially when weather turns unpredictable. By working together to understand the essential equipment that powers daily life, we can all be better prepared to start the repair and restoration process if severe weather impacts our community.

If you have any questions about your electrical equipment, or need help determining what's yours and what's ours, we're here to help. Please contact Steuben Rural Electric. Stay safe, enjoy your summer and thank you for being part of the Steuben Rural Electric Cooperative family.

Who Owns What? Electric Co-op Owned Equipment vs Member-Owned Equipment

This graphic depicts equipment owned by the co-op (in gold) and the member (in blue). If a storm damages any equipment owned by the co-op, we are responsible for repairs. If a storm damages any member-owned equipment, the member is responsible for repairs. Members should hire a licensed electrician when making any repairs to member-owned equipment.



Bath District Line Department



Left to right: Joseph Englehart, Richard Pendle, Evan Green, Marissa Carlineo, Trenton LaBarr, Matthew Strauss, Douglas Hosmer-Smith, and Scott Jones



Line worker, Trenton LaBarr



Line worker, Richard Pendle



ENERGY EFFICIENCY TIP OF THE MONTH

Replace your cooling system's filter regularly to maintain strong airflow and boost energy efficiency. A clean filter means your system doesn't have to work as hard, saving energy and lowering your utility bills. Factors like allergies and pets in the home can impact how often filters should be replaced. Check the filter every month and replace it as needed. Changing filters regularly also reduces wear and tear on your cooling system, helping extend the life of the unit.

Source: [energy.gov](https://www.energy.gov)



Update Your Contact Information

In the event of a power outage, it's important that Steuben Rural Electric Cooperative has your correct account information. If you have changed or added phone numbers or your status has changed in any way, please let us know.



Steuben Rural Electric Cooperative makes every effort to serve you in the most efficient way possible. One of the ways we do this is with our ongoing improvements in technology. Having correct account information is a vital component that ensures these improvements are effective. We have four convenient ways for you to update your account information.

Online

Members can easily update account information on SREC's website. Simply go to the website and click on the SmartHub link, log in to SmartHub, and select **Settings** and then **Contact Information** from the dropdown menu to enter and update your current contact information. If you have not set up SmartHub yet, now is the time!

By Email

Send us your updated information using the **Contact Us** button on our website and we'll make the changes for you.

Phone Call

Change your account information over the phone by calling our office at 607-776-4161 or 1-800-843-3414 Monday through Friday, 7:00 a.m. to 4:00 p.m., and a friendly representative will gladly assist you.

In-Person

Changes to your account can be made at the same time you pay your bill. Just let the representative know that you need to update your account information. Thank you for helping Steuben Rural Electric Cooperative serve you better.

It Pays to **GO GREEN** - Sign up for paperless billing!

Did you know that you can help save trees and make a positive impact on the environment just by signing up for paperless billing for your electric bill? It's easy, convenient, and you'll be doing your part to protect our planet. Here's why we think paperless billing is a great choice and how you can join us in this effort and make the switch!

Save Trees, Save the Earth.

When we use paper for bills, a lot of trees are cut down to make them. By choosing paperless billing, you're helping to save trees and protect our forests. Trees play a crucial role in our environment by providing oxygen, absorbing carbon dioxide, and supporting wildlife habitats. By going paperless, you're helping to preserve these important natural resources.

Less Waste, Less Pollution.

Traditional paper bills create a lot of waste. Think about the envelopes, invoices, and other papers that pile up each month. By choosing paperless billing, you can reduce waste and keep our landfills from overflowing.

Plus, when paper bills are mailed, delivery trucks burn fuel and release pollution into the air. By going paperless, we can help reduce pollution and keep our air clean.

Easy and Convenient.

Paperless billing is easy and convenient. Instead of receiving a paper bill in the mail, you'll get an email notification that your bill is ready to view on-line. With just a few clicks, you can access your bill from anywhere, anytime. You can even set up automatic payments, so you never have to worry about missing a due date. It's hassle-free and saves you time! If you do like to see a paper bill each month though, you can easily print it out right at home from your SmartHub account.

Be a Planet Hero.

By signing up for paperless billing, you're taking a small but mighty step towards a greener future. You're showing you care about the environment and are willing to make a change. Your actions inspire others to follow your lead, creating a positive ripple

effect that helps protect our planet for future generations.

So, how can you sign up for paperless billing? It's super simple using your SmartHub account. If you haven't set up a SmartHub account yet, no worries! Go to www.steubenrec.coop and register. Once you have set up a SmartHub account, look for the option to enroll in paperless billing and follow the instructions to set up your account preferences. You'll receive your bills through email or be able to access them securely on-line. No more waiting for your bills to come in the mail.

Let's work together to make a difference.



Campbell-Savona Elementary Career Day

SREC line workers Joe Englehart and Matthew Strauss attended the Campbell-Savona Elementary Career Day on May 29th. Our line workers attended the career day to educate the students about what a line worker does along with the equipment they use daily.



The Cooperative Difference

Cooperatives are the forefront of creating people-centered solutions. At Steuben Rural Electric Cooperative members are the priority of the organization. The cooperative business model itself is hard-wired to benefit the people who are members. This is fundamentally different from a business that is controlled by outside investors or a philanthropy where the beneficiaries have minimal say in the enterprise.

Caring for the community while not making a profit is what a cooperative is all about. We work better together because it's in our bones, and it's what we are made of. Cooperatives also seek to continually educate members and employees to achieve high-level knowledge of what a cooperative is all about. That is the cooperative difference!

Membership has its Benefits

Unlike investor-owned utilities, Steuben Rural Electric Cooperative is not driven to make profits for shareholders. Instead the focus is on delivery of reliable, affordable electricity. When revenues exceed expenses, members are allocated equity. Every member receiving electricity from SREC is a member of the cooperative and entitled to receive an equity allocation. The total amount of member equity depends on the length of time a member has been served by SREC and the amount of the member's monthly electric bills.

Cooperative's use equity to offset expenses for new construction, storm repair, and other operational costs. Equity is also used to reduce debt and build or maintain financial strength. When there is a "profit", or margins, and SREC is financially able, equity is returned to members in the form of capital credit retirement.

Capital credit retirement is unique to the cooperative business model and an added value for members. It's just one of the benefits of belonging to a financially strong cooperative like Steuben Rural Electric Cooperative. To learn more about capital credits, visit steubenrec.coop/capital-credit-information.

2025 ANNUAL MEETING

Steuben Rural Electric Cooperative will be hosting our 81st Annual Membership Meeting on Saturday, October 18th. It is a great opportunity for us as a cooperative to engage with our membership - you, the members we serve!

If you've never attended the annual meeting, we would encourage you to participate. Why? Because input from members like you matters and helps drive the direction of the cooperative.

At the annual meeting, we report on current initiatives and discuss the financial health and priorities for the coming years, along with a focus on our employees that serve you, each and every day. Although equally important, this is also an opportunity for Steuben Rural Electric Cooperative to hear from you.

This is also a time to vote for new directors who will represent you and your community's interests in the cooperative. As a member of Steuben Rural Electric, you have the power to help shape our community's energy future.

You will be receiving an official notice of the annual meeting in September prior to the meeting. We hope you will exercise the benefits of your cooperative membership and join us for the annual meeting on Saturday, October 18, 2025. We look forward to seeing you there! 889302



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THE TRADING POST

• **FOR SALE:** 55# Longbow, left-hand, almost new. Asking \$175.00 or best offer. Call (716) 664-1032.

• **FOR SALE:** 348 JD small square baler. Completely refurbished by Finger Lakes Equipment. Asking \$7,500.00 or best offer; Enorossi 2 rotor tedder. Good condition. Asking \$1,000.00. Located in Bath. Call (585) 439-8267.

• **FOR SALE:** 2015 Ben Che Big Horn 500, low mileage (3,000), bushog pull behind - \$500.00. Call (607) 385-3008.

• **FOR SALE:** 2008 Buick Lucerne, good condition, runs well - \$1,100.00; 2011 Subaru Outback, no rust, very clean car - \$4,100. Call (607) 698-4429.

• **FOR SALE:** Organically grown black angus burger, 95%-100% lean, other cuts available but quantity limited, call for availability and pricing. Call (585) 728-5243 or (585) 991-9173.



#811 Day Serves as a Reminder to Dig Safely

Every 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 ten 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.



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 member to designate, in writing a third party to receive a copy of every notice of discontinuance of service to the member, provided that such third party indicated in writing a willingness to receive these notices, please contact the main office at (607) 776-4161 for a copy of the applicable paperwork.

The Trading Post Rules: Only members of SREC may submit ads. Ads must be submitted by November 26th 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 Cooperative 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.

2025 HOLIDAY CLOSINGS

Sept. 1 - Labor Day
Oct. 13 - Columbus Day
Nov. 11 - Veterans Day
Nov. 27 - Thanksgiving
Nov. 28 - Thanksgiving
Dec. 24 - Christmas Eve
Dec. 25 - Christmas Day

BOARD OF DIRECTORS

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

SPOT YOUR ACCOUNT

WIN A \$10 BILL CREDIT

To reward our faithful newsletter readers, we've randomly selected and hidden five (5) account numbers and placed them in the newsletter. Hidden account numbers are spelled out numerically (Ex: 123456).

If you spot your account number, contact the cooperative by the end of the current month to claim your \$10 bill credit.

