



The Energizer

FEBRUARY 2022 | STEUBEN RURAL ELECTRIC COOPERATIVE

OFFICE LOCATIONS

Bath District Office
9 Wilson Avenue
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

BOARD OF DIRECTORS

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



Local High School Juniors - We Want You!

APRIL 30 – MAY 4, 2022

**Washington D.C.
Youth Tour**

2022 Legislative Youth Tour

Held in Washington, D.C. April 30 - May 4, 2022

Annually, the Steuben Rural Electric Cooperative, along with the other three New York Cooperatives, sponsors a selected youth-delegate with the opportunity to travel to Washington D.C. to meet with our nation's political leaders in April/May (April 30-May 4, 2022) and learn about our Nation's legislative process.

The selected student will join representatives from Steuben Rural Electric Cooperative in meetings on Capitol Hill with members of Congress as part of the annual National Rural Electric Cooperative Association (NRECA) Legislative Conference. The conference is a national lobbying effort by our nation's rural electric cooperatives to inform our members of Congress about rural areas like those in Steuben, Schuylers, Cattaraugus and Chautauqua coun-

ties. This is an excellent opportunity for students. He or she will gain first-hand experience in how our national government works.

This unique trip gives young people the opportunity to watch history come alive, explore museums, memorials, and monuments, make friendships that will last a lifetime and be part of a group that has more than 50,000 alumni in every walk of life, including U.S. Senators and CEOs.

In order to be considered students must meet the following qualifications: Be in their junior (11th grade) year; Be a son/daughter of a member of the Steuben Rural Electric Cooperative; Have at least a "B" average or better; Participate in extra-curricular activities and community service.

The delegates from each New

York Cooperative will further compete to represent our cooperative and the New York cooperatives in the National Rural Electric Cooperative Youth Tour, held each year in June. In addition to the possible trips, delegates have scholarship opportunities.

Students interested in being considered for this event must complete an application and have it submitted to the Bath District office of Steuben Rural Electric Cooperative by 4pm on March 16, 2022. Applications can either be sent by regular mail to 9 Wilson Avenue, Bath, NY 14810 or emailed to kcleveland@steubenrec.com. The application is available at the Bath or Cherry Creek District offices or on our website at www.steubenrec.coop. Once applications are submitted, a remote or in-person interview will be scheduled.

MONEY BACK INTO YOUR POCKET

If your holidays included new appliances, lighting, or other energy efficient items, you will want to go on-line to www.steubenrec.coop/content/energy-efficiency-programs to find out how the Cooperative can put money into your pocket. Members have earned thousands of dollars through our energy efficiency programs over the last couple of years and 2022 will be no different.

The Cooperative wants to help you control your energy costs by helping you make your home as energy efficient as possible and help you get cash back when you do. Don't delay - check to see if you qualify!

Members also have access to an on-line do-it-yourself home energy audit tool at steubenrec.coop/content/home-energy-saver. Kids can also get involved in this efficiency effort by going to the Energy Kids page at steubenrec.coop/content/energy-kids-0.

DO YOU HAVE A BACKUP PLAN?

It's impossible for SREC to guarantee uninterrupted power as outages occur due to a variety of reasons. We all need to have a backup plan, but it is especially important for those who depend on life-support equipment. Your backup plan should include:

- Obtain a backup source of power recommended by the manufacturer of any critical care equipment.
- Keep a full charge on battery-operated devices or have extra batteries on hand.
- Have a plan of where you can go in the event of a long-term outage.
- Keep your cell phone charged and be sure this number is also listed with SREC.
- Complete and mail in the Certification of Medical or Life Support Equipment form so SREC is aware of your needs. The form can be found on the co-op's website at www.steubenrec.coop.



What is SmartHub?

You may have heard about SmartHub, our innovative tool for account management, but what can it do for you? SmartHub can help you take control of your account like never before.

SmartHub has several features that make managing your account as easy as possible through the web, or your smartphone or tablet (Android or iOS).

- **Add/Update Contact Information:** Allows members to view existing contact methods and update them as needed.
- **Notifications:** Members can choose how we communicate with them.
- **Schedule Payments:** Members can schedule future one-time payments.
- **Monitor Usage:** Keep track of daily and monthly usage, use the average usage tool, as well as a usage comparison guide.
- **Make Payments:** Pay with a debit/credit card (Visa, Mastercard or Discover) or electronic check at no additional cost.
- **Auto Pay Program:** Sign up for ACH/recurring credit card to have your bill deducted automatically from your account monthly.
- **Billing/Payment History:** View PDFs of current and

past billings as well as detailed payment history.

- **Contact Us:** Report an issue, a power outage, or ask a question.

How do I sign up for SmartHub?

1. Go to www.steubenrec.coop;
2. Click "Online Bill Pay";
3. When you get to the SmartHub login screen, next to *New User?* click on *Sign Up to Access our Self Service Site*;
4. Under *New User Registration* enter your billing account number, last name and email address and click submit;
5. After you have successfully registered with SmartHub, you'll be emailed a verification link to log in for the first time;
6. Click the log in link and use the temporary password;
7. Change your password and choose confirm to access SmartHub.

Need help using SmartHub? Call 607-776-4161 or 800-843-3414 during regular business hours to speak with a representative. 20402

Winter Electrical Safety Tips

In New York, December through March is a particularly hazardous time of year, for storms and electrical power outages. Heavy snow, ice and wind can ravage power lines, both on the main power grid and at home. Add to that the increased use of home heating equipment such as space heaters and electric blankets and the potential for dangerous electrical hazards and home fires only intensifies.

Keep your home and loved ones safe this season by following these important winter electrical safety tips:

- **Use space heaters safely.** Keep them a minimum of three feet from furniture, bedspreads, drapes or clothes and never leave them unattended when they're on. Don't use extension cords with your space heaters and always unplug the heaters when they're not in use.
- **Use caution with electric blankets.** Never use an electric blanket while you're sleeping. Make sure the plug and cord are in good shape.
- **Be careful with your kitchen appliances.** While crock pots get a lot of use in the winter, you should never leave them turned on when no one is home. And be sure to check electrical kitchen appliances for frayed or damaged cords and plugs before use.
- **Are your smoke alarms in working order?** It's important to make sure that you have an adequate number of smoke alarms throughout your home and that they are functioning properly.
- **Make sure your home is equipped with functioning carbon monoxide detectors.** Deaths from carbon monoxide poisoning increase during the winter months due to the use of common fuels like natural gas, wood and coal. Installing a carbon monoxide detector can save your family's life.
- **Don't overload circuits or wattages.** Despite the shorter, darker days of winter, don't go above the recommended wattage for your light fixtures. Don't overload wall outlets either and only plug three-prong cords into three-prong outlets. Use extension cords sparingly and only for temporary purposes.
- **Keep outdoor outlets closed.** Check your outdoor outlets regularly to ensure that they don't have an accumulation of ice and snow on them. Keep them cleared off and closed to avoid moisture from invading the receptacle box and causing an outage.

LEVELIZED BILLING

What is Levelized Billing?

Levelized billing is different than the typical fixed budget billing option, where you pay the same amount each month regardless of your energy usage and make up any shortfall or receive a credit at the end of the year. Levelized billing is a variable budget payment that adjusts to a member's usage patterns and energy rate changes, so there is no unexpected catch-up payment due for any shortfall at the end of the year. Levelized billing allows our members to manage their utility bills by having a more consistent monthly payment, without the surprise that can occur with catch-up payments. With levelized billing, your monthly payment will be based on a rolling average of your current energy bill and previous eleven months of energy bills.

LEVELIZED BILLING



Prevent Drastic changes in your bill, even during the hottest or coldest months of the year:

Frequently Asked Questions:

Q. What do I need to do to enroll in the levelized billing program?

A. To enroll, please call either of our office locations. To enroll in the levelized billing program, a member must have a 12 month billing history on their account. A member looking to enroll in the program must also be current on their account.

Q. When can I enroll in the levelized billing program?

A. Members can enroll at any point during the year as long as their account qualifies based on the requirements listed above.

Q. Are there any fees associated with the program?

A. No, this is a free service provided to all of our members.

Q. When is my first payment due?

A. Payment due dates will still be the 5th of each month. Your first payment will be due on the 5th of the month after your enrollment.

Blinking Lights

Blinking lights and brief power interruptions are frustrating. Momentary power interruptions or “blinking” lights are most often caused by uncontrollable circumstances.

Wind, trees, lightning, birds, animals, equipment failure and humans can all disrupt the normal flow of electricity both momentarily and longer. Trying to find the exact cause of the blinks sometimes resembles trying to find the needle in the haystack, which equally frustrates the line crew.

While blinks can be annoying they show that the electrical system is working exactly as designed. When a breaker in your house or business senses a power problem, the breaker trips and power flow stops until someone resets the breaker. Breakers on the SREC's power lines are designed to sense a problem on the lines, stop power flow momentarily and then automatically reset, potentially avoiding a much longer outage.

SREC members may also want to protect electronic equipment by buying and using uninterruptible power supply (UPS) systems. These simple and relatively inexpensive measures will go a long way towards increasing power reliability and protecting your equipment from any potential surges that may occur as a routine manner of providing electric service.

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SREC members can rest assured knowing that the Cooperative also has sophisticated systems in place that monitor power. Our real-time monitoring system notifies the Cooperative when a blink has occurred and lets us know if there is a persistent problem. If this occurs, SREC crews are sent to investigate the cause of these blinks in order to proactively address any potential issues before a longer duration outage occurs. It is the Cooperative's mission to provide safe, reliable electricity in the safest manner possible.

Tips to Avoid Scams

Scammers can threaten you with everything from shutting off power to your home to legal action. Don't fall victim to these types of scams. Here are a few reminders from your electric co-op.

- Co-op employees will never show up at your door to demand immediate payment.
- Never give personal information to an unknown caller or visitor. Co-op representatives have access to the details they need to service your account.
- Demands for immediate payment by wire transfer, cryptocurrency, gift cards or cash reload cards should immediately raise red flags.
- If you think you have been contacted by a scammer falsely representing the co-op, please let us know as soon as possible.

THE TRADING POST

For Sale: New medical handicap equipment - manual wheel chair, mobility assist rolling wheel chair, shower chair, potty chair - all for \$200. Call 804-896-3966.

For Sale: Paula Young hair clips and bangs, light gray, new in boxes (4 boxes). All for \$20. Call 804-896-3966.

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.



Bath Linemen hanging wire on a new pole.



Cherry Creek linemen setting a new transformer in the Conewango Substation.

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 kcleveland@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.

HOLIDAY CLOSINGS

February 21 - Presidents Day

April 15 - Good Friday

May 30 - Memorial Day

July 4 - Independence Day

September 5 - Labor Day

October 10 - 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 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.



\$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 Cooperative immediately to claim a \$10 credit on your bill!

