

## Powering Our Rural Communities

### DCEC Donates Gift Bags to Delhi American Legion Auxiliary In Support of Local Troops

DCEC was contacted at the end of October 2012 by Lois Bender, of the Delhi American Legion Auxiliary, to see if we could donate a few of our pocket calendars that we have extra each year after our Annual Meeting. “We can do better than that”, stated Millie Faulkner, DCEC Office/Finance Manager. Lois informed the co-op that there were approximately 20 local individuals serving overseas for the holiday season. DCEC wanted to do as much as possible for those individuals who are proudly serving our country.

DCEC put together 20 gift bags that included a t-shirt, work gloves, a fleece blanket, travel coffee mug, umbrella and a pocket calendar. DCEC employees also got involved and put together some special gift bags of much needed items for six women soldiers, and plenty of socks for all of the soldiers, as well as donating over \$100 toward any other items that the Auxiliary would like to send or to offset shipping costs. The Cooperative requested that the Auxiliary make note that the donation was made in honor of late DCEC employee, John Lilholt who was a Veteran and active in the Delhi American Legion.

The donations for the troops were sent out in the middle of November so they could be received by the holiday season. DCEC would like to thank all of our troops for serving our country and protecting our freedom!



*Left to Right: Rosemary Alwine, Tara Rifembark, Betty Goodrich, Lois Bender, and Millie Faulkner. Missing from photo, Sharon Mogridge and other DCEC Line and ROW staff who made donations*

### DCEC Members Eligible for Free Home Energy Audits

Did you know that most DCEC members are eligible for a free home energy audit?

Under the Home Performance with Energy Star program offered by the New York State Energy Research & Development Authority (NYSERDA), most DCEC members can get a comprehensive energy audit of their home by a certified contractor to identify how they can save on their energy bill. The audit will review all aspects of a home's energy consumption including the efficiency of appliances, heating systems, insulation, windows as well as other areas. As part of the audit, DCEC members will receive a report which will list all recommendations for improving energy consumption along with an estimated cost for each recommendation. In addition to lowering energy bills, NYSERDA grants and low-interest financing may also be available to homeowners to perform some of the recommended energy efficiency improvements.

Members can apply for the free home energy audit with NYSERDA by contacting DCEC for more information or by going online to [www.dce.coop](http://www.dce.coop).



### DCEC Makes Capital Credit Distribution

About 2,200 DCEC members who received electric service from the Cooperative in 1988 received a capital credit retirement in December.

DCEC operates on a non-profit basis. When the Cooperative has a positive financial margin at the end of the year, it is allocated to members and paid back when financial conditions permit. One of the goals of the DCEC Board of Directors is to retire capital credits annually to the members.

The retirement amounted to \$100,000 of 1988 credits. Members from 1988 who are still active with DCEC received the retirement as a credit on their December electric bills while check payments were issued to members that are no longer receiving electric service from DCEC.



**Hey 11th Graders!  
Interested In Becoming a  
Legislative Youth Delegate?...**

**See page 3 for Details**



## Change to Appearance of kWh Charges on Your DCEC Bill

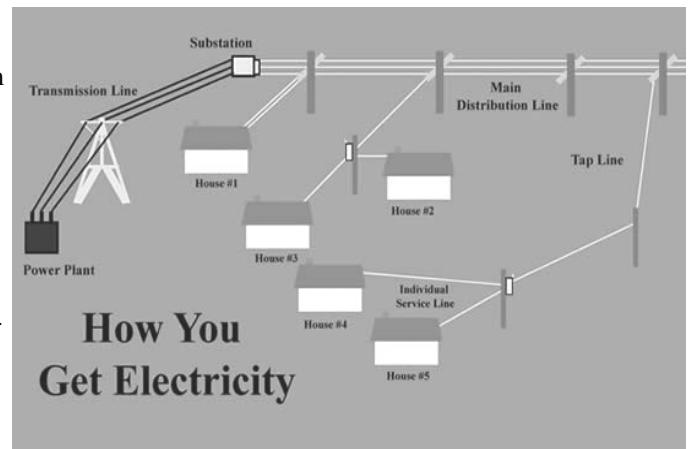
Starting on the April 2013 bills, DCEC members will see a change in the way their kWh charges appear on their bill. There are two categories of kWh charges: Energy Charges per kWh and Power Cost Adjustment per kWh. An internal review of DCEC's billing practices resulted in the conclusion that certain costs that have been included in the Power Cost Adjustment portion of the bill would be more appropriately included in the Energy Charges portion of the bill. This change will not result in an increase or a decrease in the total amount paid by DCEC members. This change will result in Power Cost Adjustment charges that are positive in some months and zero or negative in other months. DCEC directors and staff will continue to work hard to keep rates affordable for our members.

## How DCEC Power Gets to Your Home

Economical hydro power generated by and purchased from the New York Power Authority (NYPA) is the primary source of nearly 90% of the electrical energy that DCEC delivers to meet members' needs on an annual basis. The generated electrical energy travels long distances over a statewide network or "grid" of high voltage transmission lines, owned, operated and controlled by neighboring utilities from the generating stations to the purchase or interconnection points located at DCEC's substations. DCEC substations interconnect at several locations in Delaware county and at one location in Schoharie county.

DCEC substations control and transform or "step down" the voltage to lower levels before sending the electrical energy on to the distribution system throughout the DCEC service area. The distribution system is comprised of 778 miles of main or primary overhead line and 9.5 miles of underground line. The distribution system uses hundreds of devices which serve to control and protect the system against abnormal conditions and damaging short circuits. Some of these devices are fuses, similar to those that may be found in members' homes. Fuses require DCEC crews to make repairs to the system prior to the restoration of service. Other devices such as reclosers are similar to the circuit breakers used in a home's main panel. Reclosers automatically shut off the flow of electricity upon the occurrence of a short circuit, however, reclosers differ from a home's circuit breaker in that they automatically re-energize the circuit, restoring service if the short circuit is temporary. Should the short circuit persist, the recloser will open and remain open causing service to be interrupted until DCEC crews are able to affect repairs. Some protection devices control several miles of line and many member locations. Other protection devices, however, control much shorter sections of line and only a small number of member locations. Protection devices may be nearby to the substations with others being several miles away from the substations. Similarly, some members are located nearby to a supplying substation while others may be miles away.

Thousands of distribution transformers lower the voltage once again to allow for safe and reliable electrical energy delivery to residential, commercial and industrial member locations over thousands of secondary service lines and meters.



Picture courtesy of Clark Electric Cooperative

### Sign Up for DCEC's Load Control Program and Get \$4.00 Taken Off you Bill Every Month!

Do you have at least a 30 gallon electric hot water heater?

Do you use at least 350 Kwh's per month?

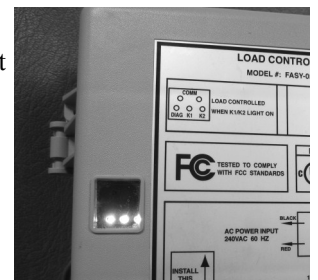


If your answer was "YES" to both of those questions and you would like to participate in DCEC's Load Management Program, which helps all DCEC members save money, please give us a call at (607) 746-9284!

## Understanding the Lights On Your New Load Controller

For those members who have had a new load controller installed on your electric hot water heater you may notice that it has three indicator lights. Below is information regarding what those different lights mean.

- Yellow light (far left): This is a communication check light that flashes yellow every 10 seconds.
- Red lights (in the middle and on the right): If these red lights are on this means your hot water heater is off and the system is load shedding
- No red lights on: This means your hot water heater is powered on and available for heating.



## 11th Grade Student Wanted for Legislative Conference



DCEC announces an exciting opportunity for 11<sup>th</sup> grade students. Annually, DCEC sponsors a “Legislative Youth Delegate”. If selected, the student will travel to Washington D.C. to meet with our nation’s political leaders and learn about our nation’s legislative process. This year the tour will take place Sunday, April 28 to Wednesday, May 1, 2013.

The student-delegate representing DCEC will attend the conference with other student-delegates from electric cooperatives across New York State. Together, co-op representatives from the 900+ co-ops across the U.S. will be in Washington that week for meetings with Congressional Representatives and Senators on Capital Hill. The student will have the opportunity to experience government first-hand through meetings with legislators and other electric cooperative leaders. Time will also be reserved for visits to historical sites in Washington. This opportunity is an “all-expense-paid” trip except for general spending money that the student may elect to spend on souvenirs and incidentals.

To be considered, the student must be in their junior (11th grade) year, be a son/daughter of a DCEC member, demonstrate strong academic achievement (“B” average or better) and have demonstrated a commitment to community service. To be considered, students must submit an application to the DCEC office in Delhi, NY by March 1, 2013. Applications and further information is available at [www.dce.coop](http://www.dce.coop), from school guidance counselors or at the DCEC office.

## Tips On Preparing For An Outage

1. Have fresh batteries for a flashlight, radio, and alarm clock.
2. Have a manual can opener, drinking water, and dry food available.
3. Keep a non-electrical corded phone or cell phone available with emergency numbers. If you are experiencing a medical emergency please call 911.
4. Protect your appliances, computers and other sensitive equipment with a surge protector.
5. If you have a generator, make sure that it is properly connected to isolate the generator from the possibility of feeding back into DCEC’s electric lines. If you have any questions, please contact DCEC’s office for consultation. Also, have enough gas on hand to run the generator for at least a few days.
6. Know how to use the manual override on your electric garage door opener.
7. Be sure to keep at least a half tank of gas in your vehicle.
8. Keep your refrigerator and freezer closed as much as possible. A well insulated freezer will keep your food from spoiling for days, depending on its location, as long as you don’t open the door.
9. If you hear that a storm is coming, fill your bathtub with water for use in flushing toilets, feeding pets and for other non drinking purposes.
10. Never use gas ovens, gas ranges, or barbeque grills for indoor heating.
11. Make sure you have new batteries in your smoke and carbon monoxide detectors.
12. Most of all, stay away from downed power lines.



## What Is A Recloser?

There are several devices in use on the DCEC electric delivery system that control and protect the system against abnormal operation, often caused by vegetation or tree limbs contacting the high voltage line. Their primary function is to isolate the abnormal or “faulted” parts of the system, automatically. One particular device, the recloser, senses short circuits and opens the line automatically to stop the flow of damaging electric currents caused by the short circuits. In doing so, reclosers (often referred to as “switches” by DCEC operating personnel) isolate the faulted and sometimes damaged portions of the system, allowing for service to be continued in the undamaged portion of the system. The reclosers are set to open and close several times so that in the event of a temporary short circuit, such as a tree limb swiping the line or a lightning strike, the abnormal portion of the system may be returned to normal service quickly and automatically. In the event of a damaged line, however, the recloser will stay open until DCEC personnel are able to fix repairs that will again allow for service to be returned to normal. Reclosers are used by DCEC out on the lines and also in the substation purchase points. Please see the accompanying photograph of a typical pole mounted recloser installation in use on the DCEC system.



## Operations Update

### Pole Replacement & Line Reconstruction:

In the Town of Andes, DCEC line crews will be replacing poles on a three phase line between NYS Route 28 on the top of Palmer Hill Road, and across to Dingle Hill Road. Line crews will also begin to rebuild poles and wires on a single phase piece of line on Lower Dingle Hill Road. Both of these jobs are expected to be completed by the end of March 2013.

### Right of Way (ROW) Clearing:

DCEC ROW clearing crews will be working near County Route 12 in the Town of East Meredith; Brickhouse Hill, Dona Brook, Charlotte Creek and Webb Hill Roads in the Town of Davenport as well as the Webb Hill Road portion in the Town of Maryland in Otsego County.

## Home Energy Assistance Program

Having trouble paying your energy bills? Heating Energy Assistance Program (HEAP) is a federally funded grant program that offers financial assistance to income-eligible members who need help paying their energy related bills. Please contact your local Social Services office for additional information:

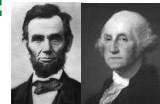
- ◆ Delaware County (607) 746-2325
- ◆ Otsego County (607) 547-4355
- ◆ Schoharie County (518) 295-8334



**Remember, you can manage your account 24/7 by signing up for "MyAccount" at [www.dce.coop](http://www.dce.coop).**

### DCEC Office Closing Reminder:

DCEC's office will be closed on Monday, February 18, 2013 for President's Day.



### Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,138
2	\$2,796
3	\$3,453
4	\$4,111
5	\$4,769
6	\$5,427
7	\$5,550
8	\$5,673
9	\$5,797
10	\$5,920
11	\$6,346

## Is Your Location Number in This Issue?

Your service location number begins with two letters and is located on your bill next to your account number. Keep your eyes peeled for the "hidden location number" in this newsletter! If you find the number, and it is your service location you will receive a DCEC fleece sweatshirt!



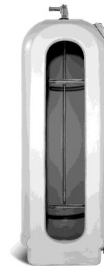
*Good luck!*



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- ✦ Low-cost Electricity
- ✦ High System Reliability
- ✦ Community/Member Service

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## Statement of Non-Discrimination

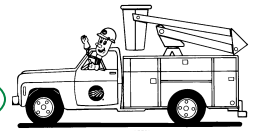
Delaware County Electric Cooperative, Inc., has filed with the Federal Government a Compliance Assurance in which it assures the Rural Utilities Service (RUS), an agency of the U.S. Department of Agriculture, that it will comply with all requirements of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973 and the Age of Discrimination Act of 1975, and the Rules and Regulations of the Department of Agriculture issued thereunder. No person in the United States shall on the ground of race, color, national origin, handicap, or age be excluded from participation and be denied the benefits of, or be otherwise subjected to discrimination in the conduct of its program and the operation of its facilities.

Under this Assurance, this organization is committed not to discriminate against any person on the grounds of race, color or national origin in its policies and practices relating to treatment of beneficiaries and participants in any meeting of beneficiaries and participants or the exercise of any rights of such beneficiaries and participants in the conduct of the operation of this organization.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is, Mark Schneider, General Manager. Any person who believes himself or any specific class of individuals to be subjected by this organization to discrimination prohibited by Title VI of the Act and Rules, and Regulations issued thereunder may, by

himself or a representative, file with the Secretary of Agriculture, Washington, DC 20250, or this organization, or both, a written complaint. Such complaint must be filed no later than 180 days after their alleged discrimination or by such later date to which the Secretary of Agriculture or the Rural Utilities Service (RUS) extends the time for filing. Identity of complaints will be kept confidential except to the extent necessary to carry out the purposes of the Rules and Regulations.

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