DCEC
Delaware County
Electric Cooperative

CATSKILL HI-LINE

Bi-Monthly Newsletter

Volume 73—Issue 2
March/April 2017

Powering Our Rural Communities

SECURE PAYMENT METHODS

Delaware County Electric Cooperative has made paying your bill as convenient and easy as possible for our members. In doing so we are subject to laws and regulations protecting the use of certain payment methods. DCEC is making every effort to comply with the latest industry standards and guidelines to protect member information and decrease risk factors that are associated with payment fraud. One way that DCEC is accomplishing this is through our secure payments automated phone system. This system is secure and available to all members 24 hours a day, 7 days a week. To use this option you would simply call **1-844-209-7162** and have your account number available.

DCEC also has an online application available to members to make payments on their computers, tablets, smart phones, and other devices. SmartHub provides convenient account access and two-way communication to DCEC online or via your mobile device. Manage payments, notify customer service of account and service issues, check your usage and receive special messaging from your provider all at the touch of a button. SmartHub is available on Android and iOS smartphones and tablets as well as on the Web. For directions on how to download this app please visit our website and click on SmartHub Guide on the homepage. Additional benefits of using SmartHub include:

- Bill Reminders
- Safe and Secure
- Contact Customer Service
- Bill Payment Serivce
- Usage Details
- And best of all it's FREE!

SmartHub Guide

DCEC is committed to providing a high level of member service and meeting security standards that are in the best interests of our members in protecting their confidential financial information.

RATE CHANGES ON APRIL BILLS

The Cooperative will be changing two separate charges on member' April electric bills.

Members in all residential and small commercial classifications will see a 50 cent per month increase in their Monthly Fixed Charge. For example, members in the 202/Residential SC-2 rate classification will see their Monthly Fixed Charge change from $25.00 per month to $25.50 per month. This change is part of the 5-year rate plan announced last April. Members will see similar increases each year in 2018, 2019, and 2020.

All members in all rate classes will see a change from $0.0000 to $0.0050 in the Formulary Rate Adjustment. The Formulary Rate Adjustment is reviewed twice each year by the board of directors in light of the Cooperative's financial goals and objectives (http://www.dce.coop/content/dcec-bylaws-policies). The current driver for the Formulary Rate Adjustment is the Cooperative's objective to develop a healthier cash balance, which is necessary to provide a buffer against fluctuating cash needs of the business. This financial objective of the Cooperative's is similar to a goal that you might have in your family's own personal finances to maintain enough cash on hand to withstand a financial emergency without it affecting your core assets such as your home or your retirement savings.

The combined impact of both rate changes will impact the typical residential member by approximately 4% on their April bills. There will be a member information meeting on the topic of these rate changes during the regular monthly meeting of the board of directors at 7 pm on Tuesday, March 28, 2017 at the Cooperative's office at 39 Elm Street in Delh. Members who cannot attend the meeting but would like to discuss these rate changes can contact CEO/General Manager Mark Schneider at 607-746-9282.

Member Information Meeting on the above mentioned rate changes will be held on Tuesday, March 28, 2017 at 7:00 PM at the Cooperative's office at 39 Elm Street, Delhi, NY 13753

April 10, 2017 is
Co-op
LINEMAN
APPRECIATION DAY

Please Join us in Thanking our Lineman for all their Hard Work!

39 Elm Street, PO Box 471, Delhi, NY 13753
Phone: 607-746-2341 or 866-436-1223
Website: www.dce.coop

Fax: 607-746-7548
OUTAGES: 607-746-9283
SECURE PAYMENT BY PHONE 1-844-209-7162

Vegetation Management

The Cooperative's integrated vegetation management program is designed to provide safety for the public and reliability for the electric service to our members.

Safety: Trees or other vegetation growing near electric distribution lines pose a major threat to the safety of humans or animals in the vicinity of the electric lines. Normal operating voltages of the electric lines ranges from 7,200 Volts to 14,400 Volts in various portions of the Cooperative's distribution system. Contact between a human being and a tree touching the electric lines, or even the ground near the base of the tree, can result in serious injury or even death. It is imperative that the Cooperative maintain safe clearances between our electric lines and all forms of vegetation.

Reliability: Contact between a tree and the Cooperative's electric lines typically causes a large amount of fault current to rush from the electric lines through the tree to the earth's surface. This fault current causes a fuse or breaker device to de-energize the line. That results in members' electricity being out of service until the Cooperative's crews can get on-site, remove the tree from the line, patrol the line for any additional safety hazards, and re-energize the line. Other than transmission supply outages, trees are the number one cause of outages for Cooperative members. Outages create inconvenience, economic hardship, and even dangers for affected members.

What is the Right-of-Way? The Right-of-Way (ROW) is a 30-foot wide strip of land centered on the pole line of the Cooperative's electric lines. The Cooperative generally has an easement in place with each landowner that defines the Cooperative's rights and responsibilities within the ROW. The Cooperative has an obligation to maintain the poles and wires as well as the vegetation within the ROW. The Cooperative also has an obligation to repair any damage done to landscaped and maintained areas within the ROW if the Cooperative does damage in the performance of their other duties within the ROW.

Vegetation Management Practices

The Cooperative uses a combination of best practices collectively known as Integrated Vegetation Management. The Cooperative's methods include trimming of tree canopy with chain saws, clearing the ground within the Right-of-Way (ROW) with chain saws or mowers, targeted low-volume application of herbicides to prevent re-growth, removal of danger trees outside the ROW, removal of topped trees within members' yards, and removal of waste created by the trimming of trees and clearing of brush. For the last 16 years, the Cooperative has maintained our ROW on an 8-year cycle:

Year 1 – The ROW canopy is trimmed and the ground within the ROW is cleared of all undesirable species by means of chain saws or mowers. Undesirable species are those species whose mature size would interfere with the operations and maintenance of the electric lines. Tree Crew members remove any wood waste that is created within the member's landscaped and maintained areas of their property. Wood waste is windrowed along the edges of the ROW in areas outside of the member's landscaped and maintained yard. ROW clearing is performed according to the Cooperative's ROW specifications. During year 1 of the cycle, the Cooperative's Tree Crew members also apply herbicide to cut stumps using a method called "stump treatment."

Year 2 – Any regrowth of undesirable species on the floor of the ROW are targeted with low-volume foliar herbicide application. Targeted foliar application means that the Cooperative's employee walks through the ROW with a backpack containing herbicide and spray the leaves of just the undesirable species. Desirable species such as grasses, low-growing species such as goldenrod, milkweed, and ferns are not treated with herbicide. Those desirable species are left to prosper in the ROW.

Years 3 – 8 – The ROW is monitored for problem conditions and specific areas are re-visited by the crews as necessary to deal with problems such as danger trees and topped trees.

Danger Trees – Danger trees are trees outside of the ROW that present a clear and present danger to the safety and reliability of the Cooperative's primary electric distribution system. Danger trees are often dead or dying trees that are leaning toward the Cooperative's primary lines and are likely to come down on the lines. The Cooperative receives frequent requests from members to remove trees that are a danger to the member's house or other assets owned by the member. The Cooperative cannot remove such trees, but the Cooperative will come to the property and temporarily remove the member's service wire if doing so will aid the member or the member's contractor to safely remove a tree.

Topped Trees – In some instances, yard trees that are growing within the ROW present a threat to human safety or the reliability of the electric system. In such cases, the Cooperative prefers to completely remove such trees. If the member prefers, the Cooperative will "top" a tree at least 8 feet below the lowest electrical conductor. The member, using

Vegetation Management Continued on Page 3...

Vegetation Management Continued from Page 2...

qualified contractors as appropriate, must then take responsibility to maintain that topped tree at a height that never comes within 4 feet of the lowest electrical conductor. If the tree ever grows within 4 feet of the lowest electrical conductor, the Cooperative must completely remove the tree to protect the safety and reliability of the electric system.

Topped trees before

Trimming Service Wires - The Cooperative will trim trees away from a member's service wire, upon member request. Tree Crew members will trim trees to create an 18 inch radius around the member's service wire. If additional trimming near the service wire is desired by the member, the member or the member's contractor may perform the work at the member's cost. The Cooperative will, at no cost to the member, come to the member's home and temporarily remove the service wire to allow for safe work practices by the member or his qualified contractor, as appropriate.

Clearing New ROW for Line Extensions: New ROW is generally cleared by the Cooperative's Tree Crew in order to comply with the Cooperative's ROW Specifications. Members are permitted to clear their own ROW for a line extension, but members must also comply with the Cooperative's ROW Specifications.

Herbicides Used in Vegetation Management

The Cooperative uses targeted, low-volume herbicide applications as a cost-effective way to control re-growth of undesirable species within the ROW. All herbicide applications are performed under the supervision of one of the Cooperative's Certified Pesticide Applicators. Certified Pesticide Applicators are designated by the NYS Department of Environmental Conservation and are subject to initial training, testing, and continuing education requirements.

Topped trees after

Herbicides allow the Cooperative to utilize an 8-year ROW cycle instead of a 4-year cycle, which reduces the Cooperative's vegetation management cost by more than $500,000 per year.

There are 5 different herbicides and 2 other types of additives used by the Cooperative. Their labels are provided on our website for your convenience: Garlon 4 ultra, Arsenal Powerline, Rodeo, Stalker, Escort, Basal Oil, and Surfactant.

The Cooperative utilizes 2 main types of herbicide application: cut stump treatment and low volume targeted foliar treatment.

Cut Stump Treatment – Cut stumps are treated by Cooperative employees from handheld plastic spray bottles containing a mixture of Garlon 4 Ultra, Basal Oil, and Stalker. The herbicide is applied directly to the outside ring (cambium layer) of cut stumps to prevent regrowth of that tree. Basal oil is an oil used to dilute the herbicide and helps to hold the herbicide in place on the stump.

Low Volume Targeted Foliar Treatment – This type of herbicide treatment generally occurs in year 2 of the Cooperative's ROW cycle, approximately 1 year after the ROW was trimmed. The most common herbicide mixture used by the Cooperative for this purpose contains Garlon 4 Ultra, Arsenal Powerline, Water, and Surfactant. Surfactant is an additive that helps the herbicide stay in solution with water and helps the herbicide adhere to the surface of leaves, which can have a waxy covering. Typically, a Cooperative employee caries the herbicide solution in a backpack as he walks through the ROW. The Cooperative employee identifies undesirable species through leaf, bark, and growth characteristics of species growing within the ROW. The Cooperative employee applies herbicide to the leaves of the undesirable plant in a targeted fashion.

Vegetation Management Continued on Page 4...

Vegetation Management Continued from Page 3...

Special Cases of Targeted Foliar Treatment: Two special cases of low volume targeted foliar treatment are:

1. Application within 100 feet of a waterway. Within 100 feet of a waterway, the Cooperative uses a different herbicide mixture that includes Rodeo, Water, and Surfactant.

2. Application in area with prevalence of ash trees. To help control ash tree regrowth, Escort is added to the mixture normally used for low volume targeted foliar application.

Herbicide Treatment Free Option – If individual members wish not to have herbicide treatments on their property, they can notify the Cooperative in writing or by e-mail and their property will be added to a list of herbicide-free properties. Members should submit their requests to office@dce.coop or Delaware County Electric Co-op, P.O. Box 471, Delhi, NY 13753. For more information about the herbicide-free list or to confirm whether your property is on the list, please call 607 -746-2341. Herbicide free properties are subject to more frequent cutting and/or mowing by the Co-op. The Cooperative does not use any herbicides of any kind on properties on the herbicide-free list.

Vegetation Management Equipment
Chainsaw – Despite many advancements in equipment available to the Line Clearance Arborist, the traditional chainsaw is still the most common tool for tree trimming.

Skidder bucket – Used in off-road portions of the ROW. A crew member uses the bucket in an elevated position to trim branches of trees growing in from the side of the ROW toward the electric lines.

Tree bucket – Used on and near the road. A crew member uses the bucket in an elevated position to trim branches of trees growing in from the side of the ROW toward the electric lines.

Mower – This mowing machine is much like the brush hog that you or your neighbor may own. The only difference is that the Cooperative's mower is built of very heavy steel to enable it to withstand hours of use each day with minimal maintenance.

Chipper – This chipping machine takes tree limbs and chops them into wood chips that can be used for various purposes as mulch and landscaping material. The Cooperative uses the chipper when wood waste is created within the landscaped and maintained portion of a member's property.

Chipper Machine

Vegetation Management Member Notifications
In order to keep members informed about the integrated vegetation management activities that will occur within the ROW on their property, the Cooperative communicates with members in the following ways:

Operations Updates in the Cooperative's bi-monthly newsletter, the Catskill Hi-Line, inform all members of the general operations activities of the Cooperative's own crews and contractor crews.

Members whose properties will have trimming, clearing, or herbicide application performed are also notified with a personal letter approximately 1 month prior to the work being performed. Effective in 2017, these members will also receive an automated call with information about the nature of work to be performed at their property, approximately 2 weeks before the work will be performed.

Prior to actually performing the work on a member's property, a member of the Cooperative's staff or a contractor will also knock on the member's door and offer the member the opportunity to ask questions about the work to be performed. Cooperative crew members also offer copies of herbicide labels to members for any herbicides that may be used on their property. If the member cannot be reached personally, a note is left on the door handle of the member's house. The note has contact information for Cooperative staff as well as links to vegetation management information on the Cooperative's website, including herbicide labels.

If any member has questions about the Cooperative's integrated vegetation management program, they can call CEO/ General Manager, Mark Schneider any time at 607-746-9282.

Vegetation Management Continued on Page 5...

Vegetation Management Continued from Page 4...

Vegetation Management Investment of Time and Dollars
The Cooperative spends over $600,000 annually to perform our integrated vegetation management activities. This cost includes labor and benefits for 4 full-time Tree Crew members, several temporary workers during the summer season, contractor costs, materials, and equipment.

Member Roles in Vegetation Management
Warning – No person other than a qualified Line Clearance Arborist should attempt to trim trees on or near electric distribution lines. Even incidental and indirect contact with electrical lines or trees in contact with the electrical lines can result in serious injury or death to a human.

Cooperative members play a vital role in managing the vegetation within the ROW on their property. While the Cooperative emphatically prohibits members from trimming or even touching any vegetation within 4 feet of the lowest electrical conductor, there are a number of things a member can do at ground level in the ROW to improve the safety, reliability, and enjoyment of the ROW on their property.

The ideal ground conditions within the ROW would include no undesirable species. Undesirable species are those species whose mature size would interfere with the safe and reliable operation of the electric lines. For example, most hardwoods such as maples, oaks, and cherries are undesirable. Most coniferous trees such as pines and spruces are also undesirable within the ROW.

Identify Sensitive Areas – If individual members have areas within the ROW on their property that they are particularly concerned about, they can notify the Cooperative by dialing 607-746-2341. For example, if you have a spring in the ROW that provides water to your home or your animals and the spring is not easily identifiable, please notify the Cooperative.

Herbicide Treatment Free Option – If individual members wish not to have herbicide treatments on their property, they can notify the Cooperative in writing or by e-mail and their property will be added to a list of herbicide-free properties. *For additional details about being added to the no treatment list please see the top of page 4, "Herbicide Treatment Free Option".*

Tree Planting – The Cooperative prefers an open ROW, free from any trees or shrubs. If you decide to plant any woody species within or near the ROW, please consider the mature size of the species before planting.

Reporting Dangerous Conditions – Members can call the Cooperatives outage/emergency line 24 hours a day at 607-746-9283 to report a dangerous tree condition.

5 Ways to Spring into Energy Efficiency

Spring is a perfect time of year to make your home more energy-efficient. Here are five quick tips that will save both energy and money. To learn about additional ways to cut your energy bill this spring, visit **TogetherWeSave.com**, or contact an energy expert at DCEC at (607) 746-2341.

1. Seal the cracks and gaps around your home. Spring may be the right time to put away those storm windows, but it is also a good time to add weather-stripping and caulking around leaky window panes. TogetherWeSave.com shows how easy it is to use a caulking gun to seal up leaks around your house around doors, vents, ductwork and windows. A typical member at DCEC can save more than $200 annually.

2. Change filters regularly. Furnace and air conditioner filters need to be changed monthly and this can really help lower monthly energy bills. Dirty filters can restrict air flow and reduce the overall efficiency of your cooling system and make it work even harder on hot summer days.

5 Ways to Spring into Energy Efficiency Continued on Page 10...

Who's Calling me from Area Code 570?

You may have noticed some stormy night that you received a call from a number you did not recognize in the 570 area code. That call could be coming from our overnight dispatching service. DCEC participates with a group of cooperative and municipal utilities in the Northern Tier of Pennsylvania and the Southern Tier of New York. Together we provide after-hours dispatching services for our members. That means when you call the Cooperative to report an outage at night the person you speak to could be answering from the Wellsboro, PA call center hosted by one of our sister cooperatives. Quite often the dispatcher at the call center calls out to members to verify information such as whether the power has been successfully restored at their homes. So if you see a call coming into your home from the 570 area code, don't be alarmed. It could very well be our dispatcher trying to help get the lights back on for all our members.

UNFORGETTABLE JOURNEY *by Wayne Marshfield*

In 1967 fresh out of college as an accounting major, I applied for a stock clerk, meter tester position at the Cooperative. At that time I didn't know what an electric cooperative was, but found the cooperative idea interesting and a good fit for a rural farm boy, eager to share his college knowledge with a relatively fledgling organization. I was hired and at that time I also attended outages with the line crew if needed. At that time and most notably we had no computers, no bucket trucks and our entire operation was based out of 39 Elm Street in Delhi, with our Depot Street property being used strictly for storage in the old railroad depot building. At that time we had 485 miles of electric line, 1580 members, and sold 56 million kilowatt hours. Our Cooperative vehicle fleet consisted of a 1947 Jeep, 3 pickup line trucks, and a 1964 International A-frame boom truck for setting poles, and our very first digger truck a 1967 Dodge chassis with a Holan dangle digger. The line crew consisted of 6 linemen, all under the direction of Superintendent Bill Perkins and General Manager Charles Prescott. I was hired at $1.50 per hour, which was good pay for that era.

Gradually I worked up to performing collections, purchasing, mapping, bookkeeping and field staking for new services and line rebuilds. The field work was the most rewarding as I got to meet and know the members and develop a close sense of their means of survival. With that and being raised on a dairy farm with eight other kids, I learned to gain a true sense of conservatism which I carry with me today.

Wayne Marshfield

Fortunate or not, I witnessed and worked the worst storm in the history of the Cooperative. Its date was November 11, 1969; it was a heavy wet snow taking down trees, poles and power lines. Many of our members, mostly farmers were out of power for up to one month in duration. Other Cooperative crews worked for us as well as contractors and even still, farmers were forced to dump their milk day after day, as generators were little used in those days. Speaking of farmers, they were the back bone of the Cooperative. There were cattle dealers, implement dealers, inseminators, welders, veterinaries, farm supply dealers, milk haulers and more running all over the Cooperative service areas. We must remember that the Cooperative was formed in the early 40's strictly for the farmers as they were a vital economic boon not only to our area but to our country as well. Unfortunately dairy farmers started to diminish drastically in the 80's to the few we have left today.

When I began work with the Cooperative our electric rates to the members were as low as 1.5 cents per kilowatt hour, which was slightly higher than our local competition. Years later we were able to offer lower rates to our members, compared to our competition. I have seen a lot of dedicated members come and go, mainly ones that helped in the building and formation of the Cooperative and understood what it meant not to have electricity.

Over the years at the Cooperative we have graduated to computers in every sense of the word, digger trucks, bucket trucks and automated meters and devices, etc. We now have 5,300 accounts, 800 miles of line, and sell about 80 million kilowatt hours annually. Our rates are now in the 11 cent range and we have seen a lot of bad storms come and go, but still nothing that compares to 1969.

The one event at the Cooperative that sticks out in my mind over any others, is the day I received a phone call early one morning, that our then Cooperative General Manager had passed away unexpectedly and as Assistant Manager, I was now the leader of the Cooperative. The two added together created a sense of anxiety and stress at its finest.
I have seen a tremendous amount of changes at our Cooperative and continually remind myself that they have to be for the better? I have received awards in the past, but they are nothing compared to the feeling I have for being an advocate for the Cooperative member, the owners and the back bone of the Cooperative. After my retirement in 2017, I will in my other avenues of life still be able to share my conservative values for our members indirectly, mostly as taxpayers. Fifty years with one firm is remarkable in itself, it was also rewarding, a learning experience and an occupation where I was able to give back as well as to receive.

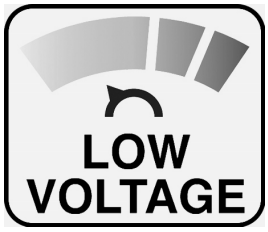
Thanks to all for the beautiful and rewarding ride!

LOW VOLTAGE AND WHAT IT MEANS

DCEC strives to provide quality electric service to your home, farm or business. To do so, DCEC operates its electric distribution system guided by certain national standards developed by the utility industry that specify service voltage level ranges. These ranges, having been established in cooperation with manufacturers, ensure that appliances and equipment will operate safely and properly when connected to your electrical system.

Electric service voltage levels provided to DCEC member/consumers are maintained within their "normal" operating range for most hours. Occasionally, however, the service voltage level becomes abnormal and may be less than ("low voltage") or greater than ("overvoltage") the desired range.

It is the condition of low voltage that occurs most frequently in power distribution systems and it may persist for extended periods of time until crews are able to make repairs which will remedy the condition. The causes of this condition may typically be due to equipment failure in a section of the DCEC electric distribution system. Otherwise, the cause may be related to trouble or a failure occurring within the Transmission Owner's (NYSEG's) electric system.



The operation of appliances and equipment containing electric motors, including refrigerators, freezers, heat pumps, air conditioners and water supply (well) pumps during low voltage conditions may damage or cause the failure of the motors contained in these various devices. Failure is primarily caused by increased internal heating. This heating results from the increased current being drawn by the motor as it attempts to continue producing the same amount of physical work with less than rated voltage being applied.

Protection of consumer equipment from overcurrent conditions is the responsibility of the consumer (National Electrical Code Article 110, Requirements for Electrical Installations). Equipment containing properly specified overcurrent protection devices should remove the protected motor or device from operation prior to its sustaining damage. However, experience has shown that this has not always been the case. Occasionally, manual intervention may be advised.

Low voltage conditions can be readily detected by observing the performance of incandescent lighting. Reduced lighting level output indicates the presence of a low voltage condition. Should this condition persist, it may be advisable to shut off or disconnect the equipment and appliances previously listed in this article. During the occasional, short duration "voltage sag" or "blink" associated with the clearing of power system faults or short circuits, no manual intervention is advised. However, if low voltage conditions persist, shut off, disconnect or otherwise "unplug" your equipment to protect it to the extent possible ensuring that you do so in a safe manner.

Restoration of your equipment to normal operation can be accomplished subsequent to observing the return of normal lighting levels, indicating an end of the low voltage condition and a return to normal operating voltage levels.

RECENT STUDY ON HEAT PUMPS

After reviewing a recent demonstration performed by Electric Power Research Institute (EPRI) Project Manager R. Domitrovic on Heat Pump Heaters, Delaware County Electric Cooperative, Inc. is able to report the following findings. There were 45 instrumentation packages that were installed, five were traditional electric-resistance water heaters. The remaining 40 consisted of 24 first-generation heat pump water heaters and 16 second-generation heat pump water heaters. All of the sites had water heaters located in basements except for one site where the water heater was installed in a garage. Heat pump water heaters offered promising energy and demand savings. This demonstration compared electric-resistance water heaters to heat pump water heaters and found average energy savings of 45%, or 1,382 kWh per year. This accounts for bill savings of $2,900 over the life of the water heater, or about $200 year, yielding a payback of nine to ten years. Members of the DCEC noted that one benefit of switching to heat pump water heaters from fuel oil was that they could turn off their burner in the summer, saving fuel oil. There have been questions about effectiveness of the heat pump in colder climates. This study has found that the focus should be on ambient temperatures and not climate. This study also, reinforced that nearby heat sources can help to maintain the high efficiency of heat pump water heater regardless of outdoor air and inlet water temperatures. Heat pump water heaters are a competitive water heating option for New York residents. Heat pump water heaters can reduce energy consumption and electrical demand therefore reducing CO2 emissions, generation costs for utilities, and electricity bills for members. The water heater is "piggy backing" off the heating system. Many of the homes in this demonstration produced "waste heat" from furnaces and other nearby heat sources. The heat pump water heaters in this case study performed comparably to studies performed in other climates.

If you're looking for a highly efficient water heating solution and to save money, we recommend a Rheem Hybrid Electric water heater. DCEC is your local area dealer of the Rheem *Prestige*™ Series Hybrid Heat Pump water heater.

Continued on Page 8...

RECENT STUDY ON HEAT PUMPS Continued from Page 7

Please review the pricing and the requirements below and if you need any further assistance please contact the DCEC office at (607) 746-9284.

- 2.45 Energy Factor
- Easy to Adjust Water Temperature
- 10 Year Warranty
- 50 Gallon
- Energy Star Label
- Save Minimum of $150/year in Electricity Cost
- Acts as a Dehumidifier
- Members price $1,080.00, Non-members price $1,188.00

Additionally, DCEC offers a $50 member-only discount if converting from fossil fuel (propane, oil) hot water heaters to these newly offered heat pump units.

Please keep in mind that this device REQUIRES THE FOLLOWING CONDITIONS:

- Needs minimum 7 foot ceiling height
- Needs to have a 2 pole breaker for a 240 volt circuit, 10 ga. wire, and 30 amp breaker
- When installed should have 8 inch minimum clearance on the top and 2 inches around the unit
- Filter on the top needs to be cleaned on a regular basis, washable
- Don't install near a thermostat
- Operating temperature range is 40 – 140 degrees Fahrenheit
- Unit must be protected from wet conditions and freezing temperatures
- Area must be free of flammable vapors
- Needs to have 1,000 cubic feet of unconditioned space
- Should not be located in the heated living area for cost effectiveness
- It needs to have access to a floor drain or equivalent for the condensation it produces (works like a dehumidifier).

NYSEG OFFERS SOLUTIONS TO TRANSMISSION OUTAGES

The New York State Electric & Gas Corporation (NYSEG) has responded to requests from the Cooperative to improve the reliability of their local transmission lines, which serve the Cooperative's substations. NYSEG representatives have identified several work plans to be completed during 2017, most of which are intended to improve the performance of their 46 kV transmission line serving the Cooperative's Delhi, Cat Hollow, and Dryden Brook substations. The Cooperative will provide regular updates throughout 2017 as to NYSEG's progress on this important work.

Energy Efficiency Tip of the Month

Dishwasher Efficiency Tip: Air dry clean dishes to save energy. If your dishwasher does not have an automatic air-dry switch, turn off the dishwasher after the final rinse and prop the door open slightly so the dishes will dry faster.

Source: U.S. Dept. of Energy

TEMP LABORER POSITIONS AVAILABLE

The Cooperative will be hiring two new temporary laborers for our Tree Crew. Interested candidates should send a letter and resume to Mark Schneider, DCEC, PO Box 471, Delhi, NY 13753 or hand deliver them to the office at 39 Elm Street by March 31, 2017. Candidate qualifications include the following:

- 16 years of age or older
- Ability to identify local tree species by leaf
- Capable of performing physical labor for up to 10 hours each work day
- Driver's license preferred
- Subject to pre-hire drug and alcohol screening
- Preference will be given to candidates living within the Cooperative's service territory

Candidates must be available to report to work every Monday through Thursday for the whole temporary work season: June 13 through September 1, 2017

DCEC Needs to Update Member Contact Information

The following is a listing of DCEC members whose capital credit checks have been returned to DCEC by the USPS due to an insufficient or outdated address. Please review the list and if you have any information that will be helpful to us in locating these members, please contact the DCEC office at (607) 746-2341 or email us at billing@dce.coop. Thank you for your assistance.

Therisa	Adams
Beatrice M.	Allen
Cono R.	Aromondo
Ralph H.	Babcock, Jr.
Jeanette L.	Beck
Robert A.	Becker
Arta L.	Beebe
Joyce	Blindenhofer
Freda	Borkstrom
Rose M	Brown
Harold F.	Brueggeman
Christina	Bryden
Deborah A.	Budine
Rockledge	Builders
Victor E. & Liliana V.	Carlson
Janice M.	Carman
Christian	Carroll
Colleen	Cleaveland
Wendy A.	Coffman
Steven	Cole
Russell	Conklin
Todd S.	Conley
Gary	Cordes
John	Crivelli
Kimberly A.	D'Addezio
Shirley	Dammenhayn
Donald	De Brock
John J.	De Laura
Kevin	Debiew
David S.	Edwards
Kenneth J.	Elliott
Alfred M.	Elter
Cathy G.	Evers
Werner	Fiebig
Edward & Genevieve	Gazzetti
Gloria	Gentner
Gary L.	Gray
John J.	Grossi, Jr.
Timothy J.	Grutzius
Sherylene	Hamm
Elizabeth F.	Henches
Stephanie C.	Hirt
William	Hoey
Gladys	Howard
Christine Olsavsky	Howes
John P.	Jones
Sidney	Kampel
Douglas	Karp
Melvin	Kerstetter
Cecilia D.	King
John D.	Knox
Edward S.	Leal, Jr.
Clark	Leiching
John B.	Leuzarder
Brian R.	Link
Michael	Lobifaro
Regina M.	Lowman
Norman D.	Maggiacomo
Gale	Malesko
Budimir	Markovic
Barbara	Mattice
Barbara	Mattice
Mary	Mehegan
Richard	Morse
Michael	Motyka
Frank J.	Nicolosi
Richard Dunlop & Gene	Noreen Nolan Olin
Clifford A.	Osborne
Louis N.	Papas
Amy P.	Peck
Shanna	Phillips
Steven P.	Pileski
George	Raimondi
James	Rodgers
Amy	Ruchar
Frederick C.	Schoelier
Alan P.	Schook
Bradley L.	Shelton
Bertha M.	Sherman
Rebecca	Smith
F	Sommers
Wayne	Sorce
Christine M.	Sutton
Lucinda	Tavolaro
Paul E.	Truscott
Tessie	Urzo
Cynthia A.	Walley
Christine	West
Florence	Wiertz
Barry R.	Wilber
Harry	Wilcox
Kim	Winner
Lisa L.	Wright
Douglas	Wyman
Arpad J.	Zbras

5 Ways to Spring into Energy Efficiency Continued from Page 5...

3. Clean the refrigerator inside and out. Now is a good time to not only throw out the leftover fruit cake from the holidays, but also to check the temperature settings on your refrigerator. Ideally, a refrigerator's temperature should be between 37 and 40 degrees for maximum operating efficiency. When it's time to replace that old refrigerator, be sure to buy an ENERGY STAR® rated appliance. Energy-efficient appliances can save DCEC members as much as $100 a year based on calculations from the TogetherWeSave.com website.

4. Think sun block. TogetherWeSave.com demonstrates that by pulling the shades on your windows this spring and summer, you could save about $35 a year. Your local hardware or do-it-yourself stores has lots of inexpensive window coverings. Best of all, by blocking the sun, your house will stay cool and comfortable year-round.

5. Enjoy the spring breezes. Use a clothesline throughout the warmer months to let the sun and breeze dry clothes naturally. This will reduce energy bills, and add a genuine clean scent to your family's laundry.

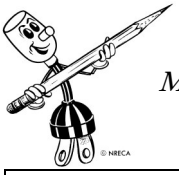
You can learn more about ways to lower your monthly energy bill by visiting **TogetherWeSave.com** or by calling the energy experts at DCEC.

Attention Members—Annual Meeting Agenda

For those of you interested in adding an item on the agenda for the ***Annual Meeting of Members*** please review **Member Participation in Annual Meetings of Members Policy** listed on **www.dce.coop/sites/dcec/files/PDF/Policies/member_participation_in_annual_meeting_2015jmar2_approved.pdf** or call the office directly at ***(607) 746-2341.***

Mark Your Calendars!

DCEC Annual Meeting
Friday, September 22, 2017
at 4:30pm



More information to come in upcoming newsletters

Operations Update

Pole Replacement & Line Reconstruction: Cooperative line crews will continue rebuilding a single phase line on County Route 16 in the Town of Delhi, and on Randall Hill Road, Town of Masonville and Fish Hollow Road, Town of Andes. Additionally the crews are replacing poles only on Gould Dean Road, Town of Masonville.

Right of Way (ROW) Clearing: Crews will be working on Maggie Hoag, Charlie Wood, Huska, Tanglewood Lake Roads as well as County Route 2, all in the Town of Delhi.

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!***

TO 3-47-17

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The information contained herein is designed to promote action and discussion among members. Statements published do not necessarily reflect the official position of the Cooperative. The information has been obtained from sources believed to be reliable, and the editor has exercised reasonable care to assure its accuracy.

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