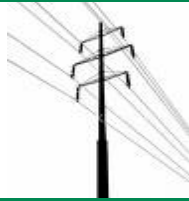




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CATSKILL HI-LINE

Bi-Monthly Newsletter

Volume 72—Issue 6
November/December 2016

Powering Our Rural Communities



The Directors, Managers, and Staff of DCEC would like to wish our Members a Joyous Holiday Season, Good Health, and Happiness in the New Year!

DCEC Held 72nd Annual Meeting

On September 23, 2016, Delaware County Electric Cooperative, Inc. held its 72nd Annual Membership Meeting at Delaware Academy in Delhi, New York. DCEC would like to thank all the members that were able to attend the Membership Meeting.

Members enjoyed Brooks' Barbeque Chicken and deliciously prepared punch from Delaware County Dairy Princess Sabra Warner and her Court. Live music was provided by the Nelson Brother's Band from Rome, NY. President Steve Oles welcomed the membership and called the meeting to order. DCEC's Attorney from Bond, Schoeneck & King (Jeffrey Clark) appointed three tellers to help tally the absentee ballots and ballots submitted by members in attendance. Debra Fleming performed the invocation. Grace's Touch sang the national anthem and Cullen LaFever and Michael Paoli from the Boy Scouts of America, Troop 33 lead the members in the pledge of allegiance. Secretary Edward "Rusty" Pick Jr., completed the Secretary's report and introduced Treasurer Frank Winkler who gave the Treasurer's report.



DCEC's 2016 Student Delegate Cullen LaFever

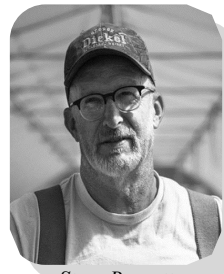
Director Meg Hungerford Retires & DCEC Welcomes New Director Steve Burnett

Director Meg Hungerford has retired from the DCEC Board of Directors after 9 years of service. Mrs. Hungerford joined the board in 2007. The management, employees and directors at DCEC have greatly appreciated Mrs. Hungerford's contributions and dedication throughout the years to the Cooperative. She will be missed and we wish her all the best!



Meg Hungerford

On September 23, 2016 Delaware County Electric Co-op hosted its 72nd Annual Meeting. At the conclusion of the meeting, the results of the 2016 Director Elections were announced. Due to Director Hungerford's retirement, Steve Burnett was elected as the new Central Region Director, along with Steve Oles the Central Region incumbent up for re-election.



Steve Burnett

DCEC is excited to be working with this new director and welcomes Mr. Burnett to his new position.

Service awards and acknowledgment of years served were given to Billing Specialist Rosemary Alwine for 15 years, 1st Class Rubber Glover James Green for 15 years, Billing Assistant Tara Rifenbark for 10 years, 1st Class Gloving Lineman Michael Dianich for 10 years, 1st Class Lineman Michael Schafer for 10 years, and Board Secretary and Director Edward "Rusty" Pick Jr. for 5 years of service.



Left to Right: DCEC's CEO Mark Schneider, DCEC's Board Secretary Edward Pick, and DCEC employees; James Green, Michael Dianich, Michael Schafer. DCEC's employees in the front row left to right; Tara Rifenbark and Rosemary Alwine.

Student Delegate Cullen LaFever of Delaware Academy gave an informative and heart felt speech thanking the Co-op for his opportunity to visit the nation's capital and explore multiple career opportunities in government.

An election was held to determine two Central Region directors and three contributions to three local charities. The following were elected to a three-year term on the Board of Directors for the Central Region: Steve Oles (104 votes) and Steve Burnett (74 votes). Total funds distributed to the three local charities was \$2,000: Catskill Area Hospice & Palliative Care received \$1,000 (123 votes), Farm Catskills \$600 (93 votes), and \$400 to Habitat for Humanity of Delaware County (73 votes).

Continued on Page 2...

Annual Meeting...Continued from Page 1

DCEC was fortunate to have several special guests attend the Annual Meeting as well, including Assemblyman Peter Lopez, Delhi Telephone Company's (DTC) Jason Miller, Valerie Nichols, and Ken Prestidge, Margaretville Telephone Company (MTC) Representatives Glen Faulkner, Don Bramley, Peter Curren, and Kendra Grocholl, Brandon Cole from New York Power Authority, Clarence Mahovlich from CoBank, Keith Pitman, Rudy Brouillette, and Greg Moon from Oneida-Madison Electric Co-op,



Left to Right: CoBank VP Clarence Mahovlich, Catskill Area Hospice & Palliative Care representative Kelly McGraw, and DCEC's CEO Mark Schneider.

Gary Potter, James Foote, and Cody Allen from Otsego Electric Co-op, Molly Bailey of Steuben Rural Electric Co-op, DCEC's Nominating Committee Chairwoman Christine Hauser, Delaware County Dairy Princess Sabra Warner & Court, Carol Geiser of C&T Enterprises.

Some lucky members won several door prizes including \$500 cash donated by DTC & MTC. As well as several credits, gift certificates, and assortment of donated gifts during the door prize drawing.

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Cooking Efficiency Tip

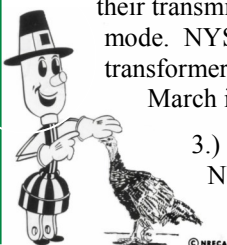
Every time you open the oven door to check on a dish, the temperature inside is reduced by as much as 25 degrees, increasing cooking time - and energy use! Try using the oven light instead.

Major Power Outages During 2016

Many members have noticed and commented on the frequency and long duration of power outages during 2016. These outages have raised a number of questions about why the power keeps going out and why it takes so long to restore power. Unfortunately the causes of these large impact, long duration outages have been failures of the transmission system that feeds our substations. The reason this is so unfortunate is that the Cooperative does not own, maintain, or operate the transmission lines. We pay transmission charges to our neighboring utility, NYSEG, and in exchange NYSEG delivers energy from the bulk transmission system to our substations through their transmission network.

The most recent of these extended outages occurred on September 8, 2016 and affected all 2,300 members served by our Dryden Brook, Cat Hollow, and Delhi Substations. The immediate cause of the outage was a cross-arm failure on NYSEG's 46,000 Volt transmission line, but the underlying causes were more complicated:

- 1.) The age and condition of some NYSEG lines are contributing to increased failure rates. The Delaware County Electric Cooperative, along with neighboring rural electric cooperatives, are communicating with NYSEG about these age and condition issues. We are requesting that NYSEG prioritize maintenance activities on poor performing transmission lines that have contributed to recent outages.
- 2.) NYSEG's Delhi substation is operating without an important transformer that helps them detect and correct fault conditions on their transmission line. Without this transformer, which has been out of service for about 1 year, NYSEG is prevented from operating their transmission line in its most reliable operating mode. NYSEG has recently notified us that a replacement transformer is on order and will be in place by the end of March in 2017.



- 3.) Reported as a coincidence, a circuit breaker in NYSEG's Delhi substation was out of service on the day of the outage. This delayed NYSEG's ability to



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Continued on Page 3...

Major Power Outages During 2016...Continued from Page 2

restore power to portions of their transmission system by “back feeding” from a different direction.

It is worth noting that the local men and women who work for NYSEG in and around our communities work hard every day, just like Cooperative employees, to keep the lights on. Unfortunately, corporate decisions can result in creating reliability issues. The Cooperative will continue to work with NYSEG to get the most reliable transmission service possible.

Frozen Pipes a Costly Risk to Your Home

Prolonged power outages during cold winter months can cause pipes to freeze resulting in tens of thousands of dollars of damage to your home. By working together we can minimize the risk of damage to your home. The Cooperative recently implemented an automated calling system that allows us to make phone calls to all members affected by an outage. Cooperative staff will be testing the new system over the next few months and they are optimistic that the system will prove itself beneficial during extended outage conditions. In cases where the Cooperative believes that a power outage could be extended in duration, we will use the automated calling system to notify every affected member. This includes members whose primary residence is outside the Cooperative’s service territory. Hopefully this will help members to take appropriate action to protect their homes from damage.

In addition to this notification process, there are proactive steps that members can take to protect their own property. If you leave your home vacant throughout the winter months, you could consider winterizing your home. Winterizing a home involves completely draining pipes and freeze-proofing toilets, drain traps, and appliances such as dish washers and clothes washing machines. There are a number of local service providers who can winterize homes for a fee. If you do not have experience with all that is involved with winterizing a home, it can be best left to a professional. Once your home is winterized, you have the option to turn off your heating system or operate your heating system at a drastically reduced temperature setting.

If you are not interested in winterizing your home, but your home will be vacant for any period of time during the cold winter season, you could consider shutting off your water supply where it enters the house. This does not stop your pipes from freezing, but it does limit the damage done to your home if your pipes do freeze. Most of the costly repairs required in a home after frozen pipes are not directly attributable to the cost of plumbing. Water leaking from the frozen and cracked pipe can cause serious damage to aesthetic and structural elements of your home. Water damage to a home’s structure can be so severe that the home must be essentially rebuilt. By shutting off the water supply where it enters the home, you eliminate the source of any significant amount of water in the event of a frozen pipe. Note that some homes require a water supply in order for the home heating system to operate. For example, some hydronic or steam heat distribution systems require “make-up” water in order to operate properly. If you are not familiar with the workings of your home’s heating system, consult an expert before taking any action that would cut off the water supply.



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DCEC at (607) 746-2341

Operations Update

Pole Replacement & Line Reconstruction: Cooperative line crews will continue working on County Route 16 in Delhi. Additionally, will be rebuilding single phase line (poles & wires) on Randall Hill Road, Town of Masonville and Fish Hollow Road, Town of Andes.

Right of Way (ROW) Clearing: Crews will be working on Lee Hollow in the Town of Bovina and Glen Burnie 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!*



LOAD CONTROL PROGRAM

Are you interested in saving an extra \$4 per month on your electric bill? Call (607) 746-9341 and ask about our LOAD CONTROL PROGRAM.

Delhi Fuel Bank Offers Heating Help

The Delhi Fuel Bank was created for individuals and families within the Delhi Central School District who are in need of assistance for unforeseen circumstances or emergency funds for home heating. The Fuel Bank offers help with all forms of home heating including electric heat. The Fuel Bank is not looking to duplicate programs such as HEAP, nor is it intended for individuals with substantial resources of their own. This program is for the individuals and families who would not normally qualify for other assistance programs. However, given projected decreases in HEAP benefits, it is possible that some of the beneficiaries of Fuel Bank assistance could be people who exhaust their HEAP allotment. The Delhi Fuel Bank is administered by a committee of volunteers and is not associated with any public assistance program or religious entity. Recipients are chosen by the committee based on information they provide in a short application. Applications are available at the Cooperative’s office at 39 Elm Street and also at Delhi Telephone Company and Attorney Charles Hill’s office. Allocations from the Fuel Bank are made on a first-come, first-served basis for those showing the greatest need. The Fuel Bank is funded through private donations, grants, and gifts from several local community clubs such as Delhi Rotary Club, Delhi Women’s Club, and Delhi Kiwanis.

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Holiday Closings

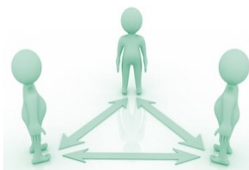
DCEC’s office will be closed on the following days:

Thursday, November 24, 2016 and
Friday, November 25, 2016 for Thanksgiving
Friday, December 23, 2016 for Christmas Eve
Monday, December 26, 2016 for Christmas Day
Monday, January 2, 2017 for New Year’s Day



Third Party Notification

Every member has the right to designate a third party to be notified if the member's bill is not paid and if the member's service becomes subject to disconnection for nonpayment. For example, a parent can designate an adult child as the third party to receive notifications. Third party notifications can be very helpful in situations where health troubles or other factors might make it difficult for the member to stay on top of bill payments. For more information about third party notifications, please contact the office.



HEAP Benefits Available

The New York State Home Energy Assistance Program (HEAP) provides payment assistance for income eligible residents to use towards the 2016-2017 heating season. This year’s regular HEAP benefits will open on November 14, 2016. For eligibility, including income guidelines and how to apply contact your local Department of Social Services or the NYS OTDA Hotline at 1-800-342-3009. Additional information is provided on <https://otda.ny.gov/programs/heap/>

CATSKILL HI-LINE is a Publication of the Delaware County Electric Cooperative, Inc. and is published bi-monthly for the membership. 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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