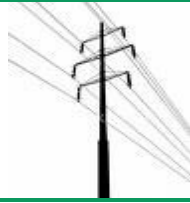




This institution is an equal opportunity provider and employer.



# CATSKILL HI-LINE

Bi-Monthly Newsletter

Volume 76—Issue 6  
November/December 2020



HAPPY  
*thanksgiving*

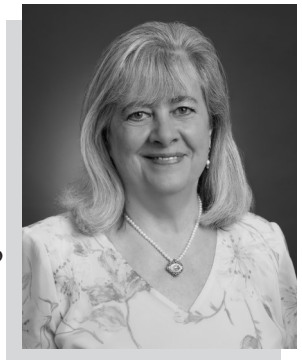
From Delaware County Electric Cooperative

## Wishing you a VERY HAPPY HOLIDAY SEASON

### Faulkner to be Interim CEO After Schneider Leaves

The board of directors of the Delaware County Electric Cooperative has announced their plan to appoint Millie Faulkner, longtime Finance Manager of the Cooperative, to fill the role of Interim CEO/General Manager effective November 27, 2020. As previously announced, current CEO, Mark Schneider, will be leaving the Cooperative on November 27, 2020 to become the Vice President of Industry Research and Consulting at the Cooperative Finance Corporation (CFC). CFC is an investment bank owned and governed by the rural electric cooperatives throughout the United States. Mr.

Schneider said about his decision to leave DCEC, "It is bittersweet to leave the Cooperative that means so much to me in order to take this opportunity to serve the cooperative world in a broader capacity. I will be forever grateful for the opportunity to serve as your CEO/General Manager. I am proud of my affiliation with the outstanding employees of the Delaware County Electric Cooperative." The board is evaluating candidates for a permanent appointment to the CEO position, and they expect a new permanent CEO to start work early in 2021. Mrs. Faulkner's appointment as Interim CEO will give the board of directors the time it needs to hire the best possible candidate to fill the vacancy permanently. Mrs. Faulkner said, "I am honored to be asked to fill this important role. I have absolute confidence in all the Cooperative's staff to continue to be exceptional in all their roles." Mrs. Faulkner began her Cooperative career as the General Clerk in 1989. She has also served as the Billing Clerk, Operations Clerk, and Finance Manager. In doing so, she has developed an in-depth knowledge of the Cooperative's operations and business practices, which will help her to lead the Cooperative as its Interim CEO/General Manager during this period of transition.



### Coop Gives Back 280k to Members in October Billing

DCEC participated in a federally funded COVID loan program in early 2020. Recently, the loan was partially forgiven and DCEC's Board of Directors opted to pass \$280,000 on to Members. On the October 2020 bill, you will notice a "COVID Refund" on your bill. Inactive members received a check mailed to the last address on record. The refund was based upon your monetary contribution to revenue from January-September of 2020. We hope this helped during these uncertain times.

**This year's Annual Meeting  
was held Virtually  
on Thursday,  
November 12, 2020 at 6 pm.  
Election results are available  
online and will be published  
in the January/February  
newsletter.**

## Powering Our Rural Communities

# NOTICE

*The Coop's NEW Physical Address is  
5 North Depot Street in Delhi, NY.*

5 North Depot Street, PO Box 471, Delhi, NY 13753  
Phone: 607-746-2341 or 866-436-1223

Fax: 607-746-7548  
Pay-by-Phone 844-209-7162  
OUTAGES: 607-746-9283

## \$10 Credit for Completed Absentee Ballots

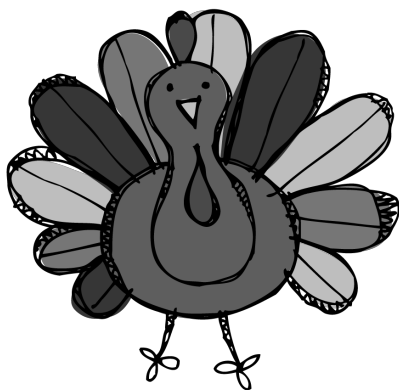
Members can expect to see a \$10 credit applied to their December 2020 bill for their submission of properly completed absentee ballot. Thank you to all members who executed their right of one of the 7 Cooperative Principles: Democratic Member Control.

## HEAP Benefits

The New York State Home Energy Assistance Program (HEAP) provides payment assistance for income eligible residents to use towards the 2020-2021 heating season. This year's regular HEAP benefits will open on November 2, 2020. For eligibility, 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>

## 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!**



## Cannizzaro Returns to Coop

Mark Cannizzaro has rejoined the DCEC team to take on the role of Chief Financial Officer (CFO). Mark was the Financial Analyst for the Cooperative from 2011-2014, then moved on to the Eastern Maine Electric Cooperative as their CFO until mid-August 2020. Mark stated, "I would like to thank the Cooperative for providing the opportunity to rejoin the DCEC staff. I am happy to continue my career here and return to the area, closer to family."


## Always Call – You Could be the Key

When outages and other emergencies strike, you could have the key piece of information that helps the Cooperative's employees restore power quickly and safely. Many members think that they don't need to call the office anymore during outages due to the availability of outage information from the automated metering system. The truth is that no technology could ever replace the valuable information we get from members when they call, so please always call when your lights go out. Your call could save minutes or even hours of outage time, especially if you have specific information like "I heard a bang" or "I can see a tree on the line." The Cooperative will continue to implement technologies to assist us in the safe and efficient restoration of power outages, but we will always need you, the member, to call and share what you know. Remember – what you know can make a difference so please make that call. It will only take a few minutes and it could be the key to a fast and safe restoration of power for you and your fellow members.

## NEW LED lighting Program

The Cooperative will furnish a matching reimbursement up to \$50 for LED light bulbs with proof of purchase limit one rebate per member per year. For members in service class SC-1, SC-2, and SC-D. The service class is listed on your bill as shown in image below.

For permanent LED lighting fixtures installed on member premises, new or retrofit. The program pays for up to 50% of equipment costs up to a maximum contribution of \$3,000 or the average monthly bill for the member, whichever is lower. Energy efficiency rebates cover permanently installed equipment costs only, not labor and not portable equipment. Limit one per member per year. The Cooperative is offering energy efficiency rebates to commercial members in service classes SC-D, SC-3, SC-4A, SC-4B, SC-5, and SC-7.




**DCEC**  
Delaware County  
Electric Cooperative

5 North Depot Street, P.O. Box 471, Delhi, NY 13753-0471

Phone: (607) 746-2341 - Fax: (607) 746-7548  
Automated Payment System: (844) 209-7162  
Toll Free: (866) 436-1223  
Website: [www.dce.coop](http://www.dce.coop)  
Email: [billing@dce.coop](mailto:billing@dce.coop)

*"POWERING OUR RURAL COMMUNITIES"*

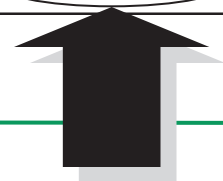
Willie Wiredhand  
123 Fake St.  
Paradise, USA



KWH USAGE HISTORY	
Current Month's Average KWH Per Day	175
Last Year	This Year
4	3
Average Cost Per Day	
Last Year	This Year
\$ .35	\$ .33

The DCEC office will be closed on November 11th in observance of Veterans Day. THANK YOU to all who have served our country.

Account No.	Service Location	Service Description	Service From	To	Days
			09/15/2020	10/15/2020	30
Meter Number	Pres Read	Prev Read	Mult	KWH Used	Rate Schedule / Reference
	14287	14187	1.00	100	101/RESIDENTIAL SC-1



## Downed Lines Mean Danger

The advancement of communications technologies has led to a proliferation of attachments to the Cooperative's poles. On any given utility pole, you could see 4 or more power conductors installed by the Cooperative, and several communications cables installed by others, such as telephone wires, fiber optic cables, or coaxial cable for cable Television. Don't be fooled into thinking that some cables are safer than others. When any cable is downed by ice, trees, or a motor vehicle accident, it should be considered deadly to touch.

Even though the communications cables are not intended to carry high voltage, when wires are downed, those communications cables can come into contact with the high voltage power lines. That makes all downed cables a potential source of high voltage that can kill you on contact. Never touch any downed wire, regardless of whether it is a power line or a communications line.

Our linemen are trained to handle those dangerous downed lines, and only do so when they are wearing protective rubber gloves and other personal protective equipment designed to



protect them from high voltage. Leave this dangerous work to the professionals and never touch any downed line.

## Moved to New Headquarters

The Cooperative's office staff moved from the old headquarters at 39 Elm Street to the new consolidated headquarters facility at 5 North Depot Street during the weekend of September 25<sup>th</sup> through 28<sup>th</sup> and opened for business at 5 North Depot Street on Tuesday, September 29<sup>th</sup>. The member service entrance is open and all normal member services functions are fully operational.

Construction at 5 North Depot Street will continue throughout the month of November, and you may notice the following changes, big and small:

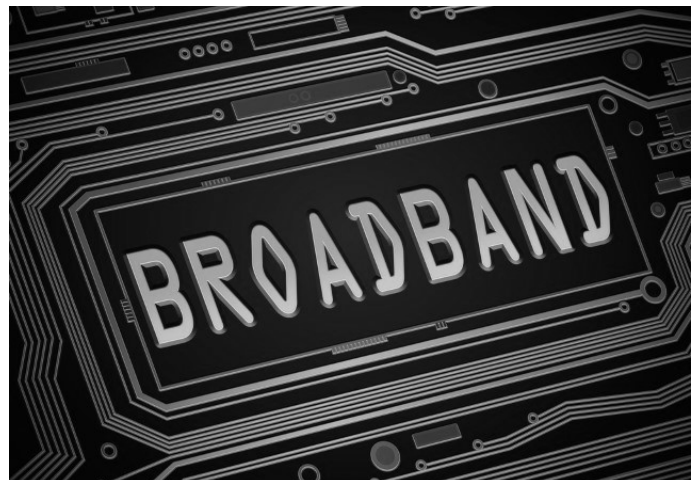
- 1) Paving of all parking areas will add to the safety and convenience of employees and members alike.
- 2) Additional storm water features will be added to protect the West Branch of the Delaware River from runoff and sedimentation.
- 3) Older existing buildings will be painted to protect them from the elements and give the site a cleaner, more professional look.

The Cooperative will post information about an open house on our social media pages, our website, and in local papers as soon as the facility is complete. We hope to see you here at the open house.

## Broadband Project Update

The Cooperative's partners in the Delaware County Broadband Initiative, Delhi Telephone Company (DTC) and Margaretville Telephone Company (MTC) have been hard at work installing fiber throughout the Cooperative's service territory. Currently, fiber passes by the homes of approximately 99.2% of all Cooperative members. Once fiber is installed on the poles near your home, there are additional steps necessary to make broadband service available to you: equipment installation in fiber collection points, fiber splicing, fiber testing, and finally installation at individual homes. These additional steps can take several months. The current project completion timeline to make service available at the home of every Cooperative member is by the end of the 1<sup>st</sup> quarter in 2021. Congratulations to DTC and MTC.

For information about service to your home, call DTC at 607-746-1500 or MTC at 845-586-3311. If you are not sure which company serves your area, call the Cooperative at 607-746-2341 and we can assist you in making that determination.





CATSKILL HI-LINE is a Publication of the Delaware County Electric Cooperative, Inc. and is published bi-monthly for the membership. This newsletter has articles submitted by CEO/General Manager Mark Schneider, Engineering & Technology Manager Paul DeAndrea, Operations Manager Ryan Sullivan, Billing Specialist Rosemary Alwine, and Administrative Assistant Alicia VanZandt.

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.

**Board of Directors**

- President.....Stephen Oles
- Secretary.....Edward Pick Jr.
- Treasurer.....Paul Menke
- Director.....Jeffrey Russell
- Director.....Laurie Wehmeyer
- Director.....Steve Burnett
- CEO/General Manager.....Mark Schneider

**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 non-payment.

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.

DE 4-16-13A



**CLOSED FOR THE FOLLOWING HOLIDAYS**

- 11/11/2020 – Veterans Day
- 11/26/2020 & 11/27/2020 – Thanksgiving
- 12/24/2020 & 12/25/2020 – Christmas
- 1/1/2021 – New Year's Day

# HOLIDAY



*Make a Difference this  
Holiday Season*

**From 11/17/2020 to  
12/20/2020 drop off  
unexpired goods &  
nonperishable goods.  
Donations will go to Delhi  
Food Bank.**

**5 North Depot Street  
Delhi, NY 13753  
(607) 746-2341**

