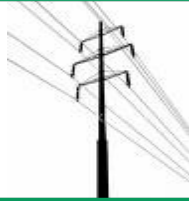




This institution is an equal opportunity provider and employer.



CATSKILL HI-LINE

Newsletter — November 2025

From the desk of CEO John Gasstrom:

Our first two big storms hit us on Halloween's eve and the following week, and it was the high winds that really did a number. There are many standing dead trees still and we expect that more may be coming down in the days and weeks to come. Many of these are ash trees that were the target of the Emerald Ash Borer infestation that struck our area. We appreciate the patience and understanding of all our members as we take action to remove dead and dying trees. We are currently wrapping up a project that has used both satellite imagery and drone technology to survey our lines and help identify areas with problem vegetation. We are hopeful to have new strategies going forward to address the management of our rights-of-way and keep the vegetation under control.

As we head into the Thanksgiving holiday, I will be very thankful for the re-opening of our government and for HEAP funds to once again flow to our members in need. We want to remind all members, that if you are facing difficulties paying your electric bill this winter, please call us sooner rather than later to work out payment arrangements. It's much easier to come up with a workable plan before getting too far behind.

Please visit our website at <https://dce.coop/paying-your-bill> for information on local agencies that may be able to help with payment assistance. This information is also on page four of this newsletter.

And thank you again to all of our members who have made contributions to America's Electric Cooperatives PAC! You are helping us get our message of maintaining affordability and reliability to our elected officials in Albany and DC. If you would like to contribute, please see the form on page four of this newsletter.



Cooperatively Yours,
John Gasstrom



Happy 75th birthday to Willie Wiredhand, the celebrated spokesplug for America's electric cooperatives

DCEC Office Closures:

Thursday, November 27, 2025 – Thanksgiving
Friday, November 28, 2025 – Thanksgiving
December 24th-26th 2025 – Christmas Break

DCEC's UPDATED NUMBERS:

AUTOMATED LINE
for payments & outage reporting:
(855) 939-3672

LIVE Representative 24/7/365:
(607) 746-2341

Powering Our Rural Communities

5 North Depot Street
PO Box 471
Delhi, NY 13753

AUTOMATED LINE (payments & outage reporting): **(855) 939-3672**

Office Phone: (607) 746-2341

Fax: (607) 746-7548

Virtual Training Simulator Demo:

Students from SUNY Delhi's Electrical Construction and Utility Operations program participated with DCEC staff in an Altec Virtual Training Simulator demo. The Altec Simulator allows students and workers to practice operating a variety of utility-industry specific equipment used on a daily basis in the utility field. The students got to practice moving heavy barrels, picking up a pole and placing it onto a targeted point, and several other life-like simulated training experiences. The operator gains familiarity with the controls they will use on actual equipment and their skills are assessed with reports that can be generated for measuring growth in expertise and precision on equipment.

DCEC is grateful to Altec for providing this demo and grateful for its partnership with SUNY Delhi. Together, we continue to enhance curriculum strengthening SUNY Delhi's Electrical Construction and Utility Operations program and DCEC's in-house line worker apprenticeship program, while remaining committed to workforce development in the Southern Tier. During this season of gratitude, we are thankful to make exceptional workforce development advancements with the Appalachian Regional Commission's implementation grant!



Operations Update:

As October turns to November, and wind and weather get more severe, be prepared! Test your headlamp, service your generator, and stock up on snacks just in case you are affected by an outage. Our crews have worked through nights and storms twice in the past month to restore power to affected areas, and if you see them around, give them a tip of the cap for keeping our power on. In the coming months you can expect to see a member survey and a system-wide upgrade to our metering infrastructure that will help us understand how our Members use energy. Combined with the results we have received from our drone inspection of our system, this winter we will analyze and plan our next steps so that we can implement the next generation of technology and system upgrades to improve reliability and keep costs reasonable. If you have a solar system, battery system, or generator integrated into your home, please contact the Cooperative and ask for Nick or Dakota to discuss how we can work together to reduce your bill.

Cooperatively Yours,
Nick Frandsen
Chief Operating Officer

GENERATOR Safety

Avoid hurting yourself and others – including linemen working to restore power. Understand how to use your generator safely!

Learn about preventing “backfeed” and more at:

**Safe
Electricity.org**





HOLIDAY FOOD DRIVE

Make a difference this holiday season!

Drop off unexpired, non-perishable goods at DCEC's office
11/3/25 through 12/12/25 & receive a DCEC calendar book!



5 NORTH DEPOT STREET, DELHI, NY 13753

Especially needed items:

- Flour
- Sugar
- Coffee
- Pudding
- Jello
- Cake mixes
- Oil (olive, vegetable etc)
- Mayonnaise
- Toothbrushes
- Tooth pastes
- Deodorants
- Soaps
- Feminine hygiene items

**DONATIONS WILL GO TO:
DAVENPORT FOOD PANTRY**



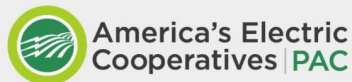
DCEC is Committed to Helping Members During Financial Hardships:

DCEC encourages members currently struggling to meet their monthly payment obligation to contact the local agencies listed below for payment assistance:

1. Contact DCEC's Billing Department to set up payment arrangements: 1-607-746-2341
2. Contact your local County Social Service program:
 - a. Delaware County 1-607-832-5300
 - b. Schoharie County: 1-518-295-8334
 - c. Otsego County: 1-607-547-4200
 - d. Delaware Opportunities provides assistance through certain agencies and can be reached at 1-607-746-1600
 - e. Home Energy Assistance Program (HEAP) Hotline: 1-800-342-3009

DCEC can provide supporting documentation regarding your account to these agencies that can assist in expediting your application.

Contributions to the NRECA America's Electric Cooperatives PAC are not tax deductible for federal income tax purposes. Contributions to America's Electric Cooperatives PAC are voluntary and will be used for political purposes. You have the right to refuse to contribute without reprisal. Federal law prohibits contributions from foreign nationals who lack permanent resident status. Any contribution guidelines presented are merely suggestions. You are free to contribute more or less than the suggested amounts, or not at all. NRECA will not favor or disadvantage anyone by reason of the amount contributed or a decision not to contribute.



- | | |
|---|---|
| ☐ Bill Addition * | ☐ \$1/Month (\$12/year) |
| ☐ One-Time Contribution | ☐ \$2/Month (\$24/year) |
| | ☐ \$5/Month (\$60/year) |
| \$ _____ | ☐ \$10/Month (\$120/year) |

I affirm that my contribution has been made with personal funds:

NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

COOPERATIVE: Delaware County Electric Cooperative _____

EMAIL: _____

SIGNATURE: _____

*Federal law requires the following information for contributions exceeding \$200:

EMPLOYER: _____

OCCUPATION: _____

☐ Also sign me up for Voices for Cooperative Power

*Monthly contributions will continue until you notify us to discontinue

feeling chilled?

HEAT YOUR SPACE SAFELY



2



Place on a flat, level surface

1



Keep flammable items at least 3 feet away

3



Make sure the cord is not frayed or cracked

4



Plug it directly into an outlet

6



Do not use an extension cord or power strip, which can overheat

5



Follow all instructions and use models endorsed by a reputable testing lab

7



Do not use around small children or pets

8



Do not use one with a damaged plug or prongs

Safe
Electricity.org