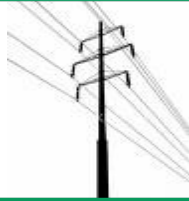




*This institution is an equal opportunity provider and employer.*



# CATSKILL HI-LINE

Newsletter — December 2025

# Happy Holidays

## From the desk of CEO John Gasstrom

Happy Holidays to all of our Members, Employees, Directors, and Friends! We are very excited to announce that the board has voted to retire over \$291,000 in Capital Credits this year (see article on page 3). We are also excited to have wrapped up a couple of our grant projects, including the drone study portion of our NYSERDA grant. This study allowed us to survey nearly 5,000 poles and the associated spans and rights-of-way for potential problems. This is just one of the ways the Cooperative is using new technology to more effectively bring you reliable, affordable, and safe electricity.

We are also continuing to look for ways to keep energy costs lower during the cold winter months. During this time of year, energy use tends to peak between 5 and 10 AM and again between 5 and 10 PM. These are also the times of day when energy on the NYISO market is most costly. To help keep costs down on this winter's bills, we are asking all Members to be mindful of their power use during those peak times. Perhaps it's as simple as using the delay start feature on your dishwasher, or changing when you do your laundry. By helping save even just a little energy during those peaks, you can help all Members realize lower power bills this winter.

Stay tuned for more information this spring about exciting new programs we are considering to make an even bigger impact on your power bills. I will be announcing more Town Hall meeting dates and locations soon for 2026, and I want to have them at a time and location that suits you. Please e-mail [MemberAdvocacy@dce.coop](mailto:MemberAdvocacy@dce.coop) with your suggestions on times, locations, and additional topics you would like to see me cover during these meetings.

And once again, I thank the folks who have signed up to support the Cooperative when dealing with our elected officials, both in Albany and Washington, D.C. To get on our list of people who can help reach out when support is needed, please sign up for Voices for Cooperative Power by visiting [www.voicesforcooperativepower.com](http://www.voicesforcooperativepower.com) or calling the office and signing up. You can also sign up by filling out the form on page 4 of this newsletter and including it with your bill or dropping it off at the office. When you do, please consider making a one-time or recurring contribution to the cause as well.

Cooperatively Yours,

*John Gasstrom*



## DCEC Office Closures:

*Wednesday, December 24, 2025 – Christmas Eve*

*Thursday December 25, 2025 – Christmas*

*Friday, December 26th, 2025 - Day After Christmas*

## 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

## 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.*

## HEAP Benefits

The New York State Home Energy Assistance Program (HEAP) provides payment assistance for income eligible residents to use towards the 2025-2026 heating season. This year's regular HEAP benefits opened December 1, 2025. 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>



## 2025's Annual DCEC Food Drive Benefited Davenport Food Pantry



Thank you to all members, employees, and directors who participated in DCEC's 2025 Food Drive. This year, we worked with Davenport Food Pantry to collect nonperishable, unexpired food items, and hygiene products to aid their effort in supporting community members in need. We look forward to our annual food drive every year and are grateful to live and give in this wonderful community. Thank you again to all who participated!

## What You Need to Know About Capital Credits

DCEC's Board of Directors approved a Capital Credit retirement (refund) of 1998 & 1999 in the amount of \$291,312.00. Members who are still active received a credit on their December 2025 bill listed as "1998 & 1999 Capital Credit Retirement." Members no longer receiving electric service from DCEC were mailed a check, provided DCEC has their current address and the refund is \$5.00 or greater.

### What are Capital Credits?

Capital credits represent each member's ownership of the Cooperative. They are the margins credited (or allocated) to the members of the Cooperative based on their purchases from the Cooperative the previous year. These margins are used by the Cooperative as capital to operate the business for a period of time.

### What's the difference between an allocation and a retirement?

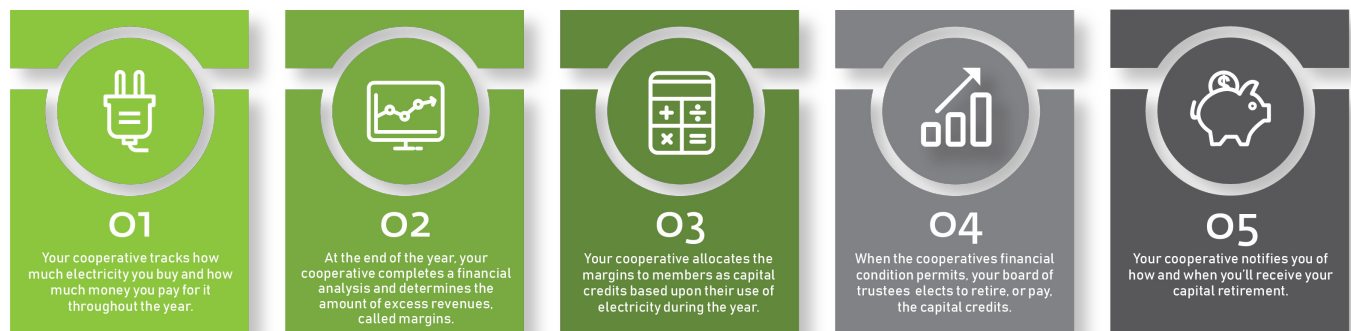
Allocations are made annually for each member, based upon the amount of revenue contributed the previous year. An allocation is the amount set aside into a separate account to be used as

operating capital for reliability improvements and maintenance over a period of years. Your allocation notice will be printed on your bill usually during the summer months. In 2023, this information was printed on the June bill. A retirement is the amount you receive back as a capital credit refund. It is a portion of your total capital credit balance. The portion to retire is decided by the board of directors annually, based upon the financial condition of the Cooperative. Your retirement is applied to your bill in December if you are an active member, if not a check will be mailed to the last known mailing address of the inactive member.

### Why can't my capital credit allocations be refunded to me all at once?

Remember that capital credit funds are used for reliability improvements and maintenance—and these are long term investments. Capital credits cannot be refunded all at once because they help the Cooperative remain financially sound, thereby ensuring a stable, reliable electric service for the benefit of the members we serve.

## HOW CAPITAL CREDITS WORK



## Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the

Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint> and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

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

☐ One-Time Contribution

For a one time contribution, please enclose your check made payable to America's Electric Cooperatives PAC.

\$ \_\_\_\_\_

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

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

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

*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.*



AD3RII ©

## STORM SAFETY KIT



Bottles of water



Nonperishable food  
Portable phone charger



Flashlights



Batteries



Can opener



First-aid supplies



Hand sanitizer



Prescriptions



Pain reliever



Warm clothing



Blankets



Battery-operated radio



Toys, books and games



Important documents



Money



Baby supplies



Pet supplies

Learn more:



### Helpful Tips:

- **Meters** Can't get to your meter? Maybe we can't either! Know where your meter is located, keep it clear and accessible. If you're the first person calling in to report an outage, we may ask you to verify your meter is blank. This information allows us to more quickly diagnose the size of the outage and restore power.
- **Phone Numbers** Make sure your contact information is up to date. There are times we need to contact you – confirming your power is restored, billing purposes, and alerts are a few reasons.
- **Security Cameras** If you call to report an outage because your cameras are not working we will need someone to check that the meter is blank. Cameras can be out due to other factors than power outages.