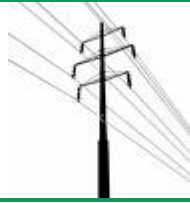




This institution is an equal opportunity provider and employer.



CATSKILL HI-LINE

Bill Insert
September 2024

Thank you for attending DCEC's 80th Annual Meeting!

CEO Address at the 8/24 Annual Meeting:

We have had a very eventful year since our last annual meeting, have faced many challenges, and also have many things to be excited about.

One area of excitement has been applying for state and federal grants in hopes of receiving funds to help with activities focusing around increased grid resilience, as well as workforce development. DCEC has already been awarded a \$400,000 grant for lineman training. We have submitted an application for a \$200,000 state grant for technical assistance in grid resilience, and a \$50,000 planning grant to prepare to build an electric technology training facility here in Delaware County in conjunction with our friends at SUNY Delhi. We are excited to be the lead cooperative in a consortium of six coops from NY, NJ, and PA on a \$37 million dollar grid resiliency grant proposal. We are anxiously awaiting word on these grant applications.

We have more exciting projects going on that will help us provide better service and communication with you. Our current phone system is being upgraded. The new phone system will better allow us to take your phone calls during a normal day, as well as during a storm or outage event. We continue to embrace additional ways to engage with you, including our website, newsletter, social media, and even our increased in-person events. One challenge we have is in making sure we have your correct contact information. This year, we plan to implement a new automatic contact system that can get information to you through multiple channels, but this system requires us to have your correct contact information in our database and to know your preferences for being contacted. Unfortunately, as people get rid of land line telephones, we don't always have your new preferred contact number in our system. So, please use SmartHub to check and update your phone number. And if you don't currently utilize SmartHub, please download the app, or look for an upcoming newsletter article about how to give us your updated contact information manually.

Speaking of storms and outages. The past several months have been brutal on the power grid in this part of the state,

with at least one major storm event impacting us every month since this past December. Several of these events have required mutual aid, where we have called on neighboring utilities to send us additional linemen to help put our system back together. Unfortunately, these storms are extremely costly in terms of manpower, supplies, and equipment. During an outage, we ask that you check our social media channels for information and updates, and to call our automated outage reporting system to have your outage registered in the system.

As I just mentioned, we are currently implementing improvements to that phone system to more accurately be able to record your information and give you automated call backs.

Important phone numbers coming your way (around September 25, 2024):
(855) 939-3672—AUTOMATED LINE for payments & outage reporting
(607) 746-2341—LIVE Representative 24/7/365
More information to come on social media, newsletter, SmartHub, your bill...

We've been working to provide information about Uninterruptible Power Supplies, or UPS's. These devices (we've been giving several away at our member engagement events) are basically small battery units that can give you anywhere from several minutes to several hours of emergency power during an outage. While one of these small ones won't be enough to run your refrigerator, it could power your internet router for a few hours, or give your dying cell phone a charge. With fewer people having landline phones, and such poor cell coverage in our territory, a UPS could power your internet router so you can still make WiFi calls in an outage, if your internet is still up.

If you don't already have a UPS, or need an additional one, or several, please visit our website at www.dce.coop and click on "Member Information". Then click on "Storm and Outage Tips." There you will see some links to a couple of the units we've been promoting, which you can purchase on Amazon.
.....continued

Powering Our Rural Communities

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

If you do need to power more energy intensive devices during an outage, check out our Generlink offering, that gives you a fast and safe way to connect your portable generator to your home for longer term backup power. You can also find more information about Generlink on our website under “Products and Programs.”

Also, during an outage, please do not post your specific location in Facebook or Instagram messages. This is a safety concern for you, but we also cannot transfer that information from Facebook to the outage system. Facebook and Instagram are just two methods we have to deliver information to you, but during a storm, we can’t monitor every reply to every post. Also, during an outage, PLEASE DO NOT attempt to patrol our lines for us. We appreciate that you want to help, but this is very dangerous. A downed power line can electrocute you from several yards away. With the nearly 100% kill off of Ash trees in this area, the risk from falling trees in storms is extremely high.

Yes, unfortunately, the Emerald Ash Borer has already killed or will soon kill nearly every Ash tree in the area. I know some members are upset that we are proactively taking down such a large percentage of Ash trees that we come across when we are maintaining Rights-of-Way. However, both Cornell Cooperative Extension and the USDA confirm that nearly all Ash trees in the area will be dead within the next couple of years. Please watch our newsletter and social media channels for information about how you can save seeds from our remaining Ash trees now to try to save this species after this invasive beetle hopefully dies off.

Another exciting project underway is the update of our metering system. Our current metering system **had** served us well for many years, but utilizes an older technology that vendors are ceasing to support. Some of our recent challenges have been when meters don’t send their readings to us automatically, and we have to troubleshoot and repair technology that doesn’t have replacement parts readily available. This increases our time to repair the system, and in recent years has resulted in more estimated reads. With our new system, we expect very few, if any, estimated reads with more reliable technology and better communications. We apologize to those of you who have gotten estimated reads recently, or maybe still are, as we work on transitioning to the new system.

So, you may see DCEC personnel in your yard over the course of the next two years, as we work to get these new meters deployed. Be aware, that they will need access to your current meter, and that it is your responsibility to keep vegetation trimmed around your meter and four feet in front of it. We ask that you also help us by keeping pets restrained when you know that we’re coming to your area.

Again, I want to thank all of you for your participation at our many Member Question and Comment sessions this year. The next one is scheduled for **Monday, October 7th at 5pm at the Jefferson Fire Station**, so please bring your questions and feedback to us again, and we will have more refreshments available and exciting news and updates on our activities.

Cooperatively Yours,
John Gasstrom



Voting results from 2024 DCEC Elections:

- **198 Absentee ballots counted**
- **45 In-Person ballots counted**

DIRECTOR ELECTIONS:	Official Count
Laurie Wehmeyer, Northern	240
Ross Gill, Central	150
Ed Griswold, Central	92
Jeffrey Russell, Southern	237
CHARITY RESULTS:	
Rosemary Farm Sanctuary	103
Jefferson Historical Society	92
Masonville Connects	46
PROPOSED BYLAW CHANGE RESULTS:	
Yes	234
No	8

***** Prize Winners from the Annual Meeting have been notified. Congratulations! *****