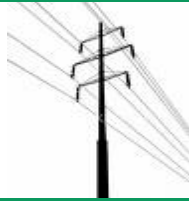




This institution is an equal opportunity provider and employer.



CATSKILL HI-LINE

Bill Insert — October 2024



From the desk of CEO John Gasstrom

Hello Members! The cooler fall weather is approaching, and it is time to do some maintenance and preparation for the coming winter weather (and storm season). It's always a good time to remind everyone to change the filters in their heating appliances, if they have them. Also, it's a good time to check that your generator is running properly, you have batteries for your flashlights and other devices, and you have some fresh water and non-perishable food stored in your house. We also recommend that you use an Uninterruptible Power Supply (UPS) for your important electrical devices. We are finding that Members may only have a cellular phone in their home, and in many places that phone only works when WiFi is available. We recommend plugging your WiFi router and/or modem into the battery backup outlets of a good UPS, so that if your power goes out (and fiber has not) you may still be able to access the internet to make phone calls, access our SmartHub app, or check our Facebook page for outage updates: www.facebook.com/DelawareCountyElectricCooperative

DCEC's UPDATED NUMBERS:

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

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

You can find more information on storm preparation, and UPSs, on our storm prep web page by visiting www.dce.coop and then click "Member Information" and "Storm & Outage Tips Center." We have links to two different models of UPS devices on this page.

Also, please remember, if you have a generator – NEVER – operate it inside of your home or garage. Every year, more than 400 people die in the U.S. from carbon monoxide poisoning. Even if you are operating the generator outside, please ensure that it is far away from windows, doors, and other fresh-air intake points. Even better, in addition to these things, add a Carbon Monoxide detector to your home – they are inexpensive and can save your life!

Also, make a note of our new digits! During an outage, we ask that you call our new outage hotline at **(855)939-3672** to register your outage in our automated system. By doing this, our system is able to more accurately help us pinpoint the source of problems. This is also the number you can call to make a payment by phone. During some previous storms our older phone system was getting overloaded with calls, so we've made some technical updates to our phone system and have added this new number to help with your calls during outages. Thank you for your patience as we've implemented these updates!

Cooperatively Yours,
John Gasstrom



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

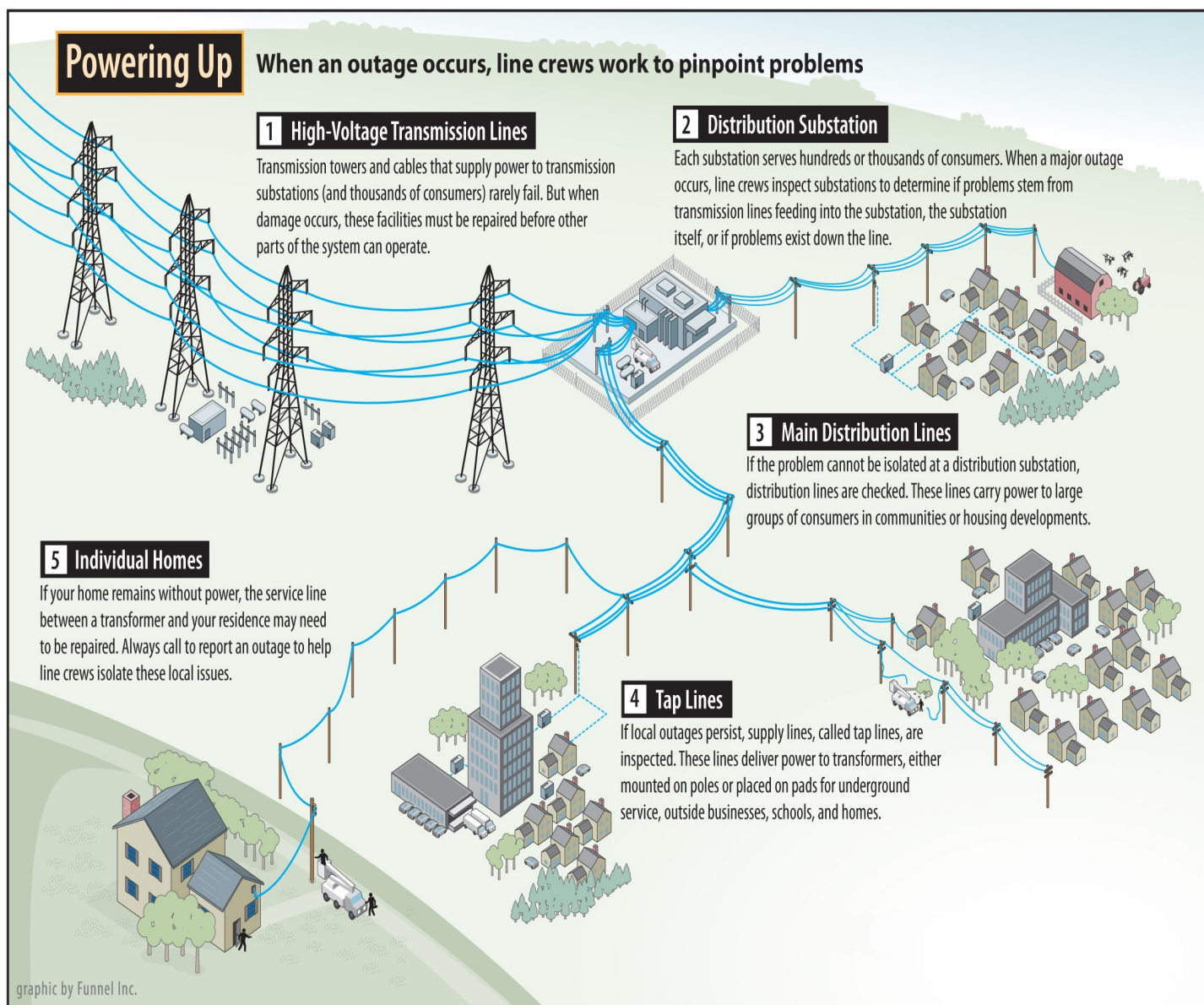
Fax: (607) 746-7548

Reporting Outages

Members, please continue to always report when you experience a power outage. There are some cases when a member has a single outage and we may not know unless you report the outage. Likewise, if an outage is widespread, the more members that report the outage helps us pinpoint the issues. Providing information such as where trees are down on the line or “hearing a pop” can be useful to our crews to more quickly diagnose and restore the outage.

In addition to our new phone system, we have implemented a new automated outage line that does not have a volume limit: **(855)939-3672** We are also working toward having the capability to text message and/or email members with updates. Please keep your contact information up to date—we will have more to share on these developments soon!

To report an outage, call **(855)939-3672** or report online through **SmartHub**.



When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here's what's going on if you find yourself in the dark.