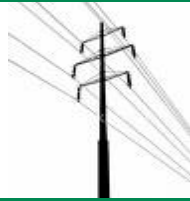




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CATSKILL HI-LINE

Bi-Monthly Newsletter

Volume 74—Issue 1
January/February 2018

Powering Our Rural Communities

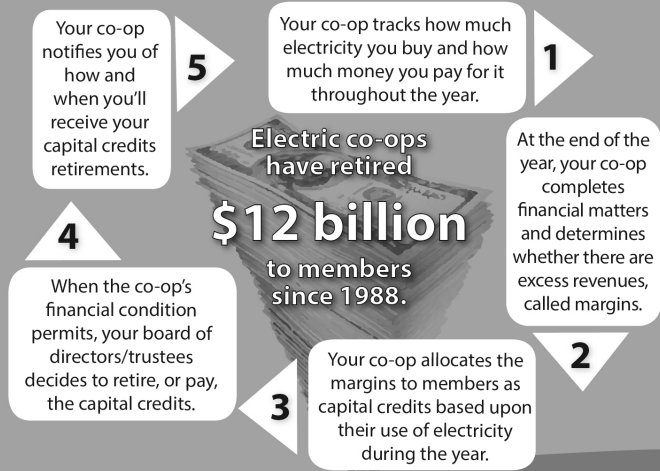
DCEC Makes Capital Credit Distribution

About 2,400 DCEC members who received electric service from the Cooperative in 1990 received a capital credit retirement in December. DCEC operates on a non-profit basis. When the Cooperative has a positive financial margin at the end of the year, it is allocated to members and paid back when financial conditions permit. One of the goals of the DCEC Board of Directors is to retire capital credits annually to the members. The retirement amounted to \$300,744 which was the remaining balance of the 1990 credits. Members from 1990 who are still active with DCEC received the retirement as a credit on their December electric bills while check payments were issued to members that are no longer receiving electric service from DCEC.

To review policies and bylaws pertaining to DCEC's procedure on allocation and distribution of Capital Credits please visit our website at <http://dce.coop/content/dcec-bylaws-policies>. For additional information or if you have any questions about Capital Credits, please call the Billing Department at, 607-746-9290 or 607-746-9288.

How Do Capital Credits Work?

Because electric co-ops operate at cost, any excess revenues, called margins, are returned to members in the form of capital credits.



Source: National Rural Utilities Cooperative Finance Corporation, Updated April 2015

Thank You Dwayne Johnson

Dwayne Johnson was the recipient of well wishes and expressions of appreciation from all of his Cooperative colleagues when we celebrated his last day of work on December 5, 2017. Dwayne wrapped up his 15-year career at the Cooperative as a Journeyman Line Clearance Arborist on our Tree Crew. Dwayne was well known as a hard worker who never hesitated to take on the tough tasks of right-of-way maintenance. Dwayne will be missed on a day-to-day basis by the rest of the Cooperative family, and we hope for all the best in life for Dwayne, Jennifer and the boys.



Dwayne Johnson

Good Luck Dwayne!

DCEC is Accepting Applications for the 2018 Student Delegate

Do you know an 11th grader within DCEC's service area that would be interested in participating in an all-expense paid trip to Washington D.C.? The Cooperative is looking for a student delegate to attend the National Rural Electric Cooperative Association's (NRECA) Legislative Conference in Washington, D.C. This trip will include interaction with key people from around the country working in a field critical to the world's security, economy, and future – energy. Delaware County Electric Cooperative, Inc. representatives, including the 11th grader, will travel to Washington, DC on Sunday, April 8, 2018 and return to Delhi on Wednesday, April 10, 2018. They will join over 3,000 Cooperative leaders from more than 40 states, representing over 500 rural electric cooperatives. The student will make visits to Capitol Hill Congressional Members and/or their staffs from New York State. Plenty of time will be reserved for educational exploration as well.

Continued on Page 5...

DCEC's Annual Meeting will be September 21, 2018 at 4:30 pm



Delaware County Broadband Initiative (DCBI) Update

Both of the Cooperative's broadband partners are busy building out fiber to the homes and businesses of Cooperative members. Delhi Telephone Company (DTC) has crews active in the southern and western portion of our territory, ranging from Hamden to Tompkins and Masonville. Margaretville Telephone Company (MTC) is bringing fiber to members in the Harpersfield area. Crews are working long hours to complete construction of fiber prior to the end of 2018 for all those areas receiving NYS grant funding. In areas not receiving NYS grant funding, construction could continue well into 2019.

The Cooperative will do our best to keep members informed as to when fiber broadband service becomes available at their homes. One place to get information about the project schedule is <http://dcec.cms.coopwebbuilder2.com/content/delaware-county-broadband-initiative-dcbi>. There is an approximate fiber construction schedule by town. In addition, and especially for our part-time residents who don't see the construction activities with their own eyes, the Cooperative will be sending our postcards to members to notify them when fiber service is available. The postcards will look like the example below. The postcard is not an advertisement or recommendation for any particular product offering, but the

Cooperative wants its members to be aware of their options as they become available.

The Cooperative is grateful to their partners, MTC and DTC, who have committed to pursue funding for and try to reach 100% of our underserved and unserved members through the DCBI project. Due to the commitments of our project partners, your cooperative will be among the first in the United States to achieve 100% broadband coverage for its members.

Benefits of broadband to our members will include enhanced ability to work from home, participate in on-line education programs, access new and advanced healthcare options, and enjoy a variety of entertainment options. The benefits to the Cooperative are two-fold:

The Cooperative has started receiving annual pole attachment fees for all the fiber attachments throughout the service

territory. The pole attachment fees offset some of the Cooperative's cost to maintain poles, which serve the communications companies and the Cooperative's core electric business. This helps to avoid price increases to our members on their monthly electric bills.

Many of the Cooperative's members are part-time residents who enjoy their rural lifestyle in Chenango, Otsego, Delaware, or Schoharie Counties, but still rely on professional opportunities in the greater New York City metropolitan area. We are hopeful that the availability of broadband at their upstate homes will allow many of our part-time residents to spend more of their days enjoying the beautiful Catskill Mountains by working from home. Who knows where that could lead? Maybe more part-time residents will even see the possibility of sending their children to our excellent local public schools.

Broadband services have the potential to be a strong contributor to the economic vitality of the communities we serve.

How Long Was my Power off?

This is one of those questions we are asked after a power outage. Especially from those of you who have weekend homes or have gone away during a period of time when the power has gone off.

Usually the biggest concern is for the things in your refrigerator or freezer and whether or not things might have spoiled or thawed and refrozen. Sometimes we have no idea if this has occurred.

Back in May after we were hit with some nasty weather and had power outages throughout our system I received a call from a member who was

Continued on Page 5...

Secure Pay-by-Phone

Delaware County Electric Cooperative has made paying your bill as convenient and easy as possible for our members. In doing so we are subject to laws and regulations protecting the use of certain payment methods. DCEC is making every effort to comply with the latest industry standards and guidelines to protect that information and decrease risk factors that are associated with payment fraud. One way that DCEC is accomplishing this is through our secure payments automated phone system. This system is secure and available to all members 24/7. To use this option you would simply call 1-844-209-7162 and have your account number or your phone number associated with your account available. If you have multiple accounts please use account numbers to make payments. DCEC is committed to providing a high level of member service and setting security standards that are in the best interests of our members in protecting their confidential financial information.

Another new convenience is an automated phone system that allows members to record and receive status updates on unplanned outages. Members even get the option to be notified with a "Call Back" when power is restored to their service address. In addition to outages this new system will call members when they are delinquent with a payment or before disconnection. Members will have the option to "OPT OUT" from ALL automated notifications but please note after doing so you will not receive ANY automated calls from the Cooperative. That includes planned outages notifications, call backs when power is restored, expired credit card, etc. Please be aware that in accordance with New York Power Authority regulations, you will continue to receive calls from Cooperative staff if there is a risk of disconnection for non-payment during the winter season, which starts in November and ends in April. If you would like additional information about the new automated system please feel free to contact the office at (607) 746-2341, option 3.



AutoPay

Enter to win an iPad Mini.

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and you'll be entered to win
an iPad Mini*

MORE BENEFITS OF AUTOPAY

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- *Environmental benefits-less paper. No mailed paper checks*
- *Reduces Identity theft potential: Paper checks with personal info get lost in the mail and sometimes find their way into hands of bad people. AutoPay reduces risk substantially.*
- *Helps business be able to spend more time on quality service*



Rules and restrictions apply.

Rules for eligibility

Member **MUST** enroll in autopay online at <https://dce.smarthub.coop>

Member **MUST** remain enrolled in autopay for a full 12 months

Member **MUST** agree to terms and conditions of autopay [full disclosure](#)

*For a full list of rules and restrictions please visit our website at www.dce.coop/autopay_incentive

The Cooperative is selling some work vehicles.
Please call (607) 746-2341
or visit our website at
www.dce.coop/content/specialized-commercial-trucks-sale



Specialized Commercial Trucks
FOR SALE
 CLICK HERE FOR MORE INFORMATION



Advancing Clean Energy


The Cooperative’s power supply is already approximately 90% renewable, primarily due to our long term hydro power contract with the New York Power Authority (NYPA). Under this contract, we purchase the majority of our needed energy from the Niagara Power Project in Western NY.

In addition to our existing hydro purchases, the Cooperative is pursuing the following renewable energy projects in order to meet our obligations under the NYS Clean Energy Standard in the most cost-effective way:



- Local solar energy connected directly to the Cooperative’s distribution lines.
- Partnering with other consumer-owned and cooperatively-owned utilities to co-develop solar projects.
- Entering into long-term purchase agreements with solar or wind developers outside of our own service territory.
- Utilizing the partnership we enjoy with NYPA to pursue the most cost-effective alternatives to a renewable future.

RHEEM PRESTIGE SERIES
HYBRID HEAT PUMP WATER HEATER

- 2.45 Energy Factor
- Easy to Adjust Water Temperature
- 10 Year Warranty
 - 50 Gallon
- Acts as a Dehumidifier
- Energy Star Label
- Save Minimum of \$150/year in Electricity Costs



Call (607) 746-9284 for cost and information





Various members of the Cooperative have expressed very different views on what the Cooperative’s level of participation in renewables should be. Some believe we should move as quickly as practical to a 100% renewable energy supply. Others feel we should pursue the lowest cost energy available and leave it to others to push the renewable envelope. The good news for the Cooperative is that New York State’s energy policies have eliminated the need for that

Generlink Transfer Switches
Plugs into 200 amp Meter Socket
20 ft Cord to Connect to Generator | Built in Surge Protector
Accommodates 10,000 watt Generator

Available for Purchase at our Office

*For More Information
 or to Confirm Compatibility
 Contact DCEC at (607) 746-2341.*



debate. The Cooperative has an obligation under the Clean Energy Standard to do our pro-rata share of renewable energy purchases or developments based on our total system energy usage. By the year 2030, fifty percent of the Cooperative’s load will be covered by Renewable Energy Credits, often called RECs. The requirement to buy RECs doesn’t change where our energy comes from, it will still be NYPA hydro. However, our purchase of RECs will help New York reach it’s statewide energy goals. RECs must come from qualifying renewable energy sources including solar, wind, and biomass. The directors and managers of the Cooperative will explore all options to meet these obligations in the most cost-effective manner possible.

How Long Was my Power off? ... Continued from Page 2

specifically concerned about what he had in his freezer. Fortunately for our members we are able to check and see through our automated meter system how long service has been interrupted and provide a peace of mind in most cases.

After speaking with this gentleman I was sharing this member’s concern with the ladies in the front office when one of our members was at the counter paying his bill. After over-hearing our conversation the member at the counter politely interjected and said, “I never have a concern about the things in our freezer and whether or not they have spoiled after a power outage.” My first thought was that this gentlemen had a backup generator but that wasn’t the case at all. He went on to tell us that he wasn’t always home so, to be certain things in his freezer were ok after a power outage he took a small plastic cup filled it with water and put it in the freezer. Once the water froze he laid a penny on top of the cup. The gentlemen went on to say that after an extended power outage or returning from being away he would check the freezer to see if the penny was still sitting on top of the ice. If it had sunk down into the glass he knew the contents of his freezer had thawed and refrozen and that he better throw everything away just in case.

This was really a great idea and certainly worth sharing with the rest of our Cooperative members. Some of you folks might want to give it a try. Especially if you travel a lot or have second homes.

Always keep your refrigerators and freezers closed during the event of a power outage. Things will stay frozen for many hours if the door hasn’t been opened.

DCEC is Accepting Applications for the 2018 Student Delegate.... *Continued from Page 1*

In order to be considered students must meet the following qualifications:

- Be in their junior (11th grade) year
- Be a son/daughter of a member of the Delaware County Electric Cooperative
- Have at least a “B” average or better
- Participate in extra-curricular activities and community service

Students interested in being considered for this event must complete the application on page 5 and submit it to the office by noon on **February 12, 2018**. Applications can either be sent by regular mail or emailed to: alicia.vanzandt@dce.coop. A completed application must include:

- Completed application form (see below).
 - 1-page student essay describing yourself (including where you go to school, favorite subjects, extra-curricular activities, and community service you have been involved in) and what you hope to get out of participating in the trip.
 - Letter of recommendation from a teacher or administrator from your school, including your academic transcript showing an academic standing of at least a “B” average or above.
 - Attach a copy of your family’s DCEC electric bill proving their membership in the Cooperative.
- Be available to meet with the DCEC General Manager and Board within one week’s notice.



Student Delegate Application:

Name: _____

Address: _____

Phone: _____

Email Address: _____

Parent or Guardian: _____

School: _____



2018 Board of Director Nominations & Nominating Committee

As a democratic organization, Cooperative members vote each year to elect directors to represent them on the DCEC Board. Elections for director positions occur at the DCEC's Annual Meeting in September. DCEC currently has 7 directors representing three regions of the DCEC's service territory (see DCEC Board Regions chart below). Directors serve 3-year terms. In accordance with the DCEC bylaws, a Nominating Committee considers members interested in serving on the board and nominates candidates for the election. If you are a bona-fide residential member of the Cooperative, at least 21 years old and are interested in being a candidate, or if you would like additional information, please contact the DCEC office.

In accordance with DCEC bylaws, the Nominating Committee must prepare a list of candidates for membership consideration at least 60 days prior to the Cooperative's Annual Meeting. The 2018 Annual Meeting of the Members is scheduled to be held **September 21, 2018 at 4:30 p.m.**

Elections will occur at the 2018 Annual Meeting for two board seats representing two regions.

Region	Current Director
Northern Region	Shawn Hartwell
Southern Region	Hartley Russell

BOARD DISTRICTS		
Northern Region	Central Region	Southern Region
Gilboa	Bovina	Andes
Jefferson	Delhi	Colchester
Summit	Franklin	Masonville
Davenport	Hamden	Middletown
Harpersfield	Kortright	Sidney
Stamford	Meredith	Tompkins
Maryland		Walton
		Bainbridge

The Committee will meet from April through June at the DCEC office at 39 Elm Street, Delhi, for the purpose of identifying candidates for the above positions. The committee must be comprised of between 5 and 11 members representing the geographic diversity of the DCEC service area. Members serving on the committee are offered a modest stipend for their service. If you are interested in serving on the Nominating Committee, please contact the DCEC office at (607) 746-9299.

Nominations for directors are governed by Article 4 of the Bylaws. A director may be nominated either through:

- 1) The **NOMINATING COMMITTEE**. The Nominating Committee meets to identify at least two candidates to run for each seat up for election.
- 2) The second way is by **PETITION**. Any 15 or more members may petition the Cooperative to place a qualified member on the ballot. This must be done at least 45 days before the Annual Meeting.

Rules regulating director elections are outlined in DCEC's bylaws which are available on: www.dce.coop/content/dcec-bylaws-policies. Voting for directors is covered by Article 3. Each member may cast one ballot for a nominee for each seat up for election. ***A married couple holding a joint membership are considered one member and will receive one ballot.***

DCEC would like to thank the members who served on the 2017 Nominating Committee: David Bartlem (Andes) Thomas Courtenay-Clack (Jefferson), Camilia Eldidi (Harpersfield), Robert Cairns (Delhi), Committee Chair Christine Hauser (Stamford), Carol LaTourette (Sidney Center), and Steven R. Mason (Delhi).

New Employee at DCEC



Scott Smith

Delaware County Electric Cooperative is pleased to introduce the newest employee of the Cooperative. Scott Smith has been hired to join the Right of Way Crew. Please join us in welcoming Scott to the Cooperative and wishing him a long and successful career.

Identity Theft Protection Policies

DCEC is committed to protecting the personal information of its members. That is why we will not release any account or other personal information to a 3rd party without consent from the member. Due to privacy rules, this extends to spouses (unless they are joint members), relatives, friends, and non-government organizations (e.g. Delaware Opportunities, Catholic Charities, etc.). We realize this can cause an inconvenience to individuals who are attempting to help out members. If you would like to provide account access to someone please fill out the waiver form available on our website at

<http://dce.coop/content/member-consent-form>

Co-op Members & Employees Donate to Delhi Food Bank & Walton Toy Bank

This is the time of year for charitable giving. Every year for Christmas DCEC employees, retirees, and the Board of Directors donate toys toward a local toy bank within the DCEC service territory. For 2017, the Cooperative chose the Walton Toy Bank. All donated gifts will be given to children residing within the Walton Central School District. We hope the toys were a welcome sight to those children on Christmas morning. We look forward to donating for another local charity again next Christmas season!



Administrative Assistant Alicia VanZandt pictured here with donations to Walton Toy Bank

If you would like to suggest a local toy bank or local food bank for 2018 donations please contact Administrative Assistant Alicia VanZandt at (607) 746-9299 or send an email to alicia.vanzandt@dce.coop.

This year DCEC members and employees also donated to the Delhi Food Bank. All donations were delivered to the Delhi Food Bank on December 20th 2017. The Delhi Food Bank depends upon the support of a generous community to operate.

DCEC would like to thank all those that have donated and for making a difference!



Left to right: Administrative Assistant Alicia VanZandt, Billing Specialist Rosemary Alwine, and Billing Assistant Tara Rifembark pictured here with donations to Delhi Food Bank

Statement of Non-Discrimination

Delaware County Electric Cooperative, Inc., is an equal opportunity provider and employer.

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 http://www.ascr.usda.gov/complaint_filing_cust.html 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:

mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

fax: (202) 690-7442; or
email: program.intake@usda.gov

USDA is an equal opportunity provider, employer, and lender.

Home Energy Assistance Program

Having trouble paying your energy bills? Home Energy Assistance Program (HEAP) is a federally funded grant program that offers financial assistance to income-eligible members who need help paying their energy related bills. Please contact your local Social Services office for additional information:

- ◆ Chenango County (607) 337-1500
- ◆ Delaware County (607) 832-5300
- ◆ Otsego County (607) 547-4355
- ◆ Schoharie County (518) 295-8334

2018 HEAP Benefit Gross Monthly Income Guidelines	
Household Size	Maximum Gross Income
1	\$2,318
2	\$3,031
3	\$3,744
4	\$4,457
5	\$5,170
6	\$5,883
7	\$6,017
8	\$6,150
9	\$6,284
10	\$6,418
11	\$6,733

DCEC will be hosting and sponsoring more **Free Activities for Families & Kid Friendly Events** including Cub Scout Troops, Face Painting, Games, Free Giveaways, Local Safety Departments, and more!

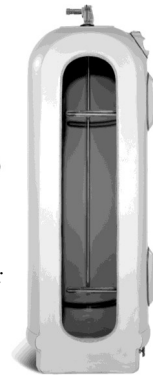


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Providing our rural members with:

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Warrantied for LIFE, and available in 15, 20, 30, 50, 75, 85 and 105 gallon sizes!



Marathon
WATER HEATERS

2018 Board Meeting Schedule

January 23, 2018	January Board Meeting
February 20, 2018	February Board Meeting
March 27, 2018	March Board Meeting
April 24, 2018	April Board Meeting
TBD	May Board Meeting
June 26, 2018	June Board Meeting
July 24, 2018	July Board Meeting
August 28, 2018	August Board Meeting
September 25, 2018	September Board Meeting
October 23, 2018	October Board Meeting
November 27, 2018	November Board Meeting
December 18, 2018	December Board Meeting

*All dates are subject to change. Please call the office to confirm meeting date before attending.

DCEC Office Closing Reminder:

DCEC's office will be closed on Monday, February 19, 2018 for Presidents' Day.



Operations Update

Pole Replacement & Line Reconstruction:

Linecrews will be working on Randall Hill and Platner Brook. They will also be working on pole changeouts for broadband in Masonville on Trout Creek and Barkaboon in Andes.

Right of Way (ROW) Clearing: The Tree Crew will be working on Biggar Hollow in Andes and Covert Hollow in Hamden.



CATSKILL HI-LINE is a Publication of the Delaware County Electric Cooperative, Inc. and is published bi-monthly for the membership. The information contained herein is designed to communicate aspects of the Cooperative to its 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
 Vice President.....Hartley Russell
 Secretary.....Edward "Rusty" Pick
 Treasurer.....Paul Menke
 Director.....Shawn Hartwell
 Director.....Frank Winkler
 Director.....Steve Burnett
 CEO/General Manager.....Mark Schneider

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 Email: office@dce.coop
 Web Site: www.dce.coop

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!**

GI 2-38-10A