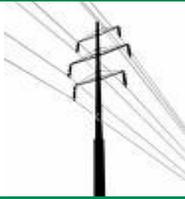




This institution is an equal opportunity provider and employer.



CATSKILL HI-LINE

Bi-Monthly Newsletter

Volume 77—Issue 1
January/February 2021

Powering Our Rural Communities



Goodbye 2020 Hello 2021



Happy New Year & Welcome to 2021

DCEC is looking forward to a bright future of meeting our members' needs. We are proud of our local communities and rural areas we work hard to provide reliable and affordable electricity.

Power of Electricity Powering your life. Every day.

Most of us are desperate for a return to some sense of normalcy and look forward to having access to the vaccine and being able to relax and be hopeful.

As we look back at the history of electric co-ops, DCEC continues to thrive on the courage, commitment and dedication of all the individuals that got us here today. You might not think about it, but as a co-op member, dependable electricity for your lifestyle is something you can count on every day. That's comforting to know, because nowadays electricity is essential to energizing our lives and keeping us connected more than ever before. Through innovation and new technology, DCEC is doing everything we can to keep electricity reliable and affordable for you. And that's a powerful thing.



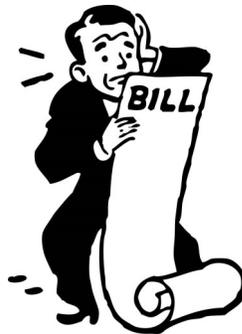
This Coop is Committed to Helping Members During Financial Hardships

One thing that is certain Delaware County Electric Cooperative (DCEC) is HERE FOR YOU. Now more than ever, DCEC is working hard to help protect members, maintain reliable and affordable services and support our community. DCEC is working with our members on deferred payment plans and other assistance to ease the transition once the pandemic has passed. Taking this simple step can help avoid a large multi-month balance when the pandemic is over. DCEC is encouraging our members to also contact the local agencies listed below for payment assistance.

- Delaware County Social Services at 1-607-832-5300
- Schoharie County Social Services at 1-518-295-8334
- Otsego County Social Services at 1-607-547-4200
- Delaware Opportunities at 1-607-746-1600
- Home Energy Assistance Program (HEAP). Questions regarding the HEAP program should be directed to your HEAP Local District Contact or the OTDA Hotline at 1-800-342-3009

Members who have questions about paying their bill should contact DCEC for more information at (607) 746-2341 or email office@dce.coop.

One thing that is certain in uncertain times
OUR COMMITMENT
 to you and the local communities we serve.



2020-2021 HEAP Monthly Income Limits

The Home Energy Assistance Program (HEAP) helps low-income people pay the cost of heating their homes. Your total household gross monthly income for your household size must be at or below the following guidelines:

2020-2021 HEAP Benefits Gross Monthly Income Guidelines

Household Size	Maximum Gross Monthly Income
1	\$2,610
2	\$3,413
3	\$4,216
4	\$5,019
5	\$5,822
6	\$6,625
7	\$6,775
8	\$6,926
9	\$7,077
10	\$7,227
11	\$7,378
12+	+\$560/person



'Tis the season for giving...

Each year, during the holiday season the Cooperative runs a food drive calling for donations to help local families affected by poverty. This past year has been particularly difficult, especially during the COVID-19 pandemic for many individuals. Cooperative members, directors, and employees were able to provide multiple nonperishable food donations to the Delhi Food Bank.

In 2020, Cooperative directors and employees also gave to the Delhi Children's Christmas Fund. The Delhi Christmas Fund is a privately funded organization with volunteer members. Their goal is to assist families in the Delhi School District with their gift giving during the holiday season at no cost to them.



DCEC's Family Fun Day



**LIVE Band, Games, Crafts,
Bounce Houses
FUN FOR ALL AGES**

**August 6, 2021, 5 pm
Courthouse Square in Delhi
FREE ADMISSION**

DCEC 2020 Virtual Annual Meeting

Thank you to our members, directors and staff who attended our first VIRTUAL DCEC Annual Meeting on November 12th, 2020. If you were unable to attend, please take some time and view the recording of the meeting here or on our website at, <http://dce.coop/content/dcec-2020-virtual-annual-meeting>.

Thank you for continuing to be engaged in YOUR electric cooperative which is member-owned and member-directed. For all election results please visit our website at, <http://dce.coop/content/dcec-2020-virtual-annual-meeting>.

**DCEC's 2021
Annual Meeting
will be on
September 10, 2021
at 4:30 pm in Delhi, NY**



Restoration of the Electric Power System to Normal – Who’s Responsible for What?

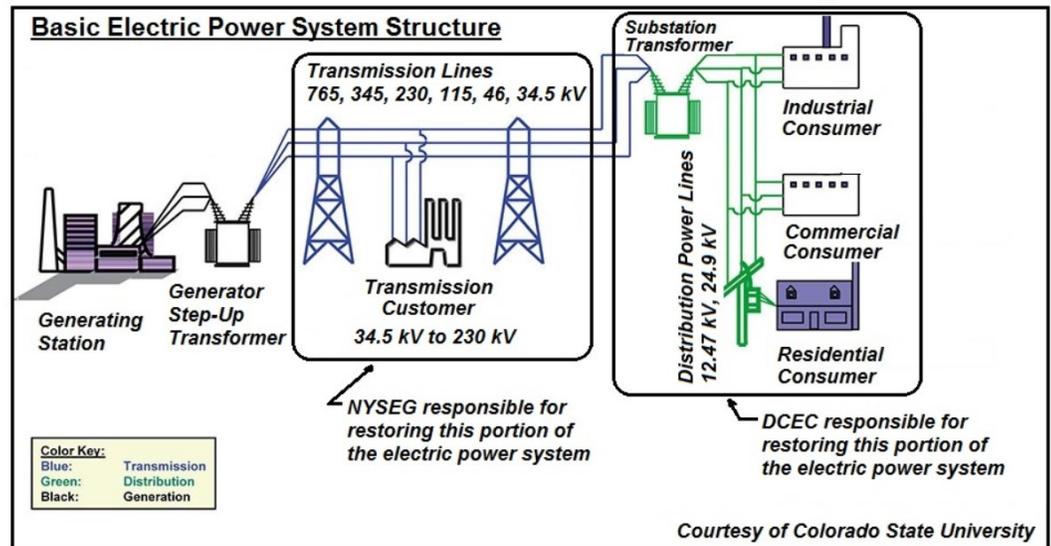
The restoration of your electric power service to normal in the aftermath of a storm or an equipment failure usually requires that DCEC dispatch line department or other operating personnel to a location near to you to assess damage. Repairs can then be made on that portion of the electric power system under DCEC’s control. Such repairs may require the removal of fallen trees or limbs from the electric distribution system prior to restoring service to normal or may perhaps involve the replacement of defective equipment that may have been damaged or that has failed due to a storm or other abnormal conditions.

Sometimes, however, an interruption of service to your location may be caused by an abnormal condition on a portion of the electric power system that is under the control of another utility. That portion of the power system, known as the electric power transmission system, is under the control of a

“Transmission Owner” which is NYSEG for all of the DCEC system except for one Cooperative Member that receives service via the National Grid transmission system. DCEC relies on NYSEG’s electric power transmission service to deliver power and energy to our substations that has been purchased by the Cooperative from our power supplier, the New York Power Authority (“NYPA”). At the time of an interruption of transmission service,

DCEC communicates with NYSEG for assistance and the information needed to determine an approximate time of restoration of normal service to an affected DCEC substation.

The following diagram is labeled so that it indicates the area of power restoration responsibility with respect to both the NYSEG system and DCEC’s system.



DCEC encourages any Member that has had their service interrupted unexpectedly to telephone the Cooperative on the outage telephone line at (607) 746-9283 or via an APP for SmartHub access on your mobile device cell telephone. The loss of electric transmission service prohibits normal operation of our outage management system so that notifications made directly by the Members are very important.

More Ways to Save Money

DCEC is currently offering three Energy Efficiency Programs that members can benefit from:

- Energy Star Appliances Rebate
- LED Lighting
- Water Heater and Load Control

Even if members have participated in these programs in the past you can participate again in the New Year. For example, each program has a requirement of one application per year per membership. All current details and applications for DCEC’s energy efficiency programs are available online at <http://dce.coop/content/energy-efficiency-programs>. Please keep in mind that any future energy efficiency programs will be added to the webpage referenced above or advertised in this newsletter.



ENERGY
efficiency

2021 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 list 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 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 2021 Annual Meeting of the Members is scheduled to be held September 10, 2021 at 4:30 p.m.

Elections will occur at the 2021 Annual Meeting for three board seats representing the Northern, Central, and Southern Regions.

Region	Current Director
Northern Region	Laurie Wehmeyer
Central Region	Steve Oles
Southern Region	Jeffrey Russell

The Nominating Committee will meet from April through June at the DCEC office at 5 North Depot 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 2020 Nominating Committee:

Central	John J. Lynch Jr.
Northern	Thomas Courtenay-Clack
Northern	Joseph Carroll
Southern	Amber Phraner
Southern	Frank Sotera
Central	Rachel Polens

Board Regions

Northern Region: Towns of Gilboa, Jefferson, Summit, Davenport, Harpersfield, Stamford and Maryland

Central Region: Towns of Bovina, Delhi, Franklin, Hamden, Kortright and Meredith

Southern Region: Towns of Andes, Colchester, Masonville, Middletown, Sidney, Tompkins, Walton and Bainbridge



For additional information about the Nominating Committee and how to serve please call Alicia VanZandt at (607) 746-9299.

Nominating COMMITTEE

Enter to win CASH

Sign up for AutoPay today and you'll be entered to win CASH

Four Chances to Win!!

Win \$200, 150, \$100, or \$50.

Rules and restrictions apply.

Drawing date is March 15, 2021.

AutoPay, also known as **Electronic Funds Transfer (EFT)** option is a convenient way that simplifies the method of paying your electric bill. When you sign up for EFT, Delaware County Electric Cooperative will automatically deduct your monthly bill amount from your checking account, savings account, MasterCard, Visa, or Discover. This deduction will be on the 5th of each month. You will still receive monthly statements by mail or email showing your kilowatts-hour usage and the amount due.



MORE BENEFITS OF AUTOPAY:

- Saves you time: No more check writing, stamps/mailing envelopes
- Save money: Stamps are getting expensive!
- Environmental benefits-less paper. No mailed paper checks
- Reduces Identity theft potential: Paper checks with personal information 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 for CASH Giveaway Sweepstakes

Eligibility:

- **MUST** be active Delaware County Electric Cooperative Member. Member **MUST** enroll in autopay online at <https://dce.smarthub.coop>
- Member **MUST** not have any **returned items** to DCEC for non-sufficient funds, stop payment or closed account. Additional bank fees and DCEC's returned item fees may also apply
- Member **MUST** remain enrolled in autopay for a full 12 months
- Member **MUST** agree to terms and conditions listed below

How do I Enter to win?

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

Rules & Restrictions

The Cooperative will make a good faith effort to contact members if a member's automated payment is rejected by the member's financial institution. If a member's automated payment is rejected during two consecutive months, the member will be removed from the automated payment program. The member would then be required to pay their bill using other available payment methods such as paying online, by phone, by mailing a check, or by coming to the Cooperative's office.

- Responsibility of member to update banking information via SmartHub as applicable (expired cc, closed account, etc)
- DCEC's inability to draft due to outdated or incorrect banking information may result in additional fees and disconnect policies apply
- When dishonored payments are returned, the member will be notified by a letter, requesting that the dishonored payment plus a \$20.00 handling charge be paid within ten days and all bank penalties, if any shall be applied. If the dishonored payment is not taken care of after ten days, the service shall be disconnected.

For more information visit, <http://dce.coop/content/autopay-incentive>.

Full 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, audiotope, 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.

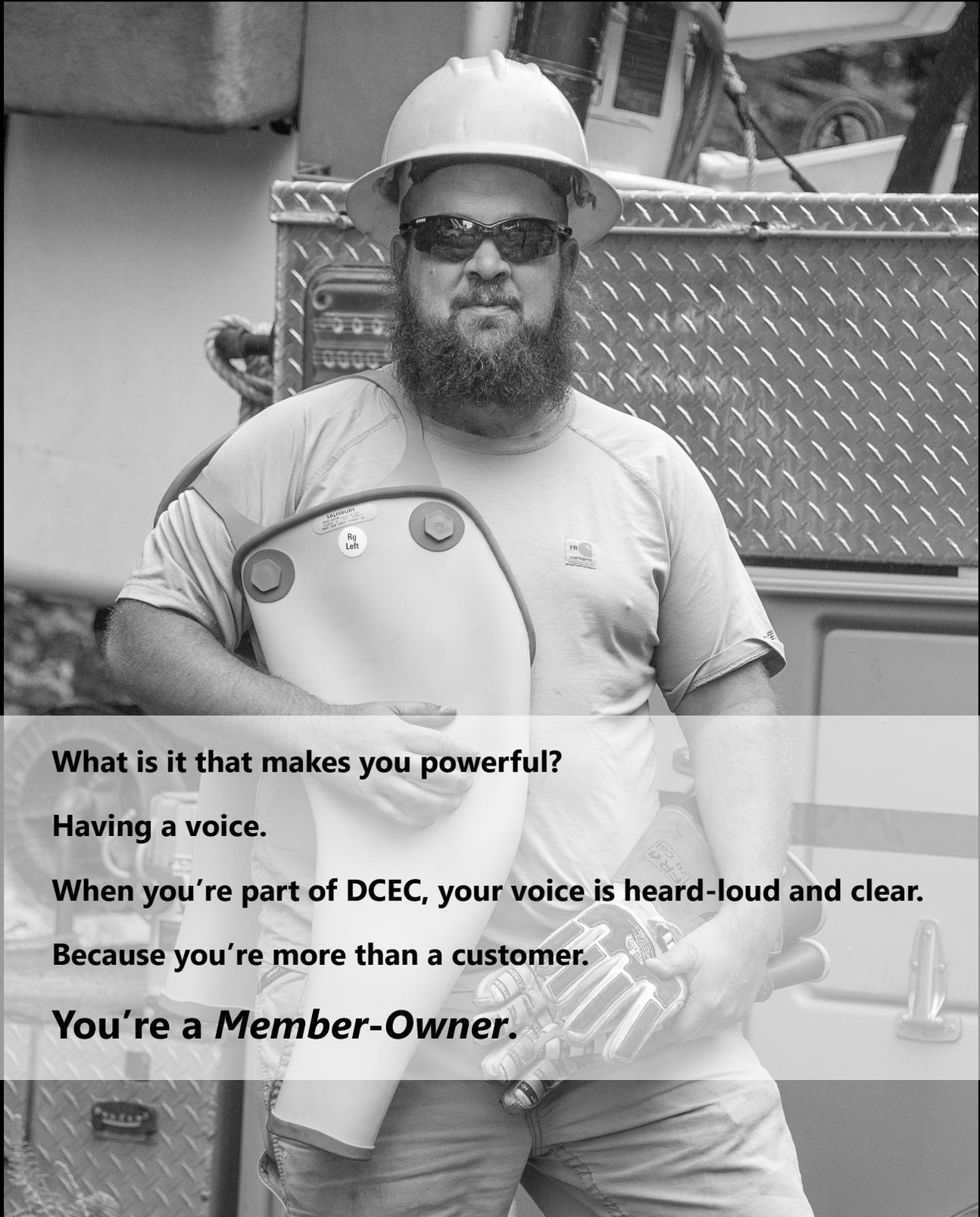
“This institution is an equal opportunity provider and employer.”



**DCEC's New Headquarters
Open House Date
TO BE DETERMINED**

**Delaware County Electric Cooperative, Inc.
5 North Depot Street, Delhi, NY 13753**

MA 3-32-9B



What is it that makes you powerful?

Having a voice.

When you're part of DCEC, your voice is heard-loud and clear.

Because you're more than a customer.

You're a *Member-Owner*.

DCEC's 2021 Student Delegate Program

Investing today in the leaders of tomorrow

****Attention High School Juniors****

**Enter to win a FREE TRIP
to Washington D.C.**

for more information see below or visit our website at
www.dce.coop/content/2021-legislative-youth-tour

DCEC is Accepting Applications for the 2021 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 needs. DCEC representatives and the selected 11th grader, will travel to Washington, DC on Sunday, April 18, 2021 and return to Delhi on Wednesday, April 21, 2021. They will join over 3,000 Cooperative leaders from more than 40 states, representing over 900+ 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.

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 below and submit it to the office by February 8, 2021. 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 interview with the DCEC General Manager and Board on February 23rd at the February Board Meeting.

Application



DCEC's 2021 Student Delegate Program

PLEASE BE AWARE:
This entire program and conference may be re-scheduled or canceled due to COVID-19 related safety concerns or restrictions.

Student's Name: _____

School: _____

Service Address: _____

Account Number: _____

Phone Number: _____

Email Address: _____

Name of Parent or Guardian: _____

2021 Board Meeting Schedule

January 26, 2021, January Board Meeting
 February 23, 2021, February Board Meeting
 March 23, 2021, March Board Meeting
 April 27, 2021, April Board Meeting
 May 25, 2021, May Board Meeting
 June 22, 2021, June Board Meeting
 July 27, 2021, July Board Meeting
 August 24, 2021, August Board Meeting
 September 28, 2021, September Board Meeting
 October 26, 2021, October Board Meeting
 November 23, 2021, November Board Meeting
 December 28, 2021, 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, Feb. 15, 2021
 for Presidents' Day.

Operations Update

Line crews are working on system reliability improvements all over adding sectionalizing capabilities to reduce outage time and speed up restorations when possible. When not working on that project crews will be addressing pole replacements for reported by our pole inspectors in Andes, Delhi, Kortright, Jefferson, Gilboa and Harpersfield.

Right of way crews will be trimming trees and mowing in Harpersfeild near County Route 29 and Harper Road.

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!



CATSKILL HI-LINE is a Publication of the Delaware County Electric Cooperative, Inc. and is published bi-monthly for the membership. This newsletter has articles submitted by Interim CEO/General Manager Millie Faulkner, Engineering & Technology Manager Paul DeAndrea, Operations Manager Ryan Sullivan, Billing Specialist Rosemary Alwine, and Administrative Assistant Alicia VanZandt.

The information contained herein is designed to promote action and discussion among 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.....Jeffrey Russell
 Secretary.....Edward Pick Jr.
 Treasurer.....Paul Menke
 Director.....Kimberly Tosi
 Director.....Laurie Wehmeyer
 Director.....Steve Burnett
 Interim CEO/General Manager.....Millie Faulkner



Charging Station is now available at 5 North Depot Street in Delhi, NY.