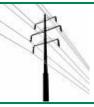


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CATSKILL HI-LINE

Bi-Monthly Newsletter

Volume 73—Issue 7 November/December 2017

Powering Our Rural Communities



The Directors, Managers, and Staff of DCEC would like to wish you a

HAPPY THANKSGIVING

and Joyous Holiday Season, Good Health, and Happiness in the New Year!

Reflections of the 73rd DCEC Annual Meeting from President Steve Oles

The members of the Delaware County Electric Cooperative (DCEC) meet this past September as we do annually to conduct the business of the Cooperative. Though it was the 73rd Annual Meeting of the Cooperative, DCEC is 75 years old. This fact added to the importance and excitement of the meeting. The evening began with honoring America. We sang, we prayed, we pledged our allegiance with the help of Boy Scouts from Troop 35 and recognized those veterans in our presence. A short video focused on integrity, accountability, innovation, and commitment to the membership was shown. Two very talented individuals, Jessica Vecchione and Ray LaFever have been chosen to videotape, interview and author the DCEC 75 year Anniversary Book. This year's video was a sneak peek into the project; the entire video and Anniversary Book will be shown and available at next year's annual meeting. Our guest speaker, Congressman John Faso of the 19th Congressional District, shared his thoughts on the strengths of the cooperative model of governance. He spoke of unmeasurable value of having the right to vote and be connected to a service organization, of which you are the

Wayne Marshfield was recognized for his 50 years of service to the Cooperative. Assemblyman Cliff Crouch, Assemblyman Brian Miller, Senator James Seward, and Senator John Bonacic presented Wayne with citations of merit and service to the

membership. Wayne spoke of his 50 years of service and how the Cooperative had evolved and how technology was changing

member and owner.



Senator Seward, Wayne Marshfield, Karen Marshfield, and Sentor Bonacic

the electric industry. We are indebted to Wayne Marshfield for his commitment and dedication.

The business of the annual meeting included the approval of the minutes from last year's annual meeting. The Treasurer's report that referenced the financial goals and objectives that your elected board of directors updates and follows. Frank

Winkler, Treasurer shared that capital credits were distributed to the membership, the Cooperative continues to lower its total debt level, and continues to control spending. Your dedicated board of directors strives to control electric rates and seek long term security of our cooperative.

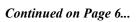
The hard work of the nominating committee provided for a slate of candidates for the open seats on the DCEC Board of Directors. In addition to voting on the board seats the membership present voted on the 3 nonprofit organizations that would receive donations. One of the Seven Cooperative Principles is

commitment to community;

supporting organizations such as these is just one way we accomplish this goal.

Additional guest speakers included Morgan Hungerford, 2017 Delaware County Dairy Princess Alternate, and Molly Gavett who was chosen to represent DCEC as the 2017 Legislative Youth Delegate. Their speeches were enjoyed by all.

Mark Schneider, CEO/General Manager provided an overview of 5 priorities that your board of directors asked the Cooperative's staff to develop plans to achieve by the end of





Morgan Hungerford & Chloe Davis

39 Elm 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

SAVE \$4 Every Month on Your Electric Bill

Are you interested in saving money this winter? The Cooperative's Load Control Program is designed to offer savings to our members.

Q.) How does it work?

A.) During times of high demand (usage) the Cooperative selectively shuts down electric hot water heaters. Doing this allows the Cooperative to limit how much energy we buy in the open market. Also shaving off the peak which affects how we are billed by the New York Power Authority. The Cooperative is then able to pass on that savings to the members.



Q.) How do I know if I am eligibile?
A.) All residential members who have a 50 gallon (or larger) electric hot water heater and use at least 350 kWh a month are eligibile.

Q.) How do I sign up?

A.) Call the office directly at (607) 746-2341 to start saving today! The Cooperative will set up an appointment to outfit your water heater with a Load Control Switch (at no cost to you) which we will wire into the electric circuit that feeds your hot water heater. When the Cooperative's Load Control system predicts that the load will exceed a set value and potentially set a new demand we will shut off your electric hot water heater for a short time. When the demand recedes from the peak the cooperative will bring water heaters back online slowly. It's just that simple!

Third Party Notification

Every member has the right to designate a third party to be notified if the member's bill is not paid and if the member's service becomes subject to disconnection for nonpayment. For example, a parent can designate an adult child as the third party to receive notifications. Third party notifications can be very helpful in situations where health troubles or other factors might make it difficult for the member to stay on top of bill payments. For more information about third party notifications, please contact the office.

HEAP Benefits

The New York State Home Energy Assistance Program (HEAP) provides payment assistance for income eligible residents to use towards the 2017-2018 heating season. This year's regular HEAP benefits will open on November 13, 2017. For eligibility, including 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/



Additional Benefits are Available Through



Western Catskills Community Revitalization Council, Inc. 125 Main Street, Suite A Stamford, NY 12167 Phone: 607.652.2823 Fax: 607.652.2825 www.westerncatskills.org



Delaware Opportunities Inc. 35430 State Highway 10 Hamden, New York 13782 Phone: (607) 746-1615 Fax: (607) 746-1605 www.delawareopportunities.org





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Your local area dealer for electric Marathon Hot Water Heaters

Safety Demonstrations

Delaware County Electric Cooperative is offering free safety demonstrations, in an effort to bring important electrical safety information to its members and to service organizations within our service area.

Community Youth Groups, Fire Departments in the DCEC service area, and second through seventh grade classes in schools with students who are children of DCEC members are eligible. With tabletop displays, presenters cover what to do when encountering fallen power lines and other electrical safety hazards.

Recently, Mike Pietrantoni, a First Class Gloving Lineman at DCEC and Ryan Sullivan the Operations Manager of DCEC, traveled to the Schoharie County Health and Safety Fair, to meet with members of the public, law enforcement and some of DCEC's members about the importance of electrical safety. Using a "Live Line Demonstration" display, Pietrantoni and Sullivan were able to exhibit the hypothetical hazards in everyday life. Through opportunities like the Schoharie County Health and Safety Fair the Cooperative will try to reach out and educate as many people as possible. To request a free demonstration or if you have any opportunities for similar outreach please contact our office (607) 746 2341.

Energy EfficiencyTip of the Month

Purchasing electronic gifts this holiday season? Remember to purchase ENERGY STAR®-certified electronics and give the gift of energy efficiency. Visit www. energystar.gov/productfinder for a full list of efficient products.

Source: energystar.gov

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

CORNING MUSEUM OF GLASS STUDIC

From left to right: Raina Howe, Lizette Bishop, Jessica Young, Dotti Howe, Austin McClenon, Penny Bishop, Steve Bishop, Stephanie Bishop, Lucinda Bishop, Corrine Tompkins.

Concern for Community

It's one of the Seven Cooperative Principles. While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members. DCEC is continuing to offer a Youth Engagement Program. DCEC is looking to partner up with local youth clubs to promote and inspire energy conversation. <u>ANY</u> local youth clubs including but not limited to 4-H, Boy Scouts of America, and Girl Scouts of America should contact the DCEC office for more information. The participating organizations will sell donated LED light bulbs as fundraisers and they will keep all the proceeds to support their mission.

Through this program a local youth club was able to raise money to take a trip to the Corning Museum of Glass. At the Corning Museum of Glass, they were able to learn about the 3,500-year history of glassmaking and watched demonstrations on glassblowing, glass breaking, and the science of fiber optics. Club members and leaders had the opportunity to create projects such as frosted glasses from sandblasting as well as fusing beautiful sun catchers. The DCEC fundraiser allowed the 4-H club to raise money for their trip while club members distributed energy efficient LED lightbulbs for a greener earth.

Please contact Mark Schneider at (607) 746-9282 about additional information.

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Keep Food Safe

Before, During and After a Power Outage

Unfortunately, power outages do occur from time to time. It's important to know how to keep your food safe during an outage. Use these tips from USDA to help minimize food loss and reduce your risk of illness.

Before power outage



Keep refrigerator at
40° or below. Freeze
items like fresh meat and
poultry that you won't
use immediately.
Keep freezer set to
0° or below. Group
frozen foods to help
items stay colder longer.



If you anticipate an extended power outage, buy dry or block ice to keep the fridge and/or freezer cold.

During power outage

Keep the refrigerator and freezer doors closed!

If the doors stay closed during the length of the outage:



A full freezer will hold its temperature for **48 hours**.



A refrigerator will keep food safe for **four hours**.

After power outage



Check the temperature inside your refrigerator and/or freezer.



If the temperatures are safe, the food should be safe to eat.

Foods that should be thrown out after an extended power outage:



Multiple Bill Payment Methods Available

Our members have multiple options available to make their monthly electric bill payment. See chart below.

Payment Methods	Acceptable Payments
Self-service Online - SmartHub	Online check, Savings, VISA, MasterCard, Discover
Hunde Iraneter (H H I - re-	Checking, Savings, VISA, MasterCard, Discover
3. Visit Office	Check, Cash, Credit Card, Debit Card
4. Mail in Payment	Check, Money Order
5. Call the Office	Check, Credit Card, Debit Card
6. Pay-by-Phone, SECURE Automated Phone System 844-209-7162	Check, Credit Card, Debit Card

- 1) Self Service Online Option, SmartHub: The self-service online option gives you the flexibility and convenience to meet your busy schedule. When using this option, you have the ability to do all of the following from any computer with Internet access: view your bill and account history, pay your bill, modify your account information, and review your usage. Once you have signed up for this option, you will receive an e-mail from our office each month with a link that will bring you directly to your current bill.
- 2) Electronic Funds Transfer (EFT): The 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, savings, MasterCard or Visa account. You will still receive monthly statements in the mail showing your

kilowatts-hour usage and the amount due. To sign up for EFT, simply call the DCEC office at (607) 746-2341.

- 3) Visit Office: Visiting our office to make a payment is always on option. DCEC accepts personal checks, credit card (MasterCard or Visa) and cash for payment. Our office is open Monday through Friday from 7:30 A.M. to 4:00 P.M. If you are not able to drop off your payment during our business hours a safe deposit box is available. The safe deposit box is located by the main entrance into our office. Payments dropped off in the safe deposit box will be processed the following business day. Payments dropped off on a holiday or during the weekend are processed on the next business day.
- 4) Mail in Payment: If you are not able to participate in the SmartHub online application or EFT options, mailing in your payment is always an option. Please mail payments to: Delaware County Electric Cooperative, P.O. Box 471, Delhi, NY 13753. If you are mailing in your payment, please allow plenty time for delivery before due date. If your bill states "Your service is subject to termination without further notice," the balance on that bill needs to be paid immediately to avoid disconnection. Failure to receive a bill does not exempt you from monthly payment, late charges, or disconnection. If you do not receive a bill please contact us immediately. Please do not staple or tape your payments. *Payments are due by the 12th of each month. DCEC is not responsible for payments lost in the mail.
- <u>5) Call the Office:</u> You may make a payment by phone between 7:30 am and 4:00 pm on business days. Have a check or credit card ready when you call. Please remember that privacy laws prevent DCEC staff from providing account information to anyone but the member of record unless a Member Consent Form is on file at the office.
- 6) Pay-by-Phone, SECURE Automated Phone System: To ensure that ALL MEMBERS' information is safe and secure Delaware County Electric Cooperative is now providing a new option to pay your account(s) over the phone. There are no additional fees and it's fast and simple. You must have your account number or the phone number associated with your account to use the automated system. Your account number is located in the upper left corner of your bill. After dialing 1-844-209-7162, you will go to the main menu. You will be prompted to press numbers for the actions you wish to complete.



Cooperative Headquarters Planning

The Board of Directors has begun investigating cost effective options to consolidate our existing headquarters facilities into a single location to better serve the membership. Currently the Cooperative's headquarters are spread across two locations – an office on Elm Street and a shop and garage on Depot Street, both in the Village of Delhi. Consolidating to a single location would increase efficiency, improve communications between employees, and reduce total cost of headquarters operations. The Board of Directors will only consider options that will continue to provide member services in a manner that is convenient and appealing to members while concurrently increasing efficiency and cost effectiveness. The whole process of headquarters consolidation could take several years to accomplish, but members will hear more as steps are taken along the path to a single headquarters facility that will make our members proud.

Greene Lumber - Economic Development Engine

In 2016, the Cooperative partnered with New York State Electric and Gas (NYSEG) and Delaware County's Department of Economic Development to help NYSEG provide a new industrial electric service to Greene Lumber in Davenport, NY. The Cooperative allows the energy to pass through our distribution lines to a NYSEG distribution line in Davenport, which in turn serves Greene Lumber. This arrangement was developed because the Cooperative had sufficient capacity on our lines in the area, but NYSEG's lines did not have sufficient capacity to handle Greene Lumber's growing load.

This cooperative effort allowed Greene Lumber to implement a planned expansion, which resulted in significant economic impact on our region. Greene Lumber has 65 full time employees earning salaries and benefits. In addition, Greene Lumber contracts with approximately 25 loggers who harvest log lots on behalf of Greene. Greene Lumber also purchases logs from another 150 loggers who are independent business owners.

Greene Lumber specializes in furniture grade lumber for furniture, cabinets, and flooring. Secondary markets include industrial applications such as pallet making and railroad ties. Common species processed at the mill include Ash, Red Oak, and Maple.

The Cooperative is proud to be a part of a successful economic development project that has created jobs for so many of our friends and neighbors. In rural NYS, we have to work together at every opportunity to create economic opportunity. Sometimes that means we have to put our egos and rivalries aside in the interest of the greater good.

Reflections of the 73rd DCEC Annual Meeting from President Steve Oles ...Continued from Page 1

2020. The priorities included improving reliability of our electric system, increasing cost effectiveness, improving member communications, cross-training all office employees, and developing and implementing a facilities plan. CEO Schneider provided a brief outline of the Cooperative priorities and plans to achieve each of them.

Service awards and acknowledgment of years served were given to Systems Coordinator Larry Soule 30 years, Lineman James Bright 30 years, Board President Steve Oles 25 years, Director Shawn Hartwell for 5 years, and CEO/General Manager Mark Schneider 5 years of service.

An election was held to determine the Directors to represent the Northern, Central, and Southern Regions and three contributions to three local charities. The following were elected to a three-year term on the Board of Directors for the Northern Region: Edward G. Pick, Jr. (64 votes), Central Region Paul Menke



Left to Right: CoBank VP Clarence Mahovlich, Delhi Food Bank representatives, and DCEC's CEO Mark Schneider.

(119 votes), and Southern Region Frank Winkler (136 votes). Total funds distributed to the three local charities were \$2,000: Delhi Food Bank through Delaware Opportunities \$1,000 (144 votes), Relay for Life through American Cancer Society, Inc. \$600 (113 votes), and Michelle MacNaught Memorial Fund \$400 (86 votes).



DCEC employee Larry Soule and Donna Lubbers

During the question and comment portion of the annual meeting, the membership asked about the Coop's involvement in renewables, and the selection process for the guest speaker at this year's meeting. Your board of directors feels committed to providing the membership with the opportunity to meet and discuss current issues and concerns with those whom we elect to office. What better way to discuss current events then at the table eating a Brook's dinner.

Please, consider joining your fellow members at next year's annual meeting. You will learn more about your cooperative and have a great chance at winning a prize. Hope to see you there!

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Benefits of Broadband

The Cooperative is working with our partners at Delhi Telephone Company and Margaretville Telephone Company to deliver fiber-based broadband internet service to all members throughout our service territory, including members in Chenango, Delaware, Otsego, and Schoharie counties. To find out which service provider will be delivering broadband to your home and for an approximate timeline, check the Cooperative's website at http://www.dce.coop/content/delaware-county-broadband-initiative-dcbi. The direct benefits to members of having broadband high speed internet include the following:

- Access to improved economic opportunity including improved ability to work from home or start homebased businesses.
- Access to educational opportunities including on-line degree programs.
- Access to telemedicine to avoid inconvenient, costly, or

impractical trips to medical facilities to see specialists and other far-off medical providers.

Fiber based high speed internet increases home values by \$5,437 according to a 2015 nationwide study performed by FTTH Council (http://www.telecompetitor.com/broadband-and-home-values-ftth-council-study-looks-at-fiber-impact/).

Members will also benefit indirectly by the expansion of broadband within the Cooperative's service territory because the Cooperative receives annual pole attachment fees for each pole with a fiber optic cable attached to it. Pole attachment fees currently represent approximately 3% of the Cooperative's revenues and that percentage will grow each year of broadband expansion. Pole attachment revenues help to offset operations and maintenance costs of our poles and help to reduce the amount of revenue the Cooperative must collect from members through monthly electric bills.

In Loving Memory

Clifton L. Pause, Jr.

May 24, 1943—September 26, 2017

Clifton was a DCEC employee for 35 years. He advanced to Second Class Lineman in 1970. He became 1st Class Lineman in 1973 and continued to work as such until his retirement on March 31, 2003. For 35 years he had become DCEC's primary underground cable installer and was "difficult to replace".

He will be greatly missed.

Memorial Contributions in Clifton's memory may be made to the American Heart Association, P. O. Box 3049, Syracuse, New York 13220-3049.

Generlink Transfer Switches available for purchase at our office



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

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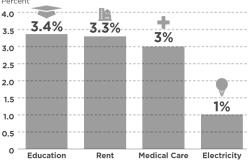


For More Information or to Confirm Compatibility Contact $DCEC\ at\ (607)\ 746 ext{-}2341$

ELECTRICITY REMAINS A GOOD VALUE

The cost of powering your home rises at a slower pace than many of your typical expenses. Compare the average price increase of these expenses each year over the last five years, and the value of electricity shines.





MA 3-27-14

Sources: U.S. Bureau of Labor Statistics Consumer Price Index





MAKE A DIFFERENCE THIS HOLIDAY

11/17/2017—12/20/2017





39 ELM STREET | DELHI, NY 13753 | (607) 746-2341

Drop off unexpired goods & nonperishable goods

Donations all go to Delhi Food Bank

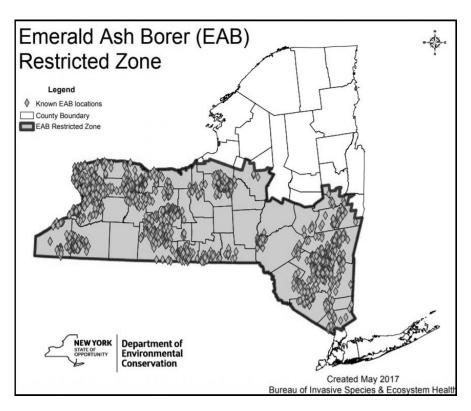
Emerald Ash Borer Onslaught

The Emerald Ash Borer onslaught is knocking on the door of the Cooperative's service territory and that means almost every Ash tree in the area will be a dead Ash tree in the next decade. Experience of utilities in western NYS has taught us that the Emerald Ash Borer is an incredibly effective killer of Ash trees, so much so that there is nearly a 100% kill rate of all Ash tree species that grow in NYS. What does that mean for landowners who have Ash trees on their property?

If you have property with a significant Ash tree population, you may want to consider harvesting your Ash timber while it still has value. The best way to evaluate the economics of harvesting Ash and other species on your property is to contact a consulting forester. The NYS DEC has a Stewardship Forester program, which can put you in contact with trained and certified foresters in your area. For more information in Delaware County, contact Scott Moxham at the DEC's Stamford office at 607-652-7365. For information in Schoharie County, contact Daniel Gaidasz at the DEC's Schenectady office at 518-357-2351. A complete description of the DEC's Cooperating Foresters program can be found online at http://www.dec.ny.gov/lands/5230.html

If the Cooperative's right-of-way passes through your property, please be aware of the following proactive actions that the Cooperative will be taking to avoid significant reliability and safety impacts of dead Ash trees falling on the Cooperative's power lines:

- The Cooperative will treat every Ash tree, regardless of its current health, as a dead ash tree.
- All Ash trees that had formerly been trimmed will now be removed completely.
- Ash trees outside but near the right-of-way will be evaluated as danger trees to assess the likelihood that they will fall on the Cooperative's lines threatening the reliability and safety of those lines. Danger trees outside



Questions about the future of Ash trees in and near the Cooperative's rights-of-way may be directed to CEO / General Manager Mark Schneider at 607-746-9282 or mark.schneider@dce.coop.

of the right-of-way will also be removed. Landowners are notified prior to removal of danger trees outside the right-of-way.

We estimate that there are over 20,000 Ash trees within striking distance of the Cooperative's 800 miles of electric lines that will need to be evaluated for potential danger to the electric lines. There is no way to save our local Ash tree popoultion from the Emerald Ash Borer. The best we can do is:

- As landowners, consider harvesting live Ash trees to avoid losing the timber value of this valuable asset.
- As the Cooperative, take proactive steps to protect our electric lines from the reliability and safety impacts of a dying Ash population.



Operations Update

Right of Way Clearing: ROW Crew is working on finishing cycle clearing on State Road, County Route 2 (Cabin Hill) in Andes and Calhoun Hill and Biggar Hollow in Bovina. Line Crew is working on finishing Platner Brook in Delhi, various make ready jobs for MTC and DTC in Jefferson, Harpersfield, Franklin, Trout Creek and Walton. Planning on working on Randall Hill in Masonville. Additionally, Osmose Pole Inspectors will be continuing their inspection of poles in the Franklin, Walton, Sidney, Tompkins, Masonville, Bovina, and Bainbridge and should be wrapping up by the end of the year.

Is <u>Your</u> 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!*

Delhi Fuel Bank Offers Heating Help

The Delhi Fuel Bank was created for individuals and families within the town of Delhi who are in need of assistance for unforeseen circumstances or emergency funds for home heating. The Fuel Bank offers help with all forms of home heating including electric heat. The Fuel Bank is not looking to duplicate programs such as HEAP, nor is it intended for individuals with substantial resources of their own. This program is for the individuals and families who would not normally qualify for other assistance programs. However, given projected decreases in HEAP benefits, it is possible that some of the beneficiaries of Fuel Bank assistance could be people who exhaust their HEAP allotment. The Delhi Fuel Bank is administered by a committee of volunteers and is not associated with any public assistance program or religious entity. Recipients are chosen by the committee based on information they provide in a short application. Applications are available at the Cooperative's office at 39 Elm Street and also at Delhi Telephone Company and Attorney Charles Hill's office. Allocations from the Fuel Bank are made on a first-come, firstserved basis for those showing the greatest need. The Fuel Bank is funded through private donations, grants, and gifts from several local community clubs such as Delhi Rotary Club, Delhi Women's Club, and Delhi Kiwanis.

DCEC's NEW Pay-by-Phone Secure Automated Phone System

1-844-209-7162

It's quick... It's easy... It's Convenient... IT WORKS!

Holiday Closings

November 10, 2017 – Veterans Day November 23—24, 2017 – Thanksgiving December 25—26, 2017 – Christmas Janurary 1, 2018 – New Year's Day



Safety Tips for Winter

- 1. Try to avoid using candles for lighting during a power outage. Instead use flashlights and other battery-powered lights which are not a potential fire hazard.
- 2. Make sure you have a good supply of flashlights, batteries, and other such supplies in case of emergency.
- 3. When the power goes out, turn off any major appliances, leaving only a light or two in the "on" position to act as a signal for when the power returns. Larger appliances left on can cause an over-load.
- 4. When disconnecting an electrical cord, pull from the plug, not the cord itself.
- 5. Make sure that your electrical devices are in good working order. Check for worn electric cords and broken switches. Broken or bent parts in a heater can cause fires and electrical shock.
- 6. Eliminate "octopus" connections. Plugging multiple cords into a single socket can overload the circuit and cause a fire.

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 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

 Director
 Frank Winkler

 Director
 Steve Burnett

 Director
 Shawn Hartwell

 CEO/General Manager
 Mark Schneider

Delaware County Electric Co-op., Inc. 39 Elm St., PO Box 471 Delhi, New York 13753-0471 Phone: 607-746-2341 Toll Free: 866-436-1223 Fax: 607-746-7548 Email: office@dce.coop Web Site: www.dce.coop