



# The Energizer

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## Board of Directors

Gordon Foster  
 James McCormick  
 Robert Nichols  
 Joseph Hauryski  
 Janice Hoad  
 Gary Brockway  
 Jennifer Thurber  
 William Moss III

## Office Locations

### Bath Office

9 Wilson Avenue  
 Bath, NY 14810  
 607-776-4161  
 1-800-843-3414

### Cherry Creek Office

5966 South Road  
 Cherry Creek, NY 14723  
 1-716-296-5651  
 1-800-883-8236

### Office Hours (M-F)

7:30 to 4:00 PM

## Office Closings:

- September 5, 2016
- October 10, 2016
- November 24, 2016
- November 25, 2016

## A Message From General Manager, Molly Bailey

By the time you begin reading this newsletter, I will have been at Steuben Rural Electric Cooperative for a total of three months. During my short time here, I have already learned so much and I am excited about what we can accomplish together in the future.

One of the first things we are working on is improving the way we communicate to members when a large or major outage occurs in your area. A large or major outage is considered to have occurred if 20 or more members have lost electricity. After our Line Department

makes an initial assessment of the situation, we will be directing our call center to provide members with an anticipated restoration time. This means that members can call the center back to learn of any updates in this anticipated restoration time.

At the same time, we will be posting information about each major outage on the website, and updating the outage information as it changes including when and where power has been restored.

In the very near future, we will be expanding our means of communicating information

on major outages to other forms of social media, including Facebook.

In addition, we are exploring ways to communicate timely information to members on outages that are considered non-major.

In summary, I feel so fortunate and honored to be able to serve you, the member-owners, alongside this great team of employees and the dedicated Board of Directors whom you elected to represent you.

## Track Vehicle Makes Jobs Safer and Easier

The Cooperative's track vehicle is proving to be invaluable. Whether our line crews are working in a wet, swampy area or in the steep hills that are common here, this innovative vehicle enables employees and equipment to get where they need to be. It has

the ability to travel on land where even specialized wheeled vehicles cannot go. The track vehicle gets to the job site with less delay due to not getting stuck or being unable to navigate certain terrains. Once in place, it digs holes for the poles and helps set them in place.



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"In accordance with the provisions of the New York Codes, Rules and Regulations, the Steuben Rural Electric Cooperative, Inc. is required to permit a residential customer to designate, in writing, a third party to receive a copy of every notice of discontinuance of service to the customer, provided that such third party indicated in writing a willingness to receive such notices. If you wish to designate a third party to receive these notices, please contact the main office at (607) 776-4161 for a copy of the applicable paperwork."

## Why You Should Attend Your Annual Meeting

**It's an opportunity for you to exercise one of the greatest benefits of being a co-op member, voting for who will represent your interests on the board of directors.**

It's almost annual meeting time! We look forward to meeting with our members to get acquainted, hear what you have to say and enjoy good fellowship. This event is not only a chance to visit, it's also a great opportunity to learn more about what is happening at Steuben Rural Electric Cooperative and get to know your co-op staff. SREC is not owned by private, long distance investors, and it is not run by an appointed board of directors.

It is run by a democratically elected board whose members are given the privilege to serve because of your vote. The directors are members of your community and fellow members of the Cooperative. They are concerned with the same issues as you because they face them, too. And remember, all SREC members are eligible to run for the board, including you! A democratic and open election is one of the many elements that make your elec-

tric cooperative stand out from other utilities. As Americans, we have a voice in who will make major decisions by voting for our state and federal congressional representatives. Not every American, however can decide who will represent their interests within their electric utility. You have the right; why not exercise it? Make a point to join us on October 8th. Look for more information to follow in a special newsletter in September 2016.

## Do You Dare To Compare?

It happens... you're chatting with your neighbor or friend about the latest Mets game or how hot the weather is; then one thing leads to another and suddenly, you find yourselves comparing monthly electric bills. Our SREC office staff is often asked, "Why are my electric bills so different from my neighbor's?" There are many reasons why electric bills can differ. Please keep the following points



in mind if you find yourself comparing electric bills with others: The square footage of each home and the height of the ceilings in each home. Thermostat settings - experts recommend 78 degrees in the summer and 68 degrees in winter. The quality of windows and how many windows there are in each home. How tightly the homes are sealed to keep conditioned air inside. Amount

of insulation in the walls, floors and most importantly, in the attic. Your hot water usage (the number, size and age of water heaters). Number and age of people in each home; typically, more kids means more usage. Length of time people are home. These are just a few items to look for when comparing your usage to your neighbor.

## Keep Food Safe During a Power Outage

**"Beware of refrigerator temperatures and food spoilage if a summer storm causes a prolonged power outage."**

Stormy weather - be it severe thunderstorms or wintry ice storms - can cause widespread damage and prolonged power outages at any time. Here are some tips to keep cold food safe during a power outage. When the power goes out keep the refrigerator and freezer doors closed as much as possible. A refrigerator will keep food cold

for about 4 hours if the door is kept closed. A full freezer will hold its temperature for about 48 hours (24 hours if half-full). If the power is going to be out for an extended period of time, buy dry or block ice to keep the refrigerator cold as possible. Keep a small thermometer in your refrigerator and freezer. This way you'll know your food

is safe. Normally meat, poultry, fish and eggs should be at or below 40F. Frozen foods should be at or below 0F. When the power comes back on check the temperature inside your refrigerator and freezer. Never taste a food to decide if it's safe. When in doubt, throw it out.

## Budget Billing is Available

Budget billing is a convenient way to manage your electric bill payments. The budget billing plan helps you avoid high seasonal bills by making an even monthly payment throughout the year. Budget billing is available to members with accounts in good standing who have had electrical service at the same address for at least 12 months. Budget billing is free and there are no sign up charges or monthly fees. All you need to do is keep your account balance current. For our budget plan, a monthly budget amount is set in October and the member pays the same amount each month. As a part of the budget billing process

we review the status of each budget account quarterly and make adjustments if necessary. Your bill will still show you the number of kilowatt hours of electricity you use each month, so you can track your energy usage. Your monthly statement will now show two amounts, (1) your actual electric charges for the billing period and (2) the amount you should pay according to your budget bill plan. You should always pay the budget amount due each month. To enroll for the 2016-2017 period (October 2016 - September 2017) please contact our billing department at 776-4161 or 800-843-3414.

## Leave Utility Poles Alone

Drive down the road and you'll see utility poles covered with a wide range of signs. You'll see everything from no parking to directions to a graduation party, balloons or a local yard sale. You think to yourself, "What's the harm?" because you plan to take the sign down after the event is over. While we all have good intentions, it's obvious that many signs have been left attached to poles not just for a few days, but months, perhaps years! Staples or nails can snag climbing equipment, causing linemen to fall or tear their high-voltage gloves, leaving them useless. In addition, to signs, poles have been

found to have bird houses, satellite receivers and even deer stands attached to them. Anything attached to a pole can hold water, increasing rotting time on the pole. Bird houses can house bees, resulting in a possible sting area. Help keep our linemen safe by not attaching anything to our poles.



## Check Out SmartHub Today



Have you tried SmartHub?

At SREC we are always looking for ways to add value for our members and SmartHub does just that. Not only does it give members a user-friendly way to manage their SREC accounts, it's also available for mobile devices.

Other features include:

- Provides 24-hour access to your account(s).
- Sends an e-mail notification when a new electric bill is generated. The email includes a link for easy navigation to your billing information. You can use SmartHub to review account information and pay your electric bill, or you may choose to pay in a different manner.
- Allows you to pay electronically using a Visa, MasterCard, Discover or an electronic check transaction.
- Displays posting of payments in real time.

- Provides current and historical billing information and payment history.
- Outlines energy use in graphs.

Here's how to start using SmartHub:

### Web Access

1. Visit [www.steubenrec.com](http://www.steubenrec.com) and click "Online Bill Pay."
2. Log in to your account as usual or register if you are a new user.
3. That's it - you're now connected with SmartHub.

### Mobile Devices (smartphones/tablets)

1. Visit your device's app store. SmartHub is available at Apple's Store or the Google Play Store.
2. Search for "SmartHub" and download the free app.
3. Search for Steuben Rural Electric Cooperative and confirm your selection.
4. Log in to your account as you would on the web or register if you are a new user.
5. That's it - you can now take care of your SREC account on the go!

We're On The Web

www.steubenrec.com

**ALWAYS CALL  
BEFORE YOU DIG**



Happy Hunting! In the body of this newsletter are five (5) account numbers. If you find your account number in this newsletter call the office within fifteen (15) days and your account will be credited \$10.00.

**Marathon:** Only Marathon offers the one thing you are looking for in a water heater. EVERYTHING! In fact, marathon water heaters are so well made, they come with a Lifetime No-Leak warranty.

Marathon water heaters are durable and lightweight. Replace your current water heater with a Marathon water heater and receive a rebate of \$1 per rated gallon capacity (load control switch must be installed). Call our office today at 607-776-4161 or 1-800-843-3414 for more information. Available in full-size 30, 50, 85 and 105 gallon models.

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## The Trading Post

### For Sale

Trapping Supplies, Grandview Fur Center, Bill Bowdoin, Bradford, NY. Call 607-583-4600.

Hide Tanning Product For Tanning All Fur Skins, 8oz. Bottle-\$12.00. Also Hunting & Trapping Supplies Catalog-\$1.00. Bill Russ Trading Post Store, 25 William St, Addison NY 14801.

Yamaha Electronic Keyboard PSR150, 200 Settings & Effects - \$50.00. Call 607-776-5121.

1974 Yamaha TX 750 w/ Saddle Bags - \$1200.00 Or Will Trade For 4-Wheeler; 2 Air Conditioners, Both Run Good - \$30.00 Each; Older Craftsman Lawn Mower w/ Deck & Plow - \$350.00 Call 607-776-3205. If no answer, leave message.

Model T Chassis w/Model A Rear - \$100.00; Minneapolis Moline UB, Fresh Valve Job & Radiator, Motor Stuck - \$600.00 OBO; Ground Driven Manure Spreader Needs Wood Floor - \$50.00; 8' Drag - \$50.00. Call 607-566-8310.

2008 Tilman Dump Trailer, 5 ton w/2 Back Gates, 1 for

Stone & Gravel and 1 to Load Heavy Equipment, Also Has Firewood Racks, New Battery, Mint Condition - \$4250.00 Firm. Call 315-589-2782.

Split Oak Firewood - \$50.00 Per Face Cord (4'x8'x16"), You Haul, In Canisteo - Cash Only. Call Clyde 607-324-9408.

2003 Buick Century, Silver, 128k, Rust On Roker Panels, 6 Cylinder, Auto, Power Windows, Locks & Mirrors, Air Not Working, Excellent Running Vehicle, Just Inspected - \$2450.00. Call 607-776-3577.

1990 ZG 1000 Concore, 4 Cylinder, Red - \$1500.00 Or Best Offer Or Swap; Set of Four Tires, 185-75-14 - \$150.00; Set of Two New Tires, 205-65-15 - \$100.00; Used Washers and Dryers. Call 607-527-8321.

2000 Toyota Tundra Pick Up, V8, Auto, 4x4, Club Cab, 185k Miles, Some Rust - \$2500.00; Smaller Federal Air Tight Wood Stove, Black w/Screen & Owner's Manual - \$150.00; Older Storage Shed, Needs Repair, 8Wx16Lx8H - \$450.00 Or Best Offer Or Swap For Firewood; 1985 Chevy 22' Box Van, Aluminum, 454 CI, Auto, Sold As Parts Or Storage - \$2000.00 Or Best Offer; 6 Older Wooden

Storm Windows, 36Wx66L - \$20.00 For All; Like New Queen Size Serta Mattress, Model 500290946-1050, Can Be Used With Or Without Foundation, Paid \$400+, Will Sell For \$165.00. Call 607-661-6348.

### Miscellaneous

The Cala Lily Yarn Shop is Open! Beautiful Yarns, Notions, and Gift Items, 10% Off All Regularly Priced Yarn to Members With Co-op Connections Card. Open Sept-Jun, T/Th 4:30-8, Sat 10-3 and July-Aug, T/Th 4:30-8, Weds/Sat 10-3. Call 716-397-9478.

Welder Hats & Doo Rags. Hand Made In Many Patterns Including Sports. Embroidery Also Available On Plain Colored Hats. Many Designs, Including IBEW And Fist With Lighting Bolts. Have Your Local # And Name Embroidered On Your Hat Or Doo Rag. Call Or Text For Pricing, Free Shipping Is Available. SEW MANY THINGS By Judy. Call 912-655-8336. Also Search For Me On Facebook.

ANN's Housekeeping & Cleaning Service, "Old Fashion Cleaning, We Get In All The Corners". References

and Reliable! Homes, Offices, Cottages, Parties, Seasonal Cleaning. Call 607-329-4906. Gift Certificates Available.

Custom Welding - Aluminum, Stainless and Brazing. Light Fabrication & Repair. Call for Appointment at 607-776-8018.

### Wanted

Raw Fur and Deer Hides. Grandview Fur Center, Bill Bowdoin, Bradford, NY. Call 607-583-4600.

Walk Behind Roof Mower (Roof Is An Old Manufacturing Company in Illinois That Is Now Closed). Call Ernie Nitsche at 607-329-7706.

Old Lawn Mowers, Working or Not, Free Pick Up. Also Cash Paid For Junk/Unwanted Vehicles, Free Removal. Call Mark at 607-661-6348.

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To advertise in the next issue of the Energizer, please mail or email your ad by Nov. 8, 2016 to:

Steuben REC, Inc.  
9 Wilson Avenue  
Bath, NY 14810  
Attn: Kristen Cleveland  
kcleveland@steubenrec.com