

Welcome to



United Electric
COOPERATIVE, INC.



People You Can Count On!

Welcome to United Electric Cooperative, Inc.

We welcome you to the United Electric family and thank you for the opportunity to serve you. United Electric is special because it is owned by its members and is guided by a set of principles that reflect the best interest of those members. United Electric members reside in Armstrong, Cambria, Centre, Clarion, Clearfield, Clinton, Elk, Forest, Indiana, and Jefferson counties. The Cooperative operates an electric system spanning 7,000 square miles. It maintains 2,847 miles of line with 20 substations and employs 52 local people.

United Electric Cooperative, Inc.
P.O. Box 688
DuBois, PA 15801
Business Hours 8am-4:30pm Monday-Friday
Customer Service: 1-888-581-8969
Outage Reporting Hotline: 1-800-262-8959
Fax: 814-371-2417
Website: www.unitedpa.com

United Electric Cooperative, Inc. Board of Directors

United Electric's policies and procedures are determined by an elected seven member Board of Directors. As a United Electric Member, you elect a director from your district. The directors are members, not employees, of the Cooperative. They are responsible for setting policy, overseeing the Cooperative and hiring the President and CEO to manage day to day operations.

Stephen A. Marshall, Chairman	District 5	Luthersburg
Timothy D. Burkett, Vice Chairman	District 6	Punxsutawney
Arden E. Owens, Secretary/Treasurer	District 7	Shawville
R. Shanelle Hawk	District 1	Mayport
Eileen Pisaneschi	District 2	Frenchville
Richard A. Petrosky	District 3	DuBois
David W. Walker	District 4	Olanta

United Electric Cooperative, Inc. Management

Brenda Swartzlander	President & CEO
Steve Long	Engineering Manager
Cherie Steinkamp	Consumer Advocate
Len Hawkins	Finance & Accounting Manager
Richard Heverley	Marketing & Member Services Manager
Shane Farrell	Operations Manager
Paula Pascuzzo	Executive Assistant & Human Resources

About Rural Electric Cooperatives

Before electric cooperatives, very few rural areas had electric service. The formation of non-profit cooperatives, along with low-interest Federal loans, made it possible to extend electric power into rural areas. Cooperatives were formed when investor-owned utilities, perceiving rural areas to be unprofitable, failed to utilize low-interest Rural Utilities Services (RUS) loans to extend electric service into these areas.

Rural electric cooperatives like United Electric serve an average of six customers per mile of electric line, while investor-owned utilities serve an average of thirty five customers per mile.

Cooperatives differ from private companies in that there is no stock issued and no stockholders. The owners of this electric system are the consumers. As an owner of the cooperative, you are entitled to attend Annual Meetings, vote for a director to represent you and vote on any issues that come before the membership. Each member has one vote, regardless of the number of service connections or the amount of power used.

As a member of a cooperative you will find there are many advantages. Please read through the following pages to acquaint yourself with your cooperative:

Annual Meeting of the Members

The Annual Meeting of the Membership is held each year at a location within a county served by the Cooperative and selected by the Board of Directors. This is a chance for you to learn about the co-op's business, to voice your views, and to elect directors to represent you on the Board.

PowerVoice

The *Power Voice* newsletter is published monthly and sent to members because one of the principles of a cooperative is to educate and inform co-op members. The *Power Voice* offers insights into energy efficiency and safety, and informs members about co-op meetings, policy changes, and program offerings. It costs much less than the price of a first-class stamp to publish The *Power Voice* and deliver it to your home.

What to do if your power goes off

- Check your fuses or circuit breakers to be sure the problem is not in your electrical system.
- Check with neighbors to see if they have electricity.
- Call in and report the outage:

24 hour toll free outage reporting 1-800-262-8959

When you call be prepared to give the dispatcher:

- Your phone number
- Your account number
- Your meter number
- Your name as it is listed on your electric bill
- Your address, including location and nearest neighbor
- Details of the outage, for instance; were there any flashes of light, accidents, lines down, blinking lights or loud noises that happened before the outage.
- If you get a busy signal, please continue to call. Your call helps pinpoint where outages are.

* If you have more than one account, be sure to give information for the account that is out of power.

Don't be left in the dark

- Keep a flashlight with fresh batteries available.
- A battery operated radio will keep you informed about severe storm recovery efforts and the locations of major problem areas.
- If you have a generator, please follow manufacturer instructions and safety rules carefully to avoid injury. Do NOT connect a generator into your home's electrical system without a proper double throw switch. Call United Electric for more specific information.

Value Added Services

United Electric's Energy-Saving Load Management Program

Load management is a voluntary cooperative program to help reduce power bills. Load control switches have been installed on the electric water heaters of more than 3,600 United Electric members. This saves the Cooperative, and in turn our customers, by significantly lowering the costs of power purchases each year.

You can help save money too. If you have a residential account with an electric water heater, please allow us to install a load control switch on it. During peak demand — when United Electric pays high demand charges to the power supplier — we send a signal that interrupts power to the water heater for several hours. You will not notice these interruptions because well-insulated water heaters can keep water hot for many hours, even with the power interrupted. Water heaters are perfect for the load control program. When an LCR is installed on your water heater, you will receive a \$3 credit each month on your bill for helping the Cooperative save money.

The LCR can be removed at any time if it causes you inconvenience, however, most of our members with LCRs are never even aware that they are operating. The LCR is installed by United Electric at your convenience and at no cost to you. If you move into a home that has an LCR on the electric water heater, just call the Cooperative if you have any questions about it.

Need a New Water Heater?

United Electric has a low cost water heater program to enhance our Load Management program. As a consumer-member of United Electric with a residential account you can purchase a super-insulated electric water heater for \$100. In purchasing a low-cost water heater from United, you agree to allow us to install a load control receiver (LCR) to help control the Cooperative's peak demand on electricity. You will receive a \$3 credit on your monthly electric bill for participating. If you are interested in this program, please call United during regular business hours (8 a.m. to 4:30 p.m. Monday through Friday).

Free Water Heater for New Home Construction

In order to increase load Management savings for all our Members through the control of water heaters in member's homes, United Electric supplies a FREE water heater to members building new homes. United Electric will provide a free high efficiency water and install the load control switch at no cost. In addition, you will receive \$3.00 off your electric bill each month for participating in the Load Management Program.

Energy Resource Conservation Loans

United Electric offers Energy Resource Conservation (ERC) loans available at a five percent interest rate. ERC loans are available for up to \$3,000 and are used to finance energy-saving devices and systems like heat pumps, electric thermal storage units (ETS) units, and central heating or air conditioning systems. ERC loans are available for improvements to residential, commercial, industrial, public, and community buildings and facilities.

Surge Tamer® Equipment

Surge Tamer® equipment can be purchased or leased at a low cost through United Electric to protect your valuable electronic equipment. Call United's marketing department for pricing information.

Heat Pump Rebates

United Electric can help with the purchase of a heat pump for your home or business. We offer a \$500 rebate, low interest financing and free heat loss/heat gain calculations. Call us for details.

Need a New Meter Pole?

If your new home needs a meter pole to obtain electric service, or if your old pole service needs to be replaced, call United Electric. For \$280, United will deliver and install the meter pole on your property. For an additional \$491.22, we can install the meter loop at the same time. The meter loop is the complete service entrance. It includes weather head, entrance cable, meter base/disconnect combination (100 or 200 amp), ground rods, and hardware required for assembling and mounting the equipment. The service entrance will be ready for your electrician to connect the line to your main panel and have it inspected. Once installed, the pole and meter loop become your property. If you decide to install the meter pole yourself, pick one up at United Electric headquarters in DuBois, for just \$130 or \$230 delivered. Eliminate the hassle of trying to find a pole, getting someone to deliver it and someone else to install it. As a value-added service to consumers, United Electric can install it for you.

Security Lighting

United Electric offers a security lighting program as a service to members for as little as .25 cents a day. For that small monthly fee, the Cooperative installs and maintains the outdoor light for you.

Emergency Generator Transfer Switches

To promote safety and offer our customers savings, United Electric now sells Durham, and Square-D transfer switches. These switches can be installed by United Electric. Transfer and double throw switches are required by the National Electric Code to hook-up an emergency generator. Call United for pricing and sizing information.

Home Comfort Rate

United's Home Comfort Rate (5 cents per kWh) makes electric the affordable choice in heating and air conditioning. The Home Comfort Rate is available to customers with 5 kW or more of electric heating or air conditioning load. Under this rate, your heating and air conditioning use is metered separately and billed at 5 cents per kWh. To take advantage of this rate, a sub meter and radio control switch is installed that interrupts electric heat for several hours during winter peak demand periods and central air conditioning during summer peak demand periods. United offers one of the lowest rates in the state for electric heat. The Home Comfort Rate (5 cents per kWh) is available for all United Electric customers with interruptible heating capability. A heating option that is perfect for the Load Management program is the electric thermal storage (ETS) heating system. These units contain ceramic bricks that store heat until you need it. With ETS units you qualify for the Home Comfort Rate of 5 cents per kWh.

Home Energy Audits

United Electric's marketing department can conduct a free energy audit of your home. Energy audits are available for consumers who have high electrical use or want to make improvements in their heating and/or cooling systems. United Electric's Energy Management Advisor can help you make informed decisions concerning insulation levels, weatherization, and heating and/or cooling systems. Just call the marketing department for more information.

Billing Information

Budget Billing

Because changes in heating and cooling seasons can cause your electric bill to rise or fall, the Cooperative's budget billing plan appeals to many members. The budget billing plan allows you to level out high and low periods on your monthly electric bill by paying a fixed, budgeted amount each month. The budget plans begin in June of each year and run through April the following year with May being a catch up month. You may apply for the budget billing plan beginning in May as long as you have a 12-month billing history which has no past due balances. Your budget amount is generally determined by your monthly kilowatt-hour average for the previous 12 months. Each April, your monthly budget amount will be reviewed and adjusted if necessary, and all budget accounts must be reconciled to a zero balance by the end of May to remain on the budget. All accounts are reviewed periodically throughout the year and are adjusted accordingly.

Late Payments

If you are late paying your bill, you will be sent a notice from the Cooperative. If you fail to pay by the date indicated and have not made payment arrangements, a United Electric employee will be sent to your location to collect. A service fee will be added to your bill. In the event disconnection is made, a reconnection fee and security deposit will be required before reconnection.

Payment Assistance

If you need assistance in paying your heating bills during the winter, you may contact the local office of the state Department of Public Assistance for information on the Low Income Home Energy Assistance Program (LIHEAP). You may also contact United Electric for more information about this program.

Capital Credits

United Electric operates on a nonprofit basis, charging enough for electricity and services to cover operating costs. Net margins left over at the close of the business year are credited to members according to the amount of business each member did with the Cooperative. These margins are used for capital improvements to the United Electric system. Margins are returned over the years to settle estates and will periodically be refunded to the membership as general fund levels allow. Until that time, each member's capital credit is recorded and kept on file.

Members United

United Electric has a voluntary member contribution program called Members United, which provides limited funding for assistance to those in need. The money contributed by members is administered through community action agency, to assist fellow members who need help paying their electric bills. Members are invited to allow their monthly bills to be rounded up to the next even dollar amount. The difference goes to Members United. Members may also make one-time donations to this fund or donate a small monthly amount to help others through this fund. Members may start or stop their participation in the Members United program at any time by notifying the Co-op.

Aid to Construction Fee

If United Electric is required to extend a single phase overhead line (primary and secondary) to service an account, an Aid to Construction (ATC) Fee may be required. There is no charge for the first 500 feet of extended line, if The meter is on the structure, or within 25 feet of the structure, and two of the three apply: Permanent foundation, Well, or Septic system. If this criteria is not met, the first 100 feet is at no charge. For any extension in excess of the free footage, there will be a charge of \$7.50 per foot. The validity of any request for a metering point is at the sole discretion of the Cooperative. If another consumer connects onto the line within a period of three (3) years from the date that the original applicant is connected, that consumer will be required to pay a portion of the ATC charge. These funds will be refunded proportionately to the original consumer. This is done in order to be fair to the consumer who invested the money up front. The ATC fee is equalized between all subsequent homeowners who connect onto that line in the three year time frame. Underground fees differ from overhead ATC fees. The rates for underground primary are listed separately.

Underground Service (Secondary)

First 150 feet or less.....	\$225.00
Over 150 feet	\$.35 per foot

Member must provide ditch and backfill after inspection.

Underground (Primary)

First 500 feet or less.....	\$4,500.00
Over 500 feet.....	\$11.00 per foot
Trenching Discount.....	\$7.00 per foot

Subject to the above mentioned structure determination criteria.

Service Fees

- Membership Service fee (non-refundable).....\$20.00
- Service connection fee.....\$40.00
- Temporary Service
 - Residential.....\$45.00
 - Seasonal.....\$45.00
- General Service and Commercial Service.....90% of cost
- Returned check (NSF) fee.....\$20.00
- Reconnection for nonpayment:
 - Regular hours.....\$40.00
 - Call out hours after 3 pm.....\$150.00
- Collection charge.....\$40.00
- Disconnection charge.....\$40.00
- Meter reading.....\$10.00
- Meter testing.....\$15.00
- Annual idle service.....\$72.00
- Unauthorized reconnection of service:
 - First Occurrence.....\$200.00
 - Second Occurrence.....\$500.00
 - Use of jumpers or other devices to circumvent the registration of kilowatt hours, theft of service
.....\$500 plus costs
- Security deposits are based on credit record and account usage. The deposit is returned after 12 consecutive months of on-time payment of bills.
- New construction — single phase line extension (primary and secondary)
At a residential location, the first 500 feet are free (100' free if criteria described on previous page are not met) — over free footage allotment the charge is \$7.50 per foot. Commercial accounts pay all construction costs.
- Single phase underground service
 - First 150 feet or less.....\$225.00
 - More than 150 feet.....35 cents per foot

*Prices are subject to change without notice.

Youth Programs

Youth Tour

The future of the Cooperative depends on today's younger members understanding the Cooperative, its history, and its challenges. United Electric annually sponsors high school juniors on the National Rural Electric Youth Tour. This week-long trip to Washington, D.C. is a memorable experience for the more than 1,300 students from 39 states who participate.

Scholarships

Two unique scholarship programs are available to children of rural electric cooperative members. Notice of these scholarships will appear in the *Power Voice*, usually in January or February. Each of the scholarships is awarded on the basis of applications submitted by eligible students from the Pennsylvania and New Jersey electric cooperatives, who are members of the Pennsylvania Rural Electric Association.

The William F. Matson Scholarship program offers a limited number of \$1,000 tuition grants. The Pennsylvania Rural Electric Association awards three Penn State University scholarships. One of the \$1,000 scholarships goes to an agriculture education student at Penn State. The second \$1,000 scholarship goes to a student in the College of Agriculture, and the third is to a student not in the College of Agriculture.



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STATEMENT OF NONDISCRIMINATION

United Electric Cooperative, Inc. is the recipient of Federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write to USDA Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call toll free (866) 632-9992 (voice) or (800) 877-8339 (TDD) or (866)377-8642 (Relay voice users). USDA is an equal opportunity provider and employer.



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Notes & Numbers



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Safety Tips

- Never touch an electric cord or appliance while your hands are wet, and never use any electric appliance in the tub or shower.
- Never use extension cords where permanent wiring should be installed.
- Never do repair work on a live circuit. Always disconnect cords or switches before doing repair work.
- When replacing fuses, use one hand only and always stand in a dry place.
- Never replace fuses in the dark.
- Never use a fuse larger than the current carrying capacity of the wire.
- Never touch un-insulated or frayed wires. Disconnect by pulling the plug, not the cord.
- Never climb power poles, transmission towers, or substation fences.
- If a power line falls on your car, stay inside, unless the car catches fire. Then jump clear without touching metal and ground at the same time.
- Never install antennas within falling distance of power lines. Allow a minimum of at least 5 - 10 feet.
- Always keep ladders and poles away from power lines.
- Never build a swimming pool or other structure under a power line.
- Never approach a downed power line. Warn others to stay away and call your electric company.
- Never dig near underground power lines. Always call *Pennsylvania One Call* at 811 or 1-800-242-1776 before digging.

Thank you again for becoming a
member of United Electric
Cooperative, Inc. a locally owned
electric utility. We look forward
to serving your needs!

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