

REA Energy Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey



Chad Carrick
President & CEO

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Staff

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Indiana Operations Manager

Erin Bauer

ACRE Coordinator

Shane Cribbs

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Dave Daugherty

Safety & Right of Way Manager

Jeff Dishong

Ebensburg Operations Supervisor

Lisa Gardill

Accounting & Finance Manager

Stacy Hilliard, CCC

Communications & Marketing Manager

Local Pages Editor

Chris Masterson

Reliability Supervisor

Patrick McAndrew

Manager of Engineering

Bryon Roland

Purchasing & Facilities Manager

Brendan Short

Right-of-Way/Forestry Supervisor

Renee Spalla

Supervisor of Consumer Services

Chris Weller

Load Management Supervisor

Outages & Emergencies

1-800-332-7273

724-463-7273

Office Hours

Indiana Office: 7 a.m. - 3:30 p.m.

Ebensburg Office:

7 - 11 a.m. and 11:30 a.m. - 3:30 p.m.

Monday - Friday

From the President & CEO



You're more than a customer

By Chad Carrick, MBA, CFPC
President & CEO

AUTHOR Anthony J. D'Angelo observed that, "Without a sense of caring, there can be no sense of community."

To a large degree, this reflects REA Energy's philosophy toward our consumer-members and the broader service territory that we serve. As a cooperative, we have a different "bottom line." While our priority is always to provide reliable and safe energy, there is another equally important part of this equation. Your well-being and that of the larger community we serve are of paramount concern.

To us, you are not just a customer; you are a member of our co-op and without you, we would not exist.

In 1937, Southwest Central Rural Electric (our name was changed to REA Energy Cooperative, Inc. in 2001) was founded to fulfill a vital need in our community that would not have otherwise been met. Concerned local leaders came together to build this co-op and bring electricity where there was none.

At that time, members of the community understood we were different because they likely knew someone who helped to create Southwest Central. For most people, our founding and its circumstances have been long forgotten. Over time, folks in the community may have come to think of us as simply another energy provider. But we are not. We are a cooperative that is constantly evolving to meet the needs of the communities we serve, and we are able to do this because of

members like you.

Since our inception, we have sought feedback and engagement from you and that of the larger community to guide our long-term decisions. This is why we hold annual meetings and other events, such as district area meetings, throughout the year. We host events like this to engage with you and obtain your feedback.

We strive to find new ways to help you use energy more efficiently. We're always looking to explore more options that will help you manage your energy use such as the load management program. In short, we are always seeking to keep pace with the changing energy environment, evolving technology and shifting consumer expectations.

REA Energy members help guide important co-op decisions that improve and enrich the community. We value the perspective of our board members, who are members of the co-op and community — just like you.

As a local business, we have a stake in the community. That's why we support our programs like Operation Round-Up and Match Assistance. When you support these efforts, you are supporting the community and making it a better place for everyone.

While the times may have changed, our mission and outlook have not. We view our role as a catalyst for good. Working together, we can accomplish great things for our community now and in the future. 

Longtime employee Debra Beers retires

JANUARY 11, 2019. This date for longtime REA Energy employee and member services representative Debra (Debbie) Beers holds special significance. It was the conclusion of a career spanning 45-plus years at the cooperative and the start of the next chapter of her life.

She began her employment at the cooperative in December 1973 as a cashier. Through the years, she has held various positions, including capital credits clerk and her most recent position as a member services representative.

When asked what she enjoyed the most about working at the cooperative, she stated that working with the membership throughout the years and the family-like atmosphere of REA Energy have been very enjoyable and rewarding.

One of her favorite memories with her coworkers was a surprise 50th birthday party held in her honor. She will greatly miss the friends she has made at work and members she has been in contact with over the years;



RETIREMENT: REA Energy Member Services Representative Debra Beers retires after 45 years of service to the cooperative.

however, she says she will not miss disconnecting members and software upgrades.

In her retirement, she plans to spend more time with family and friends,

and work on quilting projects.

The board of directors and employees at REA Energy Cooperative, Inc. wish to bid a fond farewell to Debbie as she begins a well-deserved retirement. 🌻

If you have an interesting story, unique business or hobby that you would like to have featured in *Penn Lines*, please send your name, address and the subject for your story to: REA Energy Cooperative Inc., Attn: Stacy Hilliard, P.O. Box 70, Indiana, PA 15701. Stories will then be reviewed and the people selected will be contacted by the cooperative. Persons selected must be members of REA Energy Cooperative.

Stop by REA Energy's booth at the Indiana-Armstrong Homebuilder's Show at the Kovalchick Complex March 22-24. Co-op members who visit the booth will receive a free gift.



Statement of non-discrimination

This institution is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call 866-632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax 202-690-7442 or email at program.intake@usda.gov.

Members' canned goods donations given to those in need

AS SOME of you might know, cooperatives across the globe adhere to the same seven cooperative principles that guide all of our decisions — from how we run the co-op to how we engage with our local communities. Concern for community is the seventh principle, and it is one that all employees at REA Energy value year-round. But during the holiday season, concern for community seems especially important. So many families go without on a daily basis and struggle to make ends meet. This struggle can be especially hard during the holiday season.

In the spirit of the holiday season, REA Energy Cooperative, Inc. recently delivered canned goods and other non-perishable food donated by our members to two local community centers to help those who are less fortunate.

In November, the cooperative announced it would give members up to four LED lightbulbs for donations of non-perishable food items to the cooperative. The canned good items would then be donated to local charities in the Indiana and Ebensburg areas. Thanks to our members' generosity, we were able to deliver several boxes of donations to the Chevy Chase Community Center in Indiana and the St. Vincent DePaul Society in Ebensburg.

President & CEO Chad Carrick states, "We are proud of our members' generosity to those who are less fortunate. REA Energy is thankful for our local food banks that are critical in



MEMBER DONATIONS: REA Energy Linemen Steve Malesky, left, and William Lewis deliver donations from the Ebensburg District Office to the St. Vincent DePaul Society.

providing vital nutrition during the holiday season."

There are many ways you can give back to the community that go beyond dollar donations. Take some time to go through your closets and find clothes that no longer fit or have lost their use. Bag those items up and take them to your local Salvation Army or Goodwill Industries store or a church clothing drive. Volunteer for a local food or toy drive, deliver meals to the sick and the elderly, or simply make a meal for a neighbor in need.

No matter how great or small the act, every time we give back, we strengthen our community. So take the time to give back during every season. You'll be glad you did. ☀

Be aware of phone and online scams

REA Energy members continue to receive phone calls from a false number portraying itself as if the call was coming from the cooperative. While the cooperative does make calls to a customer if their account is past due, the caller ID will appear as 724-349-4800. When a member calls in, a member service representative will identify themselves by their first name and may ask for the last four digits of the caller's Social Security number, account number, or the service address for verification.

Scams work when people forget an important axiom: What seems too good to be true almost always is. Three of the most common scams include:

- ▶ Online "phishing." An email you receive from what looks like a known, trustworthy website asks you to respond with confidential information such as a credit card number, banking

number, personal identification number (PIN) or Social Security number. Clicking links in the email can install malware — malicious software — on your computer.

- ▶ Phone or in-person solicitations. Callers or visitors may make attractive offers that guarantee you will receive large amounts of money — after you provide sensitive information or pay an up-front fee. Others pose as government officials demanding payments (sometimes with false caller IDs).
- ▶ Investment offers. Promises of unusually high investment returns with little to no risk should always raise a red flag.

How can you protect yourself? Be diligent in keeping personal and financial information private, and maintain a sense of skepticism when conducting business with new contacts. Here are a few guidelines to keep in mind:

- ▶ Never send personal information

electronically unless you're making a purchase from a website you trust or opening a secure online account with an institution you've chosen to contact.

- ▶ Establish who you're dealing with. Before sharing personal information or making a payment, get a salesperson's name, company name, physical address (not a P.O. Box), and phone number.
- ▶ Be cautious about certain methods of payment. Wiring money is equivalent to sending cash — and it's often untraceable. Likewise, revealing that a scammer's check is bad can take weeks. Make purchases with a credit card that allows you to dispute fraudulent charges.

For more tips and information on financial fraud, visit: ftc.gov (FTC help line: 877-FTC-HELP); finra.org (investment fraud); or ncoa.org (scams targeting seniors).



Brian Mackell was chosen as the winner in REA Energy Services 2018 contest. Customers whose REA Energy Services job or product was \$500 or more were entered into a drawing for a prize valued up to \$500. Congratulations, Brian, and thank you for choosing REA Energy Services.

In 2019, those whose REA Energy Services product or service is \$500 or more will be entered to win a prize. Stop by REA Energy Service's booth at the Indiana-Armstrong Builders Association Home Show in the Kovalchick Complex March 22-24 to learn more about all of the products and services we offer.



REA Energy Services offers the following products and services:

Electrical Contracting • Heating and Air Conditioning

Geothermal Heat Pumps • Backup Generators

Home Heat Loss Estimates • Portable Generators

Tree Trimming and Removal • Water Heater Service Program

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Right-of-way management and facility construction news

REA Energy contractors will be completing tree-trimming work in the following areas in February:

- ▶ Contractor crews from Penn Line Tree Service will be trimming the rights-of-way of the Laurel, Parkwood and Uniontown substation areas, in addition to emergency maintenance areas.

Notification of work will be made to members in the areas affected. Contractors will perform all right-of-way work per REA Energy specifications. All contractor employees will carry employee identification cards and their vehicles will display their company name.

If you have questions, call 724-349-4800, or view specifications at: reaenergy.com.

2019 area meetings

In 2019, there will be two area meetings held in March. This year, the meetings will be held for Directorate Districts 1 and 2.

Members in Districts 1 will be invited to attend a meeting at the Plumville Fire Hall. Members in District 2 will be invited to a meeting at the Grove Hall near Summerhill.

District 1 includes the following township in Armstrong County: Cowanshannock. District 1 also includes the following townships in Indiana County: East Mahoning, North Mahoning, South Mahoning, Washington, and West Mahoning, as well as Creekside Borough. In Jefferson County, District 1 includes: Bell, Gaskill, Perry and Young townships.

District 2 includes the following townships in Blair County: Allegheny, Juniata and Logan. District 2 also includes these townships in Cambria County: Adams, Allegheny, Conemaugh, Cresson, Croyle, East Taylor, Gallitzin, Middle Taylor, Portage, Richland, Summerhill, Washington and West Taylor.

If you live in any of the townships mentioned above, you may receive an invitation in the mail soon.

Your Board of Directors



Michael J. Bertolino
Chairman
District 3



Wayne Farabaugh
Vice Chairman
District 8



Robert P. Neese
Secretary/Treasurer
District 5



Sandra Dill
District 9



Sam Eckenrod
District 1



Anthony Enciso
District 7



Howard Terndrup
District 4



John R. Learn
District 6



J.R. "Rick" Shope
District 2

REA Energy is an equal opportunity provider and employer.