

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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Indiana Operations Manager
- Erin Bauer**
ACRE Coordinator
- Shane Cribbs**
Network & Systems Manager
- Dave Daugherty**
Safety & Right of Way Manager
- Jeff Dishong**
Ebensburg Operations Supervisor
- Lisa Gardill**
Accounting & Finance Manager
- Stacy Patterson-Hilliard, CCC**
Communications & Marketing Supervisor
- 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



Look out for scams

By Chad Carrick, MBA, CFPC
President and CEO

UNFORTUNATELY, in today's world, scams seem to be inevitable. Scammers can threaten you with everything from legal action involving the IRS to turning off power to your home. REA Energy has informed you of scams that have affected us in the past, and ones that sometimes still pop up. We want all members to be informed and be aware of any possible scams.

Utility scams often involve an individual or group posing as an employee of your electric cooperative. The scammer may use threatening language in order to frighten you into offering your credit card or bank account information. Don't fall victim to these types of scams. Understand the threats posed and your best course of action:

- ▶ If someone calls your home or cellphone demanding you pay your electric bill immediately, gather as much information as you can from that individual, hang up the phone and contact the local authorities. Scammers often use threats and urgency to pressure you into giving them your bank account number or loading a pre-paid credit or debit card. If you have any doubts about your utility bill, contact our member services representatives either in person, or over the phone at 724-349-4800 or 800-211-5667.
- ▶ If someone comes to your home claiming to be an employee of REA

Energy who needs to collect money or inspect parts of your property, call us to verify they are, in fact, an employee. If they are not, call local authorities for assistance and do not let the individual into your home.

There are other types of scams consumers should watch out for:

- ▶ Government agencies like the IRS will never call to inform you that you have unpaid taxes or other liens against you. You will always receive this type of information in the mail. If someone calls claiming to be from the IRS, hang up immediately.
 - ▶ If you receive an email from an unknown sender; an email riddled with spelling errors and typos; or an email threatening action unless a sum of money is paid, do not click any links provided within the email, and do not respond to the email. Simply delete the email, or send it to your spam folder.
 - ▶ If someone calls your home claiming to have discovered a virus on your computer, hang up. This caller's intent is to access personal information you may be keeping on your computer.
- REA Energy wants to make sure you avoid any and all types of scams that could put you or your financial information in jeopardy. Please be aware and vigilant to any strange calls or emails. ☀

2018 area meetings

By Stacy Patterson-Hilliard, CCC,
Communications & Marketing Supervisor

REA ENERGY held its yearly area meetings in May. This year, the cooperative held area meetings for members residing in board Districts 7 and 9 at the Kovalchik Convention Complex. Members in District 8 attended a meeting at the Carrolltown Banquet Hall.

Board Chairman Michael Bertolino welcomed members and talked about what it takes to be a board member.

Following the board address, President & CEO Chad Carrick gave a presentation updating members on the financial state of the cooperative, operations, new technology, REA Energy Services, and Touchstone Energy.

Members attending the meeting took advantage of the opportunity to look at displays of the products that our for-profit subsidiary, REA Energy Services, Inc., offers. This subsidiary was formed in 1999 to help offset cooperative costs, as well as give the members an opportunity to purchase quality products at excellent prices.

When members return their reservations to attend the area meeting, they have the opportunity to include a question on the slip. Following are some questions:

Why do we get calls on lowering our electric bill and when I say we are on REA, they hang up? Did you give them our phone number?

REA Energy will never provide any

member's information to a third-party group. These groups that call about lowering rates get their list from a general database in a geographical area and call anyone. If you do get a call from one of these companies, please tell them that you belong to an electric cooperative and are unable to switch providers.

I am looking to install a new electrical panel at my home; how do I contact your subsidiary?

To receive a free quote on the cost of upgrading your electric panel and more information, call our subsidiary, REA Energy Services, at 724-349-4800, option 2. To learn more about all the products and services that REA Energy Services offers, visit www.reaservices.com.

Are the new meters considered to be smart meters?

In 2009, REA Energy, in accordance with Act 129, began to install automated meters, which are often referred to as "smart meters." The meters REA Energy uses allow us to read a member's meter and check on voltage, ampere, and peaking information. Our meters also help streamline our storm management process by showing what members are out of power and pinpointing outage locations.

Are all tree trimming services subcontracted out to other agencies?

Yes, REA Energy's trained tree contractors are experienced with removing and trimming trees to industry standards. We offer competitive and safe tree maintenance services to all members and

non-members.

Why do I only have REA for electricity? Without competition, is REA free to (overcharge) its customers?

In Pennsylvania, no alternative suppliers have ever entered cooperative service territories to serve cooperative consumers, due in large part to competitive cooperative rates. Recognizing that, in 2014, the General Assembly passed legislation removing cooperatives from the retail market.

Is there a site we can go to for tracking power outages when they occur?

The cooperative recently launched an online outage viewer on its web page, www.reaenergy.com. Members can see the total number of outages, the number of outages per county, number of members affected, and the cause, if known.

Why do we have to pay a monthly base charge?

The service charge has been a part of members' bills for decades. This service charge is to cover the cost of providing electric service to our members, including the upkeep of the electrical system, such as lines, poles, meters and substations.

Why do our lights blink sometimes?

There are several reasons that may cause your service to blink. These include a tree on the line, failing equipment or an increase in electrical load from a commercial account. If a problem persists, please call 724-349-4800.

I want to pay my bill online, how do I set this up?

To sign up for the online member portal, visit www.reaenergy.com and click on the link for the member portal. From there, you will be redirected to a page that contains a link to click to "Sign Up." After filling in the information at the bottom of the page and submitting valid data, your User ID is created. You can then log in using your User ID.

Is REA Energy exploring any possible internet connections for members?

REA Energy is always looking for ways to provide more value-added services to our members. We are currently looking to perform a feasibility study on offering broadband service to our members. Stay tuned for more information later!

The board would like to invite all members to join us at our 81st annual meeting on Thursday, Sept. 20, 2018, at the Kovalchik Convention Complex. We hope to see you there. 🌞



MEMBER ENGAGEMENT: REA members visit displays to learn more about products offered by the cooperative and its subsidiary.

Have you been using your Co-op Connections Card?

In 2012, REA Energy joined a nationwide alliance called Touchstone Energy, adding a value-added product to you in addition to our commitment to providing safe, reliable, and affordable electricity.

We are always looking for ways to provide value to our members and our community, especially during tough economic times. REA Energy's Co-op Connections Card is a money-saving tool we're proud to offer our membership. The card connects you with discounts on everything from hotel stays to prescription drugs.

A wide variety of merchants throughout our community accept the card, including Yanov's Bait and Tackle in Portage and Indian Springs Eye Associates in Indiana. Be sure to mention your card to receive your discount.

Our hope is that our local businesses participating in the Co-op Connections Card program continue to benefit from increased traffic from our members. Businesses can sign up for the program at no cost. For a complete list of all participating businesses in our area, simply log on to our website, www.reaenergy.com, and follow the Co-op Connections Card link.

The card also gives you access to online savings at many national retailers. You can check out these great national discounts at www.connections.coop.

Perhaps one of the most valuable features of the Co-op Connections Card is the pharmacy discount. While it is not an insurance card, the discount can mean savings of 10 to 60 percent on prescription drugs. The logo and information on the back of your card is recognized at more than 60,000 national, regional, and local pharmacies.

The pharmacy discount has been widely used by members of Touchstone Energy co-ops across the country. In fact, REA Energy members to date have saved over \$42,000; that's an average of over \$7,000 in savings per year!

Want to find out more? Log on to <https://www.mymemberportal.com/#/Login> to search for pharmacies in our area that honor the card.

As a Touchstone Energy co-op, REA Energy strives to serve our members according to four core values: integrity, accountability, innovation and commitment to community. Our Co-op Connections Card is one of the ways we live up to those values.

We're eager to answer any questions you have about the card and how to take advantage of the discounts it provides. Call us at 724-349-4800 to find out more, or log onto www.reaenergy.com.



Right-of-way management and facility construction news

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

- ▶ Contractor crews from Asplundh Tree Expert Co. will be trimming the rights-of-way of the Kenwood Substation and Indiana North Substation areas, in addition to emergency maintenance areas. Crews from Penn Line Service, Inc. will be trimming the right-of-way of the Uniontown Substation area.

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 any questions, call 724-349-4800, or view the specifications at: www.reaenergy.com.

**REA Energy offices
will be closed on
Wednesday, July 4,
2018, in observance
of Independence Day.
Power outages can be
reported by calling
724-463-7273 or
800-332-7273.**

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For details, visit our website at: www.reaservices.com

Email: reaservices@reaservices.com or call 724-349-4800 or 1-800-211-5667



REA Energy Services uses names you can trust.



PA007896

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