

REA Energy Cooperative, Inc.

A Touchstone Energy® Cooperative 



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OUTAGES & EMERGENCIES
844-920-3395

OFFICE HOURS
Indiana Office: 7 a.m. - 3:30 p.m.
Ebensburg Office: 7 a.m. - 3:30 p.m.
Monday, Wednesday and Friday
Closed Tuesday and Thursday

When the Lights Go Out, We Spring into Action



CHAD CARRICK

WHEN THE STORMS ROLLED ACROSS western Pennsylvania in late April, very few could have predicted the scope of damage that would be left in their path. Winds exceeding 70 mph splintered poles, uprooted trees and brought down spans of power lines, sending thousands of homes into darkness. For REA Energy Cooperative, the next several days became a true test of resilience, teamwork and dedication.

I've seen storms and other bad weather come and go in the past 23 years. Over the last few months, however, we've witnessed frequent storms with unprecedented severity. At the height of the outages following the April 29 storm, nearly 21,000 out of more than 25,000 meters were without power. That alone is a once-in-a-career event. However, over the next several days, storms continued to hit the same areas, causing repetitive damage and outages.

Immediately after the April 29 storms passed, REA Energy sprang into action. Outside crews and office staff assembled at both cooperative offices to create a plan of action. Assessing the damage, crews reported multiple spans of downed lines, upward of 100 broken poles, trees laying across lines all over, and other broken equipment. Adding to the damage, roads were blocked in multiple places, limiting access and creating hazardous conditions.

Most outages were initially due to the cooperative losing transmission supply at 20 of our substations. However, we still knew the damage to our system was catastrophic. This prompted a call for mutual assistance to help with the repairs.

We effectively quadrupled our outside workforce with the help of fellow cooperatives, contractors and tree-trimmers. Restoration work like this is not about downed wires and poles — it's about our members and communities. We understand the challenges members face without power, and that's why crews worked around the clock.

By May 5, we had restored power to all but a few members where damage was most severe. As restoration efforts wrapped up, we were already looking ahead, focused on reliability and continuous improvement.

I want to personally thank REA Energy crews and office staff for their hard and relentless work during this restoration period. Also, thank you to the other cooperatives and contractors that helped turn the lights back on.

I would especially like to thank our consumer-members for their patience and understanding. We truly appreciate your kind words and messages.

We are more than an electric utility. We are part of this community. And, together, we weather the storms and come out stronger. 🇺🇸

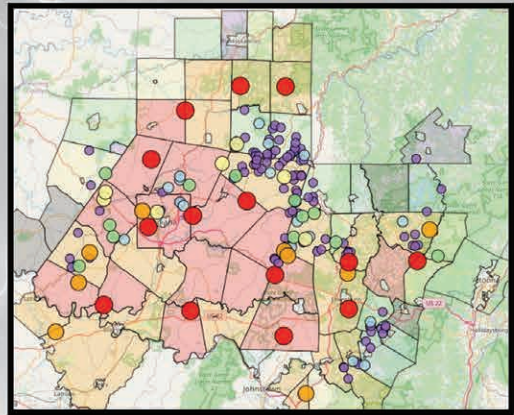
CHAD CARRICK, MBA, CFPC
PRESIDENT AND CEO

APRIL 29: A STORM RECAP

On April 29, a severe storm swept through REA Energy Cooperative's service territory, downing trees and utility poles and leaving approximately 17,600 members without power.



Around 6 p.m. Tuesday, April 29, a severe storm accompanied by extremely strong winds swept through our service territory.



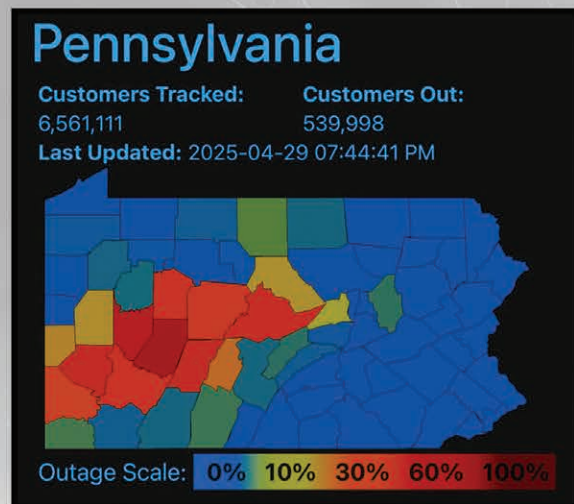
- Twenty of REA Energy's substations lost power from our power delivery company, FirstEnergy.
- The downtime of these substations ranged from 16 minutes to 74 hours.
- Ninety-nine broken poles were discovered in the restoration process.
- Restoration continued into the following week, with the last member's power restored on May 5.



Photos supplied by REA Energy employees

Not only did our electrical grid experience catastrophic damage, but REA Energy's communications lines were also damaged in the storm. This caused outage reporting systems to go offline intermittently during the first 72 hours after the storm hit.

REA Energy has not seen this amount of damage in more than 30 years. During the weeklong restoration process, our service territory experienced several more storms that caused additional damage to the grid.



More than half a million customers across Pennsylvania lost power due to this vicious storm, including 90% of REA Energy's total meters.

We made the call for help, and many sister cooperatives, tree crews, and contractors answered it. Our outside workforce quadrupled in size to get the damage repaired.

Our storm restoration team worked 16-to-24-hour shifts to get the power back on.

This was a historic event for REA Energy. We thank our members for their patience and understanding as we continue to work on fully repairing the damage.



REA Energy thanks Adams Electric Cooperative, Claverack Rural Electric Cooperative (REC), New Enterprise REC, Northwestern REC, Somerset REC, BNF Powerline Construction, Inc., The Tri-M Group, LLC and Penn Line Tree Service for their help during the restoration process.



**REA ENERGY OFFICES WILL BE CLOSED
FRIDAY, JULY 4, IN OBSERVANCE OF
INDEPENDENCE DAY**

**TO REPORT AN OUTAGE OR MAKE A PAYMENT,
PLEASE CALL 844-920-3395**

MyREAEnergy SmartHub Update

****Important Update for Your Stored Payment Information****

Starting Monday, June 23, you may be prompted to enter your card's CVV code — the three- or four-digit number found on the back of your debit or credit card — when using a stored card to make a one-time payment on SmartHub or the IVR phone. This added step helps to ensure secure transactions.

Please note: this change does not affect members on Auto Pay.

Payments processed directly from a bank account will not be affected. Please contact the cooperative with any questions.

Right-of-Way Management News

REA Energy contractors from Penn Line Tree Service will be trimming the rights of way near the Livermore and Georgeville substation areas and emergency maintenance areas in June.

Members in the affected areas will be notified. Contractors will perform all right-of-way work per REA Energy specifications. All contractors 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 reaenergy.com.

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REA Energy is an equal opportunity provider and employer.