

Claverack Rural Electric Cooperative

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives
serving Pennsylvania and New Jersey

Claverack REC

570-265-2167

1-800-326-9799

Email: mail@claverack.com

Website: <http://www.claverack.com>

BOARD OF DIRECTORS

Charles R. Bullock, Zone 7
Chairman

570-280-8470

Dr. Robert R. Faux, Zone 2
Vice Chairman

570-574-3531

Danise C. Fairchild, Zone 1
Secretary/Treasurer

570-265-3599

Charles R. McNamara, Zone 8
Vice Secretary/Treasurer

570-553-4385

Angela S. Joines, Zone 3
570-756-4979

Gary L. Hennip, Zone 4
570-247-7233

Robert W. Fearnley, Zone 5
570-278-2288

Timothy T. Tewksbury, Zone 6
570-833-2320

Anthony J. Ventello, Zone 9
607-765-2615

Steve Allabaugh
President & CEO

Staff

Annette Koder, Executive Assistant

Doug Nichols, Director, Operations

Shelley Young, Director, Financial Services

Brian Zeidner, Director, Member Services

Office Hours

Monday through Friday

7:30 a.m. - 4 p.m.

Jeff Fetzer, Local Pages Editor

Guest Column



Working our way through a pandemic

by Pete Yastishock, *Director of Safety & Compliance*

CLAVERRACK has an experienced team of employees who are highly skilled at keeping the lights on and restoring power, even under the intense and challenging conditions brought about by hurricanes, snowstorms and ice storms. But what about 11 months of working to keep the power flowing during a pandemic?

Working to ensure the reliable delivery of electricity and maintaining the high level of service you expect from Claverack during the COVID-19 pandemic has required significant planning and adjustments.

One of the main concerns has been that a group of employees would get sick or be under quarantine at the same time, potentially leaving us with an insufficient workforce to take care of our members properly. And we certainly did not want to spread the health risk to members. So we developed workplace protocols to protect our employees, co-op members, vendors and suppliers to the best of our ability.

Changes required to continue working during the course of the pandemic have included wearing masks, spending extra time sanitizing vehicles and work spaces, communicating while maintaining separation between people, driving to job sites separately, taking up the slack for employees who were off sick, closing office lobbies but taking additional phone calls, and making arrangements for appointments.

Even with those protocols, some employees did contract the coronavirus over the course of the past year, but the procedures we put in place have helped

keep our workforce intact and allowed us to safely continue our focus on keeping power flowing to your homes.

We know the pandemic has also affected many of the cooperative's members. We saw about a 25% increase in the number of members unable to pay their bills due to financial hardships caused by the pandemic. Our member services department spent additional time on the phones, receiving and making calls to assist members to make payment arrangements and helping to find assistance for those in dire need.

The challenges to keep people separate while still conducting staff and board meetings and interfacing with members was largely overcome by utilizing technology in new ways. This required us to quickly make adjustments to how we communicate and to significantly modify our computer infrastructure. It also emphasized the need for broadband in our rural communities. The need to separate our employees to prevent the spread of COVID-19 required, in some instances, relocating office space or using technology to enable employees to work remotely — provided they had adequate internet service.

I am proud of how our employees have pulled together and adjusted for an extended period of time to keep the lights on, while also reducing the risk of virus spread to members and coworkers. We need to remain vigilant, but we look forward to the day when we can return to normal operations and once again work directly with our members without having to think about contracting or spreading a deadly virus. ☀

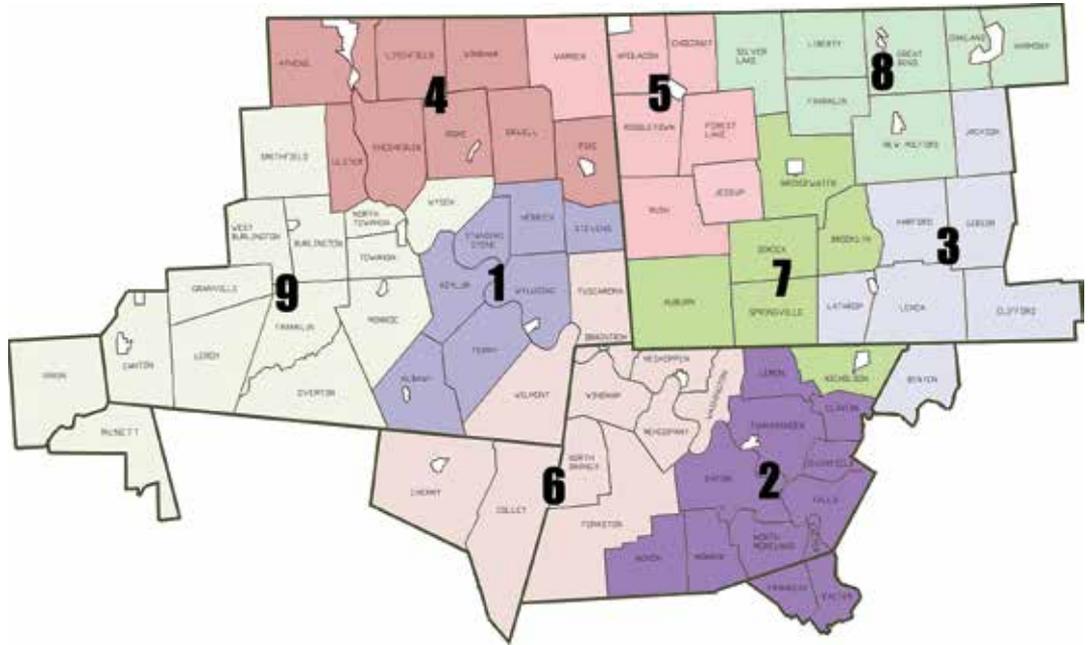
Official notice of director elections

Candidates sought for Zones 4, 5 and 6

ELECTION by majority is one of the hallmarks of membership in a rural electric cooperative.

As a member, you can take an active role in democracy at Claverack Rural Electric Cooperative by running for a seat on the co-op's board of directors. Or you can exercise your democratic rights by simply voting in the director elections.

This year, Claverack will hold director elections for Zones 4, 5 and 6, currently served by directors Gary L. Hennip, Robert W. Fearnley and Timothy T. Tewksbury, respectively.



Duties of a director

Directors are responsible for developing co-op policies and long-range plans. They voice members' concerns and make recommendations to Claverack's management staff.

Nine directors comprise Claverack's board. Each board member represents a specific area within the utility's service territory.

Directors serve three-year terms. Elections take place on a rotating basis, with director seats in three of the co-op's nine zones up for election each year. The board meets at Claverack's headquarters in Wysox on the fourth Wednesday of each month.

To be eligible for director candidacy, you must meet all guidelines listed in the cooperative's bylaws, which may be viewed online by visiting claverack.com. A copy of the bylaws can also be obtained by contacting the cooperative or visiting the co-op's Wysox office.

To serve on the board, you must be a member and a bona-fide resident of the zone you seek to represent. You

cannot be employed by or financially interested in a competing enterprise or business, or be a close relative of an employee or board member.

Election procedures

Residential members from Zones 4, 5 or 6 interested in running for a position on the cooperative's board of directors must be nominated by a petition signed by at least 15 members residing in the candidate's respective zone. Petitions and further instructions are available by contacting Annette Koder at the Claverack office at 1-800-326-9799 or 570-265-2167 or by email at mail@claverack.com.

Petitions must be received by Tuesday, May 4, 2021, in order to be considered. The election of directors will be conducted via mail-in ballots; therefore, adequate time is needed for the petitions to be received and reviewed by the cooperative's Credentials and Election Committee.

Qualified candidates will also be asked to submit a brief biography, which will be included with the official ballot and published in *Penn Lines*. 

Municipalities scheduled to elect directors in 2021

Zone 4: Athens, Litchfield, Orwell, Pike, Rome, Sheshequin, Ulster and Windham townships in Bradford County.

Zone 5: Warren Township in Bradford County; Apolacon, Choconut, Forest Lake, Jessup, Middletown and Rush townships, and Little Meadows and Friendsville boroughs in Susquehanna County.

Zone 6: Cherry and Colley townships in Sullivan County; Braintrim, Forkston, Mehoopany, Meshoppen, North Branch, Washington and Windham townships in Wyoming County; Tuscarora and Wilmot townships in Bradford County.

Rebates available when you buy Energy Star appliances

WHEN YOU purchase an Energy Star®-rated appliance, you are conserving energy and saving money on your electric bill.

To encourage members to practice energy conservation and responsible energy use, Claverack is offering rebates of \$50 to \$100 to consumer-members who purchase qualifying Energy Star refrigerators, washers and dryers.

Energy Star certification means products meet energy-efficiency guidelines set by the U.S. Environmental Protection Agency. Energy Star-rated products are expected to help consumers reduce their energy bills, conserve energy and help protect the environment.

Claverack's Energy Star Rebate Program allows members to benefit from energy savings generated from the product itself and receive a direct rebate from the cooperative for their purchase. For Energy Star-rated refrigerators, the rebate amount is \$100; for washers or dryers, members will receive a \$50 rebate.

To apply for the rebate through the Claverack Energy Star Rebate Program, members must:

- ▶ Purchase an Energy Star-rated refrigerator, washer or dryer in the

current calendar year.

- ▶ Complete a rebate form. The form is available by clicking on the "rebate" button on the Claverack homepage, claverack.com, or by calling the office at 1-800-326-9799.
- ▶ Include a receipt or invoice showing the date and purchase price of the Energy Star items.
- ▶ Include a copy of the Energy Star label from the appliance.
- ▶ Mail all documentation to: Claverack Rural Electric Cooperative, Attn: Appliance Rebate Program, 32750 Route 6, Wysox, PA 18854.

Once all documentation is received, a bill credit will be applied to your account. Rebates are available on a first-come, first-served basis. There is a limit of one rebate per appliance type per member account, and appliances must be installed within Claverack's service territory.

Please note that funding for rebates is limited and the rebate program is subject to change or cancellation without notice.

For more information, contact the Claverack member services department at 1-800-326-9799. ☀



SmartHub: Manage your account from anywhere

SmartHub, Claverack's online bill payment and account management program, lets you manage all aspects of your account online or with your mobile device.

WITH SMARTHUB, YOU CAN:

- ▶ View bills online
- ▶ View billing history
- ▶ Change account information
- ▶ Receive billing notifications
- ▶ Pay your bill online using your checking account, credit or debit card
- ▶ Receive a paperless bill
- ▶ Access your account info on your smartphone or tablet with a free mobile app
- ▶ Report power outages



Signing up for SmartHub is easy. Visit our website, claverack.com, click on the "Pay Bill" button on the left side of your screen and follow the registration instructions. The SmartHub mobile app is available for download through your app store.

OFFICE CLOSING
All Claverack offices will be closed Friday, April 2, in observance of Good Friday.

PAiD program saves time, stamps and late-fee worries

IF YOU are looking for ways to simplify your life, Claverack's Payment Automatically Drafted (PAiD) program may be for you.

By signing up for Claverack's automatic bill payment program, you can avoid the hassle of searching for stamps, licking envelopes and worrying about whether your payment arrives on time.

When you participate in the PAiD program, the payment for your electric bill is automatically drafted from your checking or savings account or charged to a credit or debit card each month.

Even if you are out of town, your bill will be paid on time. You'll never have to worry about paying a late fee again.

Here's what happens after you sign up:

- ▶ The first automated payment will be made the second billing period after we receive your completed form. The first month will be a trial run to verify account numbers. No money will be moved.
- ▶ You will continue to receive a monthly bill statement.
- ▶ Your bill statement will alert you to the date that your payment will be automatically withdrawn.

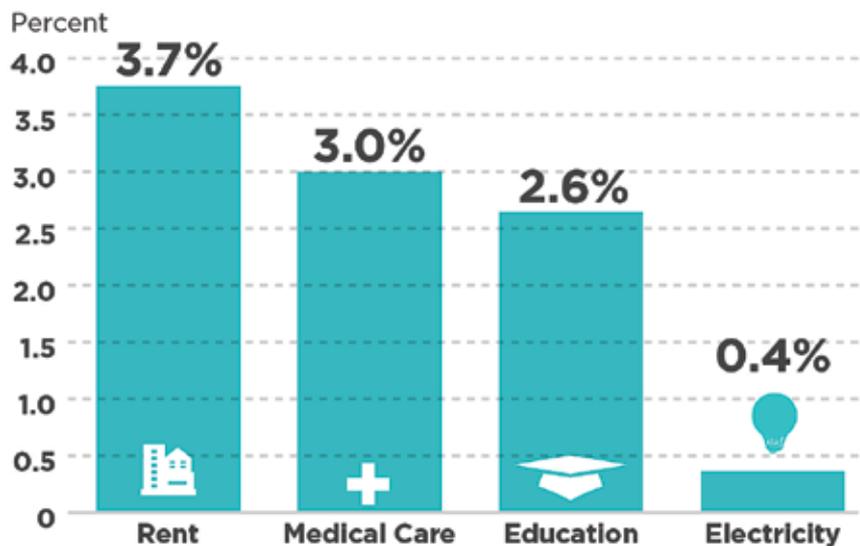
With Claverack's PAiD program, paying your electric bill is simple. There are no sign-up charges or transaction fees. And you can cancel PAiD at any time by notifying us in writing.

To sign up for PAiD, please complete the online application that can be found on our website, claverack.com, by clicking on "Payment Options" under the Your Bill drop-down menu at the top of the homepage. For more information, please call 1-800-326-9799.

ELECTRICITY REMAINS A GOOD VALUE

The cost of powering your home rises slowly when compared to other common expenses. Looking at price increases over the last five years, it's easy to see electricity remains a good value!

Average Annual Price Increase 2014-2019



Sources: U.S. Bureau of Labor Statistics
Consumer Price Index

Co-op offers scholarship to MU students

Applications are being accepted for a \$1,000 scholarship that is available for the 2021-2022 academic year to a Mansfield University student who is a Claverack member or dependent.

To be eligible for consideration, students must:

- ▶ be enrolled full time at Mansfield University
- ▶ demonstrate financial need
- ▶ be a member or dependent of a member of Claverack Rural Electric Cooperative
- ▶ demonstrate the highest traits of leadership, citizenship and character

Students can also apply online by visiting our homepage, claverack.com, and clicking on Scholarships under the "Your Community" drop-down menu at the top of the screen.

Claverack endowed the scholarship fund at Mansfield University in 2000, with a goal of providing financial assistance to any Claverack member or dependent pursuing a degree at the university.

A member of the State System of Higher Education, Mansfield University attracts many students from throughout the cooperative's service territory.