

CLAVERACK RURAL ELECTRIC COOPERATIVE, INC.

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Charles R. McNamara

Director

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Zone 8



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About Claverack

Claverack Rural Electric Cooperative delivers electricity to 15,865 members in eight northeastern and north-central Pennsylvania counties — Bradford, Wyoming, Susquehanna, Lackawanna, Luzerne, Sullivan, Tioga, and Lycoming.

Incorporated in 1936, Claverack is headquartered in Wysox and maintains district offices in Montrose and Tunkhannock.

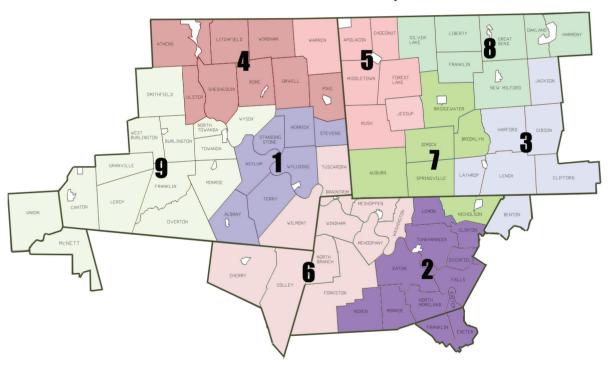
The co-op averages less than six members per mile of line and experiences a slow growth rate of about 1 percent a year. Claverack provides service to 18,769 active accounts and maintains 2,804 miles of energized electric lines.

Claverack is a not-for-profit energy provider owned by the people it serves and governed by a nine-member board of directors.

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Claverack Service Territory and Zones



On the cover

Claverack apprentice lineman Troy Ely, left, and journeyman lineman Paul Huffman work together to install a transformer as part of a line construction project in the Montrose District.

Mission Statement

Claverack Rural Electric Cooperative, Inc., is a member-oriented, nonprofit electric utility dedicated to providing safe and reliable energy and other valuable services for those we serve.

OUR COMMITMENT

ommitment. For us, this isn't just a word or empty promise. In the pages of this annual report you will see many examples of the things we do that transform our commitment to our members and their communities into reality.

One of the ways we show our commitment is through responsible and transparent governance and management of the cooperative. Your board of directors works hard to ensure our policies are fair, up to date and reflect utility best practices. We continually review our governance processes to make sure we exercise transparency in our director elections, board meetings and financial management. We are extremely pleased that our cooperative is in excellent financial standing. Through careful attention to our budget, loan portfolio and cash flow, we have been able to improve the cooperative's equity position, minimize our overall loan interest expense, and retire significant amounts of patronage capital.

On the subject of patronage capital, more commonly referred to as capital credits, our retirement history reflects a commitment made by your board of directors several years ago to retire capital credits on an annual basis. Since 2011, we have retired approximately \$7.3 million in patronage capital to former and current members of the cooperative. More good news: In 2018, we will be retiring an additional \$1.7 million.

Rates are another important part of our overall financial management. We are committed to a sound rate structure, one that fairly allocates costs over our different classes of members and allows for sufficient revenue to properly operate and maintain our electric system. The electricity market will always have its ups and downs. We are pleased that our rates have been relatively stable for the last decade and are comparable to those of the other electric providers in the region.

Another important commitment we have made is improving the reliability of our electric system. This is without a doubt our most challenging goal. In recent years, our progress has been complicated by the damage caused by the emerald ash borer as well as the temperate winters that have boosted vegetation growth. In 2017, we increased our budget for right-of-way clearing to over \$2 million. We also contracted with ACRT, a utility forestry consultant, to help us better manage our program. Other efforts to improve reliability include system improvement projects, preventative maintenance and the use of protective devices to isolate outage events, thereby affecting fewer members.

Our system improvement budget in 2017 totaled over \$3.6 million for various projects. This included work on a rebuild of our Monroeton substation, some upgrades to the Evergreen substation, as well as the rebuild and upgrade of several miles of line throughout the system. We routinely inspect and replace poles and other facilities. Last year we also began a more robust reliability improvement program in which our worst-performing electric circuits are foot patrolled and inspected for equipment damage and deterioration.

The most important commitment we make to our employees is to provide a safe workplace. We want every employee to arrive home safely each evening. All our employees are required to participate in safety training covering a wide range of topics, such as personal security, hazard recognition, first aid, and defensive driving. Of course, our linemen and other outside employees receive specialized training in electrical hazards. We continually review our work practices to make sure they conform to OSHA regulations, and we participate in our national association's safety program, the Rural Electric Safety Achievement Program (RESAP).

We care about the safety of our members and the public as well. Our member services employees present a "Safety City" program to hundreds of students each year. We also have programs available to train first responders how to identify and avoid the hazards of electricity when responding to fires and traffic accidents.

Our commitment extends to the communities in our region. Electric cooperatives in Pennsylvania can use unclaimed property to fund member assistance programs and for civic purposes. Unclaimed capital credits checks make up most of our unclaimed property, and we put those dollars to good use supporting our members experiencing financial hardships, and supporting the needs of our local communities. In addition to our HOPE program, which assists low-income members with past-due electric bills, we make numerous donations to nonprofit community organizations. In 2017, we provided donations to over 70 organizations throughout our service territory. Many of these contributions are guided by our employees, who are permitted to direct a donation of up to \$250 annually to an organization of their choosing.

Our employees are also encouraged to give back to their communities through volunteer service. Our employees serve as coaches, tutors, emergency responders and board members, and we are proud to see them donate their time and talents to help others.

All these things are part of our commitment to you, our consumer-members. Please be assured that we plan to honor these commitments for many years to come. Thank you for your continued support and interest.



James Luce
Board Chairman

Bobbi Kilmer President & CEO

Bobbe Kilmer

ADMINISTRATION & FINANCIAL SERVICES

- Achieved net margins of over \$4.7 million.
- Retired over \$1.6 million in capital credits to current and former members. The retirement marked the seventh consecutive year Claverack returned patronage capital to its members.
- Awarded HOPE (Helping Others Purchase Electricity) funding of \$57,500 to 153 members in 2017. HOPE is a member assistance program Claverack started in 2015 that is funded by unclaimed capital credits refunds. Most of the funds were awarded as grants of up to \$500 toward the electric bills of financially eligible members facing disconnection. A portion of this funding assisted members with hardships that didn't qualify for the HOPE funding, primarily hazard mitigation.
- Utilized unclaimed capital credits to provide \$26,250 in donations to assist 71 organizations within the co-op service region.
- Continued to provide donations to the Northern Tier Career Center and the Susquehanna County Career and Technology Center in support of their participation in the Skills USA program.
- Awarded \$3,775 in Operation Round-Up funds to assist 10 members struggling to pay their electric bills in 2017. The funds were contributed by 1,156 members who voluntarily "round up" their electric bill to the next dollar amount each month.
- Continued to educate members about convenient bill payment options such as PAiD, our bank draft program, and SmartHub, our online bill payment and account management program. The number of PAiD enrollees increased by 3.2 percent in 2017, to 3,220 participating members. SmartHub utilization grew to 5,793 registered users in 2017, a 6 percent increase.



Annette Bender, a co-op employee since 1998, juggles the many duties of her position as executive assistant with a smile.



Claverack accountant Fred Allis will mark his 30th year as a cooperative employee in 2018.



President & CEO Bobbi Kilmer listens intently to the 2017 audit report from the cooperative's accounting firm, Buffamante Whipple Buttafaro, P.C. The annual audit helps to ensure our commitment to the financial health and integrity of the cooperative.

MEMBER SERVICES

- Continued to experience growth in the heat pump rebate program. Provided rebates to 54 members who installed heat pumps in 2017, up from 52 rebates issued the previous year.
- Participated in more than 30 community events during the year, including Susquehanna County Ag Day, a Senior Expo hosted by state Rep. Tina Pickett in Bradford County, the Elk Lake Science Fair, and Bradford County Conservation Days in Towanda and Northeast Bradford.
- Provided 15 Safety City demonstrations in classrooms throughout the Claverack service area.
- Assisted three members with the interconnection of solar energy systems. At the end of 2017, a total of 61 renewable energy systems have been interconnected to the Claverack grid.
- Coordinated and promoted Rural Electric Youth Tour activities. Claverack selected six high school students from its service area to take on an annual tour of Washington, D.C.
- Coordinated the return of Claverack's annual meeting to the Elk Lake School District campus in Susquehanna County.
- Facilitated an educational seminar concerning efforts by the Bradford County Conservation District to restore the American chestnut tree to the local landscape. The event was held at the cooperative's headquarters building and was opened to the public.

State Rep. Tina Pickett joins member services department employees Karen Evangelisti, left, and Brian Zeidner at the Claverack booth during Pickett's Senior Citizens Expoheld at the Athens Lynch-Bustin Elementary School in June. The co-op employees spoke to hundreds of people while representing the cooperative and distributed about 500 energy-efficient LED lightbulbs in support of the co-op's Local Energy Efficiency Program.



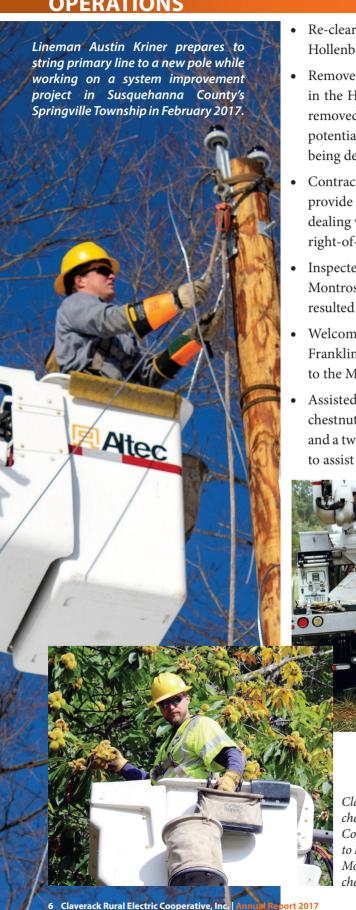
The Claverack member services team includes, from left, Betsy Scranta, Nicole Newton, Lynn Jennings, Rebecca Allen, Karen Evangelisti and Brian Zeidner, director of member services.



Member services representative Betsy Scranta shares a smile with Claverack member Ivan Remington at the front counter in the co-op's Wysox headquarters building. Claverack strives to make each interaction with members, whether over the phone or over the counter, friendly, courteous and professional.



OPERATIONS



- Re-cleared vegetation on 175 miles of right-of-way in areas served by the Hollenback and Plank Road substations in Bradford County.
- Removed 750 ash trees in conjunction with vegetation management work in the Hollenback and Plank Road substation areas. Most of the ash trees removed were located along the edge of co-op rights of way and had the potential to come into contact with electric lines. Ash trees in the region are being decimated by a forest pest called the emerald ash borer.
- Contracted with ACRT, a utility vegetation management consulting firm, to provide a full-time professional forester to provide guidance to the co-op in dealing with the ash issue and to take the lead role in overseeing the co-op's right-of-way management program.
- Inspected and tested 2,210 utility poles on circuits served out of the South Montrose substation in Susquehanna County. The pole inspection program resulted in the replacement of 43 rejected poles.
- Welcomed three new apprentice linemen, Austin Kriner and Matthew Franklin, both assigned to the Tunkhannock District, and Troy Ely, assigned to the Montrose District.
- Assisted the Bradford County Conservation District with its American chestnut tree restoration project. Claverack donated use of a bucket truck and a two-man crew to assist with the pollination and collection of chestnuts to assist with the project.

Linemen John Farrell, Shawn Robinson and Aaron Signore (l-r) mark the completion of repairs to a section of distribution line in Georgia that had been knocked out of service by Hurricane Irma in September. The three Claverack linemen, along with lineman Greg Wilcox, were among hundreds of lineworkers from 31 electric co-ops who assisted Jackson Electric Membership Corp. restore electricity following the hurricane, which knocked out power to more than 123,000 consumers.

Claverack lineman Leonard Fowler collects chestnuts from a mature American chestnut tree growing near Stevensville in September as part of a Bradford County Conservation District project aimed at restoring the American chestnut to Pennsylvania forests. Once one of the most dominant trees of the Appalachian Mountain range, the American chestnut was decimated by a disease known as chestnut blight in the early part of the 20th century.

ENGINEERING

- Completed construction and energized the new Leroy substation. This project increased transformer capacity from 2500KVA to 7500/10500KVA and incorporated electronically controlled reclosers and voltage regulators.
- Completed design and procured equipment for Monroeton substation upgrade project. This project increases transformer capacity from 3750KVA to 7500/10500KVA and installs new electronically controlled reclosers and voltage regulators.
- Began design work for the upgrade of our Evergreen substation in Bradford County.
- Completed construction on a three-phase line construction project in Wilmot Township, Bradford County, served by the Hollenback substation. This project upgraded approximately 6 miles of overhead single-phase line to new three-phase construction in the Sugar Hill area.
- Completed design and began construction of a three-phase tie line construction project interconnecting our Steinbach and Hop Bottom substations. This project, when complete, will include approximately 8 miles of three-phase line primarily in Harford Township, Susquehanna County. In addition to providing tie capability between our Steinbach and Hop Bottom substations, it also will provide backfeed to our commercial and residential members in the area of the South Gibson exit of Interstate 81.



Claverack's director of engineering, Steve Allabaugh, right, discusses system improvement work with Nate Stoddard, field services supervisor.

- Completed design and began installation of a new VHF radio system for mobile truck and personnel communications. In addition to enhanced mobile communications, the new digital radio system will enable Automatic Vehicle Locating (AVL) deployment throughout the Claverack fleet, as well as integration with field equipment for remote monitoring and operation.
- Continued deployment of a Supervisory Control and Data Acquisition (SCADA) system. This system provides real-time data from the equipment at the substations, including various alarms and operational status, and provides remote operational control of various devices in the substation.



PERSONNEL

Office of the President & Chief Executive Officer

Bobbi Kilmer, *President & CEO* Annette Bender, *Executive Assistant*

Financial Services

Shelley Young, *Director of Financial Services* Fred Allis, *Accountant* Kylie Slater, *Accountant*

Member Services

Brian Zeidner, Director of Member Services
Nicole Newton, Billing Process Supervisor
Karen Evangelisti, Member Service Quality Specialist
Rebecca Allen, Member Service Representative
Lynn Jennings, Member Service Representative
Betsy Scranta, Member Service Representative
Shane Dodge, Buildings, Maintenance & Grounds Technician

Engineering Services

Steve Allabaugh, Director of Engineering
Debbie Allyn, E&O Department Assistant
Nate Stoddard, Field Services Supervisor
Randy Fekette, Field Service Technician
Charlie Goodwin, Field Service Technician
Bernie Barrett, Field Service Technician
Chris Cowles, GIS Technician
Larry Beebe, Electronic Technician
Stacey Ammerman, GIS Coordinator
Neal Snyder, Supervisor of Purchasing



Claverack President & CEO Bobbi Kilmer congratulates employees who achieved years-of-service milestones during the co-op's 2017 employee awards breakfast. Pictured are (l-r) Kilmer, Rich Valentine, Greg Wilcox, Kylie Slater and Bonnie Fox.



Claverack's director of operations, Doug Nichols, left, congratulates lineman John Farrell for completing the Lineworkers Certification Program through Northwest Lineman College. Farrell, a journeyman lineman, works with the co-op's Tunkhannock District line crew.

Operations

Doug Nichols, *Director of Operations*

Wysox District

Jim Altemus, *District Operations Supervisor*Lindsay Chamberlain, *Crew Chief*Greg Wilcox, *Serviceman*Rich Herman, *Journeyman Lineman*Jeremiah Lund, *Journeyman Lineman*Aaron Signore, *Journeyman Lineman*Leonard Fowler, *Apprentice Lineman*

Montrose District

Brian Decker, *District Operations Supervisor*Allen Scott, *Crew Chief*Dave Benninger, *Serviceman*Rich Valentine, *Journeyman Lineman*Brandon Griffiths, *Journeyman Lineman*Paul Huffman, *Journeyman Lineman*Troy Ely, *Apprentice Lineman*

Tunkhannock District

John Camburn, *District Operations Supervisor*John McKernan, *Crew Chief*Shawn Robinson, *Journeyman Lineman*John Farrell, *Journeyman Lineman*Justin Franko, *Apprentice Lineman*Austin Kriner, *Apprentice Lineman*Matthew Franklin, *Apprentice Lineman*

BALANCE SHEETS

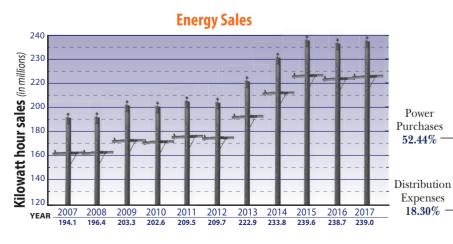
ASSETS	2017	2016
Electric Plant:		
In service - at cost	\$109,061,855	\$103,657,266
Construction work in progress	1,518,085	2,246,968
	110,579,940	105,904,234
Less accumulated provisions for depreciation	50,189,856	47,639,502
Total electric plant	_60,390,084	58,264,732
Other assets and investments:		
Investments in and advances to associated organizations	8,484,849	8,024,098
Investments and advances to affiliate	_ 11,485,190	10,467,767
Total other assets and investments	19,970,039	18,491,865
Current assets:		
Cash	1,929,338	1,123,357
Temporary investments	46,212	49,822
Accounts receivable (less accumulated provision for uncollectible accounts of \$145,000 and \$138,726 for		
2017 and 2016, respectively)	4 860 033	1 611 951
Materials and supplies (at average cost)	4,860,933 814,808	4,644,854 673,583
Other current and accrued assets	887,093	680,132
Total current assets	8,538,384	7,171,748
Deferred charges	1,513,380	1,664,719
	\$90,411,887	\$85,593,064
EQUITIES AND LIABILITIES	470,212,007	+ + + + + + + + + + + + + + + + + + +
Equities:		
Memberships	\$141,105	\$145,375
Patronage capital	43,032,486	41,143,235
Other equities	8,105,794	6,602,463
Accumulated other comprehensive loss	(1,892)	(1,416,149)
Total equities	51,277,493	46,474,924
Long-term debt:		
CFC notes, less current maturities	28,427,358	27,031,534
Capital lease obligation, less current maturity	29,965	37,427
Total long-term debt	28,457,323	27,068,961
Other non-current liabilities:		
Other post-retirement benefits, less current portion	3,635,878	4,862,219
Deferred compensation, less current portion	675,900	813,300
Total other non-current liabilities	4,311,778	5,675,519
Current liabilities:		
Current maturities of CFC notes	1,900,487	1,763,421
Current maturity of capital lease obligation Accounts payable:	44,495	36,952
Purchased power	1,505,526	1,539,798
Other	1,245,961	1,359,987
Consumer deposits and energy prepayments	519,095	515,136
Other current and accrued liabilities	959,564	997,500
Total current liabilities	6,175,128	6,212,794
Total liabilities	38,944,229	38,957,274
Deferred credits	190,165	160,866
Commitments	\$90,411,887	\$85,593,064

STATEMENTS OF REVENUE

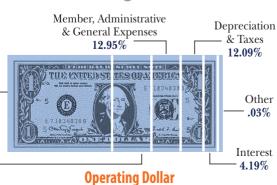
OTHER COMPREHENSIVE INCOME

	2017	2016
Operating revenues	\$30,273,340	\$30,334,675
Operating expenses:		
Cost of power	14,422,064	15,120,755
Distribution - operations	883,334	864,713
Distribution - maintenance	4,150,556	3,916,756
Consumer accounts	578,317	577,419
Sales	378,729	371,156
Administrative and general	2,606,034	2,617,149
Depreciation	3,312,802	3,169,007
Taxes and other deductions	33,659	19,076
Total operating expenses	26,365,495	26,656,031
Operating margins before fixed charges	3,907,845	3,678,644
Fixed charges		
Interest on long-term debt	1,137,904	1,298,158
Operating margins after fixed charges	2,769,941	2,380,486
G&T and other capital credits	729,345	495,078
Net operating margins	3,499,286	2,875,564
Non-operating margins		
Interest income	43,181	51,652
Other non-operating income	24,672	22,985
Equity in earnings of affiliate	1,151,923	671,260
Total non-operating margins	1,219,776	745,897
Net Margins	\$4,719,062	\$3,621,461
Other comprehensive income		
Unrealized (losses) gains from available-for-sale securities Unfunded post-retirement benefit plans:	(3,119)	5,785
Net actuarial gain (loss)	1,375,876	(143,669)
Reclassification of amounts recognized in net margins		
Actuarial gain	20,200	106,342
Prior service cost (recovery)	21,300	(8,800)
Total other comprehensive income (loss)	1,414,257	(40,342)
Total comprehensive income	\$6,133,319	\$3,581,119









STATEMENTS OF CASH FLOWS

	2017	2016
Cash flows from operating activities:		
Net margins	\$4,719,062	\$3,621,461
Adjustments to reconcile net margins to net cash		
provided by operating activities:		
Depreciation	3,312,802	3,169,007
Amortization of RS Plan prepayment	151,339	151,338
G&T and other capital credits (noncash)	(729,345)	(495,078)
Equity in income of affiliate (noncash)	(1,151,923)	(671,260)
Change in deferred post-retirement costs	50,516	21,586
Change in provision for losses on accounts receivable	6,274	(27,341)
Change in operating assets and liabilities:		, ,
Accounts receivable	(222,353)	(419,687)
Material and supplies	(141,225)	114,298
Current and accrued assets	(206,961)	12,486
Accounts payable	(148,298)	(35,407)
Consumer deposits and prepayments	3,959	(5,706)
Current and accrued liabilities	(37,936)	(47,908)
Deferred credits	29,299	39,758
2 000000		23,700
Total adjustments	916,148	1,806,086
Net cash provided by operating activities	5,635,210	5,427,547
Cash flows from investing activities		
Extension and replacement of plant	(5,400,538)	(5,931,522)
Change in invested funds	272,204	167,420
	()	
Net cash used in investing activities	(5,128,334)	(5,764,102)
Cash flows from financing activities:		
Proceeds from issuance of CFC notes	3,300,000	
Reduction of long-term debt and capital lease obligation	(1,804,645)	(1,754,984)
Distribution from affiliate	134,500	211,000
Membership fees cancelled	(4,270)	(3,700)
Retirement of capital credits	(1,610,035)	(1,256,112)
Gain on early retirement of capital credits		
and unclaimed capital credits	283,555	84,578
Net cash provided by (used in) financing activities	299,105	(2,719,218)
Net change in cash	805,981	(3,055,773)
Cash, at beginning of year	1,123,357	4,179,130
Cash, at end of year	\$1,929,338	\$1,123,357

Independent Auditor's Statement The independent accounting firm Buffamante Whipple Buttafaro, P.C., Certified Public Accountants, with headquarters in Jamestown, N.Y., has audited the cooperative's financial statements for the fiscal year ending December 31, 2017.

Complete, audited financial statements are maintained and available for inspection at the headquarters office of Claverack Rural Electric Cooperative, 32750 Route 6, Wysox, Pa. 18854.

2017 Annual Meeting **Minutes**

Claverack Rural Electric Cooperative, Inc. **80th Annual Meeting of Members** Elk Lake High School, Springville, Pa. July 13, 2017

MEETING MINUTES

The 80th Annual Meeting of Members of Claverack Rural Electric Cooperative, Inc., was held at the Elk Lake High School, Springville, Pa., on Thursday, July 13, 2017. Registration began at 4 p.m. and continued until 6:15 p.m.

CHAIRMAN JAMES LUCE called the meeting to order at 6:30 p.m. and welcomed the members to the 80th Annual Meeting of Claverack Rural Electric Cooperative.

BRIAN ZEIDNER. Claverack's director of member services. gave the invocation.

CHAIRMAN LUCE reviewed the emergency exit instructions and thanked all who were involved in planning and organizing the meeting and recognized special guests including elected officials Pennsylvania State Reps. Jonathan Fritz and Tina Pickett.

Two door prizes were then drawn.

CHAIRMAN LUCE introduced the board of directors, CEO Bobbi Kilmer, and Attorney Robert Chappell.

SECRETARY/TREASURER STEVEN SLIWINSKI read the Notice of Meeting and Proof of Mailing. Secretary Sliwinski announced that the 2016 annual meeting minutes were included in the annual report, which was published in the July Penn Lines and mailed to each member. A motion was made and seconded to approve the 2016 annual meeting minutes as presented; motion carried.

SECRETARY/TREASURER SLIWINSKI gave the Secretary/ Treasurer's Report.

CHAIRMAN LUCE recognized Claverack participants in the 2017 NRECA Youth Tour: Benjamin Alderson, Emma Bly, Delia Geyer, Steven Chenot, Emma Mangel, and Whitney Madill. Whitney Madill reported on the Youth Tour and shared her experiences while visiting Washington, D.C.

CHAIRMAN LUCE presented the Chairman of the Board Report. Chairman Luce reported that because electricity is so critical to our daily lives, reliability is important for our homes, farms, and businesses. In 2016, approximately \$6 million was invested in powerline construction, substations, pole replacements, and technology to maintain over 2,700 miles of lines that service almost 19,000 meters. Although a profit is not part of the mission, when one is made, those margins are allocated back to the members as patronage capital and later retired or paid back to the members. Due to the positive financial results in 2017, \$1.2 million in capital credits were refunded to the members. In the past seven years, Claverack has returned over \$7.3 million in capital credits. Chairman Luce thanked the employees and the board of directors for their continued efforts and professionalism serving the members.

CHAIRMAN LUCE introduced Bobbi Kilmer, President and CEO.



Claverack members work their ways through the meal line inside the packed Elk Lake High School gymnasium during the co-op's 2017 annual meeting Thursday evening, July 13. The students and staff of the Susquehanna County Career and Technology Center prepared more than 1,000 chicken dinners for the annual gathering.



Claverack members (from left) Andrea and Eric Gimbal, who have a seasonal home in Springville, chat with operations department employees Doug Nichols and Bucky Camburn during the co-op's annual meeting at Elk Lake High School July 13.

CEO BOBBI KILMER echoed comments made by Chairman Luce regarding the importance of upgrading and maintaining the electric system, retiring capital credits, and meeting established financial targets. CEO Kilmer reported that again in 2016 Claverack took advantage of legislation that allows electric cooperatives to utilize unclaimed property (capital credits) for member assistance programs, community donations, and educational programs. These funds have been retired to former members who we can't locate, members who have passed away, or moved without a forwarding address. In 2016, 147