

# 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](mailto: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**

**Bobbi Kilmer**  
**President & CEO**

### Staff

**Annette Koder, Executive Assistant**

**Steve Allabaugh, Director, Engineering**

**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**

## From the President & CEO



# Thankful for a rewarding career with Claverack

By Bobbi Kilmer

WHILE I have been planning for my retirement from Claverack for some time, it still seems to have snuck up on me quickly, and here I am penning my final *Penn Lines* column.

There are many people I want to thank for making my career here at Claverack so rewarding. The first group that comes to mind is the board of directors who took a chance on me in 2006.

When I was named CEO, I was one of a very small group of female chief executives in the electric cooperative program, so the board's willingness to consider me was not something I took for granted. Thanks to the mentorship of my predecessor, former Claverack CEO Bob Toombs, I had been given the opportunity to work with the board, and they had grown comfortable with my leadership style and abilities. I have been blessed to have worked with many board members over the years who I now consider friends as well as advisers.

I also want to thank our Claverack and C&T Enterprises employees who use their energy and talents to improve the service we provide to our members. We have exceptional employees, and I continue to be impressed with their accomplishments.

One of the groups of employees that has been crucial to our successes at Claverack is our senior staff: Annette Koder, executive assistant; Brian Zeidner, director of member services; Shelley Young, director of financial services; Doug Nichols, director of operations; and Steve Allabaugh, director of engineering. This team has accom-

plished so much over the years, and I am truly grateful for their efforts.

I am so pleased that this team can continue to work together, now under the leadership of Steve Allabaugh, who was selected by the board of directors as Claverack's next CEO. Steve will transfer into his new role this month. I couldn't be happier for him, and I am positive that he will be hugely successful.

Steve has been the driver behind many of the cooperative's initiatives over the years. I have always found him to be member-focused, innovative and honorable. You can learn more about Steve on the following page of this issue.

The cooperative program is special in many ways. From the board of directors and CEO to each employee, we have the ability to make an impact on the lives of our members.

And it has been an honor to serve those members as Claverack's chief executive officer. I always enjoyed meeting with members, whether at the annual meetings or in my office, and I am thankful for members' support and input regarding their electric co-op over the past 15 years. I am confident that Claverack's dedicated employees and board of directors will continue to keep the cooperative healthy and prepared for whatever changes the future brings.

With that, I would like to say goodbye and let you know I will always cherish the memories and associations made during my career here at Claverack. ☀

## Kilmer retires from CEO post; Allabaugh named co-op's new top executive

CLAVERACK'S top executive, Bobbi Kilmer, will be retiring from her post this month following a 20-year career with the co-op, the past 15 as its president and chief executive officer.



Bobbi Kilmer

Kilmer will be stepping down from CEO duties Dec. 31 but will continue working for Claverack in an advisory capacity until her official retirement date of Jan. 18.

Claverack Director of Engineering Steve Allabaugh has been named as Kilmer's successor and began duties as president and CEO on Jan. 1. The Claverack Board of Directors announced Allabaugh's selection for the position in early November following a national executive search coordinated by the National Rural Electric Cooperative Association.

"It has been an honor to work with so many dedicated people at Claverack Rural Electric Cooperative over the years," Kilmer said. "As Steve Allabaugh takes the helm, I am confident that his electric utility experience, leadership, and commitment to serving our members will serve the cooperative well. I wish him many years of success as he begins this new role."

Allabaugh, a registered professional engineer, holds a bachelor's degree in electrical engineering technology from Penn State University. He joined Claverack in December 2005 as manager of technical services and was promoted to director of engineering in 2008.

Prior to his co-op career, Allabaugh had worked as engineer and project manager for Quad Three Group, Inc., a consulting firm based in Wilkes-Barre, and as an engineer/supervisor for FirstEnergy/Penelec.

A native of Luzerne County, Alla-

baugh and his wife, Angie, have three children and reside in Orwell Township in Bradford County.

"I have been so fortunate to work with Bobbi for these past 15 years," Allabaugh said. "She has been a great leader and is leaving the cooperative in terrific shape. I am truly honored to have been named our next CEO and am excited about our future. We have a tremendous organization, with great people who put our members first, and I am confident we are positioned to do even bigger and better things in the future."

Kilmer's affiliation with the coopera-

tive began in 1999, when she was hired as an accountant. She was promoted to executive assistant in 2001, named executive vice president and chief operating officer in 2003, and assumed the CEO post in 2006.

"We have certainly enjoyed working with Bobbi Kilmer at Claverack over the years and wish her nothing but the best," said Charles Bullock, chairman of the Claverack Board of Directors. "The board appreciates her service to the cooperative, as well as the many accomplishments she has achieved during her tenure as CEO. We are confident we will see that tradition of exceptional leadership carried forward by Steve Allabaugh in his new role as the chief executive officer, and we look forward to working with him. 🌟"

## Operation Round-Up

### MEMBERS HELPING MEMBERS



Financial hardships created by the COVID-19 pandemic have caused many cooperative families to struggle to keep up with their energy bills.

You can help some of your neighbors in need by participating in Claverack's Operation Round-Up program.

This voluntary program allows you to assist members of the cooperative experiencing difficulties paying their electric bills. Participating in the program is inexpensive – less than \$1 a month – and allows you to help make a difference in a neighbor's life.

#### CONTRIBUTING IS EASY

The concept is simple. Claverack rounds up your monthly electric bill to the next dollar amount. The difference between the round-up amount and your actual bill amount goes into our member assistance fund.

For example, if your electric bill is \$100.32, then you would pay \$101. The extra 68 cents goes into our member assistance fund for needy families of the cooperative. The average yearly donation is \$6.

In addition to being a great way to help neighbors in need, participating in the program can also make balancing your checkbook easier.

#### WISH TO DONATE MORE?

If you'd like to help your fellow members even more during this unprecedented time of financial uncertainty, we have created additional options for you to contribute more than the traditional round-up amount.

Members can add an extra dollar amount to their monthly donation. Simply enter the even dollar amount that you would like to add to the Round-Up form on our website, [claverack.com](http://claverack.com), or call our office and ask your member service representative to make the change for you. Your bill will reflect the total amount donated each month.

If you would prefer to make a one-time donation to Operation Round-Up, that option is also available. Enter the one-time amount in the associated field on our online Round-Up form, and we will add that to your account. With the next bill you receive, the amount of your donation will be added to the total amount due, and you will see it listed as "Round-up Amt."

#### BE A GOOD NEIGHBOR

If you would like to help others, Operation Round-Up is an easy way to do so. Sign up today to start helping others by calling us at 1-800-326-9799, or sign up through the Claverack website by clicking on Operation Round-Up under the "Your Bill" drop-down menu at the top of the screen.

## Steps for reporting a power outage

EVEN WITH the advances of our computerized outage management system, members still play a vital role in the co-op's power restoration efforts.

The first thing you want to do when you lose power is call the cooperative at 1-800-326-9799 to report the outage. You can also report outages through our SmartHub application.

**Please do not report the outage through Facebook because it is not monitored at all times.**

When you call in to report an outage, the more information you are able to provide, the sooner Claverack can have you and your neighbors back in service.

Here are simple steps to follow when an outage occurs:

1. Never attempt to fix or move an electric line yourself. Fallen lines often remain energized. Contact with live wires can result in injury or death.
2. Check your circuit breakers and fuses. If nothing appears out of the ordinary, it's time to call the cooperative.
3. Call 1-800-326-9799 or 570-265-2167 to let us know you are out of power, or report the outage through the SmartHub application.
4. If calling to report the outage, be sure to provide the telephone number of the account that is out of service. Our operators can quickly pull up your account information and map location by typing your telephone number into the outage management system.
5. Report when you lost power. If you are unsure of the exact time, please offer your best estimate. Also tell us if all or only some of your lights are out, or whether your lights are flickering or dim.
6. Check on your neighbors. If possible, tell the Claverack operator whether or not your neighbors have electricity.
7. Give us any additional details. Be sure to tell our operators any additional information that may be related to the outage or helpful to our crews. Report the occurrence of downed lines, trees on electric wires, sparking transformers, flashes of light, explosions or unusual noises, broken poles, tree-blocked roadways, car accidents, etc. 🚫



**YOUTH PROGRAM:** Claverack's 2020 Youth Tour representatives were unable to experience the annual tour of Washington, D.C., this year due to the COVID-19 pandemic, so the co-op brought the students' representative in Washington, D.C., to them. U.S. Rep. Fred Keller (R-12th) joined the Youth Tour students at Claverack's Wysox office for a catered dinner and question-and-answer session in August. CEO Bobbi Kilmer also spoke to students at the gathering, offering advice for their futures. Pictured are, from left, Kilmer; Holly Geyer, Blue Ridge High School; Carina Beebe, Wyalusing Valley Jr.-Sr. High School; Justin Hiduk, home-schooled student from Wyalusing; Logan Carter, Wyalusing Valley Jr.-Sr. High School; Keller; Dan Williams, Northeast Bradford High School; Bridget Bendock, Montrose Area High School; and Lauryn Jones, Northeast Bradford High School. Unfortunately, due to the ongoing pandemic, the Rural Electric Youth Tour will not be held in 2021.



### BE PREPARED BEFORE A STORM STRIKES

In the event of a power outage, be prepared by keeping the following items in an easy-to-find emergency supply kit.



#### ■ WATER

Three-day supply, one gallon per person per day.



#### ■ TOOLS

Flashlight, extra batteries, manual can opener, battery-powered or hand-crank radio, NOAA Weather Radio with tone alert.



#### ■ FIRST AID KIT AND PRESCRIPTIONS

First aid supplies, hand sanitizer and at least one week's supply of prescriptions and medications for the family.

Learn more at [www.ready.gov](http://www.ready.gov)



AMERICA'S ELECTRIC COOPERATIVES

Source: American Red Cross, Federal Emergency Management Agency.



## Co-op offers scholarship to MU students

Applications are being accepted for a \$1,000 scholarship that is available for the 2020-2021 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](http://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.

## Co-op Connections Card: Your prescription for savings

One of the most valuable features of your Co-op Connections Card is the prescription discount offer. The card is your ticket to savings of 10 to 85% at over 60,000 participating pharmacies, including CVS, Rite Aid, Walmart, Weis, Wegmans and Walgreens – as well as many other regional chains and independent pharmacies.

Through the first 10 months of 2020, Claverack members saved over \$2,580 in prescription costs by showing their Connections cards at participating pharmacies. Members saved an average of 61% off the retail price of their prescription purchases by simply showing their Co-op Connections Card.

Since we began participating in the Co-op Connections program in 2011, Claverack members have saved over \$95,000 in prescription drug costs.

You can discover all of the participating pharmacies in the region by linking to the Co-op Connections website from our homepage, [claverack.com](http://claverack.com), or by calling 1-800-800-7616.

The Co-op Connections Card also provides co-op members with discounts at over 160,000 dental locations and 20,000 vision providers nationwide, as well as with countless merchants, retailers and service providers nationally and regionally. To explore all of the benefits of this discount program, visit the Touchstone Energy Co-op Connections Card website at [connections.coop](http://connections.coop).

If you do not have a Co-op Connections Card, please contact the Claverack member services department at 1-800-326-9799. You can also print off the discount card at home through the [connections.coop](http://connections.coop) website or download the mobile app for your Apple and Android devices.

## Keep in touch with us on Facebook

Looking to keep up with the latest news involving your local electric cooperative? Join us on Facebook.

By “liking” Claverack REC on Facebook, you will receive updates about major power outages, current events and activities involving the cooperative, as well as information about system projects, photos and other items of interest.

To find us on Facebook, simply click on the Facebook icon on our homepage at [claverack.com](http://claverack.com). You can also view our most recent Facebook posts by checking out the Facebook feed on the right side of our homepage.

## 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 and outage 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
- ▶ Report power outages



Signing up for SmartHub is easy. Visit our website, [claverack.com](http://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.

