

Claverack Rural Electric Cooperative

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives
serving Pennsylvania and New Jersey

Claverack REC

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1-800-326-9799

Email: mail@claverack.com

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

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570-280-8470

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570-574-3531

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570-265-3599

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570-833-2320

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607-765-2615

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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



Better days ahead

By Shelley Young, *Director of Financial Services*

WITH summer at hand and COVID-19 vaccinations widely available, there is growing optimism that better days are ahead for our region and the nation.

We certainly hope so. This past year has challenged us like no other in my lifetime. The coronavirus pandemic has taken loved ones and livelihoods, made masking up, isolation and social distancing the norm, and disrupted all facets of life, from commerce to the classroom, from family gatherings to Friday night football.

While we are seeing promising signs of a return to normalcy, we know some of our members continue to experience hardships due to loss of income caused by the pandemic. We want members experiencing financial challenges to know that we are here to help.

If you are having trouble keeping up with your electric bill payments, please call the office so our member care representatives can direct you to a variety of resources that provide energy assistance to qualifying households.

One of those resources, Claverack's Helping Others Purchase Electricity (HOPE) fund, is available to assist members who have fallen behind on their electric bills, and we encourage financially challenged members to ask about applying for these funds, which are administered by your local Trehab office. Trehab will assess your eligibility for aid and can also refer you to other programs and services that may be available to assist you.

While we are on the subject of paying your electric bill, I would like to

highlight some of the payment options Claverack provides to its membership.

Members can always stop by our office and pay their bills with cash or checks, but please note that we are no longer able to process credit and debit cards in our office. I know that this is frustrating for some members, but please know this is due to credit card compliance regulations — not because we don't want to assist you.

Members can make a payment with a credit or debit card, as well as electronic checks, by using our SmartHub application or by phoning 877-853-6463. To access SmartHub, visit our website at claverack.com and click on the "SmartHub" link in the top right corner of the homepage.

We also accept online payments through CheckFree and IPay, both of which are outside vendors and may impose a fee for use. Claverack does not charge a fee for any of our payment options nor do we impose a convenience fee to members who choose to pay with credit or debit cards.

Another convenient payment option for members is to have payments automatically drafted from a bank account through the PAiD program, our bank-drafting program. When you sign up for this payment option, your account will be paid automatically on the due date by drafting the payment from a checking or savings account.

We do allow members to utilize PAiD with a credit or debit card as well, but please note that you will be responsible for entering and maintaining the card information. You can enroll for

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Claverack creates video to promote safety around electric system

DURING a typical school year, Claverack's member services department personnel teach hundreds of area school children about the dangers of electricity by visiting classrooms and conducting electrical safety demonstrations using the co-op's Safety City tabletop display.

In the midst of a pandemic, this current school year has been anything but typical, and Claverack has been unable to conduct in-person electrical safety demonstrations for local schools and other organizations.

In order to continue educating children and the public about electrical safety hazards and safe practices during the pandemic, Claverack teamed up with Kenneth VanSant Productions to create a high-quality video of its Safety City demonstration.

The 33-minute video has been made available to schools within the co-op's service territory and can also be viewed on YouTube. A link to the safety presentation can be accessed by visiting claverack.com and clicking on "Safety City" under the "Your Community"

drop-down menu.

"Electrical safety education is part of our culture, and we were excited to find a successful work-around to continue to share our safety message," said Claverack Director of Member Services Brian Zeidner. "By offering the safety demonstration in video format, all can take advantage of the learning opportunity, and we especially encourage parents to check out the video with their kids."

Safety City visually demonstrates the dangers of overhead power lines and other utility equipment in everyday settings around the home, farm and community using an energized tabletop model of an electric distribution system.

The display is particularly effective at teaching school-aged children the importance of staying away from power lines and substations in a visual and memorable way.

If you are interested in learning more about Claverack's electrical safety demonstrations, contact the cooperative's member services department at 1-800-326-9799. 🌟

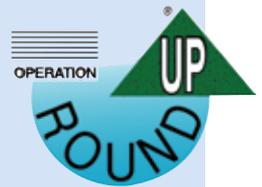
Operation Round-Up

MEMBERS HELPING MEMBERS

Financial hardships created by the COVID-19 pandemic have caused many cooperative families to struggle keeping 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.

CAN YOU SPARE MORE THAN CHANGE?

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 that can be found on our website, 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 "Roundup 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.



SAFETY SCENE: Claverack's director of member services, Brian Zeidner, and member service quality specialist, Karen Evangelisti, introduce viewers to the co-op's energized tabletop model of an electric distribution system at the beginning of Claverack's Safety City video on YouTube. The video was created to share important electrical safety information with school-aged children during a time when in-person demonstrations have been restricted because of the coronavirus.

All About Eve

Putting our EV's battery range claims to the test

By Brian Zeidner

Director of Member Services

I'M A mechanical guy. I love tractors, equipment, trucks and cars, so I was really excited when the cooperative purchased an electric vehicle (EV) last year. Adding an EV to our fleet gives us the opportunity to test, evaluate and share information with members who may be interested in purchasing a battery-powered vehicle in the future.

A lot of people like to name their vehicles, so we've decided to call our Tesla Model 3 "Eve," an acronym for Electric Vehicle Evaluation.

For the next year or so, member services representative Lynn Jennings and I plan to share our experiences with Eve in an ongoing series in *Penn Lines*. We will cover topics such as the car's battery range, annual maintenance requirements and costs, cost of the electricity required to charge the car, charging options and locations in our region and any other topics we think would be of interest to our members.

We also invite members to contact us regarding topics or questions they may have regarding electric vehicles.

If you have an EV topic you'd like us to explore, please send an email to us at mail@claverack.com.

How far will it go?

To get the wheels turning for this column, I'd like to address one of the most frequently asked questions we hear about electric vehicles: "How far will it go on a charge?" The distance an EV can travel on a full battery charge is referred to as its range, and range can be of critical concern for those in rural areas like ours, where commercial charging stations are limited or non-existent.

We purchased the extended-range option with our Tesla Model 3, which is supposed to provide a range of 287 miles when fully charged. Many members want to know if they can trust those figures.

When we picked up the fully charged car from the dealership near Philadel-



ALL ABOUT EVE: Claverack's director of member services, Brian Zeidner, and member services representative, Lynn Jennings, display the Tesla Model 3 – nicknamed "Eve" – the cooperative purchased last year as a means of educating co-op staff and members about electric vehicles. The pair will be sharing their experiences and opinions about electric vehicle ownership with members through a regular *Penn Lines* column that begins this month.

phia, we drove north on the Pennsylvania Turnpike, up Red Rock Mountain, into Mildred and then stopped at my house in Sugar Run. We had driven it 187 miles and the car's range display showed we had 100 miles of charge remaining. So far so good.

It is 17 miles from my house to the cooperative's office in Wysox, yet I made the trip using only 14 miles of range. That seemed off for an EV equipped with so much technology. However, on my return trip, I used 20 miles of range. So the round-trip total was 34 miles of range — an average of 17 miles each

way, so exactly as it should be.

As I considered this, it made sense, since I had driven down Sugar Hill and Rummerfield Mountain on the way to work and up those hills on the way home. Because of the car's regenerative braking, which recharges the batteries, hills impact the range, both positively and negatively. Other things impact range too, like having a heavy foot — Eve is incredibly quick and fun to drive — and cold-weather conditions.

We will do further range testing and let you know what we find in the months ahead. Stay tuned. 🌟

Claverack will be closed Monday, July 5, in observance of Independence Day

Save big on prescriptions with Co-op Connections Card

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.

Last year, Claverack members saved over \$3,150 in prescription costs by using 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 \$98,000 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, 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.

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 out the discount card at home through the connections.coop website or download the mobile app for your Apple and Android devices.

Guest Column

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this program through SmartHub.

Finally, we offer a leveled billing program for members who wish to flatten their electric bill payments over the course of the year in order to smooth out billing spikes that coincide with the heating and cooling seasons.

For more information about any of these payment options, please contact the co-op office at 1-800-326-9799 or visit Claverack online at claverack.com and click on the “Your Bill” drop-down menu on the homepage.

Here’s hoping for a happy and healthy summer and a return to better days for our members and our nation. 🌞

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, 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.

The Importance of Updating Your Contact Information

We can contact you about your account or upcoming service-affecting work to be done in your area.

You can report outages more easily using our automated phone system or SmartHub with your PC or mobile app.

We can send you information about new offerings and programs at your cooperative via phone and email.

It's time to take action!

Call our office, visit our website, or log on to your SmartHub account to update your contact information - DON'T DELAY!

"Powered by Excellence"
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