

The Energy Line



Energy information for the customers of Wellsboro Electric

From the President & CEO

An ambitious agenda for the new year

On Wednesday, Nov. 19, we lost transmission service shortly before 5 p.m., which in turn created a blackout situation for about two hours for the entire Wellsboro Electric system.

Unfortunately, this is the second time in less than a year that we have suffered a system-wide blackout due to problems experienced by our transmission supplier.

To help prevent future blackouts — and reduce outage duration when a problem occurs — we are considering regulatory approval for constructing our own transmission circuit from Niles Valley to Wellsboro. Initial review shows a new transmission circuit would provide greater reliability for our customers, greater efficiency for delivery of power and increase our transmission capacity to accommodate future growth.

We know this would be a significant endeavor for Wellsboro Electric, but we feel it's time to begin exploring the issue with our engineering team, our transmission supplier and Pennsylvania regulators.

The blackouts aside, 2003 has been an extremely difficult year for our customers and employees due to some of the worst weather-related outages we've seen in years. The battering we've experienced at the hands of Mother Nature has also taken a toll on our electric system. Despite this, we have continued to find ways to improve reliability through aggressive system improvement projects.

We don't expect that to change in the coming year. For 2004, we plan to

proceed with reconstruction projects in several areas, including portions of Bodine Street, Lower Hills Creek, Fishler Street, West Avenue,

Charleston Road and Wellsboro Junction. Various other system improvements, including pole replacement work, will also take place during the coming year.

In addition, we are planning to further improve system reliability by expanding our right-of-way cutting program this spring. Our vegetation management work targets our number one source of outages: trees.

We also plan to expand our automated meter reading system next year and begin construction of our new substation on Buena Vista Street to replace our Austin Street substation.

If it sounds like an ambitious agenda, it is. To achieve it, we will need a little more cooperation from the weather than we've had this year.

I'm hoping for a much better year in 2004 and would like to wish all of you a joyous holiday season.

Sincerely,

Craig Eccher
President & CEO



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Be prepared for winter outages

Power outages can strike at any time, but they are particularly challenging — and potentially dangerous — during the winter months when accompanied by severe weather.

Few of us forget the New Year's ice storm of 2003, which caused Wellsboro Electric's most extensive and devastating outage in memory. More than 2,500 customers lost power during the storm, and some remained without electricity for a week.

Were you ready when the lights went out? Maybe it's time to do a little preparation so when the next winter storm-related outage occurs, you're not totally left in the dark.

A home survival kit and emergency food and water supply can go a long way toward ensuring your safety during extended power outages. Be sure to have the following items on hand:

- ✓ Battery-powered radio
- ✓ Flashlights and extra batteries
- ✓ Manual can and bottle opener
- ✓ Cellular or standard telephone that does not require electricity in order to function.
- ✓ First-aid kit, medications and prescriptions
- ✓ Three to five-day supply of nonperishable foods that need little or no cooking. Be sure to pack any special dietary foods, baby food and formula, if needed.
- ✓ Water: One gallon per person per day for drinking, cooking, washing and sanitation. Store as much clean water as possible in clean, nonbreakable containers.
- ✓ Personal hygiene and sanitary supplies, diapers
- ✓ Ice chest and ice or frozen ice packs
- ✓ Camp stove or canned-heat stove and fuel for three to five days
- ✓ Candles and matches or a lighter

Need help paying your heating bills?

You can count on the return of winter to bring lower temperatures and higher energy bills.

Many low-income homeowners and renters have difficulties keeping up with their energy bills throughout the cold months.

That's why Wellsboro Electric Co. supports Pennsylvania's Low-Income Home Energy Assistance Program (LIHEAP).

This program provides energy-assistance grants to help low-income households pay their heating bills through the winter.

To receive help...

You don't have to be receiving public assistance.

You don't have to have an unpaid heating bill.

You can either rent or own your home.

If you are eligible for assistance, a payment will be sent directly to your utility or fuel dealer, and the payment will be credited on your bill. You will receive written notice telling you if you are eligible for assistance and the amount you will receive.

Crisis grants are also available to help those who have emergency situations in which they are in danger of being without heat. Those situations include: having broken heating equipment or leaking fuel lines; being without fuel; having utility service terminated.

For more information about energy assistance, call the Tioga County Assistance Office at (570) 724-4051 or 1-800-525-6842.

To apply for help from LIHEAP, you will need to provide the assistance office with a recent heating bill, as well as the names, Social Security numbers and proof of income for everyone in your household.

Below are the financial guidelines for acceptance into the program:

Household Size	Maximum Income (before taxes)
1	\$12,123
2	\$16,362
3	\$20,601
4	\$24,840
5	\$29,079
6	\$33,318
7	\$37,557

For each additional household member add \$4,239



Stuck for a gift idea? Why not give a Wellsboro Electric gift certificate? Stop by the Wellsboro Electric office to purchase one today. It's just what your friends and neighbors are looking for this holiday season.

**Give electricity this holiday season —
a Wellsboro Electric gift certificate.**