

The Energy Line



Energy information for the customers of Wellsboro Electric

From the President & CEO

Focused on a reliable future

We're finally nearing the end of one of the coldest winters to hit the Northern Tier in many years.

While many of you will remember this winter for its prolonged periods of bone-chilling temperatures and numerous school delays and cancellations, here at Wellsboro Electric, we're going to remember it for what didn't happen: there were no major outages like those that plagued us throughout 2003.

For us, the good news is that the potential for dangerous ice and snowstorms — which wreaked havoc with our electric system last winter — decreases with each passing day.

I want to let you know, however, that we will be taking steps this spring to help minimize problems the next time the region gets socked by a major storm.

In a few weeks we will begin our yearly maintenance and construction programs.

We have contracted with an outside firm to assist us in inspecting about 4,000 utility poles this spring. In addition, we will be using infrared technology to look for possible trouble spots on our lines and equipment. By examining our poles, cross-arms, wires and transformers on an ongoing basis, we can replace or repair damaged or potentially defective equipment before it fails.

We will also bring in a contractor to cut and trim trees and brush on about 30 miles of right-of-way in the Marsh Creek, Wellsboro Junction, Delmar Ridge areas. The goal of this work, which we expect to begin in April, is to increase service reliability by preventing vegetation from coming into contact with electric lines.

I am also pleased to report that we

have begun designing and seeking the required permits for construction of a new substation and transmission system. Together these projects will provide us with increased reliability and the ability to serve the growing energy needs of our community well into the future.



At Wellsboro Electric, we continually try to find ways to better serve you. Along those lines, we are seeking ways to offer further assistance to customers who are contemplating the installation of a geothermal system for their homes' heating and cooling needs.

With prices of natural gas, fuel oil and other forms of energy spiraling higher, geothermal heat pump technology makes a lot of sense. We have seen an increase in installations in recent years and expect the trend to continue as word gets out about just how efficient and practical these systems are.

Additional information about geothermal technology is available on our Web site: www.wellsboroelectric.com.

Until next quarter, I wish you all a great spring.

Sincerely,

Craig Eccher
President & CEO

Wellsboro Electric

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Call Before You Dig

Energy assistance available

The danger over head

Call Before You Dig

If you are planning any kind of excavation project this spring, state law requires you to call before you dig — even for small jobs like installing a post for a mailbox or replacing a sidewalk.

By calling the PA One Call's toll-free number at least three working days before you begin your project, you or your contractors will know exactly what lies beneath the surface — safeguarding everyone involved.

Get your project off to a safe start. Before you dig call the PA One Call System at 1-800-242-1776.

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Need help paying your heating bills?

The Low-Income Home Energy Assistance Program (LIHEAP) helps low-income families pay their heating bills during the winter months.

Qualifying families can receive cash grants to help pay heating bills. Crisis grants are available to those who have an emergency that causes them to be in danger of being without heat. Emergency situations include having broken heating equipment, running out of heating fuel or receiving notice of termination from your utility.

Families may apply for energy assistance through LIHEAP until March 25. Acceptance program is based on income and household size.

For more information contact the Tioga County Assistance Office at (570) 724-4051 or 1-800-525-6842.

The danger that lurks above

With the return of warmer weather and longer days, many Wellsboro Electric customers will be tending to outdoor projects around the home.

If those projects involve use of a ladder, especially a metal ladder, it's important to remember to be extremely cautious when working in the vicinity of overhead electric lines.

If possible, use a wood or fiberglass ladder any time you are working near overhead electric wires. If you must use a metal ladder, the Consumer Product Safety Commission advises that you keep the following in mind:

- ✓ Ladders sometimes shift position. Wind, uneven ground or reaching to the side while working from a ladder can cause it to contact an overhead wire. Avoid placing a ladder where it could slide into an overhead line.

- ✓ Never use metal ladders when handling an improperly grounded power tool or contacting an electrical source, such as a light socket.

- ✓ Carefully check the location of all overhead wires before using or extending a



ladder. It is especially important to be careful when using a ladder in the area where an electric line connects to the house.

- ✓ Powerlines and phone lines often appear similar. Assume that all overhead wires carry electricity. Some overhead lines are coated to extend the life of the line. The coating is not intended to protect against electric shock.

- ✓ Always lower the ladder when carrying or moving it in order to avoid touching an overhead wire. Since long ladders can be unwieldy, have someone help carry and set up the ladder.

- ✓ If the ladder should start to fall into an overhead line, let it go. If it comes to rest on the line, do not try to move it and do not leave the ladder unattended. Have someone call Wellsboro Electric to report the problem, and make sure the electricity to the line is off before anyone touches the ladder.

- ✓ If someone is holding the ladder when it contacts an overhead line, never try to pull them away with your hands. Use something that does not conduct electricity, such as a long piece of dry wood or a rope, to push or pull them free.

Interested in paying with plastic or online?

Wellsboro Electric is considering offering customers the convenience of paying their electric bills by credit card or through the Internet. We are currently trying to gauge interest among customers for either of these services. If you would be interested in paying your electric bill by credit card or online at some future time, please call the Wellsboro Electric office (570) 724-3516.