

The EnergyLine

Energy information for the customers of Wellsboro Electric

From the President & CEO Looking forward

The employees and directors send you holiday greetings and warm wishes for a healthy and happy New Year.

The holiday season is one of my favorite times of the year. The past year has been a busy one, so I am really looking forward to spending some quality time with my wife and four children, visiting with family and friends and maybe even eating a little more than I should in the coming weeks.

I am also looking forward to the New Year and all the possibilities its holds.

Wellsboro Electric customers can look forward to the additional reliability of a new substation in the coming year. Last month, we began excavation work for a new substation on Buena Vista Street, and workers have since begun concrete work at the site. By April 2005, we should have the new facility up and running.

That means Wellsboro Electric customers can expect to see improved service reliability in the new year and beyond. The project, which is being done in two phases, will allow us to retire our aging substation on Buena Vista Street next year and our Austin Street substation in about three years.

In addition to improving reliability, the new substation is designed to meet the future electricity needs of our growing community. I am particularly excited about some of the new technologies planned for the facility, which will help move our system into the 21st century.

In three years, we will begin the final phase of construction at the Buena Vista Street site. Once completed, the new substation will be able to handle all of Wellsboro Electric's power supply from one location. At about the same time, we will begin building a much-needed transmission feed to the substation.

These major system improvement projects will pay dividends for many years to come. It's all part of our commitment to providing you with a dependable flow of power and top-notch customer service. I hope you have a joyous holiday.



Sincerely,
Craig Eccher

Help a Neighbor in Need

Consider signing up for Wellsboro Electric's \$1 Energy Fund. By adding \$1 to your monthly electric bill, you can help neighbors right here in Wellsboro. All donations are matched by Wellsboro Electric. The Energy Fund provides energy grants to low-income families.

To participate, designate your contribution amount on the return stub of this month's electric bill.



Wellsboro Electric

33 Austin Street
Wellsboro, PA 16901
(570) 724-3516

Board of Directors

- Jay E. Haldeman - Chairman
- Alfred G. Calkins - Vice Chairman
- Thomas L. Rudy - Secretary
- Erick J. Coolidge
- Donald Kerrick
- Barbara Seeley
- Ralph Snyder

Senior Staff

- Craig Eccher - President & CEO
- Scot Boyce - V.P. of Finance and Administration
- Robert McCarthy - V.P. of Engineering and Operations

...In this issue

If you had contact with Wellsboro Electric Co. in the last 12 months, please take a few minutes to fill out our 2004 Customer Service Survey that appears on the flip side of this newsletter.

Wellsboro Electric Co. Customer Service Survey – 2004

In an effort to ensure the best possible service to our customers, Wellsboro Electric Co. asks that you complete the following survey and return it along with your electric bill. You may also mail or deliver the survey to: Wellsboro Electric, 33 Austin St., Wellsboro, Pa. 16901 or fax it to (570) 724-1798.

Please choose one of the following ratings for each question that appears below:

- | | |
|--------------------------------------|--------------------------------|
| 1 Very Satisfied | 5 Very Dissatisfied |
| 2 Somewhat Satisfied | 6 Don't Know |
| 3 Neither Satisfied nor Dissatisfied | 7 Did not Call or Visit Office |
| 4 Somewhat Dissatisfied | |

Part A. Contact with a Wellsboro Electric Customer Service Representative

1. How satisfied were you with the ease of contacting Wellsboro Electric Company? _____
2. How courteous was the customer service representative with whom you spoke? _____
3. How knowledgeable was the customer service representative with whom you spoke? _____
4. How satisfied were you with the way in which the customer service representative handled your question? _____
5. As a result of your contact with Wellsboro Electric Company, did anyone from our company make a visit to your home or property? Yes _____ No _____

If you answered Yes to question 5, continue to question 6 in Part B, otherwise go to question 10 in Part C.

Part B. Contact with a Wellsboro Electric Field Representative

6. Were the visit and/or required work completed in a timely manner? _____
7. How courteous was the field representative who visited your home or property? _____
8. How knowledgeable was the field representative who visited your home or property? _____
9. How satisfied were you with how the field representative handled the visit to your home or property? _____

Part C. Overall Rating

10. Considering all aspects of this recent contact with Wellsboro Electric Company, how satisfied were you with the quality of service provided by Wellsboro Electric Company? _____
11. If you indicated that you were somewhat dissatisfied or very dissatisfied with your interaction with Wellsboro Electric Company, would you like someone from our office to contact you about this? Yes _____

Name _____ Phone Number _____

Account Number _____

12. Do you have any other questions or comments that you would like addressed?