

The Energy Line



Energy information for the customers of Wellsboro Electric

Guest Column

A reliable source

By Robert McCarthy

Vice President of Engineering & Operations



When you flip on the lights, turn on the television or fire up your electric range, you take it for granted that the power will be flowing to your home.

But being a reliable source of electric energy for our customers is a responsibility we don't take for granted here at Wellsboro Electric. In fact, reliability is at the forefront of our projects and initiatives each year, and I'd like to tell you about a few of them.

Substation upgrade: In September, we took delivery of a substation transformer that will allow us to complete a two-phase project to construct a new substation on Buena Vista Street that began in 2005. Once this new transformer is assembled and energized later this year, Wellsboro Electric will have a state-of-the-art substation that will allow us to phase out our aging substation on Austin Street. With two transformers at Buena Vista Street, we will have the capability of back-feeding circuits, which reduces outage times and enables us to perform planned maintenance at the substation without loss of power to customers.

Circuit upgrades: Wellsboro Electric performs engineering analysis on all circuits to ensure that the wire and related equipment are sufficient to provide the power necessary for the current and future needs of our customers. We are currently planning a project to upgrade and replace poles, conductors and other equipment in the Middlebury Township and Stony Fork areas.

Right-of way expansion: We have significantly expanded our tree trimming program in recent years, and this year we have contracted with Asplundh Tree Experts to trim and reclaim 55 miles of right-of-way in the Hills Creek, Whitneyville and Maple Hill areas. Asplundh crews will be trimming and clearing all vegetation that will affect the distribution line 20 feet on each side of our lines. Our plan also includes mowing brush on rural rights-of-way to help with patrolling and maintenance of the system.

Transmission improvements: Over the last several years, we have been working with Penelec, our transmission supplier, to limit system-wide power outages. In June, Penelec began upgrade work within its Wellsboro substation that should help to minimize system-wide outages in the future.

These and other reliability projects help to ensure that Wellsboro Electric will meet the energy needs of our customers now and for many years into the future.

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Statement of Non-Discrimination

Wellsboro Electric Co. does not discriminate on the basis of race, color, national origin, sex, disability or age in its programs and activities. For further information regarding the non-discrimination policies, contact Scot F. Boyce Sr., vice president of finance and administration, at 570-724-3516.

Tired of Writing Checks? Try Easy Pay

Your Wellsboro Electric bill can be deducted from your bank account each month — making your life a little easier. Easy Pay is our automatic bill-payment program.

By participating, you can avoid the hassle of searching for stamps, writing checks and worrying about whether your payment arrives on time.

Call our office or stop by to become an Easy Pay customer.

Ditched your landline phone? Let us know

If you've eliminated your landline telephone in favor of a cell phone, please be sure to notify us of the change.

Wellsboro Electric uses your telephone number when dispatching outages and to notify you about planned outages, so it is very important that we have your correct number on file.

Please be sure to review your next Wellsboro Electric bill statement and verify that the telephone number and your address are correct.

If either is incorrect, please write the correct number or address on your payment stub and return with payment or call the office.

Let budget billing even out payments

You can avoid monthly fluctuations in your electric bill by signing up for Wellsboro Electric's Budget Billing plan. The program allows you to level out your monthly payments throughout the year.

If you are interested in setting up a budget billing plan for your account, please call the office at (570) 724-3516.

Online tool can help reduce energy costs

If you are looking for energy conservation and efficiency measures that will help you save on your energy bills, be sure to explore Wellsboro Electric's interactive HomeEnergySuite on our website.

The HomeEnergySuite contains a wealth of energy conservation and efficiency tips, but its centerpiece is an interactive online energy audit that evaluates your home's energy use based on inputs you provide and recommends

ways to reduce your energy expenditures. The HomeEnergySuite's Home Energy Calculator is simple to use and can be completed in minutes.

The calculator will determine your home energy consumption and costs based on our weather, as well as local utility and fuel rates. The HomeEnergySuite also enables you to view charts that break down energy use system by system throughout your home, and provides you with an idea of how much you could save on energy costs by implementing a variety of conservation and efficiency measures.

The HomeEnergySuite also features energy calculators for appliances, lighting, space heaters and televisions, an energy library featuring strategies and tips to help you save on energy costs through conservation and efficiency, as well as an Interactive House, in which you can click on various components within a virtual home to gain a better understanding of where and how energy is used within the home, as well as suggestions and tips for using energy wisely.

To access the Wellsboro Electric HomeEnergySuite, visit our website at www.wellsboroelectric.com and click on the HomeEnergySuite icon.



Customers will soon be able to pay bills, view account information on-line

By the end of the year, Wellsboro Electric customers will be able to view their account information 24 hours a day, seven days a week, as well as pay their electric bills online through E-Bill, an internet bill presentation and payment program.

E-Bill will give customers the ability to:

- Pay your electric bill online using your checking account, credit card or debit card
- View your current bill on-line
- View your bill history
- Change your account information
- Receive your bill electronically.

E-Bill will eventually tie in with Wellsboro Electric's Smart Grid project.

Over the next two years, the company will install smart meters at all customer locations. These advanced, two-way meters will not only provide meter readings directly to the office, but will enable customers to view their electric consumption data on an hourly basis through the E-Bill program.

By monitoring personal electric use, customers can take control of their energy costs by making informed decisions about changing consumption habits.