

THE ENERGY LINE



Energy information for the customers of Wellsboro Electric



Barney Farnsworth
Chief Operating Officer

Introducing...WECO's new chief operating officer

Now that I've had a few months to settle into my new position as chief operating officer for Wellsboro Electric Co., I would like to take the opportunity to introduce myself to our customers and the community.

As you can see from the accompanying photo, my name is Barney Farnsworth. I am a native of Romulus, N.Y. My wife, Mary,

and I have been married for over 36 years, and we have two grown daughters and one grandchild. I enjoy cars, building things, coaching women's basketball and golf.

I came on board with WECO in July 2018. My position involves overseeing WECO's operations and engineering departments, and my key focus is centered on the safe and reliable operation of the electric system.

My career in the electric industry began over 30 years ago when I worked as a lineman for Rochester Gas & Electric. I have held a variety of positions of increasing levels of responsibility in the areas of engineering and operations, as well as dispatch and sale of electric generation during my career with electric utilities and energy suppliers across the United States.

I earned an associate degree in electrical engineering technology, a bachelor's degree in electrical mechanical technology and an MBA in finance and management, all from Rochester Institute of Technology.

Since coming to Wellsboro over the summer, I've been out meeting customers, getting involved in the community and coming up to speed on some ongoing system projects.

One of the major projects we have focused on in 2018

has been the installation of automated meters across our system. We expect to complete our advanced meter infrastructure (AMI) project in 2019. The AMI system will provide WECO with the ability to receive data every hour of each day from every meter. This improves our load forecasting and energy scheduling capabilities and eliminates the need for manual meter reading.

Another major project we have been focused on this year has been a voltage conversion project in the downtown area and northeast corner of the borough. After the project wraps up, we will be able to finally decommission our old substation on Buena Vista Street and switch the circuit over to the new hilltop Buena Vista Street substation.

In addition to these system improvement projects, we began our tree-trimming work in October and will have cleared about 42 miles of right-of-way by year's end. We are also in the process of testing utility poles for structural integrity. We test about 10 percent of the poles on our system annually, replacing poles that fail structural strength tests the following year. We replaced 130 poles in 2018 and expect to replace 175-200 poles next year.

Other plans for the coming year include trimming 70 miles of right of way along and around State Route 287 on the Stony Fork circuit. We will also begin our final major voltage conversion project on the Wellsboro system in January 2019. Once completed in late 2019 or early 2020, we will move the circuit to the new substation on Buena Vista Street and proceed to decommission our substation on Austin Street.

As we get set to enter the new year, we'll continue looking for ways to improve the system and shorten the length of outages that customers experience.

Thanks for your time, and Happy Holidays.

Wellsboro Electric

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SmartHub offers account management at your fingertips

SmartHub lets you manage all aspects of your Wellsboro Electric account online or with your mobile device.



With SmartHub, you can:

- View bills online
- View your billing history
- Change account information
- Pay your bill online (*third party vendor fee applies*)
- Receive billing and high/low energy use notifications
- Sign up for Easy Pay, our automatic payment program
- Monitor daily electric use.
- Report outages (*coming soon*).

To create a SmartHub account, go to www.wellsboroelectric.com, click on the SmartHub link and follow the on-screen instructions. SmartHub also features a mobile application available for Android and iOS smartphones and tablets. Visit your app store for a free download.

Know who you are paying

Wellsboro Electric customers who wish to pay their electric bill online using a credit or debit card are advised to do so only through SmartHub, which can be found on our website, www.wellsboroelectric.com, or through the Smart Hub app for mobile devices.

We advise customers against using any online bill pay sites that are not affiliated with Wellsboro Electric, as they may assess an exorbitant service fee and payment may not occur in a timely manner.

Need help paying your heating bill?

If you need help paying your heating bill or have a heating emergency, help may be available to you through the Low-Income Home Energy Assistance Program (LIHEAP).



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

LIHEAP offers both cash grants and crisis grants. Cash grants help families pay their heating bills. If you are eligible for a cash grant, the grant will be sent directly to your utility or fuel dealer, and the payment will be credited on your bill.

Crisis grants are 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; or in danger of being without fuel or of having utility service terminated.

If you have a heating emergency, or for more information about LIHEAP, call the Tioga County Assistance Office at 570-724-4051 or the toll-free LIHEAP hotline at 1-866-857-7095. You can also apply for energy assistance online at: www.compass.state.pa.us. Following are the income guidelines for acceptance into the program:

Household size	Maximum income (before taxes)
1	\$18,210
2	\$24,690
3	\$31,170
4	\$37,650

Add \$6,480 for each additional member of the household

Let Budget Billing even out your electric bill payments

You can avoid seasonal fluctuations in your electric bill by participating in Wellsboro Electric's budget billing plan. Budget billing allows you to level out your monthly payments throughout the year, eliminating seasonal spikes and billing fluctuation caused by changes in your electric use. The plan is entirely voluntary and available to all customers on our residential rate schedule.

There is no cost to participate in the plan, nor are there any savings. If you are interested in setting up a budget billing plan for your account or to learn more about how the plan works, visit our office or give us a call.

PROTECT YOURSELF DURING A POWER OUTAGE

Keep freezers and refrigerators closed.



Disconnect appliances and electronics to avoid damage from electrical surges.

Only use generators outdoors and away from windows.



Use alternate plans for refrigerating medicines or power-dependent medical devices.

Do not use a gas stove to heat your home.



If safe, go to an alternate location for heat or cooling.



Check on neighbors.