

THE ENERGY LINE



Energy information for the customers of Wellsboro Electric



Barney Farnsworth
Chief Operating Officer

Focused on reliability

At Wellsboro Electric, the board and management team are committed to investing in our system to make your electric service more reliable.

We've been working diligently over the last several years to complete two voltage conversion projects in and around downtown Wellsboro that will allow us to take our older substations out of service

and complete the switch to our newer, more reliable Hilltop Substation on Buena Vista Street.

We completed our East/West/Main voltage conversion project late last year, and expect to finish conversion work in the eastern part of the borough later this year.

These projects not only improve reliability in the borough, they also enabled us to incorporate additional switching points on our system. These tie points give us greater ability to re-route the flow of electricity during power outages, resulting in less time that our customers are without power during outages.

In addition to voltage conversion work, we are aggressively replacing poles on our system that are in danger of failing. We inspect poles on a portion of our electric system every year, and in 2018, about 220 poles were targeted for replacement. We will be working to replace those poles throughout this construction season.

Hardening our system by replacing aging infrastructure with new equipment is one of the key means of improving reliability for our customers. Another key to reliability is maintaining rights of way. Our annual tree trimming program is under way. You can find out more about where we will be clearing right-of-way this year on the back page of your newsletter.

As we wrap up our voltage conversion work this year and make upgrades at the Hilltop Substation in preparation of receiving service from Penelec's new 115,000-volt transmission line in late 2020, we will need to take occasional planned outages so that work can be completed in a safe and timely manner. I would like to thank you in advance for your patience and understanding when these planned events occur. We will strive to keep service interruptions to a minimum.

You'll hear more about Penelec's new transmission project, which should greatly improve transmission reliability to our system, in the next Energy Line newsletter. Stay tuned, and have a safe and enjoyable summer!

Long-time CFO Scot Boyce Sr. retires; Jill Campbell assumes finance post

Wellsboro Electric bid a fond farewell to long-time Vice President of Finance and Administration Scot Boyce Sr. and welcomed his replacement, Jill Campbell, last month.

Boyce, who began his career with WECO in 1975, retired just four days shy of reaching his 44th year of service with the company. WECO employees attended a luncheon in Scot's honor and thanked him for his many years of dedicated service to the company on his last official day of work, May 1.

Campbell began duties with Wellsboro Electric in June 2014 as a part-time employee, was promoted to full-time customer service representative in November 2014, then named accounting assistant in September 2016.

A native of Galeton, she holds a bachelor's degree from Penn State University and a master's degree in business administration from Keller Graduate School of Management.

Wellsboro Electric

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When paying your bill, you have options

Wellsboro Electric offers a number of options aimed at making paying your electric bill as simple as possible.

With our Easy Pay plan, your payment is automatically deducted from your bank account on the due date each month. There is no fee to use Easy Pay, and you will continue to receive a monthly billing statement.

We also accept payments for customers who utilize online bill pay through their bank or credit union. We do not charge for payments received from your bank's online bill pay.

In addition, we accept credit card and debit card payments; however, a \$3.95 third-party vendor processing fee is applied to each transaction. Wellsboro Electric does not benefit from this processing fee.

To pay with a credit or debit card, please call toll-free at 1-844-886-9797.

In Memoriam

James E. Luce of Meshoppen, a member of the Wellsboro Electric Board of Directors since 2004, passed away April 25, 2019, following a brief illness. He was 74.

Luce was serving as WECO's board secretary at the time of his death.

In addition to his WECO board duties, Luce was vice president of the board of directors of C&T Enterprises, WECO's parent company.

He was also chairman of the Claverack Rural Electric Board of Directors.

Tree-trimming work under way

Ironwood Heavy Highway, the contractor hired to perform right-of-way maintenance on the Wellsboro system, began tree-clearing work in early May and will continue trimming and clearing activities through July.

Ironwood crews will be working in Delmar Township and the southern portion of Wellsboro Borough, with efforts focused on the Stony Fork Road and Route 287 south of the borough, as well as side roads off of both.

Right-of-way maintenance helps increase the reliability of electric service by establishing a buffer between the trees and electric lines, a common source of power interruptions due to rain and wind this past year.

An Ironwood representative has been personally visiting property owners where trimming work will take place. For more information about the right-of-way program, contact Byron Farnsworth, V.P. of Engineering & Operations/COO, at (570)724-3516.

WECO offers Third-Party Notification Program

Wellsboro Electric offers a Third-Party Notification program to residential customers who may have difficulty understanding their electric bill, managing their accounts or who may be away from home for an extended time period.

The third-party notification program lets you designate another person, such as a family member or close friend, to receive copies of shutoff or termination notices in the event bill payment is overlooked and the account becomes delinquent. This program gives added protection against disconnection of service.

By filling out a third-party notification form, you permit Wellsboro Electric to send these notices to another person of your choosing. The individual you have designated to receive these important notices may be able to provide you with advice or assistance. The person designated to receive third party notifications *does not* have the responsibility of paying your bills.

For more information about this program, please contact the Wellsboro Electric office at (570) 724-3516.

Call 8-1-1 before digging into summer projects

Get your excavating project off to a safe start by calling 8-1-1 before you dig.

8-1-1 is the abbreviated national telephone number homeowners and professional excavators can call to contact Pennsylvania's One Call center. State law requires that anyone doing excavation work of any kind is required to notify the Pennsylvania One Call System three days before digging.



**Know what's below.
Call before you dig.**