

The Energy Line



Energy information for the customers of Wellsboro Electric

From the President & CEO

Investing for the future

It's hard to believe summer has nearly run its course already. While there is a lot of truth to the "time flies when you're having fun" adage, it also flies when you are busy.

And this has been one busy construction season here at Wellsboro Electric.

We have replaced nearly 200 utility poles on our system since the beginning of the year, and we expect to replace an additional 50 poles by year's end. In other words, we're replacing an average of one pole every work day.

The poles targeted for replacement were identified through an aggressive pole-testing program that we began a few years ago. Unfortunately, there are quite a few poles in the rural areas of our system that had been installed in the 1940s and '50s and have reached their life expectancy. So plan on seeing crews — both our own WECO crews and those of our contractor, Tel-Power — replacing poles on a regular basis for the foreseeable future.

Pole replacement work will cost the company about \$600,000 this year. While it's a sizeable investment, the payoff is improved reliability and safety.

In addition to replacing aging poles, we have been changing out some of the poles along West Avenue in Wellsboro with taller poles in order to gain better clearance from trees growing along the street and to improve reliability.

We are also in the midst of a multi-year project aimed at converting some of the old 4,000-volt system near the Charleston Road-Route 6 intersection to a 12,000-volt system. This project will not only improve reliability but will also increase our capacity to serve additional customers.

Another project we have embarked upon involves expansion of our automated metering infrastructure into the downtown Wellsboro area. This is one of the last remaining areas of our system where we are still reading meters manually, so we are looking forward to the deployment of this labor-saving technology in town.

Over the past two decades, Wellsboro Electric has invested more than \$20 million in our electric plant in an effort to improve reliability and increase capacity for future growth. The investment has been paying dividends, as we continue to exceed our reliability benchmarks established by the Pennsylvania Public Utility Commission.

Despite our progress, we have had several outages this year that affected a portion of our system. We have made and will continue to make additional investments in our system to improve reliability and minimize the impact of these events.

Before closing, I would like to let our commercial customers know that representatives from an alternative energy supplier, Muirfield Energy, may be contacting your business and giving you the option to purchase generation supply from them. I want to assure you that Muirfield is a licensed energy supplier and has an agreement in place with WECO to provide energy services to our commercial accounts. Should you have any questions, please contact the office.



Wellsboro Electric

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Check it out!

**Be sure to take a
look at our redesigned
website by visiting
wellsboroelectric.com**

Lend a hand by contributing to \$1 Energy Fund

Wellsboro Electric makes it easy for customers to help out their neighbors through our \$1 Energy Fund.

By simply adding one dollar to your monthly electric bill, you can help neighbors in need here in the Wellsboro area. You can also opt to make a one-time donation with your electric bill payment, if you prefer.

All donations are matched by Wellsboro Electric, and 100 percent of the contributions are used to provide energy grants to needy families in the Wellsboro area.

To begin contributing to the Dollar Energy Fund, simply designate your tax-deductible contribution amount on the return stub of your electric bill. You may stop your donation at any time.

If you are currently contributing to this fund and would like to increase your donation amount, please contact us at 570-724-3516.



Let budget billing even out your 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.

Keep away from downed electric lines

If you come across an electric line on the ground, always assume that it is alive and life-threatening. If you encounter a downed line:

- Do not go near the line. Stay at least 30 feet away from any downed or sagging wires. Never drive over downed wires.
- Call the local utility to report the downed wire. If you do not know the number, contact emergency services at 911.
- Warn others to stay away from downed wires until help arrives.
- Do not attempt to remove a person or pet caught in a power line.
- Never attempt to remove tree limbs or other objects in contact with a downed electric line.

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 (vendor fees apply)
- Receive billing and high/low energy use notifications.
- Sign up for Easy Pay, our automatic payment program
- Report power outages
- Monitor your daily electric use.



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.

**Some Impersonators
Are Easy to Spot.**



Others Are Not.



Beware of Criminals Pretending to Be Utility Workers.

If you suspect someone may be a utility imposter, call 911.