

THE ENERGY LINE



Energy information for the customers of Wellsboro Electric



Barney Farnsworth
President & CEO

Big changes in the new year

I'm writing to update you on some changes here at the company, along with key work that will be taking place in 2020 to continue improving the reliability of your electric service.

I assumed the reins from Craig Eccher as president and CEO on Jan. 1. I've been on board at Wellsboro Electric about 18 months now and have enjoyed my time

working in the community and meeting our customers. I would like to congratulate Craig for his years of dedicated service to Wellsboro Electric and wish him the best with his new venture to bring fiber-to-the-home internet service to Tri-County Rural Electric Cooperative members.

Wellsboro Electric has several projects planned for 2020 and the coming years that will enhance the community and continue to improve your level of service.

We completed our voltage conversion project within Wellsboro Borough in the fall. The conversion from a 4,000-volt system to a 12,000-volt system provides us with more capacity for future growth and better quality service within the borough and gives us additional backfeed opportunities between the downtown area and the rural areas of our system. This increased reliability in the Wellsboro area will also pave the way for additional system upgrades to be performed over the next two to five years to continue improving reliability outside of town.

Speaking of reliability, contract tree crews began trimming and clearing rights of way on our system last month and will complete 82 miles of trimming on our circuits this year. Tree trimming is a key component for reliability, and it goes hand in hand with pole replacements. We replaced roughly 270 poles in 2019, and we're looking to replace about 250 poles this year. That's about 2 percent of

the poles on our system, and it means we're replacing a pole nearly every work day.

The transmission line that Penelec is building from Niles Valley to our substation on Buena Vista Street will provide more reliable service to WECO since it will be tied into the state-wide transmission grid instead of being a local Penelec distribution circuit, as it is currently.

The 115-kilovolt (kV) transmission project will be our major focus area for the year as the new line gets built and upgrades to our substation are completed.

In the works for several years, this project began picking up momentum last summer. After months of planning and meetings with Penelec, the old 34.5-kV distribution circuit removal began in December to make room for the new 115-kV transmission towers.

Wellsboro will be installing upgrades in our substation this year to accept the new transmission line. The new line is expected to be in-service around mid-September. Penelec crews are expected to complete decommissioning the 34.5 kV line through February and begin building the new transmission line in March.

If you're driving around, you may have noticed temporary roads and pad locations along Muck Rd, Ely Hill and Buena Vista. Klein's Restoration was hired by Penelec to give their crews room to get off of the narrow roads to set the towers and run wire. If you're traveling these roads be aware that linemen will be working in the vicinity, so please reduce your speed or pick an alternate route so that these workers can return home safely at the end of the day.

I would like to thank our customers and everyone in the community for the warm welcome I have received since coming to WECO. I look forward to building upon the great strides in customer service, reliability and safety achieved during Craig Eccher's tenure as CEO.

Have a safe and enjoyable winter — and stay warm!

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

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.

Be alert for scammers

Wellsboro Electric customers have reported receiving calls offering to save you money on your electric bill or claiming you are owed a refund. These calls are misleading and may be from energy suppliers or possibly scammers.

There are currently no residential energy suppliers offering service within Wellsboro Electric's territory.

We urge customers to listen carefully to all unsolicited calls and advise against providing personal information over the phone. If you question the validity of a call, please contact our office at 570-724-3516.

2020 tree-trimming work has begun

Work to trim trees and clear vegetation on Wellsboro Electric rights of way began in January and will continue through September.

Ironwood Heavy Highway has again been contracted to provide this year's right-of-way maintenance on the Wellsboro system.

Ironwood crews will be trimming and clearing in Delmar Township and the southern portion of Wellsboro Borough, with efforts focused west of Stony Fork Road, out State Route 660 west of the borough and areas near the Wellsboro Johnston Airport.

Ironwood will be trimming roughly 82 miles of right of way this year.

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 will be visiting property owners where trimming work will take place. If you have questions about the right-of-way program, please contact Tyler Mead, WECO director of operations, by calling (570)724-3516.

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 annual income (before taxes)
1	\$18,735
2	\$25,365
3	\$31,995
4	\$38,625

Add \$6,630 for each additional member of the household