

THE ENERGY LINE



Energy information for the customers of Wellsboro Electric



Barney Farnsworth
President & CEO

System projects improving reliability

Hearing from many of our WECO customers the past two years in surveys and calls to the office, it is evident that the work we have been doing has improved your electric service reliability. Thank you for noticing and the kind words.

We know more work remains to be done to continue improving reliability, and, we also know that work will be ongoing for many years

to come to meet your expectations.

Our goal is to provide reliable service at a reasonable price at the best benefit to our customers. We strive to minimize outages for our customers, and with the installation of automatic reclosers throughout our system the past year, we are able to confine outages to smaller areas when they do occur. At times, you may experience a blink or two when a recloser operates to open and close a circuit in order to allow a fault to clear from the lines. This is a normal function of a recloser and, in many instances, these devices can help prevent an extended outage from occurring.

Like all electric utilities, we experience outages during extreme weather events, particularly those accompanied by heavy wind gusts, which have become increasingly prevalent in our region in recent years.

The wind that roared through our area in December brought 50-70 mph gusts that knocked down hundreds of dying ash and pine trees and caused power outages across our system. Many of these dead trees stand just outside our rights of way, and when they topple and fall toward our lines, the result is often downed wires and broken poles.

Wellsboro Electric has been working diligently the past few years to clear our existing rights of way, which extend 20 feet on each side of the center of our lines. Right-of-way tree trimming is an integral part of the work we undertake

each year to harden our system against extreme weather. To further strengthen our system reliability, we have initiated an aggressive pole inspection and replacement program. We are replacing about 250 to 300 poles annually and will continue at that pace for at least another three to four years.

As part of our multi-year reliability capital project, we have begun a line reconstruction program in parts of our system to replace aging copper electric lines. Some of the wire on our system has delivered power to WECO customers for over 50 years, but, unfortunately, has become brittle with age and is more susceptible to breaking than new wire.

We are in the process of replacing some of this old copper wire along Route 287 north of Wellsboro. We will be running new wire from the Muck Road to Milk Plant Road in Middlebury Center over the next two to three years. The first phase of the project will involve line replacement from Muck Road toward Norris Brook Road, and future phases will continue on to the Milk Plant Road. Once completed, this will serve as an alternate feed to Middlebury Center customers, providing backup capabilities.

We are looking at new ways to communicate important issues that could impact your electric service. By late 2022, we are expecting to be able to provide customers with an estimated time of restoration (ETR) during outages, along with special notices about weather or system conditions.

We also want to encourage more customers to participate in our SmartHub and Easy Pay programs to avoid mail delays that have been increasingly common and can delay receipt of your payment. Please look for additional information about these two programs, along with details about how you can win a \$50 bill credit just by participating in them, on the reverse side of this newsletter.

I would also like to remind customers who are having difficulty paying their electric bills, that a variety of assistance options are available. Please contact our office at (570)724-3516 for more information about these programs.

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.

Tired of mailing checks? Try Easy Pay

Want to eliminate the monthly chore of writing out a check for your electric bill and then worrying if your payment will arrive at our office by its due date?

Consider signing up for Easy Pay, our automatic bill payment program. With Easy Pay, your Wellsboro Electric bill is automatically deducted from your bank account on the due date each month. No check to write. No stamps to buy. No worries about postal delays and late fees.

Call our office or visit our website, wellsboroelectric.com, to enroll.

Register for SmartHub or Easy Pay and you could win a \$50 bill credit

All new and current SmartHub and Easy Pay participants are eligible to win \$50 bill credits we will be awarding monthly to two lucky Wellsboro Electric customers.

Beginning with our first drawing on June 1, Wellsboro Electric will award a \$50 bill credit to a SmartHub user and a \$50 bill credit to an Easy Pay participant each month through the end of the year. Sign up for both, and double your chances to win!

Current SmartHub and Easy Pay users will be automatically entered into the drawings each month. Winners will be notified by email or phone.

Signing up is easy! Go to our webpage: wellsboroelectric.com

Click on the SmartHub icon and follow the on-screen instructions. You can enroll in Easy Pay through the SmartHub app or by hovering on the "Customer Service" tab and then clicking on "Payment Options."

For assistance, please call 570-724-3516

Tree-trimming, pole inspections planned

Work to trim trees and clear vegetation on Wellsboro Electric rights of way gets under way this month.

Crews with our right-of-way contractor, Treesmiths, will be trimming and clearing about 78 miles of rights of way in Middlebury Township this year.

Right-of-way maintenance helps increase the reliability of your electric service by establishing a buffer between our electric lines and trees. Trees have become an increasingly common source of power interruptions in recent years due to diseases that are killing certain tree species in our region, coupled with an increase in the intensity of storms impacting our area.

A Treesmiths representative will be visiting property owners to notify them of upcoming work to trim or treat rights of way with spray to control future vegetative growth.

Pole inspections

As part of a PUC requirement to inspect and test at least 10% of our poles annually, Wellsboro Electric will be utilizing a third-party contractor to perform pole inspections throughout the month of June.

Pole testing will begin along Kelsey Street in Wellsboro and move toward the Stony Fork area. We will place a notice on our Facebook page and website and provide an automated phone message to notify customers about upcoming tree trimming and pole testing work in their areas.

If you have questions about the right-of-way management or pole-testing programs, please contact Tyler Mead, WECO director of operations, at (570)724-3516.

Call  before digging into summer projects