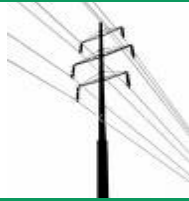




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CATSKILL HI-LINE

Bi-Monthly Newsletter

Volume 80 — Issue 4
July 2024

SPECIAL EDITION: ANNUAL MEETING INFORMATION

Your **80th DCEC Annual Meeting** is fast approaching. I appreciate everyone that has been attending our Member Q&A sessions this year as we continue to update our meeting format to make your Cooperative even more accessible to you. We heard your feedback from last year, and as I committed, we have been bringing the Member Q&A sessions to you, in locations such as Delhi, Jefferson, Meredith, and Andes. There are still a couple of chances to get your questions answered. At our booth at the Delhi Telephone Company (DTC) Open House on Wednesday, August 7th, in downtown Delhi, and at the Delaware Academy at 9:00 AM on the morning of the Annual Meeting (August 24th)!

While we won't be manning a booth at the Fair on the Square, DCEC will be entering a Soap Box Derby racer in the big race. I've challenged our friends at DTC to build a faster racer than ours, but I'm confident that your Cooperative team can take home the prize in this race! Join us on July 26th at the Fair on the Square to root on your Co-op team!

At this year's Annual Meeting, we will be answering your questions and taking your comments in the cafeteria **before the meeting**, and we will be providing coffee, Big M donuts, and Baker's Grimm pastries for your enjoyment. As in year's past, we invite you to submit a question in advance if you would like to me answer it during my comments. Please send questions to AnnualMeeting@dce.coop at least a week before the meeting. During the meeting, we are excited to be once again presenting **three charities** for you to rank, and select who gets the first, second, and third place prizes for donations.

We have one new **bylaw change** to be voted on (see information on page 6) and three **director elections** to be decided. Finally, microphones will be available for the audience if you wish to make a motion during **New Business**. Since motions are official business, they need to follow a specific format, so we will provide a form for you to fill out to make sure we get all of the information correct in your motion. You will then have an opportunity to address the membership and present your motion during **New**

Business. The motion must be seconded by another member in order for discussion to occur. If you have questions about submitting a motion during new business please reach out to us at AnnualMeeting@dce.coop for clarification.

If you are not able to attend your Annual Meeting, please request an absentee ballot (page 9) and vote in advance. You will receive a \$10 bill credit for voting, and still be eligible to win door prizes including the grand prize drawing of a \$500 bill credit, generously sponsored by our friends at DTC and Margaretville Telephone Company (MTC). Every member who participates, either in-person or absentee, will receive an energy efficiency kit loaded with goodies!

Cooperatively Yours,

John Gasstrom



SATURDAY, August 24th

Delaware Academy
2 Sheldon Drive
Delhi, NY 13753

8:30am—Registration

9:00am—Coffee hour, Q+A (cafeteria)

Baker's Grimm pastries & Big M donuts

10:00am—Business Meeting (auditorium)

Door prizes for all voting participants*:

- ✂ Ten \$50 bill credits
- ✂ Uninterruptible Power Supplies (UPS)
- ✂ **ONE \$500 bill credit!** Sponsored by DTC & MTC

*Only active members are eligible for door prizes. Directors, managers, employees and their immediate families are not eligible.

Powering Our Rural Communities

5 North Depot Street, PO Box 471, Delhi, NY 13753
Phone: 607-746-2341 or 866-436-1223

Fax: 607-746-7548
Pay-by-Phone 844-209-7162
OUTAGES: 607-746-9283

Member-Owned & Operated

In an effort to be inclusive to all members regardless of how they choose to vote (in-person or absentee), we will have pre-recorded director candidate speeches and charity announcements on our website and on social media. Our aim is to give DCEC members time to view their options and vote. The pre-recorded videos will be available on our website under the "Annual Meeting" drop-down menu at www.dce.coop

2024 DIRECTOR CANDIDATES:

In accordance with DCEC by-laws, a Nominating Committee of members has officially identified the following candidates for the office of director of the Cooperative:

NORTHERN REGION: Towns of Davenport, Gilboa, Harpersfield, Jefferson, Maryland, Stamford & Summit:

- * **Greg Starheim**
- * **Laurie Wehmeyer**

CENTRAL REGION: Towns of Bovina, Delhi, Franklin, Hamden, Kortright & Meredith:

- * **Ross Gill**
- * **Ed Griswold**

SOUTHERN REGION: Towns of Andes, Bainbridge, Colchester, Masonville, Middletown, Sidney, Tompkins & Walton:

- * **Jeffrey Russell**

DCEC's 80th Annual Meeting *2024*

1. Q&A Sessions and Events:

- ✓ Tuesday, March 19th @ 7pm
Member Information Meeting, Delhi
- ✓ Thursday, May 30th @ 3pm
Member Q&A, Jefferson Fire Station
- ✓ Saturday & Sunday, June 8 & 9 - 10am-5pm
Meredith Dairy Fest
- ✓ Wednesday, June 19th @ 3pm
Member Q&A, The Andes Hotel
- Wednesday, August 7th @ 11am-2pm
Delhi Telephone Company (DTC) Open House, Delhi
- Saturday, August 24th @ 9am
Member Q&A, Delaware Academy cafeteria, Delhi
Baker's Grimm pastries & Big M donuts will be available

2. Welcome/Call to Order @ 10am - 8/24/2024, Delaware Academy, Delhi
3. Invocation/Pledge of Allegiance/National Anthem
4. Introductions & President's Report
5. Appointment of Tellers
6. Secretary's Report: Quorum Determination, Notice of Meeting & 2023 Meeting Minutes
7. Treasurer's Report
8. Director Election
9. Charity Selection
10. Voting Wrap-up
11. CEO's Report
12. Dairy Ambassador
13. Unfinished Business/New Business
14. Service Awards
15. Voting Results
16. Wrap-up & Adjournment

2024 Official Candidates & Voting Details

During this year's meeting, members will elect **three members of the Board of Directors**, one from each of the three Regions. There is **one proposed bylaw change** which you will find on page 6. Members will also vote for their **preferred charity**—however, all charities will receive an award. See charity details on page 7.

Each membership shall be entitled to cast only one ballot; for example, a joint membership has one vote. All questions shall be decided by a vote of a majority of the members voting thereon in person or by absentee ballot. Questions resulting in a tie vote shall be decided by a second round of voting in like manner. If a second round of voting results in a tie, the question shall be decided by a flipping of a coin, which shall be administered by a duly elected officer of the Cooperative. During the Annual Meeting, or by absentee ballot, eligible voters can vote for one (1) candidate from each of the three Regions. Please be aware that the members can vote for any of the three Regions even if they do not reside in that Region. For example, if you live in Kortright you are considered to be in the Central Region, so you may vote for one candidate from the Central Region AND one candidate from both the Southern and Northern Regions.

NORTHERN REGION

Greg Starheim is a long-time resident of Schoharie County, having grown up on the family farm in Gilboa. After graduating from Jefferson Central School, Mr. Starheim went on to Clarkson University where he earned his B.S. in Mechanical Engineering and subsequently an M.B.A. from RPI. He is a licensed Professional Engineer in the State of New York.

Mr. Starheim has over 38 years of experience in the electric utility industry. After graduating from college, he spent 19 years working for the General Electric Company where he held various engineering and leadership roles throughout GE's global power and utility businesses. During this time, he was involved in the development, design, construction and operation of numerous fossil, nuclear, renewable (wind, solar, & hydro) and distributed power generation facilities.

.....continued on page 4

Laurie Wehmeyer moved to Jefferson from South Kortright in 1980 when she got married. She and her husband built a house and became DCEC members. She was married for 25 years before he passed away in 2005. Laurie has two children and three grandchildren with one more on the way due in October. Laurie has worked in the healthcare field for over 28 years and is currently the activities director at The Pavilion (assisted living) in Stamford.

Laurie has been a member of the DCEC Board of Directors since 2018 and is currently the board secretary. She loves being on the board as she has learned so much about how a cooperative works. She is experienced with keeping costs down and enjoys educating members about initiatives and new laws. Laurie is passionate about being an integral part of making sure DCEC is doing the best for their coop members. The cooperative is facing many challenges not only in the future but in the here and now. She would love to continue to be an important part of solving the new challenges as she offers 6 years of experience and a unique perspective.

NORTHERN



Greg Starheim—Gilboa, NY



Laurie Wehmeyer—Jefferson, NY

Incumbent

.....continued from page 3

Upon leaving GE in 2003, Mr. Starheim moved back to the family farm to be closer to family and friends. He became active in the local community and the CEO & General Manager of the Delaware County Electric Cooperative, a position in which he served from 2003 to 2012. During this time, DCEC successfully invested in critical technology platforms and worked closely with state and county economic development officials to attract and retain industrial businesses to the area, including Amphenol Corp in Sidney.

After 8 years at DCEC, Mr. Starheim was named President & CEO of Kenergy Corp, a \$500M electric distribution cooperative serving western Kentucky. From there, he served six years as Sr. Vice-President of the National Rural Utilities Cooperative Finance Corporation (CFC), a \$30B financial services firm exclusively serving the nation's electric cooperatives. In his most recent role, Mr. Starheim was the President & CEO of the Delaware Electric Cooperative, a large regulated electric utility serving the majority of the State of Delaware. Mr. Starheim retired in February 2023 and returned to the area on a full-time basis.

Mr. Starheim and his wife, Elaine (Many), have four grown children. He is active in the Stamford Chapter of Rotary International and enjoys flying airplanes and working on the family farm.

CENTRAL REGION

Ross Gill has lived in the Delhi area with his wife, Athena, for 30 years and has been a member of DCEC since 2007. Ross has been a title insurance searcher, examiner and assistant underwriter for 32 years and currently works remotely for the American Title Insurance company. Much of Ross' work since 2015 has involved the examination and insuring of renewable energy projects within NY State. Ross enjoys working on renewable energy projects and studying all things related to energy. Ross previously served on Stewart Title's Upstate Operation's Energy Project Advisory Panel from 2015-2021 based on his prior knowledge and experience with real estate and title insurance issues concerning energy projects, having worked with Chevron Appalachia since acquired by EQT Corp., and Chesapeake energy from 2011-2013. Ross currently serves on the governing board of Delhi Alliance Church and as an elder. Ross and Athena have three grown sons and four grandchildren. In their spare time they enjoy breeding and raising Labrador Retrievers.

Ed Griswold My adult life began sometime during my second semester senior year of high school when the reality that my parents were financially incapable of funding my college education hit me. That burden would fall squarely on me. Student loans were not an acceptable option for me, but working my way through was. Six years later I accepted an offer to be a sixth-grade teacher in an upper Westchester County school district.

During those years, first as an elementary teacher and then later as a middle school science teacher, my chosen career provided me unique opportunities.

.....continued on page 5



Ross Gill — Meridale, NY



Ed Griswold — Delhi, NY

CENTRAL

.....continued from page 4

After my first year I had the good fortune to do part of my MS degree at the University of Dijon, in France and in 1990, become a recipient of the Nasa Honors Teacher Award which earned me an all-expense-paid month to work and collaborate with other states' recipients at the Stennis Space Center in Mississippi. Following that unforgettable experience, with three other recipients, we did a presentation on the then future International Space Station at the 1991 Annual National Science Teachers' Convention in Boston, MA.

By 1994, it was time to move on to something else; however, that "something else" was left in the hands of the Universe. Two beliefs have been the foundation of my life: 1) the energy one sends out to the Universe is returned in-kind, and 2) if one has a talent or gifts/he has an obligation.

In March of that same year, two influential people entered my life. They were both financial planners and we decided to build a team which meant new schooling and exams in securities, life and health insurance, and registered investment advisor were needed for proper licensing. By May of 1995, those goals were achieved and my second/current career as a self-employed, wealth planner/manager was launched.

Community service is an excellent way to meet one's "obligation". In the fall of 2017, the Trustees of the College Foundation at Delhi accepted me as one of its trustees and in January of 2021, elected me president (volunteer position of a 501c3 non-profit) to oversee the \$6M physical assets, \$15+ M financial/invested assets, educational initiatives, and coordinate the many committees.

Thank you for the opportunity to be considered for a Director's position of DCEC.

SOUTHERN REGION

Jeffrey Russell is a Walton native who resides on his family's multi-generational farm with his two children (Madilyn & Liam). Jeffrey works for the Delaware County Soil and Water Conservation District where he is an Engineering Technician in the Stream Program. He has been on the board of directors for two terms where he has served as the Vice President for the past 4 years. He chairs the Organization & Staffing Committee and is a Credentialed Cooperative Director.

"The rural electric cooperatives were started to bring electrification to rural areas deemed to be too cost prohibitive for investor-owned utilities. We have been serving our members, providing them with safe, reliable cost-effective electricity for 81 years. The world that we live in is changing, the demand for electricity is on the rise, the amount of electricity needed is rising, and our dependence on it is ever increasing. It is with the past and future in mind that I strive to keep our small electric cooperative locally owned and managed. We may need the rural electric cooperatives as much today as we did when they were founded over 80 years ago."

"I'm running for re-election to the Delaware County Electric Cooperative Board because I believe that the electric cooperative provides an invaluable service to our rural communities. The safe, reliable and affordable energy that we provide to our members allows them to be able to live, work, and enjoy our beautiful communities."

"If re-elected I want to make sure that the cooperative continues to be financially stable, and provides safe, reliable, and affordable electricity for years to come."

SOUTHERN

Incumbent



Jeffrey Russell— Walton, NY



2024 Proposed bylaw change

For the full current DCEC bylaws, please visit www.dce.coop/bylaws-policies

Proposed bylaw amendments to Article IV, Sections 3 & 6:

Additions are noted in red and underlined:

Section 3. Nominations. It shall be the duty of the board of directors to appoint, not less than ninety (90) days nor more than two hundred (200) days before the date of a meeting of the members at which directors are to be elected, a committee on nominations consisting of not less than five nor more than eleven members who shall be selected from different sections of the project area so as to insure equitable representation. No member of the board of directors may serve on such committee.

The committee, keeping in mind the principle of geographical representation, shall prepare and post at the principal office of the Cooperative at least sixty (60) days before the meeting a list of nominations for directors. The committee shall make its best efforts to ensure that their list of nominations is comprised of at least two nominees per vacancy from each region or area of the Cooperative having one or more vacancies on the board. However, in the event that the committee is unable to secure and propose two suitable nominations for a vacancy, the committee may put forth a single nominee so long as the committee has completed and documented its best efforts to secure two nominations. Any fifteen or more members acting together may make other nominations by petition not less than forty-five (45) days prior to the meeting and the Secretary shall post such nominations at the same place the list of nominations made by the committee is posted. The Secretary shall mail with the notice of the meeting or separately, but at least seven days before the date of the meeting, a statement of the number of directors to be elected and the names and addresses of the candidates, specifying separately the nominations made by the committee on nominations and also the nominations made by petition, if any. Additional nominations made by petition shall be for the respective region having vacancies on the board to be filled at the annual election. At the meeting, members shall each cast one vote for every vacancy in each region. If, for example, there are two vacancies in the Northern Region, each member may cast one vote for each of two nominees on the list, for a total of two votes. The nominee, or in the case of multiple vacancies, nominees, in each region receiving the most votes cast shall be deemed elected to the board of directors. In the multiple vacancy example, that would mean that the nominee receiving the most, and the nominee receiving the second most votes would become directors. Notwithstanding anything contained in this section, failure to comply with any of the provisions of this section shall not affect in any manner whatsoever the validity of any election of directors.

For nominating committee purposes in this Article IV, Section 3, a “vacancy” shall mean a Board seat that is up for election in the relevant year and is to be filled through the election process. For the avoidance of doubt, the nominating committee shall not convene or propose candidates for vacancies created by reasons other than the scheduled end of a director’s term.

Section 6. Vacancies. A vacancy occurring in the board of directors by reason other than the scheduled end of a director’s term (i.e., death, resignation, removal) may be filled by the affirmative vote of a majority of the remaining directors. The director appointed in accordance with this paragraph must meet the director qualifications as set out in Article IV, Section 2. The appointed director may serve for a term ending no later than the next annual meeting of the members. In cases where the term of the vacated seat would have extended beyond the next annual meeting of the members, a special election shall be held at the next annual meeting of the members to fulfill the unexpired portion of the term of the director in respect of whom the vacancy occurs. The nominating committee for that year shall nominate candidates for the special election in the same manner as the committee would for a regularly scheduled election.

2024 Nominated Charities

DCEC has teamed up with CoBank's Sharing Success program, a provider of banking services, to donate \$2,000 to three nonprofit organizations. The Cooperative received nominations for the following charities:

- **The Jefferson Historical Society**
- **Masonville Connects**
- **Rosemary Farm**

The nonprofit with the most votes will receive a check for \$1,000.

The nonprofit with the second most votes will receive a check for \$600.

Lastly, the nonprofit with the third most votes will receive a check for \$400.

Pre-recorded videos and details from each charity will be available soon on our website under the "Annual Meeting" drop-down menu at www.dce.coop.

The Jefferson Historical Society (JHS), is dedicated to researching, preserving, promoting, and celebrating the history, architecture and culture of the Town of Jefferson; nurturing community involvement and education; and interacting with and enhancing community culture and life.

JHS is committed to strengthening the connections between our history and our lives that we find in our community, today. Restoring the Maple Museum and Judd Hall (the former Masonic Hall) to be used for public events, has grounded us in our work to keep history alive. The concerts and programs we present in these buildings bring to life the experiences that people in Jefferson have enjoyed for nearly 200 years.

Some current projects are:

- Restoring and maintaining important architecture along our Main Street.
- Restoration of trees on the Town Green. This historic green is used for community events such as our summer Heritage Day fair and Holiday Festival. Once lined with maple trees, many of the trees succumbed to years of winter salt and over-zealous weed eaters and had to be removed.
- Publish a Newsletter three times a year that includes three to four carefully researched articles about Jefferson's past and informs the community about upcoming events and news.

Masonville Connects is a group of community members striving to make our town a better place. We have all lived here for years, if not grown up here. Most of us have or are raising our children here. We want to support our neighbors and bring back a sense of community. We started this group last October in hopes of reuniting our community and making fun safe activities for our children and seniors. Our first event was last October. We had a trunk or treat at our local library. We are

looking forward to doing it this year.

Some of our events have been Make and Take Christmas wreaths, Brunch with The Grinch and Santa, Make and Take floral events for St. Pattys Day, Easter Egg Hunt, Rock Painting and More. We recently built a food/hygiene Blessing Box for our community. Members can "Take what you need, Leave what you can". We have a kids kickball event coming up as well.

Rosemary Farm Sanctuary was founded in 2012, to rescue equines in need and protect them for life. One of the largest facilities in the Northeast, there are over 100 equines in residence at this magical mountain home, located three hours and a world away from New York City.

"Sanctuary" is the primary essential quality offered to every equine welcomed. Rescued from slaughter, abuse, neglect or homelessness, each one receives comprehensive medical care, daily interaction with humans, basic gentling for safety, and detailed attention to their individual health and happiness.

Compassion is a guiding principle as each life is nurtured, valued, and loved. Verified by the Global Federation of Animal Sanctuaries, Rosemary Farm prides itself on quality, ethical, long-term care. Nearly one-third of the residents have enjoyed over a decade of quality life here. A select few are adopted, if it is the right direction for the equine, and under strict terms of contract.

At Rosemary Farm, horses live in dynamic natural environments, in herd groups, creating vital family bonds that are honored and protected, and providing visitors a rare opportunity to see large bands of horses running free across a mountain.

DELAWARE COUNTY ELECTRIC COOPERATIVE, INC.
SUMMARY FINANCIAL REPORT ***

Balance Sheet as of December 31, 2023

<u>Assets</u>	
Electric plant and work in progress - at cost	\$ 40,923,741
Less accumulated provisions for depreciation	(15,446,498)
Investments in associated organizations	776,305
Cash	211,718
Accounts and notes receivable - Net	1,180,023
Materials and supplies (at average cost)	1,060,113
Prepaid expenses	160,658
Other current and accrued assets	360,629
Deferred charges	676,648
Total Assets:	\$ 29,903,337
<u>Liabilities</u>	
Long-term debt (current and non-current)	13,234,454
Accounts payable	475,003
Accrued interest	14,068
Consumer deposits and prepayments	124,506
Other current and accrued liabilities	327,682
Deferred credits	4,334,623
Total liabilities	18,510,336
<u>Equities</u>	
Memberships	64,365
Patronage capital	9,577,895
Other equities	1,750,741
Total equities	11,393,001
Total Liabilities and Equities:	\$ 29,903,337

Income Statement for the years ended December 31,	2023	2022
Operating revenues	\$ 9,535,374	\$ 10,046,358
Nonoperating margins, G&T and other capital credits	98,474	60,175
Total revenues	9,633,848	10,106,533
Cost of power	2,139,379	3,026,065
Distribution expense	3,880,568	3,538,971
Consumer accounts and service	377,888	311,234
Administrative and general	1,419,810	1,281,749
Depreciation and amortization	1,159,078	1,131,381
Interest	419,727	445,258
Other deductions	4,145	4,072
Total expenses	9,400,595	9,738,730
Net margins	233,253	367,803
Retirement of capital credits	(316,208)	(407,812)
Net change	\$ (82,955)	\$ (40,009)

*** The above information was summarized from the Cooperative's audited financial statements which are available upon request.

Like our page on Facebook to follow our news:



Delaware County Electric Cooperative
1.7K likes • 2.1K followers

Follow us on Instagram:

dce.coop

Create your SmartHub account today! You can click straight to SmartHub through our website:
www.dce.coop




® NRECA

official Absentee Ballot Request Form

VOTE BY MAIL: One method for a member to vote is by absentee ballot. Request an absentee ballot by completing the official form below and submit to DCEC by **August 4, 2024**. Once the Cooperative receives your form, we will provide you with an official absentee ballot which you can then complete and send back to the DCEC office. DCEC will count properly completed absentee ballots as long as they are received by **August 20, 2024** (four business days prior to the Annual Meeting). Once DCEC has received a member's absentee ballot, it cannot be revoked. A member voting by absentee ballot may still attend the Annual Meeting, however, can not vote again.

VOTE EARLY AT THE CO-OP OFFICE: Members can also complete an absentee ballot in person at the Co-op office during regular business hours between **July 29 and August 20, 2024**. You must have a government issued photo ID with you to vote by absentee ballot in the Cooperative office.

Members can return the below form in person to:

5 North Depot Street, Delhi

By mail to:

DCEC

Attn: Absentee Ballot Request

P.O. Box 471

Delhi, NY 13753

Fax to (607) 746-7548

Email to office@dce.coop

**DCEC strongly encourages
all members to vote!
If you vote by absentee ballot,
a **\$10 bill credit**
will be applied to your
October 2024 bill!**



The Delaware County Electric Cooperative (hereinafter "Cooperative") will hold its Annual Meeting on **August 24, 2024** for the transaction of all lawful business in accordance with its Bylaws and the New York State Rural Electric Cooperative Law. The Annual Meeting will be held at the Delaware Academy, located at 2 Sheldon Dr., Delhi, NY, and the business meeting shall begin at 10:00am.

Members who are unable to attend in person are permitted under Article III of the Cooperative's Bylaws to vote, by absentee ballot, on any and all issues presented to the general membership at that meeting.

To be eligible to vote by absentee ballot, members may request that an absentee ballot be sent to them by providing the following information and returning this completed form to the Cooperative. **The Cooperative must receive this request no later than August 4, 2024.**

I HEREBY REQUEST AN ABSENTEE BALLOT FOR THE AUGUST 24, 2024 ANNUAL MEETING.

Member's Name: _____

Account Number: _____

Member's Address (where you'd like the ballot sent to): _____

If you have any questions with respect to this form or the Annual Meeting, please contact DCEC at (607) 746-2341 or (866) 436-1223, or at Delaware County Electric Co-op, P.O. Box 471, 5 North Depot Street, Delhi, NY 13753.

CATSKILL HI-LINE is a Publication of the Delaware County Electric Cooperative, Inc. and is published bi-monthly for the membership. This newsletter has articles, content, and photos submitted by CEO John Gasstrom; Manager of Operations, Job Training & Safety James G. Small; Member Services Representative Stacey Young, & Manager of Cooperative Relations Janelle Linehan.

The information contained herein is designed to promote action and discussion among members. Statements published do not necessarily reflect the official position of the Cooperative. The information has been obtained from sources believed to be reliable, and the editor has exercised reasonable care to assure its accuracy.

Board of Directors

President.....Edward Pick Jr.
Vice President.....Jeffrey Russell
Secretary.....Laurie Wehmeyer
Treasurer.....Edward Furgol
Director.....Steve Oles
Director.....David Krzyston
Director.....Patrick O'Brien
CEO.....John Gasstrom

Reporting Outages

Members, please always report when you experience a power outage. There are some cases when a member has a single outage and we may not know unless you report the outage. Likewise, if an outage is widespread, the more members that report the outage, the more information this provides for our Line Crew to find the cause of the outage to restore power. Providing information such as where trees are down on the line or "hearing a pop" are helpful to relay to us to quickly diagnose and restore the outage.

To keep members in the know when there is an outage, we have been posting on our Facebook page and sharing to many local group pages with updates throughout the four counties we serve. We strive to get you information as it is discovered in the field so that our members know how long the outage may last for.

To report an outage, call **(607) 746-9283**
or report online through **SmartHub**

The Power of Cooperative Membership

Cooperatives are not-for-profit, member-owned businesses. Electric utility cooperatives build and maintain three times the miles of power line of other utilities and do so at comparable rates despite fewer customers. They do this by operating on a not-for-profit, cost-of-service basis.

Once a member pays the membership fee, they become a part owner of the cooperative. They have a voice in how the Cooperative is operated and influence this process through casting their vote at the annual meeting. It is also at the annual meeting that the members elect DCEC's seven-member board of directors from the membership.

Because the members of the Cooperative are also the owners this means the cooperative is locally owned and operated. Employees of the Cooperative are also local residents who are familiar with the needs of the communities they serve.

Third Party Notification

Every member has the right to designate a third party to be notified if the member's bill is not paid and if the member's service becomes subject to disconnection for nonpayment.

For example, a parent can designate an adult child as the third party to receive notifications. Third party notifications can be very helpful in situations where health troubles or other factors might make it difficult for the member to stay on top of bill payments. For more information about third party notifications, please contact the office.

DCEC is Committed to Helping Members During Financial Hardships

DCEC encourages members currently struggling to meet their monthly payment obligation to contact the local agencies listed below for payment assistance.

1. Contact DCEC's Billing Department to set up payment arrangements: 1-607-746-2341
2. Contact your local County Social Service program:
 - a. Delaware County 1-607-832-5300
 - b. Schoharie County: 1-518-295-8334
 - c. Otsego County: 1-607-547-4200
 - d. Delaware Opportunities provides assistance through certain agencies and can be reached at 1-607-746-1600
 - e. Home Energy Assistance Program (HEAP) Hotline: 1-800-342-3009

DCEC can provide supporting documentation regarding your account to these agencies that can assist in expediting your application.