

Sullivan County Rural Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

Sullivan County REC

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Email: info@screc.com
Website: www.screc.com

Staff

John Lykens, CEO
Dennis Klem, Manager,
Finance and Administration
Walt Tubach, Manager,
Electric Operations
Diane E. White, Executive Assistant

BOARD OF DIRECTORS

Ann B. Henderson – CCD*/BLC**
Chairman
Stephan Paul Brady – CCD/BLC/Gold***
Vice Chairman
Kathy A. Robbins – CCD/BLC/Gold
Secretary
David L. Aumen – CCD/BLC/Gold
Karen Beinlich
Jeff Hamilton – CCD/BLC/Gold
Jim Lambert – CCD
Jay Lewis – CCD/BLC
David R. Rakestraw

*Credentialed Cooperative Director
**Board Leadership Certificate
***Director Gold Certificate

Office Hours

Monday through Friday
7 a.m. - 3:30 p.m.

From the CEO



The people behind your power

By John Lykens

OVER THE last several months, Sullivan County Rural Electric Cooperative (REC) has said goodbye to three long-serving employees. One of those employees was former CEO Craig Harting, who I succeeded on June 3. In the July issue of *Penn Lines*, I took the opportunity to introduce myself and give a peek into the future of fulfilling the cooperative's mission as your CEO.

Along with Craig, Tom Eberlin and John Zelewicz retired in May and July, respectively. These two individuals filled the roles of technical services representative and consumer services representative for the cooperative. In mid-July, the cooperative advertised for two positions: cooperative communicator and technical services representative.

I am happy to announce the role of cooperative communicator has been filled by Sullivan County native Sarah Parrish, who started on Monday, Oct. 3. Sarah will be responsible for all cooperative communications, including *Penn Lines* articles, press releases, social media posts, website design, member engagement surveys and other communication-related responsibilities.

As part of the interview process, Sarah was tasked with interviewing one of the cooperative's employees and writing a *Penn Lines* article highlighting the staffer. Little did she know at the time — time being one hour to interview, write and publish said article — this would serve as her first of many "Employee Spotlight" articles for *Penn Lines*. Sarah's first "Employee Spotlight" article appears on the following page.

We believe our employees set us apart from all the other electric cooperatives, utilities, and municipalities across Pennsylvania and the United States. We are all electric service providers and, to that end, we all provide the same product: electricity to the end user. Our employees, however, make it possible for our members to receive this crucial service.

From the office professionals taking member phone calls and processing invoices and the lineworkers building and rebuilding the electric distribution system and restoring power after outages to the management team and the board of directors, the success of the cooperative rests solely on the backs of the 19 employees and nine board members who make up our team.

In the age of self-checkout lines, shopping for anything and everything on your phone or computer, and using texts as a primary means of communication, please know that Sullivan County REC employees are here to answer your questions, personally accept payments, walk you through your electric bill, and help with any electric service-related issue you may have.

Over the course of the next 19 months, Sarah will be "spotlighting" one employee each month. Please take the time to get to know the people whose mission it is to provide safe, reliable electricity and related services to you, our members, in an environmentally sound and fiscally responsible manner. Additionally, please help me welcome Sarah Parrish as the newest member of our cooperative team. Semper Fidelis. ☸

The power behind Sullivan County REC: our employees

A Monthly Spotlight

By Sarah Parrish

HERE AT Sullivan County Rural Electric Cooperative (REC) we strive to bring light, power and a reliable energy source into your home, business, or farm.

But what are the light, power and reliable sources at our headquarters in Forksville? They're the dedicated staff members who make sure you're provided with the best customer care each day.

In these monthly spotlights, we will highlight our employees and how they spread these qualities from our headquarters to our members.

If you've ever had a question about your billing account at Sullivan County REC, you've most likely talked to Lori Williams.

Lori lives in Shunk and has a large family — two children, two stepchildren, and five grandchildren — not to mention her menagerie of pets: four cats, two dogs, and 17 chickens. In her free time, she enjoys camping with her family and reading.

Lori has been employed by Sullivan County REC as the billing clerk for 21 years. She spends her work day taking and posting payments, moni-



AT YOUR SERVICE: Lori Williams, billing clerk at Sullivan County REC, monitors and manages customer accounts at the Forksville office. Outside of the work day, she spends time with her family and pets.

toring customer accounts, answering the phone and creating and closing accounts.

As with any job, there is the occasional wrench that gets tossed in, such as having to handle disconnections.

“You get to know these members, and most of them are members of our community,” Lori says. “It’s tough to have to cut them off when you know what their situation may be.”

Thankfully, members who are struggling financially may be eligible for programs that enable them to keep the lights on.

Lori says there have been many changes to co-op operations over the past 21 years. The biggest challenge for her and the members has been getting accustomed to the new online billing system. Another obstacle was

shifting the billing cycle for seasonal members from once a year to once a month. It took diligence on Lori’s part to learn the new system and to get the members on board with it as well.

What makes the job worth it to Lori, though, are her co-workers, its location close to home and the reliable and steady work. She truly does enjoy the interaction with members and has come to know many of them.

The next time you flick on a light switch, turn on the TV, or open the refrigerator, think about where your power source is coming from, and the people who are making that power source operate every day. Sullivan County REC is proud of its employees, and we will be featuring another one next month. Check back to see who the spotlight will be on then. ❁

Energy Efficiency Tip of the Month

If you can see daylight around a window frame or if you can rattle a window (movement means possible leaks), the window likely needs to be sealed.

Most window leaks can be sealed with caulk or weatherstripping, which come in a variety of compounds and materials. Visit www.energy.gov/energysaver to learn how and where to seal air leaks.

Source: energy.gov

Using generators safely

USING a generator during an outage helps make things more bearable, but they can also be dangerous, if used improperly. Each year, people are hurt and even killed when operating generators. Using a generator improperly can result in carbon monoxide poisoning.

Here are some tips to keep in mind when operating a generator:

Never use a generator indoors

Never, never, never use a generator indoors or in an attached garage. Generators use an internal combustion engine that emits a deadly gas known as carbon monoxide. Make sure your generator is placed away from your home in a well-ventilated dry area. Be sure the generator is protected from elements, such as rain or snow.

Use a transfer switch or GenerLink

You should never connect a generator directly to your home's wiring. You can have an electrician install a transfer switch or you can purchase a GenerLink unit from Sullivan County Rural Electric Cooperative (REC). This device eliminates the use of extension cords and other connections that can be hazardous to you and our lineworkers. GenerLink detects when a generator is operating and automatically disconnects it from the utility grid, eliminating dangerous backfeed.

GenerLink can be installed in 20 minutes or less by co-op personnel. GenerLink customers have the flexibility to run virtually any appliance up to 30 amps, depending on the capacity of their generator. Since GenerLink is installed at the meter base, it energizes appliances from the breaker panel.

The co-op sells the unit at cost. If you would like to purchase one or would like more information, please contact our office at 570-924-3381.

Size does matter

Sometimes size doesn't matter, but it does when you're talking about gen-

erators. You should know the capacity of your generator and never overload it. The total wattage used by your appliances at one time should be less than the output rating of the generator. Trying to run too many appliances on a generator could seriously damage appliances, motors or electronics.

A few final tips

Shut the generator off before you

refill it with gasoline. Make sure you turn off (or unplug) all equipment being powered by the generator. Take time and read the owner's manual.

Remember that certain generator parts, such as the muffler, can get very hot. Be sure to keep children away from the generator at all times. Enjoy the benefits of your generator, but use it safely and make sure it's connected properly. ⚡

USING A GENERATOR?
8 DANGEROUS MISTAKES PEOPLE MAKE

- 1 IN ENCLOSED SPACES**
Always use it in a well-ventilated area.
- 2 NEAR WINDOWS OR DOORS**
Place it at least 20 feet away from windows and doors.
- 3 IN A GARAGE**
Even if the door is up, never use a generator in a garage.
- 4 IN THE ELEMENTS**
Run it on a dry surface under a canopy-like structure (but not in a carport).
- 5 PLUGGED INTO A WALL OUTLET**
This can be deadly to you, family members, neighbors or utility workers.
- 6 WITH THE WRONG EXTENSION CORD**
Use a properly rated cord to plug appliances into a generator.
- 7 WITHOUT CARBON MONOXIDE (CO) TESTERS**
CO detectors should be on every level at your home (test them monthly).
- 8 IN DISREPAIR**
Make sure your generator is well-maintained and in good working order.

LEARN MORE AT:
SafeElectricity.org

An evening of pizza and political insight

CO-OP Owners for Political Action (Co-op Owners) members are invited to attend the Pizza and Political Insight workshop at 6 p.m. Monday, Oct. 10, at the Sullivan County Rural Electric Cooperative office, Forksville.

Guest speakers from the Pennsylvania Rural Electric Association (PREA) and Allegheny Electric Cooperative, Inc. (Allegheny) will provide an update on the current political landscape before the Nov. 8 General Election. They are Steve Brame, PREA/Allegheny president & CEO; Pete Fitzgerald, PREA/Allegheny vice president – public affairs & member services; and Stephanie Okuniewski, PREA/Allegheny member engagement specialist.

After enjoying pizza and fellowship, members of Co-op Owners will participate in the political discussion. Each attendee will also receive a gift.

Co-op Owners represents people like you: an individual who is concerned about and willing to help make the rural areas of Pennsylvania a better place. Membership in Co-op Owners is very important as we make our concerns known to those who represent us at the state and federal levels. Our political action committee supports legislators who are friends of the rural electric program and who are concerned about the rural areas where we live in. By joining together, we can make our voice heard.

If you are a Co-op Owner for Political Action member, look for your invitation in the mail. If you are not a member but would like to join the group and participate in the Pizza and Political Insight workshop, contact Diane White at 570-924-3381 or DianeWhite@srec.com to get your membership application.

We can't wait to see you there! ❁






October is
National
Co-op Month!

We're all about
you! **Co-op**
members are
at the **heart** of
everything we do.




BE PREPARED BEFORE A STORM STRIKES

In the event of a power outage, be prepared by keeping the following items in an easy-to-find emergency supply kit.

- 
WATER
 Three-day supply, one gallon per person per day.
- 
TOOLS
 Flashlight, extra batteries, manual can opener, battery-powered or hand-crank radio, NOAA Weather Radio with tone alert.
- 
FIRST AID KIT AND PRESCRIPTIONS
 First aid supplies, hand sanitizer and at least one week's supply of prescriptions and medications for the family.

Learn more at www.ready.gov 

 AMERICA'S ELECTRIC COOPERATIVES

Source: American Red Cross, Federal Emergency Management Agency.