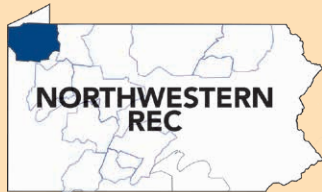


Northwestern Rural Electric Cooperative Association, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

NORTHWESTERN REC

P.O. Box 207
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www.northwesternrec.com

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1-800-352-0014

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

Amy Wellington, Editor

Some Things You May Not Know About Outage Restoration



RYAN MELLER

AS THE PRESIDENT AND CEO of Northwestern Rural Electric Cooperative (REC), I'm accustomed to receiving questions about power outages and why it can take time to get the lights back on. Given our reliance on electricity, there's simply never a good time to be without it.

I'd like to shed light on our restoration process to help you understand what may be happening behind the scenes. Here are 10 things you might not know about outage restoration:

- 1. We need you.** When your power goes out, it might be just at your home or a small section of a neighborhood. There is a chance we may not know about it, and no one has reported it. We rely on you to let us know if your power is out. Outages can be reported by calling 800-352-0014 or by using SmartHub.
- 2. Our employees might be affected, too.** Because Northwestern REC is a local electric cooperative owned by the members we serve, our employees are local, too. They are your neighbors, friends and familiar community volunteers. When you're without power, our people might be, too.
- 3. It's a team effort.** Every one of Northwestern REC's employees works to get your power restored as soon as possible. Our field services representatives or call center employees are taking your calls, crews are surveying damage, our right-of-way team is clearing hazards, dispatchers are organizing crews, and communicators are keeping everyone informed of the progress or potential dangers. When your power goes out, we all work together as quickly and safely as possible to get the lights back on.
- 4. We assess the situation first.** Every outage is different, and we don't know how dangerous it is or what equipment we might need to replace. When responding to outages, we first need to see what happened, then figure out what materials we need. We also need to prepare a plan to fix the problem(s) without compromising the flow of electricity for the rest of our members.
- 5. We prioritize safety and efficiency.** Restoration is normally prioritized by the largest number of members we can get back in service in the shortest amount of time. Our crews focus on responding first to public safety issues and critical services like hospitals. Then we complete work that impacts the greatest number of people first.
- 6. Our employees face many dangers.** Besides high-voltage electricity, our crews are on alert for wild animals, weather conditions, falling trees and fast-moving cars. (If you ever drive past one of our vehicles, please do so slowly.)
- 7. Flickering lights are a good thing.** Some folks mistake flickering lights for outages, but these "blinks" are important because they indicate our equipment is working and prevented a possible outage, likely caused by wayward animals or stray tree limbs on the lines.
- 8. You need a backup plan.** We do our best to help those who need it, but if you depend on electricity for life support, you need to have a backup

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FROM THE PRESIDENT & CEO

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plan. Remember: We don't always know how long restoration efforts will take. If you're unsure what to do, call us so we can help you prepare an emergency location.

9. Our employees have to plan and eat. If you ever see our trucks in a restaurant parking lot while your power is out, know that sometimes our employees huddle in a safe, common area to map out their plan to restore your power. Also, our crews work long, hard hours during outages and need to take time for meals just like everyone else.

10. Sometimes it's a waiting game. Our portion of the power grid is connected to other electric utilities, and we maintain positive relationships with power

providers interconnected to our system. If our outage is due to an issue from their feed into our system, we must let them do their repairs and be mindful of what they're going through to fix it.

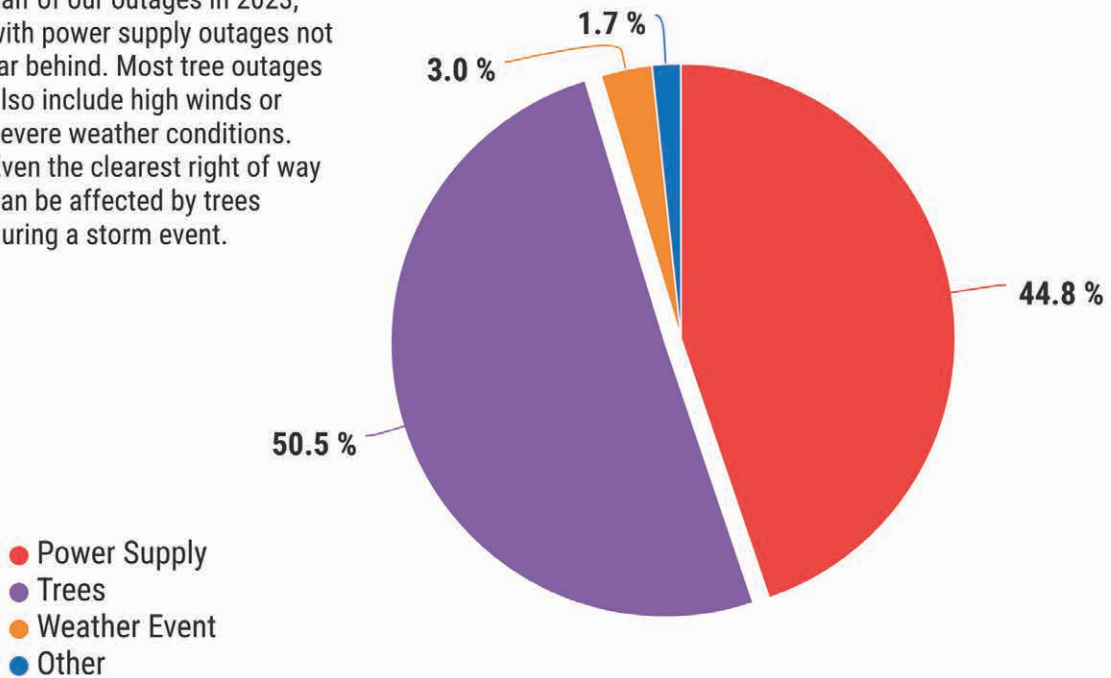
We do our best to avoid power disruptions, but they are inevitable. If the lights go out, know that your co-op team is working as quickly and safely as possible to restore power. If you experience an outage, please let us know by reporting it through the SmartHub app or calling the outage hotline at 800-352-0014. 📞

Cooperatively yours,

RYAN MELLER
PRESIDENT & CEO

Outage Causes in 2023

Trees accounted for just over half of our outages in 2023, with power supply outages not far behind. Most tree outages also include high winds or severe weather conditions. Even the clearest right of way can be affected by trees during a storm event.



August Events Ready to Raise Funds for Member-to-Member

Help Us Make History: Erie Gives 2024

HAVE YOU DREAMED OF MAKING A DIFFERENCE? Of course, we all have. And now Northwestern Rural Electric Cooperative (REC) has a chance to be a part of Erie County's Day of Giving, an opportunity to unite our community around causes we truly believe in and help nonprofit organizations connect to the larger community.

We need your help! Please join our Member-to-Member fundraising campaign and help us reach our goal of \$1,000! Tell your friends and family members about the important work we do in supporting the community and ask them to join us in helping to make a difference.

And get ready to give! On Aug. 13, visit eriegives.org and donate to the cooperative's Member-to-Member fund or to any other of the great participating nonprofit organizations in Erie County. All giving will end at 8 p.m. Aug. 13, so make sure to get your gift in on time.



Crawford Gives 2024

COOPERATIVE MEMBERS ARE ALSO ENCOURAGED to support Crawford Gives 2024. Visit crawfordgives.org and make an online gift between 12 a.m. Sunday, Aug. 24, and 11:59 p.m. Tuesday, Aug. 27.

To make a gift with your credit card, visit crawfordgives.org and select the organizations you wish to support. Set a gift amount for each organization then enter your credit card information and submit your donation.

For more information, contact Amy Wellington, director of communications, at 800-352-0014. Thank you in advance for your generosity. 🙏



Crawford County FAIR SINCE 1945 PA

Come visit your co-op at the Crawford County Fair Aug. 18-23. We're located in Homeshow Building #1.

Please complete & present this form to receive your FREE gift. Only one coupon per membership.

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