



**Central Electric
Cooperative**

Member Handbook

**Office: 1-800-521-0570
Emergency/Outage 1-800-282-8610
www.central.coop**

09/2025



Central Electric Cooperative

Welcome to Central Electric Cooperative!

Congratulations! As a member of Central Electric Cooperative (CEC) you share ownership of a successful not-for-profit electric distribution utility. This handbook will help you understand your ownership role and answer your questions.

Office hours: Monday - Friday from 8 a.m. to 4:30 p.m.

Closed: New Years Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Christmas Eve and New Years Eve. Open 8 a.m. to 12 p.m.

Office: 800-521-0570

Outages: 800-282-8610

Fax: 724-399-2300

Website: www.central.coop

Address: Central Electric Cooperative, Inc.

716 Route 368
P.O. Box 329
Parker, PA 16049

Information About Your Cooperative

CEC serves approximately 25,000 members, with the system operating over 3,000 miles of line. The cooperative employs around 70 people. Wholesale power is purchased from Allegheny Electric Cooperative, Inc., a generation and transmission cooperative organized by the 13 Pennsylvania and one New Jersey rural electric cooperatives.

CEC was legally incorporated in Pennsylvania and the charter was signed on July 12, 1937. The certificate of incorporation is dated August 6, 1937. The first section of line was energized on August 18, 1938. Today, CEC is one of the largest rural electric cooperatives of the 13 in Pennsylvania.

CEC is headquartered in Parker, Pennsylvania. The service area includes sections of Allegheny, Armstrong, Butler, Clarion, Forest, Mercer, and Venango counties.

What is a Cooperative?

A cooperative is a not-for-profit business owned by the people who use its services. This means, as a member of CEC, you are actually part owner of a not-for-profit electric utility. The people who use its services are the owners and this includes you!

The *Cooperative Principles*:

Voluntary and Open Membership - Cooperatives are voluntary organizations open to all persons able to use their services and willing to accept responsibilities of membership, without gender, social, racial, political, or religious discrimination.

Democratic Member Control - Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions. The elected representatives are accountable to the membership. In primary cooperatives, members have equal voting rights (one member, one vote), and cooperatives at other levels are organized in a democratic manner.

Members' Economic Participation - Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative. Members usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing the cooperative, possibly by setting up reserves, part of which at least would be indivisible; benefiting members in proportion to their transactions with the cooperative; and supporting other activities approved

by the membership.

Autonomy and Independence - Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments or raise capital from external sources, they do so on terms that endure democratic control by their members and maintain their cooperative autonomy.

Education, Training, and Information - Cooperatives provide education and training for their members, elected representatives, managers, and employees so that they can contribute effectively to the development of their cooperatives. They inform the general public, particularly young people and opinion leaders, about the nature and benefits of cooperatives.

Cooperation Among Cooperatives - Cooperatives serve their members most effectively, and strengthen the cooperative movement, by working together through local, national, regional, and international structures.

Concern for Community - While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

Touchstone Energy Provides High Standards

CEC is a member of Touchstone Energy, a national alliance of local, consumer-owned electric cooperatives providing high standards of service to customers large and small. More than 730 Touchstone Energy Cooperatives in 46 states are delivering energy and energy solutions to more than 42 million members-owners every day. Touchstone Energy Cooperatives serve their members with integrity, accountability, innovation, and a long-standing commitment to communities.

Annual Meeting of Members

CEC holds its Annual Meeting of the Members at a time and place designated by the board of directors. All members are invited to attend and hear reports on the operation of their cooperative for the past fiscal year. They have the opportunity to elect directors and take an active part in the transaction of any other business that may come before the meeting.

Your CEO/General Manager and board of directors attempt to make annual meetings interesting and informative. By attending, you will have better knowledge of your cooperative and exercise your right to take an active part in the operation. You will receive an official notice of the annual meeting not less than 10 days or more than 60 days prior to the event. We hope you attend.

Board of Directors

Cooperative operations are carried out under policies set by a board of directors. Each director is a member of the cooperative, just as you are, and receives electric

service from the cooperative, just as you do. As members, they are subject to the same bylaws, policies, rates, and operating practices of the cooperative as other members.

Cooperative members elect directors through a ballot process. Results are announced at the annual meeting. Each member has ***one vote***, even though he/she may have more than one meter connection on cooperative lines.

Each of the eight directors is elected to a four year term and may be re-elected. Two directors are elected each year at the annual meeting by a vote of the members. Prior to the annual meeting, the board appoints a nominating committee which is made up of at least one member from each of the five counties. The committee may select a greater number of nominees than are to be elected.

Directors meet regularly on the third Monday of each month and may be called to special meetings. They are expected to attend state, regional, and national meetings and are encouraged to participate in seminars for directors where they gain knowledge on specialized and technical subjects on which they must make decisions.

The board sets rates. The Federal Rural Utilities Service (RUS) provides funds for the growth and maintenance of electric cooperative systems. Even though electric cooperatives are not under the direct oversight of the Pennsylvania Public Utility Commission (PUC), all Pennsylvania cooperatives generally follow PUC recommendations and guidelines for policies regarding winter disconnections, member assistance programs, and other procedures.

Directors receive no salary, or other compensation, but receive a per diem for attending each meeting, and are reimbursed for any expenses they incur. They are expected to review all activities of the cooperative, to attend training courses to improve their ability as a director, and to meet with other cooperative directors to exchange ideas.

CEC Board of Directors

Nancy (Terwilliger) Lendyak
Kenneth Durrett
Robert Smith
Jody Weaver
Richard Weaver
Jared McFarland
Dana Kellogg
Althea Smith

Armstrong County
Butler County
Butler County
Clarion County
Clarion County
Forest County
Venango County
Venango County

Member Aware Advisory Committee

The cooperative's Member Aware Advisory Committee (MAAC) was formed in

1985. This group consists of a minimum of eight members who meet quarterly over a two-year period to establish effective communication between cooperative members, the board of directors and management. Please contact the cooperative if you are interested in serving on this committee in the future. A new committee is selected every two years, with all new volunteers.

Power Outages

If an outage should occur, please check your fuses or circuit breakers before calling. Check to see if your neighbors have power. If you're still not sure, you may want to check your meter for a reading on the display. An active meter will blink all eights, then a reading. *If you report a false power outage, you could be billed for the call out.*

When you have determined the problem is not with your electrical system, dial the toll-free number **800-282-8610** to report the outage. When you call in to report an outage, the Outage Reporting System should recognize your phone number using the caller identification code provided by the phone company. If the system does not recognize your number, use your account number or meter number and follow the prompts to report your outage. You can also report an outage on CEC's website or SmartHub.

It's very important that CEC has your current phone or cell phone number (if this is what you use during an outage) in our records. If your phone number changes, call us. When the lights go out, we want to get power restored to your home or business as quickly as possible.

New Services

If you are a new member requiring the initial installation for electric service on your property, you will be asked to execute and submit a legal easement for construction and service for electric lines and poles on your property. You will be responsible for line extension costs associated with the new service.

If you are already a member, you may be asked to execute and submit a legal easement for construction and service for electric lines and poles on your property even if they already exist. Granting of right-of-way helps keep your electric rates low and service dependable.

Your Electric Service

All wiring beyond the metering point is the member's responsibility. All wiring (including service entrances, switch boxes, fixtures, and other equipment) is the property of the member. However, the installation must comply with or exceed National Electric Safety Code requirements. It must also meet the requirements of the cooperative and any applicable state and local codes and regulations. All new services must be inspected by a Certified Electrical Inspector prior to connection. Requirements specific to the member's particular type of residential service may be

obtained on CEC's website.

You can be very helpful in reporting line conditions that need attention such as:

- Broken or leaning poles
- Wires sagging too low
- Trees growing into the line
- Broken insulators
- Sparks coming from a main line or transformer

Anytime you notice something like this, please contact our office. We are here to keep the lines in good shape for the best service possible to you.

Electric Disturbances

All members are expected to use the energy provided by the cooperative in a safe and efficient manner that does not disturb the electric service of others. When such conditions exist that a member's use of service is interfering with the electric service of others, such as, but not limited to, voltage drops caused by motor starts, welders, air conditioners, and the like, the member who is causing the interference will be required to take steps to eliminate the condition. This includes the addition of new load at an account, to the extent that it exceeds the capacity of the cooperatives distribution system. If the cooperative determines that facilities must be upgraded or modified to correct interference, or to correct a hazardous situation, the member deemed responsible may be charged for such work. Please contact the cooperative if you are adding new loads, building a new building, or have a question about the impact of certain equipment on the cooperatives electric distribution system.

Capital Credits

CEC is a not-for-profit corporation. This means that no stock is sold, there are no dividends declared, and any excess revenue over expenses (net margin) belongs to the members who provided that margin by purchasing electricity. Each year this is credited to the capital account of each member in proportion to the amount of electricity they purchased. At such time as the financial position of the cooperative permits, these credits are refunded. Such refunds are regulated by the terms of the mortgage held by the federal government.

CEC's capital is rotated by using a percentage method of return. Most members should receive an annual bill credit based on the amount of capital credits in their account. Long term members, with higher value in their capital credit account, receive a larger capital credit refund when margins are retired. As newer members continue receiving service, their capital credit accounts will grow, as well as their refund. The refund will be made as a credit on the electric bill.

Deceased estate settlements are also available to retire the capital credit account in full. This method was started in 1991 and a seven percent discount factor is used to clear out the account. It is important to notify CEC of name changes (person on the account is deceased or has married, etc.) and address changes. Upon request, a form

will be sent to you which will require a signature.

Website

You can pay your bill (and find out about all our services and programs) on our website — any time of the day or night. Check us out at www.central.coop.

How to Pay Your Bill

Online Bill Pay – CEC offers on-line bill pay for your convenience. Go to www.central.smarthub.coop. You will need your account number to create an account and sign in the first time. You can view and pay your bill, service your account, and review your outage history.

Automatic Bill Pay – For your convenience, you can set up your bill to be automatically drafted each month from a checking or savings account, or a debit/credit card. We will debit your account on the due date; if this date is a weekend or holiday, the amount will be deducted on the next business day.

Credit Card/Check – We accept Visa, Mastercard, American Express, and Discover as payment for your electric bill and other cooperative services. Payments can be accepted on-line or over the phone.

Budget Billing – Budget billing is helpful to those members who have high bills during a part of the year and lower bills in other parts of the year — such as electric heat in winter or air conditioning in summer. Payment under this plan permits members to pay a specified amount each month for electric service. All accounts using budget payments must be paid in full in April of each year. If the member's bill shows a credit balance, indicating over-payment for the year, the credit will be applied toward the next budget year. If interested in budget billing, contact a Member Services Representative at 800-521-0570.

Special Payment Arrangements – Please call CEC's office if you know you're going to have trouble meeting the billing due date. Do not wait until a late payment or disconnection notice arrives. We understand that unforeseen problems occur. CEC's Collection Representatives are ready to assist you.

Energy Assistance Programs – There are several programs available for members who are having difficulty paying their electric bills including Family Fund and the Low Income Home Energy Assistance Program (LIHEAP).

Family Fund assists needy families or individuals who have their permanent residence on CEC lines. Funds are raised through contributions from members and employees. Each fund is administered by different agencies. To apply contact:

Allegheny County: Department of Human Services-412-350-3911

Armstrong County: Community Action Office-724-545-3613

Butler County: The Salvation Army-724-287-5532

Clarion County: Charitable Deeds-814-797-0286

Forest County: Information & Referral Service-814-755-3552
Venango County: Office of Economic Opportunity-814-432-9767

LIHEAP is a federal program administered by the State Department of Public Welfare and assists low income families with their heating bills. LIHEAP is a grant and you do not have to be on public assistance to qualify. Contact:

Allegheny County: 1-800-851-3838
Armstrong County: 1-800-543-5105
Butler County: 1-866-256-0093
Clarion County: 1-800-253-3488
Forest County: 1-800-876-0645
Mercer County: 1-800-747-8405
Venango County: 1-877-409-2421

Automated Meter Reading

CEC utilizes automated meter readings. Meters send usage data to CEC's office over the power lines on a daily basis. This information can be used for billing, resolving billing issues, and identifying power outages. Our automated meters only record usage data. They do not and can not tell what is on, or how and when devices in the home are being used.

Billing Information

An electric bill is sent monthly to each member. You may pay your bill by mail, online, over the phone, or in person at CEC's office. Our regular business hours are from 8 a.m. to 4:30 p.m., Monday through Friday. SmartHub is available 24/7.

When You Move

You are responsible for the electric service recorded by your meter until you notify CEC to disconnect service in your name. If you plan to move, please notify us in advance. Also, please provide us with your forwarding address so we can send the final bill and any future capital credit refunds.

Reconnect Policy

When service is disconnected for any reason other than the sale of the property, and reconnection is requested within a year of disconnecting, a connection fee will be assessed. This fee will consist of the minimum charge for each month the service was idle plus the standard reconnect fee; any unpaid balances and/or a deposit will also be required before the service can be reconnected.

If reconnection is requested more than 12 months after disconnection was made, the minimum charge for the idle months is not applicable. However, service must be inspected by a Certified Electrical Inspector (at the cost of the member) prior to reconnection.

If the member requests removal of the cooperatives facilities and then asks for

service to be restored, that member would be required to pay the line extension fee for a new service.

Disconnection for Non-Pay

If a Disconnection Notice is issued and the service is later disconnected for non-payment, the member must pay all charges calculated to the disconnection reading prior to reconnecting service. A reconnect charge and/or a deposit will also be assessed and must be paid prior to reconnecting.

Power Lines

The Power Lines newsletter is published monthly and sent to members with electric bills. One of the principles of a cooperative is to educate and inform its members. Power Lines offers insights into energy efficiency and safety, and informs members about cooperative meetings, policy changes, and program offerings. You can also find Power Lines on our website www.central.coop.

GenerLinks

With a GenerLink® Transfer Switch, you can operate your emergency generator safely, protecting linemen from dangerous backfeeds. The cooperative installs the transfer switch neatly into your meter socket. A cord is provided that links your generator to your home's electrical circuit for easy access to emergency power.

Load Management Program

Members may choose to participate in this program if they have an electric heating system and back up heat source. Members must agree to having their heating/cooling system and electric water tank interrupted during peak times and will receive a reduced rate. Members may also participate with only an electric water heater for a bill credit.

Water Heater Program

Members may purchase an electric water heater at a reduced price that includes installation. Members must agree to participate in our Load Management Program. Installations are limited to residential rate class members only.

Surge Protectors

Members may purchase Brooks Utility Products meter socket surge protectors. The device guards electro-mechanical "white" appliances from damaging voltage disturbances such as lightning and other problems that can occur on an electrical distribution system. CEC will install the device into your meter socket.

Outdoor Lighting

CEC offers an outdoor dusk-to-dawn lighting program as a service to members. For a small monthly fee, the cooperative installs and maintains the light for you. Available to all member of CEC for outdoor lighting are the small security light, large security light, HPS flood light, or large street light (costs vary based on light).

Rebates

CEC offers rebates for Energy Star rated appliances and heat pumps. Purchasing Energy Star products ensure that members are making the most energy efficient and environmentally beneficial selections. Rebate funds are available from energy credits earned by our power supplier's renewable generation assets. Check our website for availability of rebates.

Good Neighbor Scholarship Fund

The Good Neighbor Scholarship Fund consists of scholarships to be awarded annually. Funds are given in the form of one time scholarships to selected students and returning adults who attend an accredited post secondary educational institution. Students must live in a house receiving electric from CEC to be eligible. Students are scored on an essay as well as on their non-paid service to their school, community, or church. Scholarship amounts may vary from year to year.

Youth Tour

CEC invites high school juniors to experience a trip of a lifetime. Youth Tour brings over 1,500 high school students from across America to Washington, D.C. in June to experience our nation's capital, sight see, meet legislators, and learn about electric cooperatives. All expenses are paid by CEC. We encourage interested students and parents to visit our website at www.central.coop. Students must live in a house receiving electric from CEC to be eligible.

First Responders Training

CEC understands the importance of teaching electrical safety. The goal of our First Responders Electrical Hazards Training is to help first responders work safely in emergencies where electric utility lines are involved. Firefighters, police, EMTs, and others, who are typically first on the scene in an emergency, face the greatest risk from electrical contacts and fires. Understanding the potential dangers and learning how to deal with them correctly makes everyone safer.

Safety City Demonstration

CEC is committed to raising awareness about electrical safety. Our Safety City Demonstration is a no-cost, educational electrical-safety demonstration for fourth and fifth grade students. This program offers students a fun, hands-on experience. The demonstration helps take electrical safety from just words to real life examples. It teaches students to be aware of electrical hazards in our surroundings and what

steps they can take to prevent being one of the hundreds of deaths and thousands of injuries that occur each year because of electrical hazards.

Hot Line Demonstration

In an effort to raise electrical safety awareness, CEC offers a live demonstration that simulates electrical hazards on a life size model of a power distribution system. The focus is on emergency and outage situations while showing how electricity is distributed, why power could be interrupted, and how the linemen restore power safely. This demonstration is located indoors at the cooperative's office.

Central Electric Cooperative, INC. Bylaws

CEC operates according to a set of bylaws that states how it will conduct business. More specifically, the Articles of the Bylaws include: membership, responsibilities of members, meeting of members, board members, limitation of personal liability of directors, indemnification of directors officers and other authorized representatives, meetings of board, officers, non-profit operation, disposition of property, seal, financial transactions, general and amendments. To review the bylaws in their entirety, visit CEC's website and navigate to the Welcome New Member page located under Member Center in the navigation menu.

Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Mail Stop 9410, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

This institution is an equal opportunity provider.

Data Collection Information — New Members

Federal regulations require that Central Electric Cooperative identify and document as accurately as possible the racial/ethnic data on the eligible population in our service area.

We would appreciate you circling the appropriate group listed below and returning the form to us with your first bill. Please note, your response is optional. The information you provide will only be used for Federal Government Reporting purposes.

Should you have any questions, you may contact Human Resources, or the CEO & General Manager.

Thank you for your consideration in this matter.

Your Name: _____

Address: _____

Racial/Ethnic group:

- a. White (not of Hispanic origin)
- b. Black (not of Hispanic origin)
- c. Hispanic
- d. American Indian or Alaskan Native
- e. Asian or Pacific Islander



Central Electric Cooperative

Central Electric Cooperative, Inc. Membership Certificate

This certifies you, and your spouse if applicable, to be a member of Central Electric Cooperative, Inc. as provided by the Cooperatives Articles of Incorporation and its Bylaws.

Membership is subject to all terms and conditions of the Cooperatives Articles of Incorporation, Bylaws, and such rules and regulations as may, from time to time, be amended or adopted by the cooperative.

This certificate and membership is not transferable and may not be terminated except as provided by the Cooperatives Bylaws.

Please sign and retain for your records.



SMART MANAGEMENT. SMART LIFE.

SMARTHUB.



On the go and in control. SmartHub is a web and mobile app that allows you to do business with us like never before:

- | | |
|---|--|
| <input type="checkbox"/> Manage your account. | <input type="checkbox"/> View and pay your bill. |
| <input type="checkbox"/> Report service issues. | <input type="checkbox"/> Monitor usage 24/7. |
| <input type="checkbox"/> Receive important notices. | <input type="checkbox"/> Monitor outages. |

... all in the palm of your hand and online.



Central Electric Cooperative

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www.central.coop