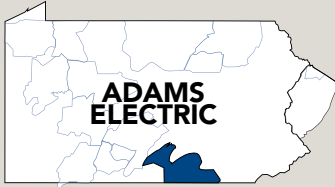




# Adams Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives  
serving Pennsylvania and New Jersey

## Adams Electric Cooperative, Inc.

1338 Biglerville Road  
P.O. Box 1055  
Gettysburg, PA 17325-1055  
1-800-726-2324

### Gettysburg District

1380 Biglerville Road  
Gettysburg, PA 17325

### York District

200 Trinity Road  
York, PA 17408

### Shippensburg District

10 Duncan Road  
P.O. Box 220  
Shippensburg, PA 17257

## BOARD OF DIRECTORS

Glenn E. Bange, President  
Nadine M. Hubner, Vice President  
Jay E. Grove, Secretary  
Thomas J. Knaub, Treasurer  
Jay A. Herman  
S. Eugene Herritt  
Dale E. Myers  
F.L. "Ray" Schwartz

### District Office Hours

Monday through Thursday  
7 a.m. - 5 p.m.

Check out [adamsec.coop](http://adamsec.coop)

Like us on Facebook at  
[Facebook.com/AdamsEC](https://www.facebook.com/AdamsEC)

Local Pages Editor: Kami Noel, CCC

*This institution is an equal opportunity  
provider and employer.*

## Guest Column



## Creative financing

By Lynn Wallas, *Manager of Finance*

WHEN you've been a part of the electric utility business, and co-op world, for 35 years, you start to see patterns — in budgets, the accounting cycles, monthly reports, use patterns and in payments. I've managed the finances for Adams Electric for 20 years and I can say with certainty, I've never seen a financial situation like what we've witnessed over the last several months.

Our members, by majority, are a dedicated bunch. Bills are paid in full and on time. But since March, that pattern is changing. Many people are struggling with loss of job stability. We take calls daily from members who find themselves wondering, for the first time, how they will pay the next utility bill.

In order to not affect rates, we got creative. Luckily, co-ops have "Ownership Rewards" to give us some financial flexibility. Ownership Rewards exist only at electric cooperatives. Electric co-ops set rates to generate enough money to pay operating costs, plus retain a moderate margin. That surplus is a portion of your ownership of the cooperative, based on annual electricity use and years as a co-op member. The unclaimed Rewards of former or deceased members each year come back to the cooperative for authorized uses of member assistance.


In April, May and June, we used these unclaimed funds to offer a one-time "match" to members who were more than 60 days behind on their electric bill. If a member paid half of their past due balance, we were able to pay the other half through member assistance funds. We helped 392 members,

totaling about \$46,095 through June. We ran another campaign in July.

In addition, in April we used our surplus of energy supply money from 2019 to apply a one-time bill credit to all active accounts based on a percentage of the members' electric use. That total was \$1 million, an average of \$31 per membership.

Lastly, we've made a temporary modification to our Project Helping Hand (PHH) program to allow members newly unemployed, with proper documentation, to receive a one-time disbursement of \$200 toward their balance. This money comes from the Round Up program where a member's bill is "rounded up" to the next even dollar each month and added to PHH. Funds are also added through returned Ownership Rewards monies from generous members, and direct donations from employees, directors, and members.

Interestingly, if every member of the co-op chose to Round Up every electric bill they pay in a year (averaging about 50 cents per membership per month), we could add an additional \$180,000 to PHH for member assistance.

As a cooperative, we're in this business together. When one member doesn't pay their bill, eventually through rates the cost is absorbed by all members. The reality is our assistance funds will eventually run out. If everyone joined PHH, the fund would remain stable and rates would be less impacted. To stay financially responsible for the next 40 years, we all must keep working together to support our neighbors and our cooperative. 

# COMMUNITYconnections POWERING LOCAL ORGANIZATIONS

## Adams awards scholarships to 22 high school seniors

In 2020, the co-op continued its mission of improving the quality of life in the communities we serve by awarding another \$22,000 in \$1,000 scholarships to high school seniors across its service territory. Eight career and trade scholarships were also available; however, no applications were received.

to nearly \$330,000 since 2008. This amount includes scholarships to undergraduate college students and adult members of the cooperative. With this year's winners, the co-op has awarded 264 high school seniors, as well as 14 undergraduates and 109 adult members.

Scholarship are funded through unclaimed Ownership Rewards and do not influence rates. ⚡

This brings the total donated to continuing education scholarships

### Congratulations to our 2020 scholarship winners...



Amanda Hollabaugh,  
Bermudian Spring  
High School



Casey Spangler,  
Freedom Christian  
School Gettysburg



Elizabeth Holtry,  
Chambersburg Area  
High School



Ellie Kehr,  
Home-schooled



Gavin Alwine,  
Spring Grove Area  
High School



Hanna Ryon,  
Biglerville High School



Hayley Jackson,  
Kennard-Dale  
High School



John Kauffman,  
Northern High School



Karissa Silar,  
Dallastown Area  
High School



Keely Coyle,  
Susquehannock  
High School



Laura Dietrich,  
Southwestern  
High School



Luke Speelman,  
Home-schooled



Paige Lantz,  
Dover Area  
High School



Rachel Dehoff,  
Shippensburg Area  
Senior High School



Rebekah Becker,  
Home-schooled



Tyler Lawrence,  
Delone Catholic  
High School



William Merkel,  
Littlestown Area  
Senior High School



Zoey Kline,  
Fairfield Area  
High School



Claire Cohick,  
Big Spring  
High School



Stephanie Grasmick,  
Gettysburg Area  
High School

Also, congratulations to Sarah Wessel, New Oxford Area High School, and Evelyn Adams, Red Lion High School, whose photos were not received in time for publication.

# Modern tech helping reduce member outage time

By Kami Noel, CCC Communications/Member Relations Coordinator

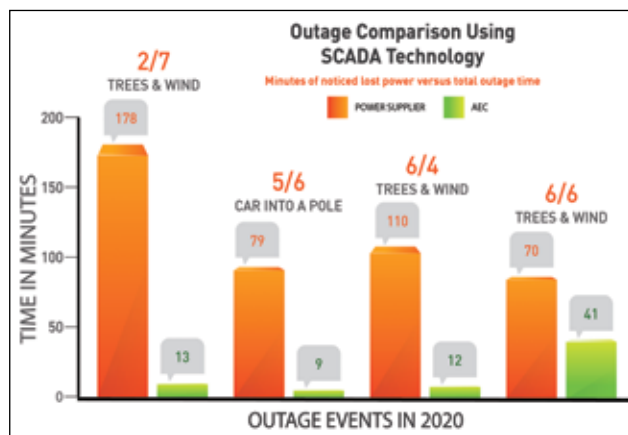
WITH a system of more than 32,500 meters, unfortunately, a power outage is inevitable. There's always a strong gust of wind, a thunderstorm or a brave squirrel that throws a wrinkle into an otherwise power-perfect day. While we can't stop Mother Nature, or her meandering creatures, we can try to lessen their impact.

"Blinks are typical, annoying, but necessary!" says Chad Thoman, manager of electrical engineering for Adams Electric. "The resilience of our system overall is really pretty good. A blink is the power system's attempt at fixing itself by turning the power off to clear temporary faults, a momentary outage preventing a sustained one."

According to Thoman, there are three basic parts to the power system: generation, transmission and distribution. Generation is where the energy is created. Then transmission lines transport bulk power long distances to substations where the voltage is transformed to lower levels. This is where the Adams Electric system comes in. The power then travels through the distribution network to homes where it is reduced one more time so that the voltage is ready for in-home consumption.

"We're reliant on all those systems for superior reliability," he says. "But since we don't own transmission lines, we must utilize other providers like Met-Ed and Penelec's electrical network to route power on to our system for member use."

This is where modern technology comes into play, including SCADA, FLISR and a bunch of other acronyms like GIS, IVR and AVL. SCADA or Supervisory Control and Data Acquisition is a system used to communicate back and forth between the control center and the devices in the field. It allows us to monitor current and voltage, but also reports back events that occur on the system such as faults. FLISR or Fault Location Isolation and Restoration is the process of using system information



**TECH ADVANTAGE:** The above graph shows how four recent power outages at Lake Meade would have looked had it not been for SCADA capability. Overall, members experienced 75 minutes of outage time instead of 437 minutes. Through technology, the co-op reduced the outage time realized by members by 83%. To put that in perspective, the co-op's goal for power supply outages is 1.25 minutes per month or 15 minutes for the year. Without SCADA, the co-op would be well over the year-end goal with just these four events.

to locate where a fault has occurred and then to open those devices to isolate the fault to restore power to some portions of the power line by closing other devices remotely.

"It's like self-healing," explains Thoman. "By adding more modern devices and equipment on our lines, we can isolate outages better, recognize trouble faster, and restore power faster. The bonus for members is while they might unfortunately still experience an outage, hopefully the power won't stay off for long because we're able to lessen the time duration and number of members impacted by switching the direction of power flowing through these devices."

For example, the co-op serves the community of Lake Meade in Adams County. The neighborhood was recently hit with number of outages in a relatively short time frame. There were two windstorms, a thunderstorm and a car accident — all affecting power supply to the delivery point to the lake residents. While the power supplier to that area dropped power for a total outage time of over seven hours, our members

only noticed an hour and 15 minutes total of lost power as we utilized alternative feeds.

"Our impact was limited, and granted still too long for the member, but it could have been much worse if not for the technologies we've put in place," Thoman says. "Because of SCADA, the day of the car accident, we had every member back in power within nine minutes. It took Met-Ed's line crew another 70 minutes to make repairs and get power

restored to their customers on the same transmission feed."

The whole goal for upgraded technologies is to reduce the time members' homes go dark. The more the co-op can recognize and isolate faults in real time, the faster we can redirect the flow of power and restore unaffected parts of the system while our line crews report on scene to make repairs.

"All it takes is one report from a member or one system alarm to generate and everything is set in motion," says Thoman. "Dispatch rolls crews, social media and the outage map update members, and the parts of the system that can start to 'heal themselves' do. Then it's up to the linemen to fix what's left. Ultimately, if there's a pole or transformer on the ground, it's going to take time to repair that, but those huge events that used to bring every employee in ... we don't see them as often anymore. It's a credit to the way our linemen are building and maintaining the system, the way the tree program is being run, and the modern technologies upgrading the reliability of our system." 🌞



# NEWSworthy

NOTES FROM AROUND YOUR COOPERATIVE

## Offices open by appointment

Following revised COVID-19 pandemic guidelines, the co-op chose to reopen offices June 15, by appointment only. At this time, walk-ins are not permitted.

Hours for appointments are Monday through Thursday, 7 a.m. to 5 p.m. Member services representatives are still available by phone Monday through Thursday, 6:30 a.m. to 5 p.m. Any outside visitor wanting to enter a co-op office or building should make an appointment about 24 hours in advance by calling 1-800-726-2324 and scheduling an appropriate time.

Along with a confirmed appointment time, a mask and ID are required to enter the building. When visiting,

please remember to maintain 6 feet of social distance, according to Centers for Disease Control and Prevention guidelines, and if you are feeling sick, stay home.

Payments and most other account services can continue to be managed online at [adamsec.smarthub.coop](http://adamsec.smarthub.coop) or by phone at 1-800-726-2324. To make a payment over the phone, call payment processing at 1-877-487-1460. To pay by mail, send your bill along with a check to Adams Electric, 1338 Bigler-ville Road, P.O. Box 3605, Gettysburg, PA 17325-0605. A drop box is also available at each district office location to return payments or required documents. ☀

## Lineman promoted

LINEMAN Tyler Miller moved to



Tyler Miller

journeyman first class June 11, after passing a series of skills tests. Miller joined the co-op in 2014 as a first-year apprentice in the operations department. He works out of

the co-op's York District. ☀



## PLUG IN TO ADAMS ELECTRIC ONLINE



Online services to manage your account from the comfort of your own home.



WEB: [adamsec.coop](http://adamsec.coop)

- View outages, news releases, upcoming events and important safety information
- Discover member benefits, co-op history and general information about your co-op
- Learn how to lower your energy bills
- Visit the My EV portal to see if an electric vehicle is right for you with interactive calculators



SMARTHUB: [adamsec.smarthub.coop](http://adamsec.smarthub.coop)

- View and pay your bill
- View and compare electric use
- View billing and payment history
- Report an outage
- Sign up for automatic payments
- Sign up to receive text and email alerts from the co-op concerning outages, peak alerts and billing notifications



FACEBOOK: [facebook.com/AdamsEC](https://facebook.com/AdamsEC)

- Receive up-to-date news and information
- Find event announcements
- See photos and videos



TWITTER: [twitter.com/aec\\_coop](https://twitter.com/aec_coop)

- Read important emergency and safety announcements
- Receive up-to-date news and information



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This institution is an equal opportunity provider and employer.

# Aero Energy provides benefit payments

IN BUSINESS for over 90 years, Aero Energy recently completed its largest year ever of benefit payouts to Adams Electric members, totaling \$97,608.


Adams Electric has been an owner of Aero, based in New Oxford, Pa., since 1998. Adams' members who are Aero residential customers will be reimbursed each year for the following:

- ▶ \$0.06 per gallon for propane gas,
- ▶ \$0.06 per gallon for heating oil,
- ▶ 10 percent off heating and cooling system sales and services up to \$250 a year.

The funds are returned to each Aero customer as a credit on their account. They can be used to reduce future payments on fuel purchases, HVAC services, service plans, sales or installations.

“Our cooperative members are part of a special relationship between Adams Electric and Aero Energy,” says Jim Sperry, Aero Energy CEO. “Our hope is that this program will grow so even more Adams Electric members can take advantage of the savings available through Aero.”

Founded in 1929, Aero offers an extensive range of services to both residential and commercial customers. From its roots in heating oil and propane to newer services such as HVAC, plumbing, and electrical, Aero can tailor its services to meet the needs of its customers.

There is also a refer-a-friend benefit available to Adams Electric members, where both the existing and new customer could receive a \$50 Aero account credit once the new account has been activated. To speak with an Aero representative, call 1-800-998-4311. 



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