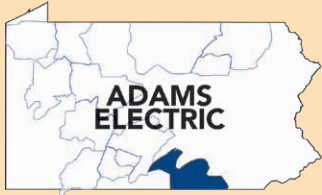




Adams Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

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ADAMS ELECTRIC COOPERATIVE, INC.

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1338 Biglerville Road
Gettysburg, PA 17325

YORK DISTRICT

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*By appointment only

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LOCAL PAGES EDITOR:
Kami Noel, CCC

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Guest Column

Power Restoration: Did You Know?



MIKE FEATHERS

HAVE YOU EVER WATCHED a video or TV show where a person is cooking a meal, then suddenly they snap their fingers and the meal is plated and ready to eat? That's called a jump cut.

While we wish we could "jump cut" from a power outage to power restoration, it's not that easy.

As the operations manager of Adams Electric Cooperative, I'm accustomed to members asking questions about our response to power outages and why it can take time to get the lights back on. Given the reliance on electricity, there's simply never a good time to be without it.

To shed some light on our restoration process, our members need to understand what may be happening behind the scenes. Here are 10 things you might not know about power restoration:

1. We need you. When your power goes out, it might be just at your home or in a small section of a neighborhood. While we have a reliable and highly technical system for monitoring our power supply, there is a chance we may not know about an outage. We rely on you to let us know if your power is out.

2. Our employees might be affected, too. Adams is a local electric cooperative owned by the members we serve, and our employees are local, too. They are your neighbors, friends and community volunteers. When you're without power, our board members and employees might be, too.

3. It's a team effort. Every one of Adams' employees is working to get power restored as quickly and as safely as possible. In addition to our linemen restoring power, our member services representatives and other employees are taking your calls, engineers and field staff are surveying damage, our vegetation management 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 to get it restored.

4. We assess the situation first. Every outage is different, and when the power does go out, we don't always know how dangerous the scene is or what equipment might be needed to make repairs. When responding to outages, we first need to see what happened, then figure out what materials we need and a plan to fix the problem(s) without compromising electric flow for the rest of our members. You may even see our vehicles just driving by and not stopping — that could be one of our patrol vehicles that we send to assess the situation.

5. Restoration is normally prioritized by the largest number of members we can get back on in the shortest amount of time. Our crews focus on responding first to public safety issues and critical services, like hospitals, schools, and large commercial accounts. Then we complete work that impacts the largest number of members next.

6. Our employees face many dangers. Besides working around high-voltage electricity, our crews may face wild animals, severe weather, falling trees and fast-moving cars. (If you ever drive past one of our vehicles, please slow down and move over — it's the law.) Sometimes, our work is delayed by means beyond our control.

7. Flickering lights are a good thing. Some folks mistake flickering lights for outages, but these "blinks" are important because they indicate our equipment worked and prevented a possible outage, which could have been caused by a wayward animal or stray tree limbs on the lines. Recurring blinks should still be reported, but it's important for members to

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Adams Awards High School Scholarships

SARAH FRANK, CCC, COMMUNICATIONS/COMMUNITY RELATIONS COORDINATOR

IN 2024, **ADAMS ELECTRIC COOPERATIVE** continued its mission of improving the quality of life in the communities we serve by distributing scholarships* to 26 high school seniors in our service territory for academics, as well as career and trade ambitions.

In 2024, the cooperative raised the high school scholarship award amount to \$1,500 per student. This brings the total donated to continuing education scholarships to \$508,000 since 2008. This total also includes scholarships for undergraduate college students and adult members of the cooperative.

In addition to those shown below, the co-op also congratulates the following high school seniors: Amber Cribbs, Big Spring High School; Breana Valentine and Cora Click, both of Fairfield Area High School; Eli Mazziott, York Catholic High School; Brooklyn Pyren, Rylee Vance, and Braedon Rudy, all of Littlestown Area High School; Breanne Rotz, Shippensburg Area High School; and Sydney Wilson, Susquehannock High School.

**Scholarships are funded through unclaimed Ownership Rewards and do not affect rates. 📌*



ETHAN YOUNG
BERMUDIAN SPRINGS HIGH SCHOOL



TRISTIN MCCLEAF
BIGLERVILLE HIGH SCHOOL



KATHRYN BLACK
BIG SPRING HIGH SCHOOL



LIAM ARNOLD
CHAMBERSBURG AREA SENIOR HIGH SCHOOL



ELLA HUGHES
DELONE CATHOLIC HIGH SCHOOL



COLBY NOEL
DELONE CATHOLIC HIGH SCHOOL



ALLISON ALBIN
DOVER AREA HIGH SCHOOL



GRACE ADAIR
GETTYSBURG AREA HIGH SCHOOL



MORGAN HOOVER
GETTYSBURG AREA HIGH SCHOOL



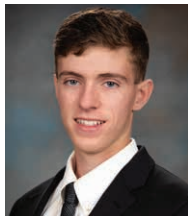
HAILEY WALTERS
KENNARD-DALE HIGH SCHOOL



AUDREY CRABILL
NEW OXFORD SENIOR HIGH SCHOOL



EMILY MITCHELL
NEW OXFORD SENIOR HIGH SCHOOL



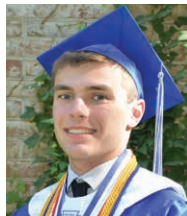
BRODY FUHRMAN
SOUTH WESTERN HIGH SCHOOL



BRANDON RUMMEL
SOUTH WESTERN HIGH SCHOOL



EMILY HAGERMAN
SPRING GROVE AREA HIGH SCHOOL



HENRY RUMBAUGH
SPRING GROVE AREA HIGH SCHOOL



PAIGE O'BRIEN
YORK CATHOLIC HIGH SCHOOL

Energy Scams Unmasked

KAMI NOEL, CCC, COMMUNICATIONS/MEMBER RELATIONS COORDINATOR

CONSUMERS WITH WATER, gas and electricity connections have long been targets of utility scams. And in today's digital world, every swipe and click just increases your risk.

Scammers are more sophisticated than ever before, and they understand our increasing reliance on technology. With their sharpened digital knives, scammers have adapted their tactics to trick unsuspecting consumers through a variety of methods.

Adams Electric Cooperative wants to help you avoid energy scams so you don't lose money or leak personal information. Below are some updates on the latest utility scams, as well as tips to help you stay safe from even the craftiest scammers.

Recent utility scams

Scammers typically disguise themselves — either physically or digitally — as utility employees or representatives to steal consumers' money or personal information. A common trick is to claim a consumer's bill is past due and threaten to disconnect service if payment isn't received immediately. Scammers approach consumers through a variety of means, including phone calls, text messages, emails and even in-person visits. However, the digital line of attack is increasingly more common.

For example, new capabilities to disguise caller ID, also known as "spoofing," can make the phone number you see appear to be from a trusted source. Spoofing makes it easier for scammers to deceive you because it's more difficult to immediately verify the call. Another recent scam uses fraudulent websites identical to a utility payment webpage. Worse yet, these pages are often promoted on search engines to trick consumers into clicking and making a payment.

Beware of scams claiming you overpaid your electric bill and will receive a cash or banking refund. This offer, often made by phone, text, or email, may seem too good to be true — and it is, because it's a scam aimed at stealing your personal information.

Spotting a scam

There are several red flags you can watch for to identify an energy scam. Scammers often use high-pressure tactics to create a sense of urgency, like claiming your electricity or other services will be disconnected if a payment isn't made immediately.

Additionally, scammers may ask for unusual payment methods, such as gift cards or cryptocurrency. If someone is pushing for an unusual payment method, it's likely a scam.

You've probably noticed many digital scams, like emails or text messages, include poor grammar, spelling errors, and odd email addresses. Those are red flags, too, so when you see these dodgy forms of communication, consider it a potential scam.

Legitimate utilities will never demand an instant, immediate payment and threaten to disconnect your service without prior notice or warnings. At Adams Electric, we strive to resolve challenging situations and work with our members to avoid disconnects. We offer several secure payment options, including in-person appointments, an online payment portal, scheduled payment arrangements and self-pay kiosks.

Avoiding scams

Whether contact is made in-person, over the phone or online, always be suspicious of an unknown individual claiming to be a co-op or utility employee demanding banking or other personal information. If you're ever in doubt about a potential billing scam, just give us a quick call for clarification or verification.

Adams Electric wants to help protect our community against utility frauds, and by notifying us about potential scams, you can create the first line of defense. We encourage you to report any potential scams so we can spread the word and prevent others in our community from falling victim. 📞

SIGNS OF AN ENERGY SCAM

- High-Pressure Tactics**
Scammers will pressure you, creating a sense of urgency. Claims that your power will be disconnected without immediate payment are common with utility scams.
- Sketchy Payment Methods**
Scammers may ask for unusual payment methods like gift cards or cryptocurrency. In these cases, it's likely a scam.
- Dodgy Communication**
Whether an email, text message or letter, utility scams typically include poor grammar, spelling errors or unusual email addresses. These are common warning signs of a scam.

GUEST COLUMN

Continued from page 14A

understand they are the result of a protective device on the power system that’s “tripping” to prevent a larger outage.

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 purposes, you must have a backup plan. A battery backup or a generator is recommended. Remember, we don’t always know how long restoration efforts will take. If your situation is life-threatening, call 911 for assistance.

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, lighted common area to map out their next steps for restoring power. Also, our crews work long, hard hours during outages and need to take time for meals just like everyone else. Please don’t criticize the crew for eating a meal during an outage. It might be the only one they get that day.

10. Sometimes it’s a waiting game. Our portion of the power grid is, at spots, fed through other electric utilities, and we maintain positive relationships with those 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. Sometimes, we can fix our side and still have to wait for power to flow; other times, we can’t even start until they finish.

We do our best to avoid power disruptions, but they are inevitable. If the lights go out, know we are working as quickly and safely as possible to restore power. If you experience an outage, please let us know by reporting it through SmartHub or calling 800-726-2324. 📞

MIKE FEATHERS
OPERATIONS MANAGER

Water Heaters Add Quick Expense to Energy Bills

KAMI NOEL, CCC, COMMUNICATIONS/
MEMBER RELATIONS COORDINATOR

THE TIME OF DAY YOU use energy can affect your electricity bill. Water heaters, according to the U.S. Department of Energy, represent 14% to 18% of a home’s overall energy use — right up there with heating and cooling systems.

Think of energy use like a busy street during rush hour: When everyone moves at once, the demand for road space increases. Likewise, when everyone in your home wakes up in the morning to shower or bathe, your water heater draws demand from the unit’s heating element. Then, at night, when everyone comes home, the clothes washer and dishwasher start drawing power for hot water as well.

This is especially true when extreme winter or summer weather pushes energy costs higher. If you can move your use of major appliances like water heaters and washer/dryers to off-peak times, you can reduce your energy costs. Moving your appliance use to evenings and weekends, or even just later or to overnight hours, can be especially helpful.

Adams Electric Cooperative offers members even more incentive to shift their energy use by installing a U-Shift switch on their electric water heaters, free of charge. These demand-response units, when placed on electric water heaters, heat pumps or central air units, interrupt energy use during peak times to lessen demand and prevent higher costs. Participants receive an ongoing bill credit as a thank you for participation.

What’s the catch?

Once installed, the switch (more than a \$200 value) must remain active and intact. As a result, if you hire an electrician or plumber to do work in your home, such as replacing or servicing your water heater, you may need to call the cooperative to make sure the device is still working properly.

We send out daily signals over the power lines to communicate with each switch. If the switch does not respond, we will attempt to remedy the situation on our end, but if communication is still not working, we will call you to schedule an appointment to check the device. If that call goes unaddressed, we will follow up by sending a letter.

If we still can’t make contact, two things will happen: We will remove the ongoing bill credit from your account, and we may charge your account for the cost of the U-Shift switch.

The equipment and labor needed to maintain this program are significant, and we don’t want it to become a burden on the rest of the membership. Currently, more than 7,000 water heaters, 1,100 individual subpanels and 800 air conditioning systems are set to accept interruption during periods of high energy use. The cooperative saves more than \$100,000 a month on energy purchases using this “Beat the Peak” program.

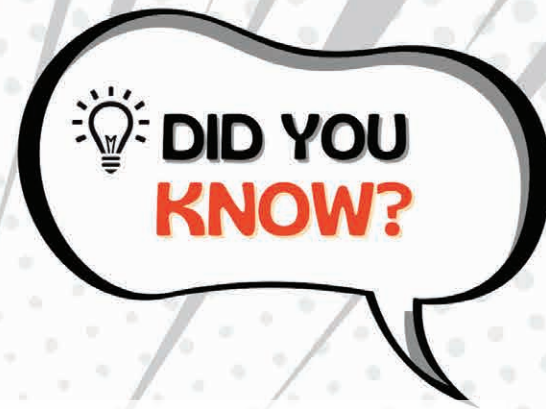
Many members have benefitted from the stable rates that result from helping your cooperative avoid high energy supply charges during times of peak electricity use. Please help us continue this money-saving program by joining the U-Shift, U-Save program. Also, if you no longer wish to participate, please return the switch to the cooperative. 📞



GREEN MEANS GO: You can see if the U-Shift device is turned on simply by looking for the green light. An amber light indicates we are interrupting service, and red may mean there’s an issue.

Co-op Spotlight

Getting to know your employees and directors



Brooke Balek



Who I am: I started with Adams in 2015 as a human resources intern. I was hired as the human resources assistant and promoted to the human resources coordinator in 2018. I graduated from York College of Pennsylvania in 2015, with a Bachelor of Science in business management and a minor in human resources management. My role consists of administering all payroll functions, such as processing bi-weekly payroll, updating employee benefits and deductions, filing taxes, and processing group benefits, retirement, and medical insurance. I am respon-

Travis Rawlings



Who I am: I served in the U.S. Air Force for five years and then completed my apprenticeship at a machine shop in Waynesboro, which allowed me to obtain an associate degree in mechanical engineering. I spent about 10 years designing and programming industrial refrigeration control systems for a local company and then eight years in distribution lines, designing for a local investor-owned utility.

I've been with Adams Electric Cooperative for almost eight years — two years as a staking technician and the last six years as an engineering technician. My current job allows me to use a little bit of everything I've learned over the years, such as designing and building supervisory control and data acquisition (SCADA) control boxes, pulling and terminating low-voltage control wiring, and updating control profiles provided by engineering. This job has also challenged me to learn new skills, such as working with 900 MHz radios and splicing fiberoptic cable.

Josh Wayne



Who I am: My position at Adams Electric is geographic information systems (GIS) specialist. My role includes digitizing the cooperative's facilities for system model updates, outage management, easements and mapping/CAD-related projects. This October will mark eight years with the co-op. I graduated from Bloomsburg University in 2016 with a bachelor's degree in environmental, geographical, and geological sciences with a concentration in geography and planning. I also obtained a post-baccalaureate certificate in GIS through Penn State University in 2020.

Family life: I live in Abbottstown with my wife and two

sible for supervising one employee, our administrative specialist, who assists the CEO and board of directors.

Family life: Outside of work, I spend most of my time with family and friends. I enjoy going to the beach, cooking, baking and drinking wine.

Favorite part of the job: My favorite part of my job is working with a great group of employees and the family culture of the cooperative.

Co-op difference: We don't have customers; we have members, who we always put first while delivering exceptional service.

Family life: I met my wife 38 years ago and have been married for 33 years. We have two children; our son just turned 30, and our daughter is 24. We also have three grandchildren with a fourth on the way. My wife says I have too many hobbies, but I mostly enjoy riding motorcycles, mountain biking, golfing and perfecting my smoking skills (meat, of course). As a family, we love vacationing on the lake or at the beach and spending time together.

In the future: Since I've been in this job, the co-op has invested heavily in SCADA control by installing new software and upgrading communication equipment to all existing devices as well as bringing older manual devices into the SCADA system. I believe this investment will improve reliability and reduce outage time for members for years to come. It was very rewarding being a part of that.

Favorite part of the job: What I like most about working for the co-op is that it feels a little like going back in time in that it's a more relaxed atmosphere, where I can focus on doing a good job without the pressure of timelines and revenue.

children. In my free time, I enjoy tennis, golf, hiking, biking and spending time with my family outdoors.

Favorite part of the job: I value being able to work alongside friendly and dedicated co-workers. Providing our team with accurate map data benefits our members by enabling system maintenance and outage restoration to be done in an efficient and timely manner. Knowing that what I do in the office benefits crews in the field and ultimately our members is something I am thankful for.

Co-op difference: We care for our members by taking care of our system. We go the extra mile to make sure our facilities are up to date to provide members with reliable power.