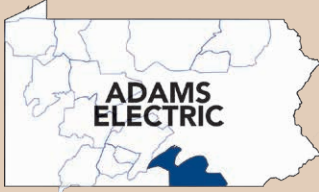




Adams Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

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CEO/General Manager

ADAMS ELECTRIC COOPERATIVE, INC.

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P.O. Box 1055
Gettysburg, PA 17325-1055
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GETTYSBURG DISTRICT

1338 Biglerville Road
Gettysburg, PA 17325

YORK DISTRICT

200 Trinity Road
York, PA 17408

SHIPPENSBURG DISTRICT

10 Duncan Road
Shippensburg, PA 17257

DISTRICT OFFICE HOURS

Monday through Thursday
7 a.m. - 5 p.m.*
*By appointment only

Check out adamsec.coop

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[Facebook.com/AdamsEC](https://www.facebook.com/AdamsEC)

LOCAL PAGES EDITOR:
Kami Noel, CCC

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COOPERATIVE CONNECTION

Co-op is Community



STEVE RASMUSSEN

CELEBRATED BY MORE THAN 30,000 cooperatives nationwide, October is National Co-op Month — an annual opportunity to raise awareness of a trusted, proven way to do business and support our community. This half-century-old celebration recognizes the cooperative difference, honors our heritage and celebrates the unique spirit of cooperatives.

Adams Electric Cooperative is deeply committed to you, our consumer-members, and we're glad you are part of our electric cooperative community.

Our mission has always been to provide you with safe, reliable power at competitive rates, deliver exceptional member service and help to improve the quality of life in the communities we serve. To meet our goal of providing high-level service, we work hard to support local economic development projects, youth programs and scholarships, charitable giving initiatives, and local programs that make our community a better place to live and work.

All co-ops are guided by seven principles that embody the values of the cooperative movement. These principles are a framework to help us navigate challenges and opportunities while remaining true to our purpose.

This October, as we celebrate the power of cooperative membership, we hope you recognize the many aspects that set electric cooperatives apart, especially Adams Electric.


We recently completed a member satisfaction survey, where consumers were asked to rate their overall satisfaction with the cooperative, how well we lived up to their expectations and how well we measured up to their ideal co-op experience. The cooperative received an impressive American Customer Satisfaction Index® score of 89 out of 100. The survey also assessed our Member Loyalty Index (MLI), which is a measure of consumer engagement. Adams' overall MLI score is a 90 out of 100, which is considered exceptional. ([Learn more on page 16D.](#))

In addition, the co-op has been able to donate to about 30 organizations across its five-county service territory. Some of these projects included new carnival lighting for the Alpha Fire Company in Littlestown; seed money to help the Gettysburg Area Retail Association start a Military Share food distribution program in Adams County; an AED for a York County Fastpitch softball team; dry hydrant materials for the Pleasant Hall Volunteer Fire Company in Cumberland County; and direct donations to the general fund of various local fire companies and EMS providers.

The co-op also makes smaller investments by donating promotional items to fundraising events like bingo games, advertising in musical programs, hanging logoed banners, placing our logo on event T-shirts, supporting student outreach programs and sponsoring golf tournaments.

Another way we help our members is through scholarships. Just this year, we awarded \$69,000 in scholarships, bringing our grand total to more than \$575,000. This money comes from the unclaimed patronage capital (Ownership Rewards) of members who moved away (not rates).

We also offer incentive rates to members who help the cooperative shift high-energy loads during hours of peak use. In addition, the cooperative provides a wide range of brochures and handouts on everything from safety to savings and offers community safety demonstrations for students and first responders. Plus, our highly professional and educated employees offer top-of-the-line service and response in the field and on the phones for every member call.

We're available to you 24/7, 365 days a year online, on social media and through our contact center — even if it may require a return call the next business day. We strive to be your trusted energy adviser and make every effort to provide the best member satisfaction. Our commitment to our members runs deep, and we hope during this Co-op Month you are celebrating your membership with us. 

STEVE RASMUSSEN
CEO/GENERAL MANAGER

Fire Prevention Worth the Practice

KAMI NOEL, CCC, COMMUNICATIONS/MEMBER RELATIONS COORDINATOR

HOME FIRES ARE THIS COUNTRY'S deadliest and most frequent type of disaster.

During a fire, early warning signs from working smoke alarms along with a fire escape plan that has been practiced regularly can save lives. Most important, if a fire does occur in your home, get out — and stay out — and call 911 for help. Never go back inside a burning home for anything or anyone.

During October — especially during Fire Prevention Week, Oct. 6-12 — Adams Electric Cooperative and the American Red Cross encourage co-op members to consider purchasing new fire extinguishers and testing the batteries in their smoke alarms and carbon monoxide detectors.

Did you know cooking is the leading cause of home fires in southeastern Pennsylvania? Did you also know that, in many cases, you could have less than 2 minutes to make your escape if the fire gets out of control?

If you're frying, grilling or boiling food, the key is to never leave the kitchen.

"The top reason for cooking fires is someone leaving the stove unattended while cooking," says Jennifer Graham, newly appointed CEO for the American Red Cross of Southeastern Pennsylvania.

In addition, according to the National Fire Protection Association, fire departments respond to an average of 46,700 homes fires each year that are caused by electrical failures or malfunctions. Over a recent four-year period, wiring and related equipment were the No. 1 cause of home electrical fires. Lamps, lighting and lightbulbs were the second leading cause.

Check for warning signs of electrical issues, such as damaged cords, constantly flickering lights, discolored outlets and switch plates, or breakers and fuses that trip or blow frequently. Hiring licensed electrical

contractors to inspect your home's wiring and equipment is key to maintaining a safe living environment.

Since October 2014, the Red Cross Home Fire Campaign has worked with communities to help save lives by educating families about fire safety, helping them create escape plans and installing free smoke alarms.

"If you cannot afford to purchase a smoke alarm or are physically unable to install one, the Red Cross can help," Graham says.

The campaign aims to reduce fire-related deaths and injuries in the U.S. by 25% through fire-safety education and free smoke alarm installations. The campaign has installed 2.7 million smoke alarms and helped make 1.1 million homes safer.

Follow these safety tips, which can also be downloaded on the free Red Cross Emergency app (search "American Red Cross" in your mobile app store):

- ▶ Install smoke alarms on each level of your home, including inside and outside bedrooms and sleeping areas.
- ▶ Check the manufacturer's date of your smoke alarms to see if they're 10 years old or older. If so, they likely need to be replaced.
- ▶ Practice an escape plan, including at least two ways to exit every room in your home. Select a meeting spot that's a safe distance away from your home where everyone knows to meet.
- ▶ Teach children what a smoke alarm sounds like. Talk about fire safety and what to do in an emergency.

The Red Cross app is simple to use and lets you customize 40 different weather alerts with fast notifications. It provides step-by-step guides to help you prepare for a disaster, and you can easily find open Red Cross shelters on an interactive map when needed.

For more information about how you can be prepared, visit redcross.org.



PLAN AHEAD: Having a home fire escape plan is crucial for ensuring the safety of everyone in your household. When it comes to fires, every second counts, and being prepared can make all the difference.

Co-op Weathers Tropical Storm Debby

RAIN AND WIND FROM TROPICAL STORM DEBBY came through Adams Electric Cooperative's service territory on Friday, Aug. 9.

Rain started early that Friday, with outages beginning overnight. The last outage was restored around midnight Aug. 10.

Member services handled outage calls, and communicators helped keep information flowing on social media. All available crews were out in each district, plus additional employees worked as spotters.

Outages were scattered throughout the entire service

territory, but members near Valley (Northwest Adams County), Hanover and York Springs accumulated the most outage time.

Five broken poles were replaced due to storm damage.

The largest outage affected Valley Feeder 1 to Big Flat, impacting 878 members for a few hours as crews made repairs. It accounted for 34% of the total outage time for the day.

The co-op also suffered three Met-Ed-based power supplier outages: McCrea (Shippensburg District), Lake Meade (Gettysburg District) and Brodbeck's (York District). Each lasted 10 minutes or less as the co-op switched equipment and backed its system.

Met-Ed had circuits that were being fed abnormally due to storm damage and experienced some loading issues that specifically impacted East Berlin and Lake Meade members with blinking lights. The co-op was able to help stop the blinking due to overload by reducing its load at East Berlin.

Overall, co-op members were fortunate that wind gusts were not higher because the ground was already super saturated and trees were heavy from all the rain. In a few locations where temporary repairs were required, line crews have since made full repairs. 🛠️

Outages were scattered throughout the entire service territory, but members near Valley (Northwest Adams County), Hanover and York Springs accumulated the most outage time.

BIRDS-EYE VIEW: Journeyman First Class Andrew Kuykendall climbs to the top of a 55-foot utility pole near Fairfield, Adams County, to make line repairs during Tropical Storm Debby. A storm team from the Gettysburg District waits at ground level to assist with pulling and stringing new line.



ADAM WALDRON

Adams Electric has High Member Satisfaction

KAMI NOEL, CCC, COMMUNICATIONS/MEMBER RELATIONS COORDINATOR

DURING LATE JUNE AND EARLY July, Adams Electric conducted a residential member survey through the National Rural Electric Cooperative Association's (NRECA) Market Research Services. The survey is conducted, on average, every three years by phone and email. The goal is to gauge member satisfaction, member loyalty and consumer characteristics and preferences.

Participating co-ops receive an American Customer Satisfaction Index (ACSI®) score. The cooperative performed amazingly well and received an ACSI score of 89 on a 100-point scale*.

Adams Electric's score is higher when compared to publicly measured utility scores reported in the syndicated 2024 ACSI Energy Utility Study. There, Adams Electric scored 15 points higher than the average investor-owned utility score of 74, 11 points higher than the average cooperative utility score of 78 and 14 points higher than the average municipal utility score of 75, per the industry ratings.

Of those members surveyed, 64% gave the co-op a 10 out of 10, meaning they were "very satisfied" with their experience with the cooperative. They cited Adams Electric's rates, which they said are lower than those of other electric companies in the region. They also said they feel like a member, not a customer, and like being engaged by either voting in a director election, attending a co-op-hosted meeting/event, or receiving an Ownership Rewards refund.

Based on NRECA's analysis, six indicators were considered our strongest drivers of member satisfaction. They include having our members' best interests at heart, electric cost, member service, electric service, resolving member issues and being easy to reach, and payments, efficiency, and billing. Other factors in member satisfaction include value for the money, environmental concerns, showing personal

interest in our consumers and keeping members informed.

In a measure of performance, 19 attributes were scored, with 15 ratings categorized as "excellent." The highest ratings were for the co-op's employees, who were classified as friendly and courteous, highly trained, and professional. Other top attributes included convenient payment options, quick resolution of issues, minimal outages, the quick restoration of power, accurate billing and strong community support, among others.

Conversely, the lowest-rated attributes were related to cost of service, with the bottom score going to charging reasonable service rates and fees. Remarkably, the co-op still scored more than a 4 out of 5 for these attributes, which is considered a "good" score. The co-op also scored 4.4 on a 5-point scale for keeping members informed on the status of outages.

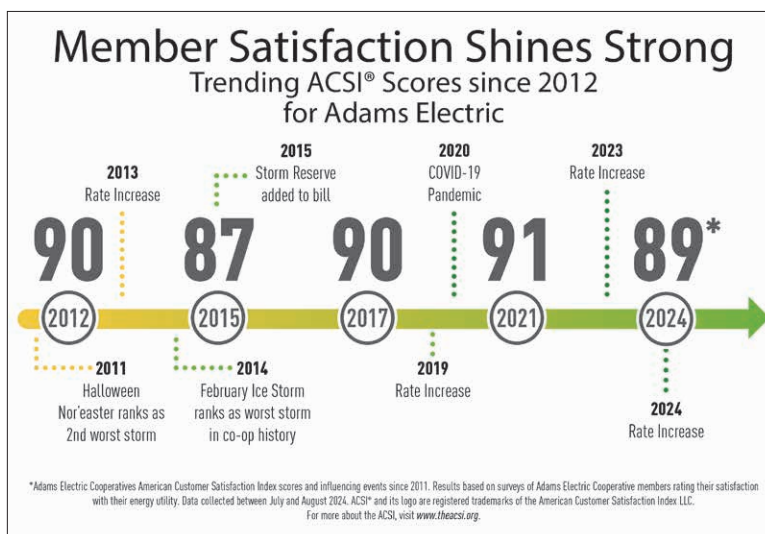
The survey also scored member identity and loyalty. The Member Loyalty Index (MLI) is a statistically reliable measure of consumer engagement. On a scale of one to 10, participants had to evaluate their level of agreement to five statements. Members most strongly agreed that they have a good relationship with Adams Electric. Conversely, agreement is lowest for the statement, "Adams Electric is one of the best organizations of its kind." No statement received a score below 8.83.

Adams' overall MLI score is a 90 out of 100, which is considered "exceptional." The co-op norm is 85. Of those surveyed, 85% viewed themselves as a member of the co-op, not a customer.

New to the survey this year was a Consumer Segmentation Index, which groups Adams' consumer-members based on what they find most important to their future energy consumption. Not surprisingly, 33% of those surveyed were grouped in the cost-conscious supporter segment and find themselves motivated by money-saving conservation techniques. The next 24% of those surveyed were grouped as environmental champions based on their statements about climate change and doing their part to help the planet. The final categories include low-tech skeptics (18%), complacent consumers (16%) and pro-tech skeptics (8%).

Overall, the survey helps the co-op determine how to best serve our membership in the future, whether that is changing our focus to the attributes members feel we need to improve or continuing to maintain the excellent level of service our membership is already receiving. Knowing the issues that are important to consumer-members will help our cooperative thrive for generations to come. 🌱

* Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data provided by Adams Electric, collected between June and July 2024. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index, LLC. For more information about the ACSI, visit theacsi.org.



Adams Electric Earns ACSI® 2024 Satisfaction Award

ADAMS ELECTRIC IS HONORED TO have earned a 2024 Customer Satisfaction Award* from the American Customer Satisfaction Index (ACSI®) based on our member survey results. Members were asked, among other things, to rate their overall satisfaction with us, how well we lived up to their expectations and how well we measured up to their ideal co-op experience.

The cooperative's ACSI score substantially outperformed the industry average earned by publicly measured utilities and reported in the 2024 ACSI Energy Utility Study. This award is a testament to Adams' ongoing efforts to provide the best possible member experience.

The 2024 Customer Satisfaction Award confirms consumer-members notice the co-op's hard work. Adams Electric is grateful for its members and will continue to strive for excellence through constant dedication to improvement.

"I am immensely proud that Adams Electric members

recognize our unwavering commitment to member satisfaction," CEO/General Manager Steve Rasmussen says. "Our team works tirelessly to deliver exceptional service and support to our broader community. On behalf of the entire co-op family, I extend our heartfelt thanks to our members. It is an honor to serve you, and we demonstrate our gratitude through steadfast dedication to excellence." 📌



*Award criteria are determined by the ACSI® and are based on customers rating their satisfaction in a survey independent of the syndicated ACSI Energy Utility Study. For more information about the ACSI, visit theacsi.org/badges. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC.

The graphic features a background image of a rural landscape with utility poles and power lines stretching across a field of yellow wildflowers under a blue sky with white clouds. Overlaid on the left side is a colorful grid of squares in shades of purple, green, and teal. The text "OCTOBER IS NATIONAL" is written in a white, handwritten-style font above a large, colorful graphic of the words "CO-OP MONTH". Each letter of "CO-OP MONTH" is contained within a square of a different color from the grid. Below the graphic, there is a block of white text on a dark background.

OCTOBER IS NATIONAL

CO-OP MONTH

Electric cooperatives are not-for-profit, community-led utilities. Because we are a co-op, we can adapt to our local members' needs, providing the programs and services you care about most. *That's the power of co-op membership.*

Adams Board Appoints Zone 7 Director



BILL FRENCH

THE ADAMS ELECTRIC COOPERATIVE Board of Directors appointed William “Bill” French of Shippensburg as the new Zone 7 director in July. Bill replaces Jay Grove, who resigned in April. Zone 7 encompasses parts of Cumberland, Franklin and Perry counties.

Bill is a senior director of information technology, employed by Maximus Inc. He has been a co-op member for more than 30 years. He is a Navy veteran and a graduate of Penn State University, with a bachelor’s degree in electrical engineering. He has two master’s degrees, one from Shippensburg University in information systems and one from

Mount St. Mary’s University in business administration. He and his wife, Mary, have one son, Christopher.

Nine directors sit on the Adams’ board and must meet all qualifications set forth in the co-op’s bylaws. The board is responsible for setting rates, governing the cooperative and establishing policies. Bill was appointed according to the cooperative’s bylaws requirements and will fulfill Jay’s unexpired term through May 2025, when the Zone 7 seat will be open for election. Candidate applications and petitions were accepted and reviewed by the board before Bill’s appointment. In-person interviews were also conducted.

For more information about the co-op board, visit adamsec.coop.

Adams Director Seated on State Board



TOM KNAUB

ADAMS ELECTRIC DIRECTOR Thomas “Tom” Knaub was recently seated on the Allegheny Electric Cooperative, Inc. (Allegheny) board, where he will represent the cooperative.

Tom has served on the Adams board since 1999 and has been its treasurer since 2005. He retired from the International Brotherhood of Electrical Workers Local 29 as a regional superintendent with 39 years of service at I.B. Abel, Inc.

Tom replaces Jay Grove, who recently stepped down from the Allegheny and Adams boards after 32 years of cooperative service. Jay served as Allegheny’s chairman from 2015 to 2023.

Lineman Earns Step Up



ANDREW KUYKENDALL

Congratulations to Andrew Kuykendall of Biglerville for his promotion to journeyman first class Aug. 10.

Andrew, who works in the operations department at Adams Electric’s Gettysburg District, joined the co-op as an apprentice lineman in 2017.

SEVEN COOPERATIVE PRINCIPLES CROSSWORD PUZZLE

Did you know electric co-ops are guided by a set of seven cooperative principles? These principles ensure co-ops like ours remain focused on member needs, community impact and co-op values.

Complete the crossword below to learn more about the cooperative principles. Use the word bank to check your work.



ACROSS

2. Cooperation Among Cooperatives: Co-ops _____ and learn from other co-ops.
5. Autonomy & Independence: Co-ops are _____ and can operate on their own.
6. Member Economic Participation: Members _____ money to ensure the co-op runs smoothly.
7. Open & Voluntary Membership: Co-op membership is open to _____.

DOWN

1. Concern for Community: Co-ops give back to their local _____ to help them thrive and grow.
3. Education, Training & Information: Co-ops focus on _____ to ensure employees and members have the info they need.
4. Democratic Member Control: Members get to make _____ about the co-op.

Learning About Linework



SHAWN DEHOFF

DIGGING IN: Adams Electric Journeyman Second Class Jason Stanley, left, and Lead Lineman Vic Brammann, right, provide assistance and instruction to Avery Mahon as the York District line crew sets a pole in Wellsville in July. Mahon, a student in the Spring Grove area, spent a day shadowing the co-op's York District lineworkers.



MIKE CHAMBERLIN

GOING UP: Adams Electric Journeyman First Class Ty Hensley, right, shows Landon Kiner, a student from the Shippensburg area, how to raise a bucket. This is done each morning as part of a lineman's safety procedures. Kiner shadowed a Shippensburg District line crew for a day in July.

ENERGY EFFICIENCY TIP OF THE MONTH

If you recently made or plan to make energy efficiency upgrades to your home, you may be eligible for federal tax credits. The Inflation Reduction Act (IRA) of 2022 empowers homeowners to save up to \$3,000 annually to lower the cost of efficiency upgrades by up to 30%. A few upgrades covered through the IRA include new exterior doors, windows, insulation, heating/cooling equipment and other major appliances. If you have completed or are considering an efficiency upgrade, visit www.energystar.gov/federal-tax-credits to learn if you qualify for tax credits.

Source: energystar.gov

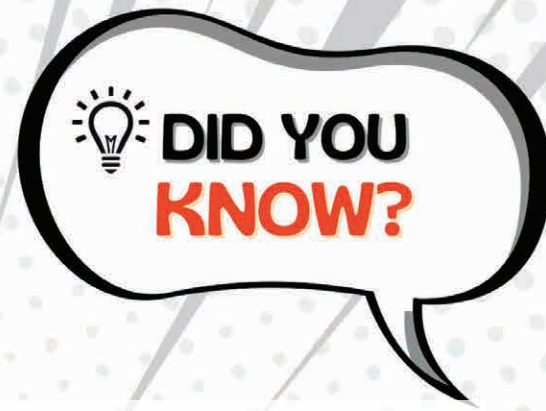


Don't let energy vampires steal your paycheck!

Standby power accounts for 5% to 10% of home energy use.

Co-op Spotlight

Getting to know your employees and directors



Meredith Miller



Who I am: I am a member services representative and have been since 2018.

Family life: My life outside the co-op is extremely busy. If I'm not at a school board meeting, I'm in my garden, at the racetrack with my husband and son, camping, or just hanging out with family.

Co-op difference: Adams Electric Cooperative is different

from other businesses because we are member-owned. Our members drive everything we do. We service a much smaller area than other Pennsylvania electric companies, so we can focus on our members as individuals.

Co-op stands out because: I think what stands out to our members is our quickness to answer the call, whether that is on the phone or in the field.

Penny Hoover



Who I am: I have been with Adams Electric for five years. As a dispatcher II, some of my primary responsibilities are dispatching for outages, remaining in contact with crews for safety, relaying information, controlling SCADA devices, answering members' calls and keeping them informed about outage situations.

Another of my responsibilities is to work in the accounting department, processing payments, adding journal entries and completing monthly reports.

Family life: I have been married to my husband Jake for 26 years, and we have three daughters and a very active Black Mouth Cur, Kaiser. Life in my house and family

will be changing very quickly as all of our daughters will be getting married in the next 14 months. My family is very involved in our church. We love to travel, hike and ride motorcycles. I am the administrator for Reaching all Women, a ministry that provides scholarships to women for continuing education and taking mission trips to orphanages in Ghana and Kenya.

Co-op future: My prediction for the future of the co-op is that we will only continue to grow. With more and more people moving to the area, we can only continue to develop the more rural areas, increasing the impact that Adams Electric will have on the community.

Jay Herman



Who I am: I've just completed my fifth year on the board of directors, representing Zone 2. During my time as director, I have completed the three levels of training offered to directors. To maintain Director Gold status requires three credits of coursework every two years. I am on my second gold certification and have completed one class toward the next certification in 2026.

Family life: Church and volunteer fire company activities

take up a lot of time for my wife and me. I play golf frequently and really like football (PSU and Steelers) in the fall.

Co-op difference: Co-ops pool consumer-member resources that are then used for the benefit of all members. Other businesses use their resources to create products for their customers. Being a member instead of a customer puts a different emphasis on the relationship. Our members not only receive the service but also share in any profits earned in providing the service.

