

REA Energy Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

REA ENERGY COOPERATIVE, INC.

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OFFICE HOURS
Indiana Office: 7 a.m. - 3:30 p.m.

Ebensburg Office: 7 a.m. - 3:30 p.m.
Monday, Wednesday and Friday
Closed Tuesday and Thursday

Guest Column

Why Paying Your Electric Bill on Time is Important



STACY HILLIARD

AS A COOPERATIVE MEMBER, you know how important electricity is for your daily life. From keeping the lights on to powering your home's appliances, electricity makes it all possible. But did you know that paying your electric bill on time is essential for the co-op and those who depend on it?

Here's why paying your bill every month, even if it gets lost in the mail, is so important and how to ensure you meet this obligation:

1. Electric cooperatives depend on payments to keep the lights on.

Rural electric cooperatives like REA Energy are not-for-profit businesses; however, they still need money to operate. The money you pay for your electricity helps cover the costs of maintaining the power lines, repairing equipment and improving the grid. If members don't pay their bills, the co-op could struggle to cover these costs, which can affect the quality and reliability of service for everyone.

2. Bills can get lost in the mail.

Occasionally, mail can get delayed, lost or even misplaced. It's frustrating, but it happens. If your bill doesn't arrive on time through the mail, you can call our office and get the total amount due that month. REA Energy offers online account management through our SmartHub system, *MyREAenergy*, where members can also view and pay their bill. The *MyREAenergy* app is available through Google Play and the App Store. You can also pay your monthly bill by calling 844-920-3395 and using our phone payment option.

3. Late payments can lead to extra fees.

If you don't pay your bill on time, you may be charged late fees. These fees can add up quickly and make your next payment even higher. By paying on time, you avoid these extra costs and help keep your account in good standing. It's also important to remember that unpaid bills could eventually lead to disconnection, which everyone wants to avoid.

4. Your payment helps maintain fair prices for all members.

When everyone pays their share, it helps the cooperative keep rates lower for all members. If some members don't pay, the costs could increase for everyone else. Think of it like sharing a pizza with friends — if one person doesn't chip in, the rest of the group ends up paying more. By paying your bill on time, you ensure everyone continues to pay a fair and reasonable price for electricity.

5. Set up automatic payments or alerts.

To avoid missing a payment, you can set up automatic payments through your bank or on *MyREAenergy*. This way, your bill will be paid automatically each month, even if you forget.

6. Remember, you are not a customer — you are a member.

Being a member of an electric cooperative means you are part of a community that works together. Paying your bill on time ensures the cooperative

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Managing Your REA Energy Account is Made Easy with MyREAEnergy

KAYLA KING, MARKETING AND BUSINESS DEVELOPMENT SPECIALIST

LIFE CAN GET BUSY, BUT managing your electric account doesn't have to be hard. With our *MyREAEnergy* app, powered by SmartHub, you can easily keep track of your account, pay your bills, and get updates from REA Energy Cooperative. Whether you're using the web or the app on your phone or tablet (Android or iOS), *MyREAEnergy* makes it simple to stay on top of your account.

Getting started with MyREAEnergy

To get started, visit reaenergy.com or search *MyREAEnergy* in your phone's app store. To register, you'll need three things:

1. Your five-digit REA Energy account number
2. An email address
3. The last name on your account

Once logged in, you can view your billing history and pay your bill in just a few clicks. If you have trouble registering, don't worry — call us at 724-349-4800, and one of our member service representatives will be happy to help.

Paying your bill is quick and easy

Making payments through *MyREAEnergy* is super fast. The first time you pay a bill, you can securely save your information for future payments, allowing you to make subsequent payments with just a few clicks. You can activate the Auto-Pay feature, so your bills will be paid automatically each month from your bank account or credit card. *MyREAEnergy* can also send you notifications when your bill is ready, when it's due, and when your payment is received. Plus, you can look at your billing history to see past payments and bills.

Track your energy usage

MyREAEnergy makes it easy to track how much energy you're using. You can see usage in real time and compare it to previous months or even years. The app also compares

your usage with the outdoor temperature, so you can see how your electric bill changes with the seasons — like when your air conditioner is running during the summer or your heat is on during the winter.

Contact REA Energy easily

If there's an outage or you have any questions, you can easily connect with us through the "Contact Us" feature in the app. If there's a power outage, our system will automatically update you with information on the estimated time of restoration and what caused the outage, if known. You can also track the status of your outage using the "Track Issues Status" feature.

Getting notifications about your account

MyREAEnergy can be set up so you receive important updates about your electric account. You can set up notifications to:

- ▶ Get alerts about outages in your area
- ▶ Know when REA Energy is performing scheduled maintenance
- ▶ Remind you when your bill is due or when your Auto-Pay will take place
- ▶ Alert you if your usage is unusually high, which can help you control your energy costs

You can receive these notifications by email or text message, depending on what you prefer.

Get help anytime

MyREAEnergy is designed to be easy to use, but we're here for you if you need help. If you need assistance registering, setting up Auto-Pay or learning how to use the app, call 724-349-4800. You can also find helpful guides on reaenergy.com to help you with registration, payments and Auto-Pay setup. 📱



ON THE GO AND IN CONTROL.

MyREAEnergy is a web and mobile app that allows you to do business with us like never before.

- Manage your account
- View and pay your bill
- Report service issues
- Receive important notices
- Monitor usage 24/7

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

WELCOME TO MyREAEnergy

Right-of-Way Vegetation Management Scheduled for 2025

BRENDAN SHORT, RIGHT-OF-WAY / FORESTRY SUPERVISOR

REA ENERGY COOPERATIVE IS COMMITTED to providing the highest quality service to our members. Utility right-of-way (ROW) vegetation management plays a major role in maintaining this commitment, so the cooperative can provide safe, reliable electricity to its members.

What are the benefits of a vegetation management program?

A well-established vegetation management program (VMP) has a multitude of benefits. The first, and we believe the most important benefit, is safety. Our power lines carry high-voltage electricity that can be extremely dangerous. When vegetation touches or lays on power lines, it can become energized, posing a serious threat to the public.

At REA Energy, we take safety very seriously. Our VMP has enabled us to lessen these dangers by preventing vegetation from encroaching on our ROWs. If, however, you encounter such a situation, DO NOT take matters into your own hands. Instead, call REA Energy or FirstEnergy to report downed or compromised power lines. Only trained industry professionals can safely assess the situation and resolve it.

In addition to safety, our VMP has provided another benefit: Restoration times and outage numbers have been dramatically reduced.

When ROWs are not maintained, brush and tree limbs can become entangled with electrical lines. As a result, lineworkers may need more time to locate the cause of the outage. Once that has been determined, crews may have to deal with overgrown brush and trees before they can even start restoring power. Also, depending on the severity of the overgrowth, additional personnel may have to be called in to help them clear the vegetation, taking up additional time.

Because REA Energy has been diligent about properly maintaining vegetation in its ROWs, we have minimized these challenges. In addition, the cooperative's line personnel have better visual access to our electrical infrastructure and can navigate our easements more efficiently.

VMPs also help to reduce costs by minimizing infrastructure damage and enabling crews to be more productive in the field, among other things. Currently, REA Energy is running on a five-year VMP cycle, meaning contractor crews revisit each of our substations every five years. This five-year cycle has significantly decreased the

size and volume of vegetation in our ROWs. This, in turn, has helped to decrease the contractors' labor hours and reduce REA Energy's overall VMP costs.

Landowner notification

REA Energy Cooperative uses several means of notification before starting ROW work, including mailing letters to members and publishing monthly announcements in *Penn Lines*.

The final notification will come from the contractor, who will visit affected properties and, if the owner is unavailable, leave a yellow door hanger with their contact information. Members who have questions or want to schedule a meeting with the contractor should contact the representative listed on the door hanger. They will be able to explain the work that will take place on your property. We encourage landowners to ask questions to ensure they fully understand the scope of the project.

REA Energy's cycle trimming program

There are approximately 2,200 miles of electric line to maintain in the REA Energy Cooperative territory. Maintaining an adequate VMP schedule enables us to provide safe, reliable electric service, reduce outage time and reduce overall costs.

In 2025, the following projects are scheduled to be completed:

- ▶ Latimer metering point — 27 miles
- ▶ Fairview substation — 66 miles
- ▶ Georgeville substation — 118 miles
- ▶ Laurel substation — 132 miles
- ▶ Livermore substation — 108 miles

Reliability

Our focus in 2025 is to continue to reduce vegetation-related outages and interference. This is achievable with proper maintenance and the continued support of our members. REA Energy appreciates your cooperation with us and our contractors in accomplishing our vegetation management objectives. By working together, we can reduce costs and outages and keep the system safe for members, landowners, and employees.

If you have any questions about ROW issues, please visit reaenergy.com to see the specifications for proper ROW clearance or contact the Indiana office at 724-349-4800. 📞

GUEST COLUMN

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continues to serve you and your neighbors with reliable power. REA Energy is owned by its members, so when you pay your bill, you're contributing to the success of the cooperative, which benefits everyone.

What to do if you don't receive your bill

If you don't get your bill in the mail, don't wait to contact us. We can help you get a copy of the bill, help you sign up for MyREAEnergy or explain our phone payment system.

We're here to help

Paying your electric bill on time is an important part of being a responsible member of your electric cooperative.

Even if you don't receive your bill, take the steps mentioned to stay on top of your payments. By doing so, you help keep electricity flowing to your home, avoid extra fees and support the cooperative for everyone in your community. Remember, your payment is what keeps the lights on.

If you are ever unsure about your bill or need help, don't hesitate to contact our member services team at 724-349-4800. They're there to assist you and make sure you're never left in the dark. 📞

STACY HILLIARD, CCC, CKAE
COMMUNICATIONS & MARKETING MANAGER

POWER MADE FOR YOU



📞 724-349-4800

🌐 reaservices.com

📘 facebook.com/@REAENERGY

Electrical Contracting - HVAC - Generators - Tree Trimming - Surge Protection

HICPA 7896

Statement of Non-Discrimination

This institution is an equal opportunity provider and employer.

If you wish to file a civil rights program complaint of discrimination, complete the U.S. Department of Agriculture (USDA) Program Discrimination Complaint Form, found at [atscr.usda.gov/complaint_filing_cust.html](https://www.atscr.usda.gov/complaint_filing_cust.html) or at any USDA office. Forms can also be requested by calling 866-632-9992. Those who prefer to send a letter must include all of the information requested in the form. Send your completed complaint form or letter by mail to U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Ave., S.W., Washington, D.C. 20250-9410; by fax at 202-690-7442; or by email to program.intake@usda.gov.

Right-of-Way Management News

REA Energy contractors from Penn Line Tree Service will be trimming the rights of way near the Latimer metering point, Georgeville and Livermore substation areas, and emergency maintenance areas in February.

Members in the affected areas will be notified. Contractors will perform all right-of-way work per REA Energy specifications. All contractors will carry employee identification cards, and their vehicles will display their company name. If you have any questions, call 724-349-4800 or view the specifications at reaenergy.com.

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