



Your Cooperative in a Nutshell.

Northwestern Rural Electric
Cooperative Assoc., Inc.



22534 State Highway 86
P.O. Box 207



Cambridge Springs, PA 16403
www.northwesternrec.coop



e-mail:

northwesternrec@northwesternrec.coop



Consumer Services: billing/moves/credit

800-352-0014



Engineering: Field Services, new services

800-473-3567

Outages

800-474-1710

Administration

800-472-7910



Fax Number

814-398-8064



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Cooperatives are Different

You're not just a customer, YOU'RE AN OWNER!

Cooperatives are different from other utilities and businesses. You, as a person who receives electric service from the Cooperative are also a member/owner.



Capital Credits

As a member-owner of Northwestern REC, you provide equity for the Cooperative. When you pay your electric bill, any amount paid in excess of the cost and expense of furnishing power creates patronage sourced margins. These margin amounts are not profits like a regular corporation. For a member-owned cooperative, these margin amounts represent each member's capital contributions (i.e. capital credits) which are used by the Cooperative to build utility plant, make improvements and fund capital spending projects.

Member equity (in the form of capital credits) is used to leverage long term loans that finance line construction costs. You can compare it to the down payment required when buying a home. The Cooperative's members must provide the equity or "down payment" for these loans.

Annually, the board of directors determines if the finances of the Cooperative permit a retirement, of previously allocated capital

credits and then determines the method and priority of payment if any.

The needs of long term members, new members and past members as well as the Cooperative's financial condition are taken into consideration when determining the method of retirement.

Due to the expenses involved, you will not receive a check for less than \$5.00. Amounts of less than \$5.00 will be accumulated until the amount does exceed \$5.00. Also, members having unpaid charges will have their refund applied against those amounts. Pennsylvania's escheat law requires that unclaimed capital credit checks are paid to the state if not cashed within a five-year period.

If you move from Northwestern REC's lines, it is important to advise the office of your new address in order to continue receiving your capital credit checks.

Member Meetings

As required in the Bylaws, the Cooperative holds an Annual Meeting of the membership. The Annual Meeting is usually held on the first Saturday in August. Annual Meeting is a business event that affords members an opportunity to hear and discuss the affairs of their cooperative.

Election of directors takes place at Annual Meeting. The nominees for director are selected by members at the nominating

meetings which are held in the spring. Nominations can also be made through petition. Members who can fulfill the qualifications are eligible to run for the directorship of the district in which they reside.

Periodically, special meetings are held in order to bring unique concerns to the attention of members. Members can also request special meetings for the purpose of their own education. Members are free to discuss their concerns with the board or employees.

The Board of Directors

Members Elected by Members

William Sheffer, District 1, Springfield, Conneaut, Girard, Elk Creek, Fairview and Franklin townships and Platea Borough in Erie County and Monroe and Conneaut townships in Astabula County.

Anne Sundean, District 2, McKean, Washington, Waterford and LeBoeuf townships and Edinboro Borough in Erie County.

Roger Follett, District 3, Amity, Union, Wayne and Concord townships and Elgin and Union City Boroughs in Erie County, and Spring Creek township in Warren County.

Robert Agnew, District 4, Beaver, Sadsbury, Spring, Conneaut, Summerhill, Summit and Pine townships and Conneautville Borough in Crawford County and Richmond and Pierpont townships in Ashtabula County.

Kathy Cooper, District 5, Cussewago, Hayfield, Venango, Cambridge and Woodcock townships and Woodcock and Saegertown boroughs in Crawford County.

Kim Docter, District 6, Rockdale, Richmond, Athens and Bloomfield townships in Crawford County.

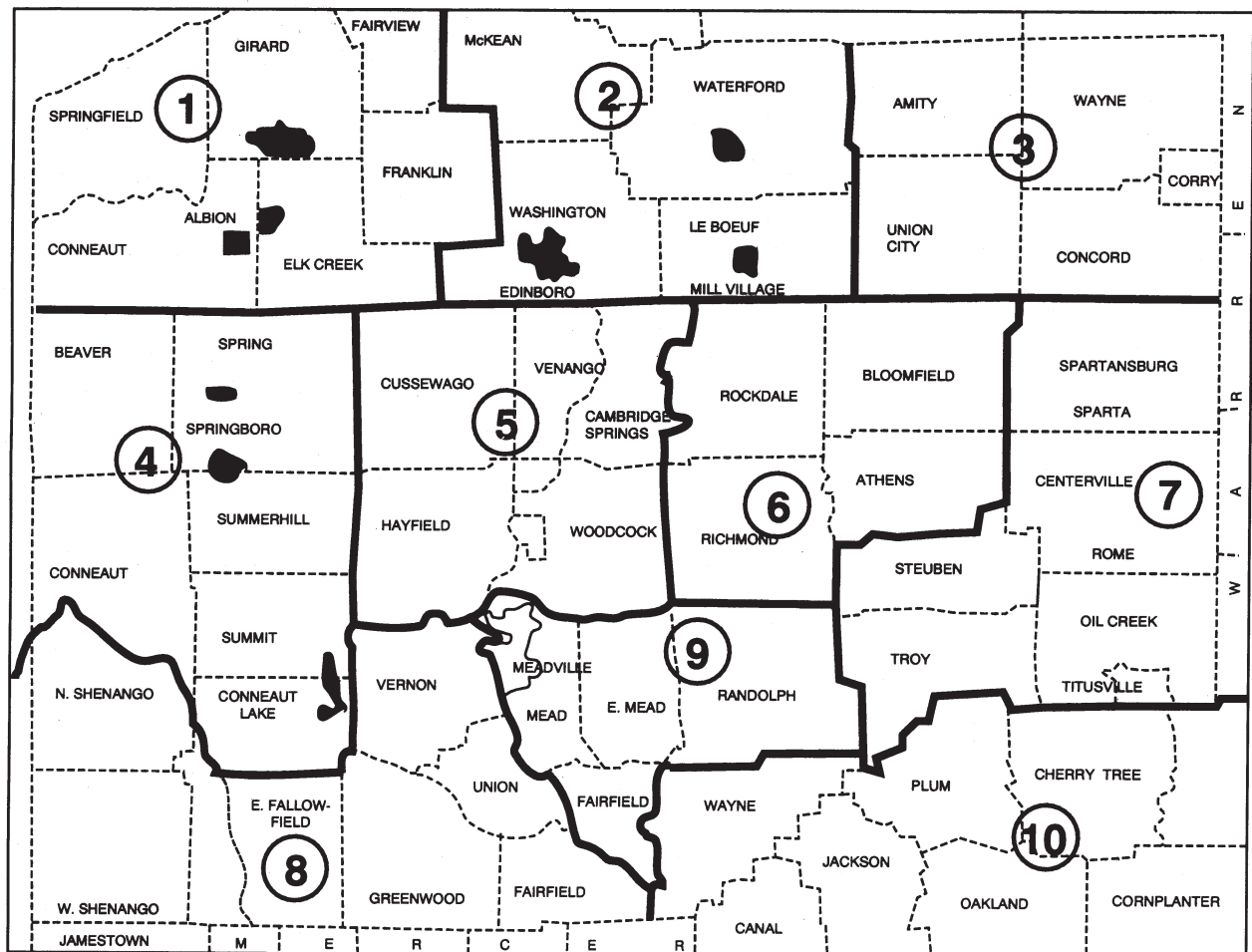
David Rectenwald, District 7, Sparta, Rome, Oil Creek, Troy and Steuben townships and Centerville Borough in Crawford County and Southwest and Eldred townships in Warren County.

Ron Wineland, District 8, East Fallowfield, Vernon, Greenwood, Union and Fairfield townships in Crawford County.

Larry Proper, District 9, West Mead, East Mead, Randolph and East Fairfield townships and Blooming Valley Borough in Crawford County.

Lanny Rodgers, District 10, Wayne township in Crawford County, Jackson, Plum, Oakland, Canal, Cherrytree and Canal townships in Venango County and French Creek Township in Mercer County.

Service Area Map





Affiliated Organizations

Allegheny Electric Cooperative - Allegheny Electric Cooperative, Inc. was formed by the rural electric cooperatives in Pennsylvania and New Jersey to acquire wholesale electric power at reasonable rates. Continental Cooperative Services (CCS), was created in March 2000, the result of a strategic alliance between Allegheny Electric Cooperative, Inc. and Illinois' Soyland Power Cooperative, Inc.

Operating in two time zones, CCS can also tap the benefits of seasonal and peak diversity, providing affiliated distribution cooperatives in Illinois, New Jersey and Pennsylvania with lower prices and risk than they would experience otherwise.

Allegheny Electric Cooperative Inc. meets the power supply needs of Northwestern REC and the other Pennsylvania and New Jersey cooperatives by purchasing power from the competitive market.

Allegheny Electric Cooperative, Inc. also has joint ownership along with Pennsylvania Power and Light Company of the Susquehanna Steam Electric Station, a nuclear generating plant. Allegheny Electric Cooperative, Inc. also owns and operates the William F. Matson Hydroelectric Station at Raystown Lake in Pennsylvania.

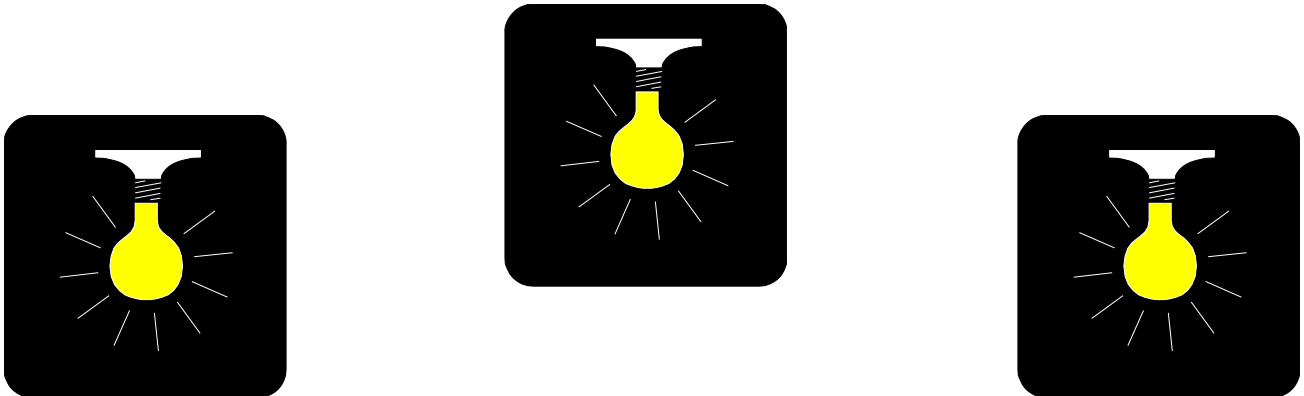
The Pennsylvania Rural Electric Association (PREA) - PREA assists Northwestern REC with member, public, and employee education, and legal and legislative matters. Through PREA, the Pennsylvania and New Jersey cooperatives are able to utilize each other's resources and experience.

The National Rural Electric Cooperative Association

(NRECA) - NRECA provides services similar to PREA on a national scale. In addition, they also provide insurance and employee benefit services. Nearly 1,000 rural electric cooperatives are members of NRECA.

Touchstone Energy™ is an alliance of more than 550 cooperatives in 39 states that collectively deliver power and energy solutions to more than 16 million customers every day. As a Touchstone Energy Cooperative, Northwestern REC is a local, active member of our communities dedicated to serving commercial, industrial, agricultural and residential customers with integrity, accountability, innovation and commitment to community.

The Public Utilities Commission (PUC) - The PUC functions as a regulatory body at the state level. The purpose of the PUC is to protect the rights of the consumers of the private utility companies. Because Northwestern REC is self-governed, the Co-op is not subject to PUC regulation, however in the interests of consumers, we follow PUC regulations closely.

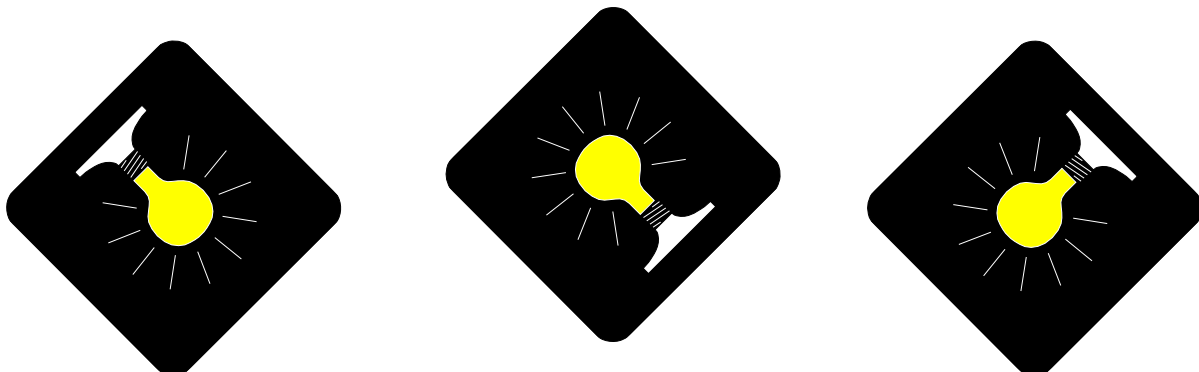




If Your Power Fails, Check If It's Just Your House Or The Whole Neighborhood.

1. Check your fuses or circuit breakers.
2. Check with your neighbors to see if they have power.
3. If your fuses or breakers are okay, call 1-800-474-1710.
4. In most cases your call will be answered by a dispatcher. If all lines are busy, you will hear further instructions.
5. If you are not calling from the location of the outage or you are calling from a cellular phone, you will be asked for the outage location.
6. Report any damage you know of (i.e., a tree on a line, a broken pole, or a fallen wire).
7. During an outage, turn off lights and unplug appliances. This will protect your appliance motors and ease the load when power returns.
8. During a prolonged outage, keep refrigerators and freezers closed. They will maintain temperature longer if you resist checking on the contents.
9. If it is very cold, consider preparing to drain the water pipes to prevent them from freezing.
10. If your neighbor's power returns and yours does not, call the office.

*We recommend keeping an emergency kit ready. Items to include are flashlights, batteries, battery power radio, and water and food that doesn't require preparation.





Special Services Are Available To Members



Field Services - 1-800-473-3567

- New Construction
- Line Relocation
- Private Outdoor Lighting
- Advice on Wiring
- Energy Saver Water Heaters & 24 Hour Free Service
- Right of Way Clearing



Consumer Services - 1-800-352-0014

- Appliance Use
- Zipcheck and Credit Card Payments
- Budget Billing
- Connections or Disconnections
- State & Local Financial Assistance Agency Information
- Gift Certificates
- Special Due Dates for Disabled or Retired Members
- Third Party Notification
- Medical Alert
- Credit and Collection



Communications/Marketing - 1-800-472-7910

- Safety and Energy Programs for Organizations
- Go Electric (heating and cooling)
- PowerPlus Credit Cards
- Long Distance Telephone Service



Monthly Rates*

Effective: April 1, 2008

Available to:

Single-Phase 120/240V

50 K V A maximum transformer

Except:

- No motor larger than 10 HP
- No single device/appliance with load potential 20 KW and up
- No tankless water heater

Monthly Service Charge \$20.00/Meter

PLUS Energy Use:

All electric used at \$.10104/kWh plus the generation cost adjustment.

The generation cost adjustment is set by the board of directors and passes along to each consumer the cost of purchasing generation when that cost runs above or below power supply costs which were established in the retail rate.

(Minimum charge - \$20.00 per month)

Contact the office for commercial/industrial rates or details on 3-phase rates and off-peak electric heat.

Rates subject to change.



ENERGY STAR offers businesses and consumers energy efficient solutions — helping to save money while protecting the environment for future generations.

Private Outdoor Lighting Rates

Size	Type	Monthly Rate
100W	Sodium Vapor	\$11.15
250W	Sodium Vapor	\$18.15

Light on existing Co-op owned poles. Additional poles installed at consumer's expense. Electric and maintenance included in rate.

Payment for Services

You will receive a bill for actual usage each month. Payment must be received by the due date.

Include your account number, which is found on your bill, on your check or other correspondence. Also, be prepared to give your account number any time you call the Co-op with a billing question.

Zipcheck makes payment easy. You can have your payment automatically deducted from your checking or savings account. Plus if you use a credit card from Northwestern Service Corporation, the Cooperative's subsidiary, you can receive a 3% payback when your electric bill is automatically posted to the credit card. Call the office to arrange for Zipcheck or credit card bill payment.



For Your Convenience

Payment can be made at the Co-op office between the hours of 7:00 a.m. and 3:30 p.m., Monday through Friday. Payment can also be mailed using the provided envelopes. Use only personal checks or money orders. Please **DO NOT** mail CASH. The following banks will also accept payment. Some banks will only accept checks made out to the Cooperative, not cash payments. Check with the branch you wish to use. Past due bills should always be settled at the Co-op office.

National City

Conneaut Lake

Corry

Erie

Fairview

Girard

Linesville

Meadville

North East

Saegertown

Titusville

First National Bank of PA

Cochranton

Conneaut Lake

Conneautville

Corry

Meadville

Spartansburg

Sheakleyville

Community National Bank of Northwest PA

Albion

Cranesville

Edinboro

West Springfield

Northwest Savings Bank

Meadville

Titusville

Springboro

Pleasantville

Mercer County State Bank

Meadville Mall

Cochranton

Cambridge Springs



We Want to Help

Any member who has an unexpected delay in payment of their monthly bill should call or write the office immediately to avoid further expenses.

Northwestern REC participates in the Referral Agent Program (RAP) in conjunction with the United Way. Our employees are trained Referral Agents who know about the services available in the community and can effectively refer people with a need to those services. Although the Referral Agents are trained to connect you with many services, the agents are especially familiar with sources of aid should you have difficulty in making payment of your electric bill. The Pennsylvania Energy Assistance Program (LIHEAP) is a federally funded program to help people on low or fixed incomes pay their fuel bills. This program is administered by the County Assistance Office. You may obtain information through the Co-operative Office or the County Assistance Office.



Residential Security Deposit

Security deposits will be applied to the bill after 12 months of timely payments or applied as credit toward the final bill. (Ask for details on commercial/industrial security deposit.)



If Your Payment Is Late

After the due date, the full amount is due; this is the bill plus the late charge. The late charge is figured as follows: the net amount times 1.5 % per month plus any unpaid balance or \$1.00

minimum (whichever is more). Members on budget billing will have a 1.5 % per month times monthly installment fee added. Payments not received in the office before the due date will appear on the next electric bill as a balance forward. A notice will be issued, indicating the delinquent amount subject to collection.

A collection trip will be made for delinquent accounts. A collection trip fee will be added to the bill when a collection trip is made. All bills must be paid in full upon the initial visit by the collector to avoid service termination.

If a meter is disconnected, it cannot be restored until all charges have been settled. This will include a reconnection fee. There will be no same day reconnections.

There will be no non-payment disconnections made:

1. Friday, Saturday or Sunday.
2. A bank holiday or on the day preceding a bank holiday.
3. A holiday observed by the Cooperative or on the day preceding such holiday. A holiday observed by the Co-operative shall mean any day on which the business office of the Co-operative is closed; or
4. Under certain life threatening circumstances termination can be delayed when arranged through the office.

If an account is disconnected and the final bill delivered, the person will have ten (10) days to make payment. Should the bill remain unpaid, a notice will be mailed:

- A. Identifying all amounts due.
- B. Identifying whether credit and collection agency referral, or legal action is to be initiated.



Schedule of Fees

Service Connect/Transfer Fee	\$50.00	
Late Penalty Fee	\$1.00	or 1.5% (whichever is more)
Collection Trip Fee	\$50.00	
Reconnection	\$50.00	
Overtime Reconnection Fee	\$150.00	
Meter Testing Trip	\$60.00	

NOTE: Fees are subject to change. Current fee information can be obtained by calling the office.



Reading The Electric Bill

Your electric bill contains information that you can use. The following explanation will help you understand your electric bill. If you have any further questions, please call. Check the circled numbers on the example on the other side with the corresponding explanations below. Match the number and definition below to the numbered areas on the sample bill shown on the back of this sheet. The definitions will also be listed on the back of each bill for your convenience.

- 1. Billing date** - The date the bill was prepared.
- 2. Service Address** - Location of service, usually a 911 address.
- 3. Basic Charges** - Include charges for generation, transmission, and distribution charges.
- 4. Generation Charge** - A basic charge applied to every customer's bill for the generation of electricity. This charge depends on the terms of service between the customer and the supplier. The shows her e also. The **Generation Cost Adjustment** - Passes along to

each consumer the cost of purchasing generation when that cost runs above or below power supply costs which were established in the retail rate.

- 5. Transmission Charge** - A basic charge for transporting electricity from the source of supply to the distribution company. This charge will vary depending on your supplier.
- 6. Distribution** - A basic charge applied to every customer's bill for delivering electricity from the electric distribution company to your home or business. This charge will vary depending on the amount of electricity you use.
- 7. Cost of Service** - Reflects fixed costs of providing distribution service which are not affected by the amount of electricity used.
- 8. Price to Compare** - If you can buy electricity from an electric generation supplier for less than the price to compare, you may be able to save money. The price to compare is your present cost for generation and delivery charges.
- 9. Meter Reading Information** - Shows present and previous reading, kWh used, dates, total yearly kWh used and monthly average for last 12 months.
- 10. Total Amount Due By** - This is the due date for the current bill.
- 11. Non-Basic Charges** - Vary according to customer and include charges for security lights, Roundup and late fees.
- 12. & 13. Total Amount** - This is the total amount due. A budget bill will show the budget amount.

Unless you pay at a bank, at the office, or through Zipcheck, a return envelope will be enclosed with the bill. Simply tear off the bottom portion of the bill and mail it with your payment in the return envelope.



**Northwestern Rural Electric
Co-operative Assoc., Inc.**
P O Box 227
Cambridge Springs, PA 16403-0227

A Touchstone Energy™ Partner

Questions and concerns call:
Office Hours: 7:30 AM – 4:00 PM Mon. – Fri.
Billing: 1-800-352-0014
Outages: 1-800-474-1710

9.

Account Number: xxxxxxxx				Map Number:	
Supplier Account Number: xxxxxxxx				Type of Service: xxx	
Meter	Previous Reading	Present Reading	Mult	kWh used	Demand Reading
Total Yearly KWH for past 12 Months: xxxxx					
Average Monthly KWH on Past 12 Months: xxxxx					
From Date xx/xx/xx			To Date: xx/xx/xx		
Total Amount Due By: xx/xx/xx					10.

SAMPLE BILL
Billing Date **1**
Service Address **2.**

Basic Charges: **3.**

Generation prices and charges are set by the electric generation supplier that you have chosen. **4.**
Generation: (000)000-0000
Energy Charge 1000 kWh x .053260 \$53.26
Total \$53.26

Transmission: **5.**
Total 1000 kWh x .007220 \$7.22

Distribution: **6.**
Cost of Service **7.** \$13.00
Energy Charge 1000 kWh x .036820 \$36.82
Total \$49.82
Total Basic Charges: \$110.30

11. Non-Basic Charges:
Security Light \$ 9.30
Total Non-Basic Charges: \$ 9.30
Previous Balance: 110.67
Payments Recd: -110.67
Balance Fwd: 000.00
Total Basic: 110.30
Total Non-Basic: 9.30
12. Total Amount Due: \$119.60
Your price to compare is \$.053260 per kWh. **8.**

Statement of Electric Service Your account number is

Please indicate address change here and see other side

Return this portion with payment, do not staple or tape to check, thank you. **Make checks payable to Northwestern REC**

13.

Amount due
Enter amount paid
Thank you.

NORTHWESTERN REC
PO BOX 227
CAMBRIDGE SPRINGS PA 16403-0227

Reading Your Meter

Reading your own meter periodically is an excellent way to learn your usage pattern. Once you know your pattern you can also learn to “budget” your energy dollars.

All Northwestern REC meters are carefully tested before they go

into service. Then, once they go into service, they are removed **periodically and tested**. **Very, very few meters** check outside two percent of accuracy. If there is a fault with the meter, it is generally **too slow**.

Continuity of Service

The Cooperative will use reasonable diligence to maintain uninterrupted service, but does not guarantee a constant or regular supply of electrical energy and shall not be liable for damage due to variations or interruptions in such supply. The member should give immediate notice at the office of the Cooperative of any interruptions or irregularities in service or any known trouble, defect or accident to the supply. The Cooperative may interrupt service to any member or members for protection of life or property, for making repairs, changes, or improvements in any part of its system for the general good of the service or safety of the public, or when in the Cooperative's sole judgment such interruption will prevent or alleviate an emergency threatening the integrity of its system or will aid in the restoration of service. Circumstances permitting, the Cooperative will give reasonable notice of any contemplated suspension. Should service be interrupted for any of the above reasons, or should service fail by reason of any accident, strike, legal process, governmental interference, or any cause whatsoever beyond its control, the Cooperative shall not be liable for damages, direct or consequential, resulting therefrom.

Please notify the Cooperative if you have or will have life-sustaining equipment that would be affected by an outage. You may need to purchase a stand-by generator to avoid a power outage. Please contact the Field Services Department for information concerning our requirements when installing a stand-by generator.

Generators pose an electrocution danger and liability problem if not installed correctly.

If you have sensitive computer equipment you may need to purchase protection devices that will prevent momentary spikes and surges from causing problems.

 ***Penn Lines***

Your Cooperative Newsmagazine

Each month you will receive a copy of Penn Lines. This magazine will provide you with information concerning your electric cooperative. It also carries information about the electricity industry throughout the nation. Through the combined efforts of the Pennsylvania Rural Electric Association and other electric co-ops in Pennsylvania and New Jersey, Northwestern is able to produce and deliver this informative and interesting magazine to your home or business for about the cost of a first class stamp.

 ***Still Hungry for Information?***

For more detailed information, give us a call or check out our website at www.northwesternrec.coop.

Welcome to your cooperative.

