

# BEHIND THE LINES

## Community News

1775 Industrial Boulevard • Lewisburg, PA 17837 • (570) 524-2231

### It's been a pleasure....



Eric Winslow  
President & CEO

When approaching retirement, you begin to reminisce about your career, your accomplishments, certain memorable projects, the people you worked with over the years and the changes that have occurred in the business or industry.

As I approach retirement next month after 41 years in the electric business, I have seen many changes that have occurred within the industry and certainly here at Citizens' Electric. However, the one constant that has never changed during my 32 years with Citizens' Electric is the dedicated people who I have been honored to work with and who have made my time at the company enjoyable. I have been blessed to work with some outstanding coworkers over the years who were and

are dedicated to each other and our purpose of providing a safe, reliable service to homes, businesses and industry in our service area at the lowest cost possible.

When I consider the success and accomplishments that the company has experienced during my career at Citizens' Electric, it is evident that no one person was responsible. Every project, milestone and accomplishment was the result of teamwork and commitment. I am proud to have been a part of an exceptional organization made up of exceptional people who supported me in achieving the many goals that have been accomplished.

And our accomplishments are a true source of pride. Citizens' Electric has maintained an outstanding safety record as we have promoted a culture of safety among our employees for many, many years. We also have the lowest electric rates and the highest reliability rating of all regulated electric utilities in Pennsylvania, according to the state Public Utility Commission. That's a hard combination to beat!

Since 1980, we have raised distribution rates just four times. While there are many reasons why we have consistently had some of the lowest electric rates in the state for nearly 40 years, one of the main factors was our acquisition by C&T Enterprises in 1999. It was a highly debated decision at the time, but it certainly has proved to be in the best interest of the health of the company and its customers.

As I prepare to enter the next chapter in my life, I leave Citizens' Electric knowing the company is in sound financial condition, the electric system is robust and storm-hardened, and we have in place a full complement of competent, dedicated employees and conscientious directors who are committed to the customers and community we serve.

I also leave the company in excellent hands. I am pleased to announce that John Kelchner will be replacing me as Citizens' Electric's president and chief executive officer. John currently serves as our chief operating officer. Prior to that, he served as vice president of engineering and operations. His expertise and leadership will ensure that our mission to provide safe and reliable service at the lowest possible cost will continue far into the future.

I have always appreciated the confidence our customers place in us and for giving us the opportunity to provide service. Thank you.

*Eric Winslow*

#### SENIOR STAFF

Eric Winslow,  
President & Chief Executive Officer

John Kelchner,  
Chief Operating Officer

Gene Cree,  
Chief Financial Officer/Treasurer

Nathan Johnson,  
Senior Director of Engineering  
& Operations

#### ON THE FLIP SIDE

- Kelchner tapped as CEO
- Heating help available
- 'Smart' way to receive outage notifications
- Help a neighbor in need

## Kelchner to assume CEO post

Citizens' Electric Chief Operating Officer John Kelchner has been appointed as the company's incoming president and chief executive officer. Kelchner will succeed current President & CEO Eric Winslow, who will retire in January after 32 years of service with the utility.

"John's expertise and leadership will ensure that our mission to reliably serve our customers and the Buffalo Valley will continue to be a top priority," Winslow said.



John Kelchner

Kelchner, a registered Professional Engineer in West Virginia and Pennsylvania, holds an electrical engineering degree from Penn State University. Prior to joining Citizens' in 2003 as senior director of engineering and operations, he worked for Potomac Edison in Maryland, Virginia, and West Virginia for 17 years in various planning and operations management roles.

A native of Bloomsburg, Kelchner and his wife, Bonnie, reside in Lewisburg. They have one daughter, Sarah, who is an electrical engineering major at Penn State.

"Through Eric's years of leadership, the company has made great strides in technology, safety and efficiency, leaving us well positioned for the future," Kelchner said. "I'm excited to build on those accomplishments and maintain Citizens' Electric's position as a leader among utilities in the state of Pennsylvania."

### Report outages, receive updates with SmartHub

With Citizens' Electric's SmartHub app, you can instantly report power outages and check outage status online or using your mobile device.

Even when the phone lines are not working, you can still notify us of an outage through the Smart Hub app. We can provide you with updated information during an outage as long as we have your valid email address or cell phone number. If you would like us to provide outage notifications via email or text message, please enroll in our outage notification program through the Smart Hub link on our website, [www.citizenselectric.com](http://www.citizenselectric.com).

## Need help paying your heating bill?

If you need help paying your heating bill, you may be able to receive assistance through the Low-Income Home Energy Assistance Program (LIHEAP).

Funded by the U.S. Department of Health and Human Services, the program provides energy-assistance grants to help low-income households pay their heating bills through the winter.

LIHEAP offers both cash grants and crisis grants. Cash grants help families pay their heating bills. Crisis grants are available to help those who have emergency situations in which they are in danger of being without heat.

If you have a heating emergency, or for more information about LIHEAP, call the Union County Assistance Office at 570-524-2201 or the toll-free LIHEAP hotline at 1-866-857-7095. You can also apply for energy assistance online at: [www.compass.state.pa.us](http://www.compass.state.pa.us)

Household size	Maximum income (before taxes)
1	\$18,210
2	\$24,690
3	\$31,170
4	\$37,650

Add \$6,480 for each additional member of the household

## Help a neighbor in need

Many families in our community struggle to pay their utility bills.

You can help those

less fortunate by participating in Citizens' Electric's Dollar Energy Fund. By adding one dollar or more to your electric bill each month, you can help your neighbors right here in the Buffalo Valley.

Your tax-deductible contribution to the Dollar Energy Fund is matched by Citizens' Electric, and 100 percent of the contributions are used to provide energy assistance grants to families in Citizens' territory.

To participate, please check the Dollar Energy Fund box on your electric bill, enter your contribution amount, and return it to Citizens' Electric.



## Let Budget Billing even out your electric bill payments

You can avoid seasonal fluctuations in your electric bill by participating in Citizens' Electric's budget billing plan. Budget billing allows you to level out your monthly payments throughout the year, eliminating seasonal spikes and billing fluctuation caused by changes in your electric use. There is no cost to participate in the plan, nor are there any savings. If you are interested in setting up a budget billing plan for your account or to learn more about how the plan works, visit our office or give us a call.