

# BEHIND THE LINES

## Community News

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

### We're here for you

By John Kelchner



John Kelchner  
President & CEO

I sincerely hope the COVID-19 pandemic has peaked in Pennsylvania by the time this reaches you and that we are starting to return to some sense of normalcy at home and at work.

Unfortunately, as I write this in mid April, there's no way of knowing what our world will look like by the time you are reading it in May. What I do know is that regardless of the path this virus takes, your electric provider will be here for you, and our top priority during this pandemic continues to be the safe and reliable delivery of electricity to our customers' homes, farms and businesses.

As you probably know, we adjusted our daily operations in many ways in mid March. In an effort to slow the spread of COVID-19 and to help ensure we can continue providing the best service possible, we closed our office to routine public entry, and it remains so until further notice. In order to help ensure there will be no disruption to our business operations or the essential services we provide, we have been focused on keeping our employees and customers healthy by limiting potential exposure to coronavirus. If you are interested in viewing our full COVID-19 Action Plan, it is available online at <https://citizenselectric.com/wp-content/uploads/2020/04/COVID-ACTION-PLN.pdf>

To support our customers during these uncertain times, we have also suspended service disconnections and are waiving late fees for all customers until further notice.

During the office closure and beyond, we offer many options for you to conduct business with us. To pay your bill in person, customers are asked to use the night deposit slot to the left of the front door to drop off payments — please, no cash after regular business hours.

You can also view your bill, make payments, set up auto-pay, view your electric use and conduct other business by logging into SmartHub, which can be accessed through our website, [citizenselectric.com](http://citizenselectric.com), or by downloading the SmartHub app on your mobile device. Additional methods to pay your bill or obtain assistance are available through our website or by calling the office.

We continue to closely monitor the evolving COVID-19 pandemic and are here to help our customers in any way possible. As has been the case throughout our 109 years of business, customers can count on Citizens' Electric to be there for them. This time is no different. You can reach out to us at 570-524-2231 or visit us online at <https://citizenselectric.com/contact-us/> with questions or concerns 24 hours a day, seven days a week.

Together, we'll get through these trying times. Once we can again enjoy each other's company, we look forward to supplying low-cost, reliable electricity for happy occasions like concerts, dances, carnivals, and movies. The employees of Citizens' Electric thank you for your cooperation as we adjust to a rapidly changing situation.

#### SENIOR STAFF

**John Kelchner**

*President & Chief Executive Officer*

**Nate Johnson**

*Vice President of Engineering  
& Operations*

**Gene Cree**

*Chief Financial Officer/Treasurer*

#### ON THE FLIP SIDE

- Tree-trimming work begins
- Help your neighbors in need
- Manage your account with SmartHub

## Tree-trimming work, pole inspections planned

Citizens' Electric has awarded contracts for its annual vegetation management and pole inspection programs.

Dincher & Dincher Tree Surgeons, the contractor hired to perform right-of-way maintenance throughout our service territory, will be conducting tree-pruning activities throughout the spring.

Citizens' annual pole inspection program will be performed by GeoForce Utility Technologies in coming months.

The right-of-way maintenance and pole inspections programs are conducted annually to help ensure continued safety and system reliability.

Employees working for our right-of-way and pole-inspection contractors will carry identification cards and work from vehicles marked with a company logo. If you have questions about the authenticity of contractors, please contact us at (570) 524-2231.

## Manage your account from anywhere

SmartHub lets you manage all aspects of your Citizens' Electric account online or with your mobile device.



SmartHub gives you the ability to view and pay your bills online, report power outages and check outage status, monitor your daily electric use and view your billing history.

To create a SmartHub account, visit our website at [www.citizenselectric.com](http://www.citizenselectric.com) and click on the SmartHub link. The SmartHub mobile application for Android or Apple can be downloaded for free from your app store.



**Know what's below.  
Call before you dig.**

## Help neighbors get through these challenging times

Financial hardships created by the COVID-19 pandemic have caused many families in our region to struggle to keep up with their energy bills.



You can assist those impacted by job loss or other financial hardship during these challenging times by participating in Citizens' Electric's Dollar Energy Fund. By adding one dollar or more to your electric bill each month, you will be helping 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 will be 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.

## Citizens' named Tree Line USA utility

Citizens' Electric Co. has been named a Tree Line USA utility by the National Arbor Day Foundation for the 18th consecutive year.



The Tree Line USA program recognizes utilities that demonstrate practices that protect and enhance America's urban trees.

Citizens' Electric achieved Tree Line USA by meeting five program standards. Utilities must follow industry standards for quality tree care; provide annual worker training in best tree-care practices; sponsor a tree-planting and public education program; maintain a tree-based energy conservation program; and participate in an Arbor Day celebration.

## 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 resulting billing fluctuation caused by changes in your electric use. The plan is entirely voluntary and available to all customers on our residential rate schedule.

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, please give us a call at 570-524-2231.