

Guest
COLUMN:
**Taking
Care of
Business**



Jacquelyn Lawrence
Manager of Key Accounts

Electric cooperatives like Tri-County have always prided themselves on taking great care of their members.

About six years ago, your cooperative began placing a special emphasis on taking care of business.

That's when Tri-County and its partner cooperative, Claverack Rural Electric, decided to create the position of key accounts manager to provide greater service to our larger commercial, industrial, and agricultural accounts.

I was fortunate to have been selected for this new position in July 1999. Since then, I have worked hard to establish positive business relationships with our

larger electric consumers.

Building relationships is what my job is all about. When a large account seeks solutions to energy-related problems or has questions about rates or their electric bill, they contact me to address those concerns. I don't always have the answers at my fingertips, but I can channel their questions or concerns to the proper departments and quickly respond to their information requests.

We also have a variety of outside resources available to us that can provide the energy expertise our larger accounts sometimes require. It is important that our large farm, commercial, and industrial accounts know they can contact me with issues of concern.

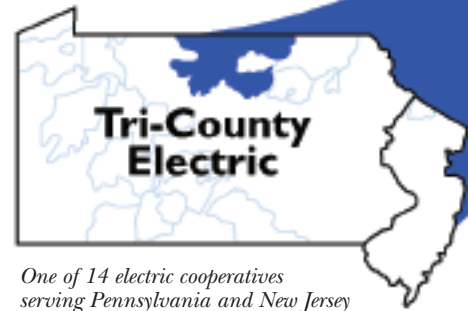
I do my best to watch out for our largest accounts. I monitor and review their bills before they leave the office, keeping an eye out for unusual changes to their demand or kilowatt-hours consumption.

Other areas in which the cooperative is able to assist our key accounts include rate analysis, which is sometimes requested when businesses are doing their budgets for the upcoming year.

I have also fostered a relationship with Syracuse University's Industrial Assessment Center, which provides qualifying manufacturers with in-depth plant assessments aimed at reducing waste, saving energy, and improving productivity. Several of our larger industrial customers have taken advantage of this free program in the past two years and have been very pleased with the service.

While finding solutions and providing assistance to the cooperative's key accounts is my primary function, I have been placing an emphasis on providing educational opportunities for our key accounts that they may not have otherwise had.

Last year, I coordinated a stray voltage seminar for our agricultural members, as



One of 14 electric cooperatives serving Pennsylvania and New Jersey

well as a power quality workshop for commercial and industrial accounts. Tri-County has embraced the importance of educating our key accounts, and I plan to organize additional seminars in the future.


While the co-op has always been member-service oriented, the focus had been primarily on the residential accounts until recent years. With the decision to create a key accounts position, it became clear that the co-op was equally committed to serving their commercial consumers.

This increased commitment to key accounts doesn't just benefit our largest consumers. It plays a big part in our ability to open doors for future economic development possibilities. Attracting a major industrial account to our lines not only benefits the cooperative by allowing it to grow, it benefits the community at large by providing jobs, tax revenues, and other opportunities for our members.

When a manufacturer looks to site a plant in an area, a key consideration is often the availability of a responsive, high-quality energy provider. Businesses know the reputation of the electric cooperative program.

With a growing focus on key accounts in the past decade throughout the cooperative industry, increasingly that reputation is one of taking care of business.

**Tri-County
Rural Electric Cooperative**

A Touchstone Energy® Cooperative 
22 North Main Street • P.O. Box 526
Mansfield, PA 16933
Mansfield – 570/662-2175
Coudersport – 814/274-8740
Web Site: www.tri-countyrec.com
E-mail: trico@epix.net

For Emergencies call
1-800-343-2559

Robert O. Toombs
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Summer Hours

7 a.m. - 4 p.m. (Mon.-Fri.)

MEMORIES FOR A LIFETIME

Six students representing Tri-County traveled to Washington, D.C., this summer to tour the Capitol City, explore the country's past and meet others, like themselves, who will help shape the nation's future.

The students, all children of Tri-County members, took part in the Rural Electric Youth Tour, which drew more than 1,400 students from across the country to the nation's capital the week of June 19. The tour is organized annually by the National Rural Electric Cooperative Association (NRECA), the service arm for the nation's 1,000 electric cooperatives.

Representing the cooperative on Youth Tour were: Michelle Kurtz, daughter of Edward and Bertha Kurtz of Westfield, a student at Northern Potter High School; Anna Geist, daughter of Phil and Susan Geist of Westfield RR 4, Cowanesque Valley High School; Erin Dickerson, daughter of Rod and Kim Dickerson of Shinglehouse, Oswayo Valley High School; Philip Risser, son of Martha and T. Kevin Risser of Coudersport, Northern Potter High School; Glenn Dunn II, son of Glenn and Joanne Dunn of Coudersport, Coudersport High School; and Kaitlin Shellenberger, daughter of Robert and Kathy Shellenberger of Roaring Branch, Liberty High School.

The Tri-County delegates, who will be entering their senior year of high school in the fall, boarded the motor coach at the co-op's Coudersport and Mansfield offices Sunday morning, June 19, and traveled to Gettysburg, where they met up with the rest of the Youth Tour participants from Pennsylvania and New Jersey. From there, they headed for the Hilton Hotel in Crystal City, Va., where they stayed for the next five nights.

The 2005 Youth Tour got rolling Monday morning with National Youth Day. Highlights of the action-packed morning included an inspirational keynote address by Michael Schlappi, a four-time Olympic medal winner who competes in wheelchair basketball. Other speakers



Tri-County's Youth Tour students, front row, left to right, Kaitlin Shellenberger, Anna Geist, and Erin Dickerson, and back row, left to right, Philip Risser, Michelle Kurtz, and Glenn Dunn II, admire the Capitol during their week-long visit to Washington, D.C.



Erin Dickerson, Anna Geist, and Kaitlin Shellenberger give their feet a rest during a busy day of sight-seeing in the nation's capital.

included Nebraska state Sen. Dave Landis, portraying the late U.S. Senator and rural electrification champion George Norris, who told the story behind the creation of electric cooperatives in this country.

Following lunch it was on to Mount Vernon for a tour of George Washington's historic home on the Potomac River, along with its beautiful gardens and orchards. Rounding out the day was an evening boat cruise on the Potomac,



Youth Tour participants (from left) Andrew Kline, Glenn Dunn II, Philip Risser and Derek Rockwell stand at Tidal Basin with the Washington Monument behind them. Kline and Rockwell represented Claverack Rural Electric Cooperative on the Youth Tour.



Philip Risser, Michelle Kurtz, and Glenn Dunn II say farewell after the Youth Tour bus returned them to the Tri-County Rural Electric headquarters office in Mansfield on Friday, June 24.



The Tri-County contingent mugs for the camera on the steps of the Jefferson Memorial.



Tri-County delegates Glenn Dunn II, far right, and Philip Risser, stand in the Breadline with friends from other Pennsylvania cooperatives. The statue is part of the Franklin Delano Roosevelt Memorial.

where the Pennsylvania delegates were able to dance and mingle with Youth Tour participants from other states.

On Tuesday, Tri-County students heard from two Pennsylvania congressmen at the Capitol Hill Club. U.S. Reps. Don Sherwood and Todd Platts, as well as an aide to U.S. Rep. John Peterson,

addressed the Pennsylvania delegates during the visit.

Other highlights of the week included a tour of Arlington Cemetery, visits to the Smithsonian Museums, National Zoo, Jefferson, Lincoln, and Roosevelt memorials, Vietnam War and Korean War memorials, the World War II Memorial, and a guided tour of the awe-inspiring National Cathedral.

Students also enjoyed a theater performance of "Sheer Madness," as well as the popular All States Dinner Dance, which brought together all 1,425 Youth Tour students from 44 states for an evening of dancing, games, videos and socializing.

"Youth Tour gave me the chance to see things that I had only read about in textbooks or seen on television," said Youth Tour delegate Erin Dickerson, noting that she was moved to tears by

the changing of the guard at the Tomb of the Unknown Soldier at Arlington Cemetery.

Fellow Youth Tour participant Michelle Kurtz noted, "We had a time we will never forget. I gained a lifetime's worth of friendships during the trip."

Tri-County has been a supporter of Youth Tour for many years. Each year the cooperative seeks out students from its service territory who have an interest in learning more about the nation's capital and the rural electric cooperative movement.

Applicants must be high school juniors whose parents or legal guardians are members of the co-op. Students must complete an application form and brief essay for consideration.

Application information is generally available in February at local schools and in Penn Lines or through Tri-County's web site.

Youth Tour, sparked by a speech by then U.S. Senator Lyndon Johnson at the 1957 National Rural Electric Cooperative Association Annual Meeting, has been held annually since 1964.



Tri-County — more than just an electric provider

For nearly 70 years, Tri-County Rural Electric Cooperative's goal has been to provide dependable, affordable electricity to its member-owners. But over that time, your co-op has developed into more than just an energy supplier.

"Cooperatives offer much more than reliable, affordable electricity for our members," says Alex Hartley, director of member services. "We provide many extra services and products designed to save our members time and money."

Following are some of those products and services Tri-County offers its members:

- *Water Heaters* — Members can lease or purchase high-quality, energy-efficient electric water heaters through Tri-County Rural Electric. With our lease program, members receive free maintenance of their water heater for the term of the lease.
- *Family-in-Need Fund* — Members have the opportunity to round up the payment amount on their electric bills to the nearest dollar, with the extra change going to a fund that helps struggling members pay their electric bills.
- *PAiD plan* — Members never have to worry about late payments when they participate in our Payment Automatically Deducted (PAiD) program. We'll automatically deduct your electric bill payment from your checking or savings account each month.
- *Energy Audit* — Tri-County's trained professionals will visit your home and perform an energy use audit to help determine your electrical consumption. From the audit, they may be able to offer suggestions that would help reduce your electric use and save you money.
- *Load Management* — Members receive a \$5 monthly credit to their electric bill when they install a load management switch to their water heaters.

- *SurgeTamer*® — Protect your expensive home electronic equipment and appliances by purchasing a SurgeTamer surge protection unit. Tri-County carries a wide variety of surge-protection devices, which are available to members at discounted prices.
 - *Gift Certificates* — Looking for a practical gift that can be used anytime throughout the year? Tri-County has gift certificates that can be purchased for any Tri-County member.
 - *Budget Billing* — Tri-County sets up a billing plan that lets you make uniform payments each month.
 - *Pole Lighting* — Tri-County will install a pole light on your property that automatically turns on at dusk and switches off at dawn. Installation, including the lighting fixture, wire and pole, is free as long as the pole light is located within 125 feet of an existing cooperative facility.
 - *Stray Voltage Inspections* — If you believe you are experiencing a stray voltage at your dairy or hog farm, we can send a representative to help you check for problems on your premises. We will investigate causes and help with solutions to severe problems.
 - *Penn Lines* — Each month, members receive a full-color magazine, Penn Lines. Each issue brings you information about your electric cooperative and the energy industry as a whole. The magazine also provides suggestions regarding the safe, efficient use of electric energy, feature stories, recipes and readers' photographs.
- Tri-County believes in providing quality electricity to members. However, just as important is providing quality programs and services aimed at enhancing members' lives.
- For more information on any of these products or services, please call the Tri-County office at 1-800-343-2559.



A friendly reminder to dog owners...

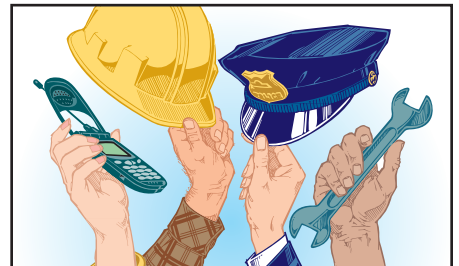
Your cooperative has a small favor to ask: If you own a dog, please make sure your pet is properly restrained.

Our meter readers, service technicians, and line workers report numerous close encounters with loose canines throughout the year. Incidents such as these not only endanger our workers, they also reduce their efficiency and, as a result, become costly.

We ask you to keep your dogs inside the home or, if outside, secured in a pen or leashed. Also, please be sure to move dog houses away from utility poles and meter bases.

Be aware that under Pennsylvania law, all dogs must be under control and may not run at large. Dogs are considered personal property and owners are responsible for damages caused by their pets.

Thank you for your cooperation in this matter.



Tri-County Rural Electric Cooperative will be closed on Monday, September 5, 2005, in observance of Labor Day.