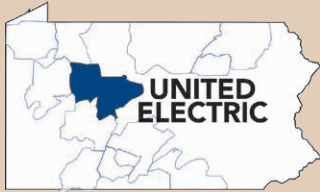




United Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives
serving Pennsylvania and New Jersey

UNITED ELECTRIC COOPERATIVE, INC.

P.O. Box 688
DuBois, PA 15801-0688
Customer Service: 888-581-8969
www.unitedpa.com
Outage: 800-262-8959
Office Hours: M - F 8 a.m. - 4:30 p.m.

BOARD OF DIRECTORS

Chairman

Stephen A. Marshall, District 5
1030 Donahue Rd.
Luthersburg, PA 15848
814-583-7320

Vice Chairman

Timothy D. Burkett, District 6
5059 Hamilton Markton Rd.
Punxsutawney, PA 15767
814-592-5190

Secretary/Treasurer

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1964 River Hill Rd.
Frenchville, PA 16836
814-263-4491

DIRECTORS

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502 Pine Run Rd.
Mayport, PA 16240
814-365-5646

Arden E. Owens, District 7
505 Trout Run Rd.
Shawville, PA 16873
814-765-6458

Richard Petrosky, District 3
P.O. Box 612
DuBois, PA 15801
814-371-8672

David W. Walker, District 4
631 Olanta Rd.
Olanta, PA 16863
814-236-3321

President & CEO
Len Hawkins

COO, HR Manager & Consumer Advocate
Lauren Gustafson, Ext. 8501

Manager of Marketing & Member Services
Kristy Smith

COOPERATIVE CONNECTION

Guest Column

Contact Us: We Can Help!



TORI URBAN

AT UNITED ELECTRIC COOPERATIVE, we are constantly striving to improve our processes so we can make our cooperative better for our members. By making sure we have accurate and complete contact information for you, we can continue to provide the high level of service you expect and deserve.

This information is important because we can only discuss the account with the member(s) listed on it. We sometimes must verify names, phone numbers and additional personal information. When more than one adult lives in a residence, it's often assumed both are on the account, but that's not always the case. Full and accurate contact information is especially important for discussions about past-due amounts, fees and payment assistance.

As we move into winter, some members may be unable to keep up with their utility account balances. If you need assistance paying your heating bills, there are many agencies and programs in our area that offer financial assistance to alleviate some of the burden:

► **LIHEAP (Low Income Home Energy Assistance Program)** — At presstime, we learned that due to the federal government shutdown, the opening date of LIHEAP has been delayed from **Nov. 3 until at least Dec. 3**. As a result, the state Department of Human Services will not be accepting applications for regular LIHEAP cash or crisis grants until the season opens. As always, we will keep our members informed as updates become available. For more information, please call the cooperative office or the county agencies listed below.

► United Electric also offers our **Members United Program**, which provides assistance up to \$500 and is funded through our Round-Up Program. Please contact our Member Services Department toll-free at 888-581-8969 to inquire about current eligibility and guidelines. If you would like to support the Round-Up Program, please fill out the form below and return it to the co-op office: P.O. Box 688, DuBois, PA 15801-8969.

Program caseworkers will call United Electric to verify and retrieve information, which is why providing your current contact information is important. Call our Member Services Department at the above number during regular business hours for more details on these programs and to verify your current contact information. 📞

TORI URBAN

COLLECTIONS & MEMBER SERVICES SUPERVISOR

Members United Round-Up Program

Yes, I would like to help members through the Members United Round-Up Program. Please round up my bill to the nearest dollar amount.

Name on Account: _____

Account Number: _____

Signature: _____

State Agency Phone Listing

Clearfield County	
LIHEAP	800-862-8941
Community Action	814-765-1551
Jefferson County	
LIHEAP	800-242-8214
Community Action	814-938-3302
Clarion County	
LIHEAP	800-253-3488
Community Action	814-226-4785
Cambria County	
LIHEAP	814-533-2253
Community Action	814-536-9031
Elk, Cameron, McKean, Potter Counties	
LIHEAP	800-847-0257
Community Action	814-486-1161
Forrest, Warren Counties	
LIHEAP	800-253-3488
Community Action	814-726-2400
www.compass.state.pa.us	

In Pennsylvania, dial "211" for agency assistance, including local agencies not listed here.