



Harrison Rural Electrification Association, Inc.

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Your Touchstone Energy® Partners



www.harrisonrea.com

Happy Labor Day!

It was 125 years ago when the Central Labor Union in New York City celebrated the first Labor Day on Sept. 5, 1882.



The day to celebrate and honor those who were helping the country grow and prosper soon was adopted in other cities and states and became a national holiday in 1894.

While the parades and picnics of those early years may not be as prevalent as they once were, America still pauses on the first Monday of September each year to honor those who work hard to make this country great.

HREA will be honoring all those who strive to bring you reliable electric service at a reasonable rate as we close our office Monday, Sept. 3 to give our laborers a day to relax with friends and family.

Source: Department of Labor

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Office Hours

7:30 a.m. to 4 p.m., Mon. - Fri.

Customer survey results for HREA

I'm happy to report that our most recent member-survey showed marked improvement in various areas of our study. The blind survey is a random sampling of 300 of our members taken over the seven counties HREA serves. Several increased levels of performance show that the Cooperative is moving in the right direction on many issues. A sampling of the results is shown below:

Manager's Corner

By
Gary Jackson,
CEO/General
Manager



Note: A scale of 1 to 4 on the following answers —
(Service Satisfaction)

Respected as a member.....3.35
Representatives seem knowledgeable3.25
No trouble getting to right person3.35
Time arranged for service was convenient.....3.15

Service Satisfaction By Number Of Contacts To Solve Problem

Average number of contacts to solve a problem1.98
Percent completed on first contact.....61.9%

Note: A scale of 1 to 5 on the following answers —
(Green Power Attitudes)

I am concerned about the environment4.4
I try to do whatever I can to help protect the environment.....4.4
I am personally willing to pay more for my electricity if it comes from sources that are less harmful to the environment3.5
I would like my electric company to offer some type of green power or energy generated from renewable resources.....3.9

Overall Satisfaction Level With Cooperative

32.7% Members are VERY SATISFIED
46.7% Members are SATISFIED
12.0% Somewhat Dissatisfied
3.0% Very Dissatisfied

With the high costs of goods and services rising out of control in the world today, it is gratifying to know that nearly 80 percent of our members understand the complexities of running an electric Cooperative.

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Our members are important

If you buy your electricity from a Cooperative, you are not a customer, you are a member. Of the seven Cooperative Principles, the very first principle is: Voluntary and Open Membership.

"Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination." The second principle goes on to speak of Democratic Member Control. "Cooperatives are democratic organizations controlled by their members, who actively participate in setting their policies and making decisions. ...members have equal voting rights — one member, one vote..." Members have a voice in decision-making at the Co-op.

One of the things that make electric Cooperatives different from other utilities is that we are "of, by and for our members." Member ownership means Co-ops are more accountable and responsive to local needs.

According to the Bylaws of Harrison Rural Electrification Association, Inc., Article I, Section 1 states

that, "Any person, firm, association, corporation or body politic or subdivision thereof may become a member..." Although HREA is the only electric Cooperative operating in West Virginia, we are part of a network of Cooperatives that serve more than 35 million members nationwide. Of those 35 million members, most important to us here at HREA are our own 5,000 members, their needs and concerns. So when you think of yourself as just another account number, rest assured that to us, you're more than a consumer, you're a Member, and that's the Cooperative difference.



Autumn officially begins

Autumn becomes official on Sept. 23 with the autumnal equinox.

An equinox is the event when the Sun can be observed directly above the Earth's equator. Night and day are nearly of the same length. The word equinox derives from the Latin words *aequus* (equal) and *nox* (night). The center of the Sun spends an equal amount of time above and below the horizon at every location on Earth. Because the Sun is a sphere and not a point source of light, the actual crossing of the Sun over the equator takes approximately 2 and 1/2 days. The equinox occurs halfway through the transit when the center of the Sun is directly over the equator. The instances of the equinoxes are not fixed but fall about six hours later every year, amounting to one full day in four years, but then are reset by the occurrence of a leap year.

One of the effects of equinoctial periods is their temporary disruptive effect on communication satellites. For most geostationary satellites, there is almost always a point when the sun is directly behind the satellite relative to Earth. The Sun's immense power and broad radiation spectrum over-

load the Earth station's reception circuits with noise and, depending on antenna size and other factors, temporarily disrupt or degrade the circuit. The duration of those effects varies but can range from an hour to a few minutes.

An old European folk tale claims that one can balance an egg on its point on the equinox day, but in reality, one can balance an egg on its point on any day (if one has the patience for it). (Source: *Wikipedia*, the free encyclopedia)

The reality of the autumnal equinox for most of us, however, is that fall is here and will begin to paint our world in brilliant yellows, oranges and reds. The sweet smell of a wood fire permeates the air, and some of us might also get a whiff of cinnamon apples as they simmer away in copper kettles rendering the apple butter for our morning biscuits. Parents may be able to catch their breath as the school season resumes, and sports fans once again will fill the stadiums for the Friday night football game. The air will become crisp and one morning we all will wake to the first frost of the season, knowing that winter can't be far behind.



HREA Linemen go to the rodeo

Three HREA linemen decided it might be fun to compete in an event created especially for linemen, the "linemen's rodeo".

Rob Davis, Jon Paul McAllister and Sean Bailey traveled to Charleston in June and entered the Mountain State Rodeo competition sponsored by American Electric Power.

Sadly, our guys didn't place, but history was made by Blue Grass Energy from Nicholasville, Ky. when its guys took the top two spots and returned home with 18 trophies and \$300 in prize money.

Undaunted, our guys entered the competition held in Greenville, Penn. at the annual Penn-Ohio Linemen's Rodeo held in July. The team from Guernsey-Muskingum Electric Co-op in Ohio retained its title from the year before, winning the 2007 competition.

Our men didn't place, but they have gained valuable experience at competing and hope to do better

next year. Also, they are considering traveling to Kansas and competing there next month. Rob, Jon Paul and Sean use their own vacation time and pay their own expenses when entering these competitions.



When asked what he liked best about the rodeos, lineman Rob Davis said he liked to compete against other linemen. Davis stated also, "It's good public relations for Harrison Rural Electric. Linemen came up to us and told us they had never even heard of our Co-op before."

Linemen compete in five different categories: pole-top rescue; crossarm changeout; speed climb; wiring in

a transformer bank and rope splice.

We're proud of these guys for the effort and time they have put into competing, and we appreciate the good image they are promoting for our Cooperative. Thank you Rob, Jon Paul and Sean — good luck in future competitions!

Employee spotlight

We would like to take this opportunity to introduce our members to the newest employee on our team, Caleb Pennington.

Caleb began working for the Cooperative in April. He is a multi-tasker and holds the positions of purchasing agent, warehouseman and vehicle mechanic.

Caleb was born in Parkersburg and has spent most of his life in Pennsboro. He graduated from Ritchie County High School where he lettered in football. Caleb attended PRT for two years where he obtained certification for ASE Master Auto Technician. He previously was employed by Allen's Pontiac in Pennsboro.

Caleb quickly acclimated to working here at HREA. He still is learning the material side of his job



duties, but he already is performing the majority of the maintenance work on our fleet of vehicles. He is definitely a welcome addition to our Co-op family.

Caleb attends the Church of God in Pennsboro and enjoys hunting, fishing and working on cars in his spare time.



Working smoke alarms: A must for every home

Smoke alarms can save your life, your family and your home, but only if you maintain them properly and install them in the right places.

The safety experts at Underwriters Laboratories, Inc. (UL) advise homeowners and renters to install at least one smoke alarm on every floor of their home. Reports from the National Fire Protection Association show that more than 368,000 home fires occurred in the United States in 2000, resulting in 16,975 injuries and \$5.5 billion in property damage.

"Having working smoke alarms installed on every level of your home dramatically increases your chances of survival. By providing an early warning in the event of a fire, smoke alarms allow you and your family sufficient time to reach safety," says John Drengenberg, Global Consumer Affairs manager at UL. "Your risk of dying in a home fire is literally cut in half by having a working smoke alarm installed."

UL offers some additional tips for purchasing, maintaining and placing smoke alarms:

- When you purchase a smoke alarm, look for the UL Mark on the product as well as the packaging. The UL Mark indicates that UL evaluated representative samples of the smoke alarm for your safety.
- Although one smoke alarm can help save your life, several may be needed to adequately protect your home and your family. Install at least one on every floor of your home, including the basement and outside each sleeping area.
- If you sleep with the door closed, install smoke alarms inside the room.
- Because smoke rises, alarms should be mounted high on walls and ceilings.
- Smoke alarms should not be installed near a window, door or forced-air register, where drafts could interfere with their operation.
- To keep smoke alarms in good working order, test them at least once a month. Testing familiarizes you and your family with the life-saving signal that the alarm makes.



- A good cleaning helps eliminate dust that collects on smoke alarms — dust can cause a nuisance alarm. Clean your alarm as instructed in the owner's manual.
- Don't allow anyone to disconnect or "borrow" the batteries from your smoke alarm. A smoke alarm can't work unless it's connected to a power source.
- Remember to change batteries in all smoke alarms twice a year.
- Replace your entire smoke alarm every 10 years, or as the manufacturer recommends.

In addition to working smoke alarms, UL also recommends that you develop and practice a fire escape plan with your family. Family members never should return to a burning building for any reason. Property can be replaced, but lives can't.

SEPTEMBER BIRTHDAY GREETINGS!



Birthday greetings are extended to Caleb Pennington (Sept. 14), Missie Stephenson (Sept. 16) and Chris Davisson (Sept. 29). Caleb is our newest employee whose duties include purchasing, warehouseman and truck mechanic. Missie has been with the Cooperative for nine years and presently holds the position of billing clerk. Chris has worked for HREA for 13 years and is our serviceman. Happy Birthday from all of your co-workers! We hope you all have a memorable day.

