

## ELECTRICAL IMPROVEMENTS



If your electric service is scheduled for maintenance or upgrade work and the meter needs to be pulled, please contact the office to schedule a disconnect/reconnect appointment.

By having this appointment scheduled, an authorized Somerset REC employee will temporarily disconnect the power and allow you to perform necessary work on or around the electrical service. There is NO CHARGE from the Cooperative to our members for an appointment during normal business hours. If there is an emergency situation during non-business hours such as a holiday or weekend, please call 814-445-4106 and report the situation to the person on-call.

Please keep in mind that any time a meter is pulled to do electrical repairs or upgrades, an electrical inspection is needed before the meter is reconnected.

Failure to comply with the above mentioned process could result in tampering fees. We would rather everyone remain safe, than to risk a potentially dangerous situation created by opening a meter base.

## CALL 811

Call 811 before digging to request the approximate location of buried utilities to be marked with paint or flags so you don't unintentionally dig into an underground utility line.

## STAY CONNECTED

Find us on Facebook by searching Somerset Rural Electric Cooperative Inc. or on our website, [www.somersetrec.com](http://www.somersetrec.com) to stay up to date with cooperative news. We post industry information, safety tips, community involvement, giveaways and helpful tips to make your home or business more energy efficient.



## MEMBER EVENTS

May - Annual Meeting of Membership  
October - Member Appreciation Day

## Additional Questions? We're here for you!

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223 Industrial Park Road  
Somerset, Pa 15501  
814-445-4106  
Toll-free: 1-800-443-4255  
[service@somersetrec.com](mailto:service@somersetrec.com)  
[www.somersetrec.com](http://www.somersetrec.com)



Somerset Rural Electric  
Cooperative, Inc.

A Touchstone Energy® Cooperative 

# Member Information Guide

# Welcome

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Congratulations! You are now a member-owner of this local non-profit electric cooperative. This quick reference guide is an overview of services provided by your cooperative as well as important information we would like to communicate to our members.

## MEMBER INFO

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### OUTAGES

If you experience a power outage, please report it by calling 814-445-4106 or in the Smarthub app. If you report an outage after hours, you will be directed to an automated messaging system. The dispatcher will immediately relay your information to the on-call crew to restore your power. Non-emergency situations will be addressed the next business day.

### PENN LINES

A monthly publication that keeps members up-to-date with cooperative news and events. It also focuses on rural social and political issues, economic and community development, health and education concerns, and more efficient uses of electricity.



SmartHub offers members an electronic account management portal for online and smartphone users. Convenient features include pay your bill on the go, report an outage or check electric use. You can also set up recurring payments through your checking account or credit/debit card. Payments are withdrawn from your account on the 25th of each month.



### WAYS TO PAY

**Pay-by-phone:** To make a payment by telephone, please call toll-free 877-833-4018 and have your electric account number ready.

**Pay-by-mail:** Send your billing stub along with a check or money order for the amount shown on the bill to:

Somerset REC  
223 Industrial Park Road  
Somerset, PA 15501

**Pay-in-person:** Make a payment at our office or use the secure drop box located in the parking lot or vestibule. Cash, check, money order or credit cards are acceptable payment methods.

## PROGRAMS & SERVICES

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### HVAC DEPARTMENT

Somerset REC offers a wide range of HVAC services including the installation and maintenance of geothermal heat pumps, air source heat pumps, mini-splits, electric boilers, ETS units and water heaters.

If you are interested in purchasing a new heating or cooling unit or water heater, please call the cooperative office for current pricing and in-stock availability.

### METERING SERVICES

The cooperative currently offers a whole house surge protection device as well as GenerLink units. GenerLink units provide a safe and quick connection between your home and generator when the use of a generator is necessary.

For more details and pricing, please contact the cooperative office.

### LOAD MANAGEMENT

A water heater program where a device is installed to shift energy during peak demand periods, keeping power costs stable. Members will receive a one-time \$100 bill credit for 3 year commitment.