



1775 Industrial Blvd. * Lewisburg, PA 17837 * (570) 524-2231

Community News

Understanding Electric Choice

Pennsylvania's Electric Choice program gives you the ability to choose the company that supplies your electricity.

It also allows customers to select a generator based on price, products and incentives as well as personal preferences as to the type of generation to purchase, such as nuclear, coal, or green energy products such as solar and wind energy.

As your local electric distribution utility, Citizens' Electric owns and maintains the wires, poles and meters necessary to deliver power to your home and sends you an electric bill each month. That will not change, nor will the safety or reliability of your local electric service, regardless of whether you purchase power through Citizens' Electric or from an alternate electric generation supplier.

While there are currently no electric generation suppliers offering to provide generation service to customers within our service territory, we continue to be prepared for that possibility.

It's also important for you to be prepared to make an informed shopping decision once alternate suppliers enter the Citizens' Electric market.

If you are shopping for strictly financial reasons, you will want to look at the "Price to Compare" of the alternate generation suppliers and compare them with Citizens' Electric's Price to Compare.

The Price to Compare includes the cost of generation and transmission supply as well as the State Tax Adjustment Surcharge. Citizens' Price to Compare is adjusted quarterly to reflect current energy costs and market conditions.

Citizens' Electric's Price to Compare will remain at 7.0873 cents per kilowatt-hour through the end of 2011 and is currently estimated to be approximately 6.9718 cents per kWh for the first quarter of 2012.

It's important to be an informed shopper. Keep in mind, contracts are legal agreements, and some suppliers could require fees or penalties for terminating agreements or switching suppliers.

For additional information about Customer Choice, including a list of questions customers can use to evaluate and compare suppliers, please contact the office or visit our website at www.citizenselectric.com.

If you wish to learn more about Pennsylvania Electric Choice, the following websites contain a wealth of information:

- www.papowerswitch.com
- www.oca.state.pa.us

Keep the cold air outside this winter

With the return of fall and cooler temperatures, it's time to prepare your home for winter. Following are some energy efficiency tips designed to help you reduce your utility bills this winter:

- Find and seal air leaks inside and around the exterior of the home. Check around fixtures that penetrate walls, such as exhaust fans and electrical outlets. Look for unfilled gaps and cracks near dryer vents, chimneys and faucet pipes.
- Seal leaks between moving parts with weather stripping, such as between a door and its frame. Caulk cracks between windows and walls, as well as around door frames.
- Replace your screens with storm windows and doors.
- Make sure attics and flooring above unheated areas, such as crawl spaces and the garage, are properly insulated.
- Install programmable thermostats to automatically raise and lower home temperatures for energy savings by day and night.

Customer Service Survey on flip side

If you had contact with Citizens' Electric Co. in the last 12 months, please take a few minutes to fill out our 2011 Customer Service Survey. Your feedback is important.

Citizens' Electric Co. Customer Service Survey – 2011

In an effort to ensure the best possible service to our customers, Citizens' Electric Co. asks that you complete the following survey and return it along with your electric bill. You may also mail the survey to Citizens' Electric, P.O. Box 551, Lewisburg, PA. 17837, deliver it to our office at 1775 Industrial Blvd. in Lewisburg or fax it to (570) 524-5887.

Please circle one of the following ratings to each question below:

- | | | |
|---------------------------------------|--------------------------|--------------------------|
| 1. Very Satisfied | 4. Somewhat Dissatisfied | 7. Did not Call or Visit |
| 2. Somewhat Satisfied | 5. Very Dissatisfied | |
| 3. Neither Satisfied nor Dissatisfied | 6. Don't know | |

PART A. Contact with a Citizens' Electric Customer Service Representative (CSR)

- How satisfied were you with the ease of contacting Citizens' Electric Company?
1 2 3 4 5 6 7
- How courteous was the customer service representative with whom you spoke?
1 2 3 4 5 6 7
- How knowledgeable was the customer service representative with whom you spoke?
1 2 3 4 5 6 7
- How satisfied were you with the way in which the customer service representative handled your question?
1 2 3 4 5 6 7
- As a result of your contact with Citizens' Electric Company, did anyone from our company make a visit to your home or property? YES NO (Please circle one)

If you answered Yes to question 5, please answer questions 6-10 in Part B., otherwise go to question 11

PART B. Contact with Citizens' Electric Field Representative

- Were the visit and/or required work completed in a timely manner?
1 2 3 4 5 6 7
- How courteous was the field representative who visited your home or property?
1 2 3 4 5 6 7
- How knowledgeable was the field representative who visited your home or property?
1 2 3 4 5 6 7
- How satisfied were you with how the field representative handled the visit to your home or property?
1 2 3 4 5 6 7

PART C. Overall Rating

- Considering all aspects of this recent contact with Citizens' Electric Company, how satisfied were you with the quality of services provided by Citizens' Electric Company?
1 2 3 4 5 6 7
- If you indicated that you were somewhat dissatisfied or very dissatisfied with your interaction with Citizens' Electric Company, would you like someone from our office to contact you about this?

YES _____ Phone Number _____ NO _____ (Please check one)

- Do you have any other questions or comments you would like addressed?

Name: _____
(Optional)

Address: _____
(Optional)