

Bedford Rural Electric Cooperative

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives
serving Pennsylvania and New Jersey

Bedford REC

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BOARD OF DIRECTORS

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Kimmel and King Twps.

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Attorney

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Office Hours

Monday through Friday
7:30 a.m. – 4:00 p.m.

From the General Manager



Be a champion for the co-op!

By Brooks Shoemaker

YOU DON'T have to be an expert on the co-op business model or the electric utility industry to share the value our co-op brings to the community. While it isn't something that we think about every day, our business model is uniquely, locally oriented and benefits the community in many ways. Think about it:

- ▶ **We're all about community.** Our co-op was founded to serve our community when others wouldn't. We work hard to deliver reliable, affordable energy to our members.
- ▶ **We're focused on improving the quality of life.** This is how we remain relevant: by providing essential services, face-to-face, that can improve the quality of life for our members.
- ▶ **We're ready for the future.** Our co-op is striving to anticipate and plan for the future needs of our members and the communities we serve.
- ▶ **We're about member satisfaction and service to the community.** Each year, we return capital credits to our members as a benefit of membership. We also support the community and our less-fortunate members in many charitable endeavors.
- ▶ **We're committed to education.** We educate our employees so they have the knowledge, skills, tools and resources to help our co-op thrive. We also help to educate members with our scholarship and educational opportunities.
- ▶ **We're more than an energy provider.** Because of our business model,

we are a catalyst for good that spurs prosperity for our community. Every year, we are there to help fulfill many of the community's needs.

Affordable electricity powers our quality of life

Most of us use electricity, directly or indirectly, virtually 24 hours a day, seven days a week and 365 days per year. It is abundant and available with the simple flip of a switch, and it's also easy to take for granted.

Without a doubt, the typical U.S. household now uses more air conditioning, appliances and consumer electronics than ever before. The average home also contains 10 or more internet-connected devices. It is no wonder we occasionally wince when we look at our monthly bill, but keep in mind, it's no longer just the "light bill."

Electricity powers our quality of life, appliances, water heater, HVAC system, smartphone chargers, computers, TVs, and the internet modem and Wi-Fi router. The energy bill covers so much more than lighting.

Today, there is more demand for electricity than ever before because the need for electricity is increasing. Typically, when demand goes up, so too does the price. This is the case with most goods or services, like cable or even your favorite specialty coffee. However, that's not true with electricity.

Over the last five years, the cost of rent increased 3.4%, medical care increased 2.8% and education increased 2.2%, but the cost of electricity only
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Breezewood Quality Inn in same family for nearly 70 years

By Linda Williams

ARRIVING in Breezewood via Route 30, I-70 or the Pennsylvania Turnpike can be a harrowing experience.

Travelers looking for a quiet respite will find it, an oasis at the top of the hill along Route 30, the Quality Inn, now owned and operated by the original builder's daughter, Judy Felton Carlin, and her husband, John.

The grounds feature shade trees, a swimming pool, a magnificent view and multiple flower gardens. The Carlins have done a great job of continuing the same standards set by Judy's parents, Don and Helen Felton, in 1953. The land was part of the original Felton farm, taken when the Pennsylvania Turnpike came through in 1940. Today, 2.9 million travelers come through Breezewood annually.

The motel was home to Judy and her twin brother, Jeff (now deceased), when they came home from the hospital. The motel has always been a part of her life, and Judy remembers standing on an apple crate to fold towels. She watched her parents treat each and every guest as special and has continued to follow in their footsteps.

Her parents often told her stories about those early days, such as their opening night when they had only six furnished rooms.

"They had the furniture for six more, but it was still in the trucks," Judy says. "Tourists, so anxious for a nice place to stay, offered to help unload and set up if they could just spend the night."

Consequently that night, all 12 rooms were filled.

Another story: In the old days, before the "net," folks used guidebooks to find lodgings and then called the motel on a landline to make a reservation. One lady asked Helen Felton to reserve her a room. Helen replied that she would be happy to do so, but she was giving her twins a bath in the kitchen sink. The lady quickly offered to babysit, and the reservation was made.



A FAMILY TRADITION: Judy Felton Carlin, shown with her husband, John, grew up at the Quality Inn in Breezewood, which her parents owned for many years. Today, the Carlins oversee the landmark motel.

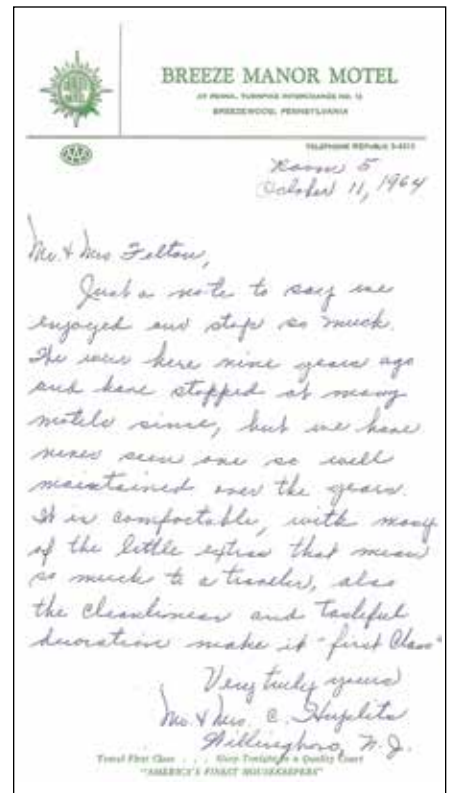
That first motel opened in 1953, and was known as Breeze Manor. In 1954, the Feltons added 12 more rooms, bought a Quality Inn franchise and attended the first Quality Inn convention at the Shoreham Hotel in Washington, D.C. By 1962, they had a total of 50 rooms.

In 2021, those driving by will see a sign reading, "1,590 Quality Inns ...We Rank Second!" This is the same motel that opened in 1953, and is still owned by the same family. In 2004, the Feltons and their daughter attended the 50th Choice Hotel convention and were the only guests who attended both the first and the 50th.

At the 60th convention, Breezewood's Quality Inn, a 60-year-old motel, received the Choice Hotels Platinum Award, a distinction given to the top 3% of Quality Inns nationwide.

COVID-19 hit the motel business hard. John says they did have an advantage with their older-style establishment, where cars park outside individual rooms.

"Each of our rooms has individual



'THE LITTLE EXTRAS': A traveler from New Jersey praises the motel, known then as the Breeze Manor Motel, in a note written in 1964.



air circulating, and there are no elevators, so guests did not have to touch anything except their own rooms, which are always cleaned to perfection,” he says.

A present-day problem is finding help, and the Carlins value their employees.

Even though the Quality Inn, Breezewood, has some age, renovations continue all the time. It was the first property in Breezewood to have a pool in 1961. It was the first to offer a room with two queen beds, the first with a free breakfast and the first with free wireless internet access. It has some rooms with a Jacuzzi whirlpool for two, and was the first in Breezewood with micro-fridges in all guest rooms.

Outside, carefully tended flower gardens are a cheerful sight for weary travelers. The Quality Inn was recently awarded the Bedford County Garden of the Month commercial sign. The garden includes many canna lilies started by Judy’s great-grandmother.

Judy and John agree that cleanliness of the guest rooms is the most important part of their operation.

“Many of our guests are constants, always returning because they know the rooms are clean and quiet,” John says.

Business lost during 2020 is returning in 2021, with fewer families but more grandparents who have not seen their grandchildren in well over a year.

Changes never stop in this industry with most reservations now being made online. The Carlins caution all travelers to watch third-party reservation services closely as hidden fees are often added; plus, in some cases, reservations cannot



AN OASIS: The Quality Inn features a pool, photo at left, gardens and a magnificent view.



WHERE IT ALL STARTED: Don and Helen Felton opened the 12-room Breeze Manor Motel in 1953. It became a Quality Inn in 1954, and eventually grew to 50 rooms.

be canceled. It is still better to go direct.

While cash payments were once acceptable, a credit card with ID is now the only method of payment.

Helen Felton, now in her 90s, lives in her own quarters at the motel as do John and Judy.

“It’s the only home I have ever had,” Judy says.

And even after all this time, both John and Judy agree that there are never two days alike. They get little time off, but do own a farm in the area for relaxation. 🌻

From the General Manager

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 increased 1%. Considering all of the ways we depend on electricity, it's a great value.

So the next time you are enjoying your favorite podcast, TV series, or movie, consider the value of electricity and how it enhances your quality of life.

Tips for responding to negative comments

We have all been offended by someone saying something negative or hurtful — whether in person, on the phone, via email or on social media — and we often feel the need to REACT. It might feel good at the time, but it usually isn't good for us in the long run. However, it is an opportunity to develop your emotional self-control, which is a stepping stone to developing leadership skills and successfully managing relationships.


How do we keep our emotions at bay and respond thoughtfully and constructively to negative comments? First, negative feedback can open our eyes to things we may not see as problematic or as an impact on our relationships. Use the feedback to consider ways to adjust your approach.

Most important, take some time before you respond. Emotions should never dictate a response. Some tips:

- ▶ Hit pause on the situation and turn inward.
- ▶ Take a breath and remind yourself that this moment will pass.
- ▶ Think about positive interactions you've had with your offender. Focus on positivity.
- ▶ Consider how this situation fits into the bigger picture of your interaction with the offender. (It is probably just a blip on the radar compared to the overall relationship.)
- ▶ If the comment occurred via email, wait for a few hours before you respond, but do so within 24 hours.
- ▶ If you are on the phone with the offender, it may be appropriate to excuse yourself from the conversation and call back later once you have regained your emotional self-control.

Receiving a negative comment is tough, but if you use these tools, you can turn a potentially damaging situation into an opportunity to learn and grow.

Energy efficiency tip of the month

Old, uninsulated, and improperly installed exterior doors can waste energy and money. Shut the door on wasted energy by weather stripping and sealing all exterior doors. If you have an old exterior door, consider replacing it with a newer, energy-efficient model. 

OUTAGE REPORTING

In case of an outage...

- 1** Check your fuses or circuit breakers.
- 2** Check with your neighbors, if convenient, to see if they have been affected by the power failure.
- 3** Call the 24-hour number, 814-623-7568, OR call 800-808-2732* during office hours.

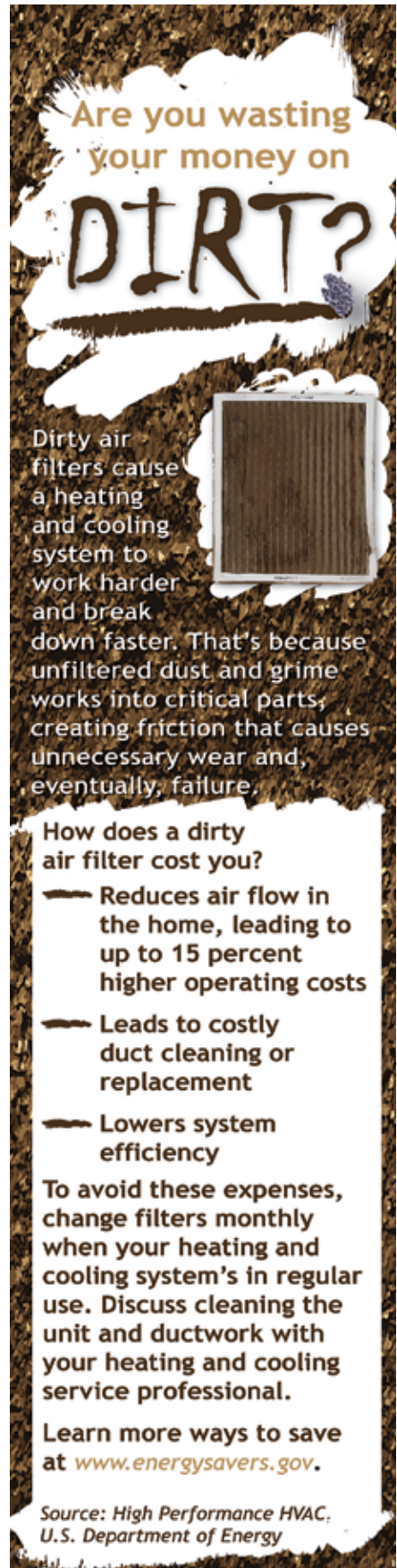
**(Please help us save money – only use this number if toll charges apply.)*

Please give the person receiving the call your name as it appears on your bill, your telephone number and your map number, if known. Any specific information about the outage will also be helpful in pinpointing the problem.

**To report an outage call:
 (814) 623-7568**

During widespread power outages, many members are calling to report power failures. You may receive a busy signal, or in certain cases, your call may go unanswered. This occurs during after-hours outages when the office is not fully staffed. Please be patient and try again in a few minutes.

OFFICE CLOSING
 Bedford REC's office will be closed on Monday, Sept. 6, for Labor Day



Are you wasting your money on DIRT?

Dirty air filters cause a heating and cooling system to work harder and break down faster. That's because unfiltered dust and grime works into critical parts, creating friction that causes unnecessary wear and, eventually, failure.

How does a dirty air filter cost you?

- Reduces air flow in the home, leading to up to 15 percent higher operating costs
- Leads to costly duct cleaning or replacement
- Lowers system efficiency

To avoid these expenses, change filters monthly when your heating and cooling system's in regular use. Discuss cleaning the unit and ductwork with your heating and cooling service professional.

Learn more ways to save at www.energysavers.gov.

Source: High Performance HVAC, U.S. Department of Energy