

Bedford Rural Electric Cooperative

A Touchstone Energy® Cooperative 



One of 14 electric cooperatives serving Pennsylvania and New Jersey

Bedford REC

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Bedford, PA 15522
814-623-5101

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Office Hours

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

From the General Manager



Let's connect

By Brooks Shoemaker

WHEN we say that we live in a “connected” world, most of us think about technology, like our smartphones and other devices and gadgets. But since you are a member of Bedford Rural Electric, there’s so much more to being part of our connected cooperative community.

We depend on you because you power our success, and when we do well, the community thrives because we’re all connected.

We greatly value our connection to you, the members we serve. And we’d like to help you maximize the value you can get from the co-op through a variety of programs, products and services that we offer our members. For example, we can help you save money on your energy bill through our free online energy audits and various rebate programs, which include heat pumps and household appliances. When you download our SmartHub app, you can monitor and manage your home energy use, pay your bill online, and access a menu of additional options for potential savings and more.

When you follow us on Facebook, you can stay up to date on power restoration efforts, tree trimming planning, co-op director elections, giveaways and more. You’ll also see photos of our line crews in action and our employees helping with community service projects — and who doesn’t enjoy seeing good things happening in our community!

By connecting with us, you can get

real-time updates from your co-op. That’s why we want to make sure we have your most current contact information on hand. If we can’t connect with you on these platforms or in person, you could miss out on potential savings or important information.

Your co-op relies on data for nearly every aspect of our operations, and up-to-date contact information from our members helps ensure that we can provide the highest level of service that you expect and deserve.

Updated contact information can even speed up the power restoration process during an outage. That’s because when you call to report an outage, our automated system recognizes your phone number and matches it with your account location. Accurate information helps our outage-management system predict the location and the possible cause of an outage, making it easier for our line crews to correct the problem.

We hope you will connect with us whenever and wherever you can — whether that means attending our annual meeting, providing feedback on a recent visit or call with our employees, or simply downloading our app.

This cooperative exists to serve our members, and when we’re better connected to you and our local community, we’re better prepared to answer the call.

Tips for managing and organizing email

Keeping your email inbox organized
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Coppershine keeps vehicles clean any time of year

By Linda Williams

WHEN Mark Glista of 8537 U.S. Route 220 was growing up in inner city Cleveland, he loved to work on cars. He enjoyed both the mechanics of them and cleaning them. He would meticulously shine knobs, clean out the glove compartment, take stains out of the upholstery, and finish the whole job with a good wash and wax.

When he got older, Glista served in the U.S. Army as a medic and from there went to the Pennsylvania Police Academy, after which he became a state trooper assigned to the turnpike in Everett.

That brought him to Bedford Valley where, in 1995, he bought a house for his family. The property had potential for his retirement as he thought he could build a garage, a building designed specifically for doing what he has always loved to do: clean cars. In 2014, he retired from the state police and hired a local contractor to build the garage he had always dreamed of having for a vehicle-cleaning business he called Coppershine.

With a high ceiling, his garage will accommodate a vehicle up to 10



SHINE ON: Mark Glista shows his own shiny, just cleaned and waxed truck. It is a vehicle that took his whole family on a cross-country trip following his retirement.

or 12 feet high. Glista is what some might refer to as a “clean freak,” with a building as tidy inside as it is outside. There are labeled drawers and compartments for each cleaning item, following the old adage of “A place for everything and everything in its place.” At one point in his life, he worked for Stanley Steemer Carpet Cleaner, which gave him a lot of knowledge about how to clean fabrics.

He wanted a name for the business

that could be easily remembered and perhaps make people smile. As a state trooper, he often drove his car home. That vehicle parked in his front yard would make the truckers disregarding the speed limit as they headed south past his house hit their brakes.

“They thought there was a ‘copper’ watching them,” Glista says.

The Glistas also had a much-loved Irish setter named “Copper” that passed away in 2020.

He put the Copper name together with something that would make one think of the results of their vehicle after a good cleaning and came up with “Coppershine.” It’s catchy and easy to remember.

Putting a lot of love into his work, Glista says he spends around six hours on each vehicle he details, some even more.

“It’s a labor of love,” he admits. “I love cars, and I kind of have to see each one you clean as a jewel unto its own.”

He also likes the solitude of the job.

“It makes you want to just do the best job possible on each car or truck,” he says. “I clean the top, bottom, inside and out.”

Some of the newer fabrics used in cars



NAME WITH A MEANING: Mark Glista explains that the name of his business has a special meaning related to his past life as a state trooper and his current life in the vehicle-cleaning business.

today stain very easily, but Glista has a machine that along with special cleaning supplies will remove those spots.

“You have to be careful,” he says. “If you don’t know what you are doing, you could ruin the fabric.”

He has another machine that cleans the undercarriage of vehicles, which is especially good to clear off winter slush and salt from a vehicle.

Coppershine usually deals with the cars of ordinary people who drive to work, on vacations, etc. The really fun part comes when he gets an antique or vintage car to clean.

“I was once privileged to do a 1946 Ford street rod,” he says with a smile.

He adds that he considers it a joyful day when he gets to clean a muscle or a high-performance car. He also says pickups and luxury trucks are fun to clean and he occasionally gets a van-type vehicle such as those used at hotels.

Cleaning supplies are purchased locally, but he also keeps the Amazon delivery people busy. Shining and cleaning cloths are laundered in the garage’s own washing machine.

“I’m very careful about trying new cleaning supplies and try them before using them on a vehicle,” he says.

Glista says he has been overwhelmed by the positive response he has received from the community.

“There were people who told me I was too far out of town for this business, but I get customers from all over Bedford, Everett, Altoona, wherever,” he says. “They like the work and come back as repeat customers.”

Coppershine will pick up a vehicle and deliver it, and always has inside overnight storage.

The recent COVID-19 crisis has affected his business somewhat, just as it has many others. He notes

that people have not been driving as much, or are at home with nothing to do and sometimes tackle their own car cleaning. However, he is grateful that most of his repeat customers have kept coming. He has focused most of his marketing on radio ads, a classified in the *Bedford Gazette* daily, and his daughter helped him master social media with a company website at Coppershine.com and a Facebook page.

“Facebook is fantastic,” he reports. “It gives great exposure and a way to communicate.”

The events of 2020 did away with plans for a big celebration, which he hopes to now have in 2021. 🌟



A HAPPY TRUCK: An older truck seems to be smiling after a cleaning at Coppershine.



FUN TO CLEAN: Mark Glista says cars like this beauty are a total joy to clean.

NON-TRADITIONAL STUDENT SCHOLARSHIP

Bedford Rural Electric Cooperative will be awarding four scholarships of \$1,000 each to non-traditional students whose primary residence is served by Bedford Rural Electric Cooperative.

For an application, go to our website at bedfordrec.com and click on **scholarship information**. Applications are also available at the office.

All applications and required information must be received no later than March 1, 2021.

Mail application to:
Bedford Rural Electric Cooperative
P. O. Box 335
Bedford, PA 15522

HIGH SCHOOL SENIORS

Bedford Rural Electric Cooperative will be awarding four scholarships of \$1,000 each to seniors whose parents' or guardians' primary residence is served by Bedford Rural Electric.

For an application, go to our website at bedfordrec.com. Click on the member services tab and choose **scholarship information**. Applications are also available at the office.

All applications and required information must be received no later than March 1, 2021.

Mail application to:
Bedford Rural Electric Cooperative
P. O. Box 335
Bedford, PA 15522

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Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov.

Brooks R. Shoemaker
General Manager & CEO

Bedford Rural Electric Cooperative, Inc. is an equal opportunity provider and employer.

From the General Manager

(continued from page 12a)

may seem like an impossible task, especially when email seems to be the primary source of communication for most. You may have days when you open your email and want to give up before you've even started. But don't despair! There are several ways you can easily manage and organize your inbox. Here are a few tips to help you get started:

- ▶ **Only keep email requiring immediate action in your inbox.** Keeping your inbox light allows you to see and stay on top of your most critical tasks that require a response.
- ▶ **Make subfolders your friend.** Subfolders help to keep track of messages that do not require an immediate response. Look at these folders each day, or at different points during the week, to remind yourself of your upcoming projects.
- ▶ **Follow the five-minute rule.** If it will take you more than five minutes to respond, flag the email and go back to it after you have completed your current task.
- ▶ **Use a "do not disturb" option.** If your email provider offers the option to turn on Do Not Disturb — Microsoft Outlook allows for this — do it! This minimizes interruptions.

- ▶ **Schedule time to check your email.** Schedule time each day, maybe morning and afternoon, to review and respond to emails that do not require immediate responses. Filter through your emails from the past week and move and/or delete them as necessary.
- ▶ **Create a focused inbox in Microsoft Outlook.** Let's face it, there are many days when our inboxes are filled with system updates, vendor solicitations, timecard reminders — you name it! If you are using the newest version Microsoft Outlook, you can go to Settings and turn on Focused Inbox. Outlook will automatically sort your mail based on how you react and respond to the emails you get. You can toggle between your Focused and Other inboxes, plus the inbox is intuitive and will adjust to your behavior.

Energy efficiency tip of the month

Use wool or rubber dryer balls in the clothes dryer to reduce drying time and static. Wool dryer balls can also absorb extra moisture. These are an efficient alternative to dryer sheets, which can create buildup on the dryer's filter and reduce air circulation. If you prefer dryer sheets, scrub the filter once a month to remove buildup. 

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, 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 in after-hours outages when the office is not fully staffed. Please be patient, and try again in a few minutes.