



MANHOLE RECOVERY TRAINING

DURING RECENT MANHOLE SAFETY MEETINGS OF OUR FIELD SERVICE TECHNICIANS IN THE PALMERTON PARK, QUESTIONS WERE ABUNDANT AND INCLUDED "WHO HAS TO GO IN FIRST? LET'S THROW SOME MONEY TO SEE WHO GOES AFTER IT." AND "WHO GETS OUT FIRST? IT SHOULD BE ACCORDING TO SENIORITY."

Everyone also shared a good chuckle when a very brave and good-humored member of our Human Resources Department became part of the training example after she volunteered to enter the confined space.

It was a light-hearted morning, but the task at hand was nothing to joke about. We must take precautions to reduce the risk of injury when access to a manhole or any small space is required. Prior to entry, special equipment is used to monitor oxygen, flammable vapors and carbon monoxide levels. Variations from strict, OSHA defined measurements of these can lead to a very dangerous situation. Believe it or not, even oxygen, a gas that is necessary for life, can be problematic in substantial amounts. In addition, the proper use of a tripod and winch system allows a worker to wear a harness that can be used for quick evacuation.

Much of this is "old hat" to our crew, but like most safety precautions, the rules and regulations have become much more detailed the last few years. It was worth a few minutes of time to be sure that our staff stays safe, and as a secondary benefit, that Palmerton Telephone would be able to assist the Borough of Palmerton in the event that an emergency recovery would become necessary. Beware: these dark and dingy confined spaces are used for underground utilities and should never be entered by someone who has not been properly trained.



FUN FACT ABOUT MANHOLES: IN 1990, THE CITY OF SACRAMENTO, CALIFORNIA RENAMED THEIR MANHOLES TO MAINTENANCE HOLES, TO SHOW EQUALITY FROM BOTH GENDERS. THE TERM SHARES THE SAME INITIALS AS THE ORIGINAL NAME, ELIMINATING THE NEED TO CHANGE THE MH NOTATIONS ON THE CITY'S UTILITY MAPS.

Phone Numbers

Customer Service
610-826-6650

Business Office
610-826-2115

Repair Service
610-826-3444

Gilbert Office
610-826-9321

Palmerton Telephone Company continues to engineer and advance technology for tomorrow while providing reliability and quality service that Pennsylvanians count on today.

SERVING THIS AREA SINCE 1900

465 Delaware Avenue • Palmerton, PA 18071 • www.ptelco.com

From the Manager's Desk...

Do you know that
Palmerston Telephone
has been serving the
area since 1900?

PROVIDING SUPERIOR SERVICE

One of the hallmarks of good service is reliability. Traditional telephone companies like Palmerston Telephone set a goal of 99.999 percent service reliability. When we purchase equipment for our network, one of the requirements is that the manufacturer specifies this degree of reliability or better. By comparison, NASA specified a 99.9 percent reliability factor for the Apollo program. Translated into terms of service availability, this means your telephone service should be there for all but 5.25 minutes in any given year.

While we don't measure just how long your service may have been unavailable during a particular year, the PUC requires that we track how many reports of trouble with phone service we receive each month. Their standard is based on how many lines are in service in a particular month. The PUC tells us that no more than 5.5 percent of the lines in any exchange may experience trouble in any one month, or a 94.5 percent factor. While this is laudable standard, it is not quite up to our own goal.

How did we measure up? For the year 2008, taking the average of our worst performing months, we scored an average of 98.686 percent reliability. Although we far exceeded the PUC standard, we fell a little short of our own goal. This performance would, however, rate us a grade of "A" in most grading systems. Storms knock down trees and trees take wires with them, vehicles hit poles, lightning strikes unexpectedly, things which are not exactly under our control. When these things happen, we pledge to get service restored as quickly and as safely as possible. We're not quite there, yet, but still striving for the "five nines".

Sincerely,

Tom Lager

General Manager
Palmerston Telephone Company

INSIDE WIRE MAINTENANCE

Have you ever had trouble with your telephone? If so, you know how frustrating it can be. There are many possible causes of unforeseen telephone wiring and jack problems, and they can result in costly labor and material charges.

Luckily, *Palmerston Telephone offers an Inside Wire Maintenance Program* that covers diagnosis and repair of the inside telephone wire and jacks that provide your dial tone service. With Inside Wire Maintenance, you will not pay to make repairs covered by the plan. Without it,

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Family Casserole

Ingredients:

- > 1/4 cup butter or margarine
- > 1 onion, chopped
- > 2 stalks celery, chopped
- > 1 (10.75 ounce) can condensed cream of celery soup
- > 1/4 cup chicken broth
- > 1 (16 ounce) package frozen chopped broccoli, thawed
- > 1 (5 ounce) can water chestnuts, drained and sliced
- > 2 cups cooked rice
- > 2 cups cooked, cubed chicken meat
- > 1 (4 ounce) can sliced mushrooms, drained
- > salt to taste
- > 1/2 teaspoon garlic powder, or to taste
- > 1 cup shredded Cheddar cheese

Directions:

1. Preheat the oven to 325 degrees F (165 degrees C).
2. Melt butter in a large skillet over medium heat. Saute the onion and celery until tender. Stir in the condensed soup and chicken broth. Add the broccoli, water chestnuts, rice, chicken, and mushrooms. Cook and stir briefly. Season with salt and garlic powder. Mix in Cheddar cheese, and pour the mixture into a 9x13 inch baking dish.
3. Bake for 30 minutes in the preheated oven, until heated through and bubbly.

Recipe September 09

CALLER ID

RRRRING! RRRRING! THE PHONE IS RINGING AGAIN, FOR WHAT SEEMS LIKE THE HUNDRETH TIME TODAY. YOU REALLY DON'T HAVE TIME TO TAKE THE CALL, BUT ARE AFRAID OF MISSING AN EMERGENCY OR SOMETHING TRULY IMPORTANT. THERE IS A SOLUTION: CALLER ID.

Caller ID allows you to see who is calling, before you pick up the phone. No more surprise interruptions, or running to answer because you are afraid of what you will miss. You'll even know who was calling while you weren't home.

In addition, Caller ID gives you the ability to reject calls from those who have blocked the display of their telephone number on outgoing calls. This feature is called Anonymous Call Rejection (ACR). ACR can be activated by dialing *77 (rotary dial 1177) and deactivated by dialing *87 (rotary dial 1187).

On the other hand, when you make a call, the person you are calling may see your telephone number and/or name on their Caller ID display unit. If you would prefer to block the display of this information, you have two blocking options: per call blocking and line blocking. Both options are free, but there is a charge if you remove line blocking and decide to reconnect it. Per-Call Blocking allows you to block your number on an as needed basis. Simply dial *67 (rotary dial 1167) plus the number you are calling. Line Blocking automatically blocks your number on all outgoing calls, but can be turned off as needed by dialing *67 (rotary dial 1167) before placing a call. This option must be ordered through our Business Office. Please note: Calls to 911, toll free numbers and 900 services cannot be blocked from Caller ID.

*Do you know that
Palmerton Telephone
copper wires, connected
end to end, circle the
earth 4 times at the
equator?*

AS BORROWED FROM THE 1984 MOVIE, "WHO YA GONNA CALL?"

EXCEPT THIS TIME, THE ANSWER IS NOT *GHOST BUSTERS*. WHEN YOU NEED DIRECTORY ASSISTANCE, IT'S BEST TO USE 4-1-1. WHY? BECAUSE, 4-1-1 CAN GET YOU THE SAME INFORMATION AS DIALING THE OTHER DIRECTORY ASSISTANCE NUMBERS AND IT COSTS LESS.

What makes 4-1-1 service from Palmerton Telephone so much better? Aside from being much less expensive, 4-1-1 from Palmerton Telephone is available to anyone with no sign up fees, no monthly fees, no registration fees and no commitment of any kind.

We also offer Optional Call Connect, which means that when you request a number from our 4-1-1 service, you can have the operator connect you to that number. Optional Call Connect costs 25 cents per minute, so if you have a better rate through your telephone service plan, you may want to hang up and dial the number yourself.

As another courtesy to Palmerton Telephone customers, we have our own local directory assistance number: 610-826-0411. This number allows you to receive listed telephone numbers in our service coverage area. Each month, your first two requests within our serving area are FREE and additional requests are only 35 cents. Please note that unlisted numbers cannot be given out. This service is provided by Palmerton Telephone for Palmerton Telephone customers, and can only provide numbers within our coverage area.

SNAP

IS THE NEW NAME FOR
**THE FEDERAL
FOOD STAMP
PROGRAM**

THE FEDERAL FOOD STAMP PROGRAM HAS RENAMED THEIR SERVICES TO SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP). THE NEW NAME REFLECTS THEIR FOCUS ON NUTRITION AND PUTTING HEALTHY FOOD IN REACH FOR LOW INCOME HOUSEHOLDS. YOU WILL SEE THIS NEW NAME IN OUR ADVERTISEMENTS FOR LIFELINE AND LINK UP AMERICA.

IN TODAY'S WORLD, EVERYONE NEEDS A PHONE. STILL, NOT EVERYONE CAN AFFORD THE COST OF HAVING TELEPHONE SERVICE INSTALLED IN THEIR HOME, OR CAN'T KEEP UP WITH THEIR MONTHLY PHONE BILLS. LIFELINE AND LINK-UP ARE PROGRAMS THAT HELP ENSURE EVERYONE HAS ACCESS TO TELEPHONE SERVICE. THESE PROGRAMS PROVIDE DISCOUNTS TO INCOME-ELIGIBLE INDIVIDUALS FOR BOTH THE INITIAL INSTALLATION COSTS OF TELEPHONE SERVICE AND FOR MONTHLY TELEPHONE BILLS. FOR MORE INFORMATION, PLEASE CONTACT OUR BUSINESS OFFICE.

Brain Teaser July 2009 Winner!

**Congratulations to
Donna Detweiler
of Saylorsburg, Pa.
Donna was the
winner of a \$25 Gift
Card to Roadies
Restaurant and Bar
at Penn's Peak in Jim
Thorpe, Pa.**

Take me out.
Scratch my head.
Now I am black, but
once was red.

Answer: match

Fun Facts

The sea lion can swim 6,000 miles, stopping only to sleep.

In every hour that one listens to the radio in the United States, one hears approximately 11,000 spoken words.

According to manufacturer Spalding, the average lifespan of an NBA basketball is 10,000 bounces.

The strongest bone in the body, the thigh bone, is hollow. Ounce for ounce, it has a greater pressure tolerance and bearing strength than a rod of equivalent size in cast steel.

The # symbol is often referred to as a "number sign" or "pound sign." Its actual name is an octothorpe.

The calories burned daily by the sled dogs running in Alaska's annual Iditarod race average 10,000. The 1,149-mile race commemorates the 1925 "Race for Life" when 20 volunteer mushers relayed medicine from Anchorage to Nome to battle a children's diphtheria epidemic.

The only river that flows both north and south of the equator is the Congo. It crosses the equator twice.

Rats can swim for a 1/2 mile without resting, and they can tread water for 3 days straight.

The creme filling used in OREO cookies one year could ice all the wedding cakes served in the United States for two years! That's 4,724,000 three-tier wedding cakes.

In Canada, if a debt is higher than 25 cents, it is illegal to pay it with pennies.

Val-YOU Package

IF YOU DON'T ALREADY HAVE PALMERTON TELEPHONE'S VAL-YOU PACKAGE, DO YOU KNOW WHAT YOU ARE MISSING?

Just think of the savings, without sacrificing service. You could enjoy our most requested calling features and **unlimited local and long distance calling** within the Continental United States for **just \$39.99 per month!** This package includes your dial tone telephone line, unlimited local and long distance calling within the Continental United States, 3-Way Calling, Touchtone Service, Call Forwarding, Repeat Call, Call Waiting, Voice Mail, Return Call Service, Caller ID Deluxe and 30 Number Speed Dial.

As an added bonus, Val-YOU Package Customers who have or choose to add **Platinum or Platinum Plus DSL** will **automatically save \$10 per month** on their high-speed broadband Internet connection. Palmerton Telephone DSL, Powered by PenTeleData, offers a variety of features, including a dedicated, constant Internet connection, free Spam Tagging, free Unleashed Wi-Fi Hot Spot Access, unlimited access to the Internet, five e-mailboxes with up to 50 MB per mailbox, no busy signals and 24X7 Technical Support!

START SAVING TODAY – CALL (610) 826-6650 AND ASK US TO INCLUDE YOU IN THE VAL-YOU PACKAGE!

INSIDE WIRE MAINTENANCE *(continued)*

you are responsible for maintaining the telephone line, also known as "inside wiring", and service jacks inside your home.

For **only 50¢ per month**, plus a set-up fee, we will take responsibility for your inside wiring and phone jacks. The only exclusions to repairs include telephones, telephone cords, Caller ID units and wiring between the phone jacks and telephone equipment, although isolating a problem to one of these as part of our troubleshooting process is done at no charge. **For more information or to sign-up, call our Business Office at (610)826-6650.**

Can you beat this **BRAIN TEASER?**

Palmerton Telephone is giving away a \$25 Gift Card to Roadies Restaurant and Bar at Penn's Peak in Jim Thorpe, Pa.

To enter, e-mail the correct answer to ptelco@ptd.net or send a 3" x 5" index card to 465 Delaware Ave. Palmerton, PA 18071. Please include your name, address, daytime telephone number (to call only if you win), and the Brain Teaser answer. All entries must be received by **9/20/09**.

Good Luck!
Palmerton Telephone



Brain Teaser

What English word starting with 'B' has three consecutive double letters?