



CONNECTIONS

Employee Newsletter

Fourth Quarter 2025 • Volume 2

What's in this Issue?

- Social Media
- Meet the Engineers
- System News
- Retirements
- New Hires

How To Contribute To Connections?

This is your newsletter and we welcome your contributions. If you have something you would like to contribute like photos, event news, employee accomplishments or new ideas, please submit your information to be considered for publication to: newsletter@secv.com

Building Connections

BY: **Bonnie Keister**,
Marketing Coordinator, Sunbury

Not Just Customers: Our Approach to Social Media

At Service Electric Cablevision, we see social media as more than a place to advertise — it's a place to connect. While many companies use their platforms mainly to sell, we take a different approach. Our strategy is simple: focus on relationships first, sales second.

Only about 10% of what we share is promotional — the rest of the time, our goal is to highlight what makes us, us: local people, familiar faces, and a strong commitment to the communities we serve.

We believe that when customers truly know the people behind their service — the technicians who live in their neighborhoods, the customer service representatives who recognize their names, and the teams who volunteer at local events — trust grows naturally. And trust is the foundation of everything we do.

Our social media channels are a reflection of that commitment. We love celebrating our towns, supporting local causes, and shining a light on the great people who make up our Service Electric family.

It's no surprise that our posts featuring employees consistently receive the highest engagement. Seeing the same face on Facebook that shows up in real life — at your door, at the office, or around the community reinforces reliability, familiarity, and accountability. It's human nature to feel more comfortable with people we recognize.

In other words: social media puts a "face to the service." Customers aren't just dealing with a

faceless company — they see real people they can recognize and relate to. This consistency makes them feel confident that the company is trustworthy, approachable, and truly invested in their community.

Of course, we do share updates about our products and services — but we believe those messages are most meaningful when they're part of a bigger story. We also use social media to inform our customers, sharing tips and updates so they can get the very best experience from our services.

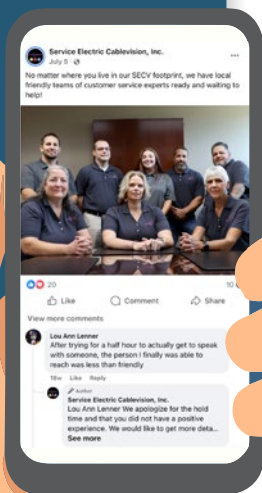
We also understand that not every comment will be positive — and that's okay. We welcome feedback because it helps us improve and better serve our customers. Our team takes the time to listen, respond respectfully, and work toward solutions. Every interaction (yes, even the negative) helps boost our visibility. The more people engage with a post, the more social platforms recognize it as interesting and show it to a wider audience.

And here's where you come in! You can help us strengthen our social presence by following our pages, liking, commenting on, and sharing our posts. Keeping your eye on our social media pages like Facebook, Twitter and LinkedIn also helps us portray a united, consistent message about who we are and what we stand for.

At the end of the day, our social media strategy mirrors our company values. We're proud to be local. We're proud of the work we do every day to make our communities better.

Most Engaging Facebook Posts

July 1st thru September 20th, 2025



"Since 1948, we've been proud to call this community home. With local roots, trusted service, and familiar faces, we're here for you."



2576 VIEWS
38 LIKES AND REACTIONS
3 COMMENTS
3 SHARES

"Tired of being put on hold halfway across the country? Our customer service team is right here—local folks! who know your town and actually care. We've got your back, neighbor!"



3265 VIEWS
23 LIKES AND REACTIONS
2 COMMENTS
3 SHARES

"No matter where you live in our SECV footprint, we have local friendly teams of customer service experts ready and waiting to help!"



3372 VIEWS
20 LIKES AND REACTIONS
10 COMMENTS
0 SHARES

OUR NEW General Managers

Hi, I'm Ron Weaver! I've always loved the outdoors. Camping and fishing are my two favorite pastimes. What started as family camping trips as a kid has turned into a lifelong passion. My wife and I now keep our RV at a permanent site from April through November, spending nearly every weekend there. It's truly our home away from home.

BACKGROUND/EDUCATION:

- Shamokin Area high School class of 1984
- Northumberland County Vocational Technical school for Electrical Construction

PERSONAL INFO:

- When I'm not camping, you'll likely find me on my boat bass fishing. It's my time to unwind, focus, and appreciate nature.
- I'm married to my best friend, Christina, and we're proud parents of two amazing kids. Our son Jonathan is the General Manager for Freightliner Western Star of Lebanon, and our daughter Caitlin is studying to become a pediatric cardiologist at Edward Via College of Osteopathic Medicine.
- For me, life's greatest joys are simple—family, nature, and time spent together.



Ron Weaver
General Manager
Sunbury

WITH SECV

35 *years*



BACKGROUND/EDUCATION:

- My background has been mixed between the IT Field, Customer Service and Management and Project Management.
- Degree in Computer Science and Networking.

PERSONAL INFO:

- All who know me know my three obsessions: technology, Star Wars, and family time—plus a touch of workaholism to keep things interesting. My dream vacation might be setting up new computer gear and watching Star Wars reruns, but with three kids, that's wishful thinking!
- My wife Dania and I have three amazing children—Danna, David, and Diana—who inspire me daily to be a better husband, father, and person. I'm competitive by nature and thrive on challenges, both at work and in life.
- Two quotes that guide me:

"Learn the rules of the game, and then play better than anyone else."

– Albert Einstein

"Tell me who you are with, and I will tell you who you are."

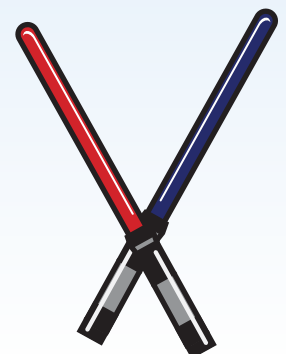
– My mother

Victor Hernandez

General Manager
Hazleton

WITH SECV

7 1/2 *years*



Excellant ★★★★★ CUSTOMER SERVICE!

Our customers have choices, and that's why we need to stand out—not just with what we know, but with how we treat people. Going the extra bit means being kind, polite, and patient in every interaction. It's the small moments of care and understanding that make a lasting impression and keep customers choosing us.

"shared a few laughs"

"made my day SPECIAL"

"just so nice"

"Very Efficient"

"friendliest, most knowledgeable and courteous professional"

"like having your favorite grandson visit"

"pleasurable"

"patience of a saint"

"nice to have local help"

"AWESOME!"

"extremely efficient and very polite"

"listened"

"cares about doing it right and our happiness"

"worked tirelessly"

"I felt very comfortable and safe"

"helpful & patient"

"courteous"

"my money isn't just getting service, its being invested towards the FTTH rollout"

"quickness & kindness"

"explained everything to me so I could understand"

"personal attention"

Hazleton Heroism

Customer Dolores Bogacik called in because she wanted to put out a special thanks to two SECV team members who went above and beyond for her husband!

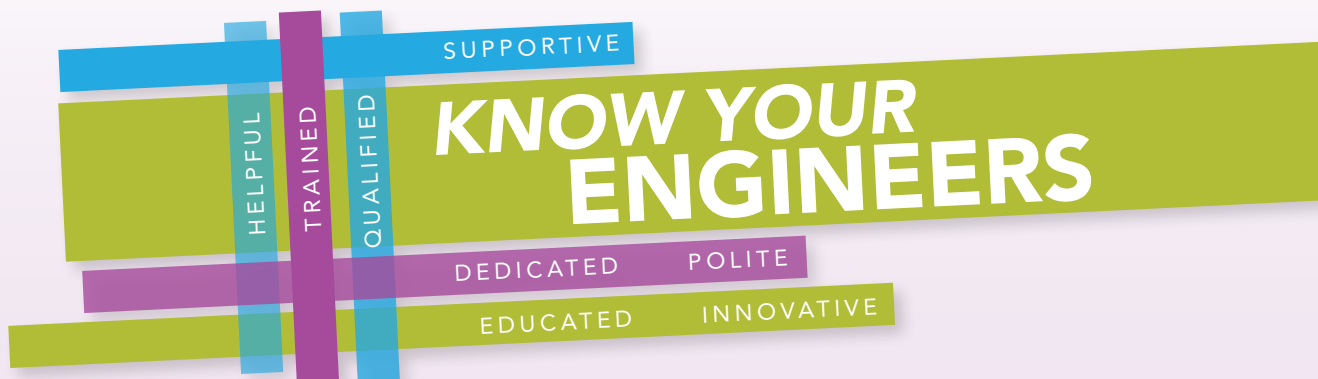
On September 12th, around 2:15PM on Lattimer Rd, a car accidentally hit a man on a motorcycle, dropping him and causing some injuries and he may have lost conscience. The man on the motorcycle was Dolores's husband Frank.

The person who hit Frank left the scene and Frank was left on the road alone and vulnerable to further harm from traffic. Luckily, our Techs Troy Tini and Brandon Denke were in the area and noticed Frank on the road and jumped into action. Troy and Brandon guarded and used their 1st aid kits to assist our customer using precautions and used their skills to manage traffic until emergency services arrived. Frank is recovering well and thanks to our boys no further harm occurred that day.

Dolores says she is beyond grateful.

I know we can't be heros everyday and I guess you never know when you will be called to step up. Grateful for guys like Troy, Brandon, all the volunteer firefighters, military and police.





MaryAnn Edwards

IT Engineer

WITH SECV

5 years



DUTIES:

Manage and maintain the CSG billing system, including updates to billing, offers and package configurations. Perform account support functions such as password resets and troubleshooting system access issues. Generate and analyze a variety of monthly and ad hoc reports to support business operations and decision-making. Oversee FCC Broadband Data Collection (BDC) reporting to ensure compliance with federal requirements. Handle Nrbv data exports and assist with Triad system testing.

BACKGROUND/EDUCATION:

- BS Computer Science, East Stroudsburg University
- Over 30 years of experience in IT, primarily Database Admin, data analysis and billing systems. I started my career at ATT and was the primary database administrator for the NOC. I have also worked for Miller Keystone Blood Center and PPL.

ACCOMPLISHMENTS:

- Figuring out the multitude of different terms that apply to the same product!
- *Challenges:* Taking over all CSG responsibilities this year.

PERSONAL INFO:

- I share my home with two dogs — an English Bulldog and a Frenchie — who definitely keep me entertained! I have three grown children and two wonderful grandchildren who all live nearby, so family time happens often and means the world to me.
- When I'm not working, I love decorating and shopping (I'll admit, I have a bit of an Amazon and Marshalls addiction!). I've also proudly served as the Recording Secretary on the Board of a local fire company for the past 15 years.
- Recently, I discovered my happy place — Key West! It's become my favorite travel destination, and I try to visit twice a year.





Lee Boatman

Network Engineer

WITH SECV

4 years

DUTIES:

Primary duties include supporting the IP network infrastructure that interconnects all of our SECV locations. While all of the services are important the most important service now is IP video. The IP network we maintain carries the IP video service from Birdsboro to all of our customers. This network is continuing to grow daily so requires constant monitoring and upgrading.

BACKGROUND/EDUCATION:

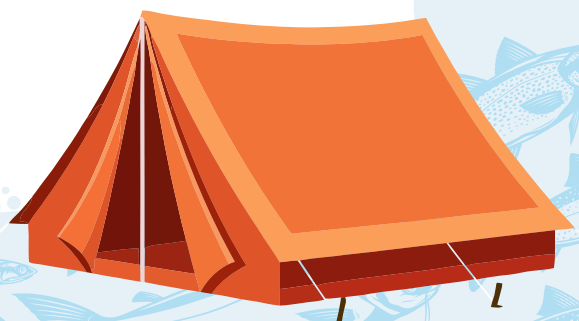
- Out of high school I went to college for 2 years to study accounting. During this time, I met my wife and decided to drop out of college, get married and join the Army. 3 decisions my parents were not pleased with. I served 4 years in the US Army. My job was in the military intelligence field, Signal intelligence, non-morse intercept. I was stationed in Berlin Germany for 3 years and we were there when the Berlin wall came down. After my 4 years' service, we returned home and I worked construction for a few years. I decided construction wasn't my future and looked to go back to college. I found a new 4-year degree being offered, data communications, IP networking. Sounded pretty cool so I signed up. After completing my degree, I was employed at Unisys for 2 years and then was hired by Comcast as a network engineer. I was at Comcast for 20 years and worked in various roles and saw the beginning of IP video delivery. Eventually my position was eliminated. One of my jobs at Comcast had me work with SECV to provide IP video to Birdsboro. When my position was eliminated, I reached out to Jim Dorsa and here we are.

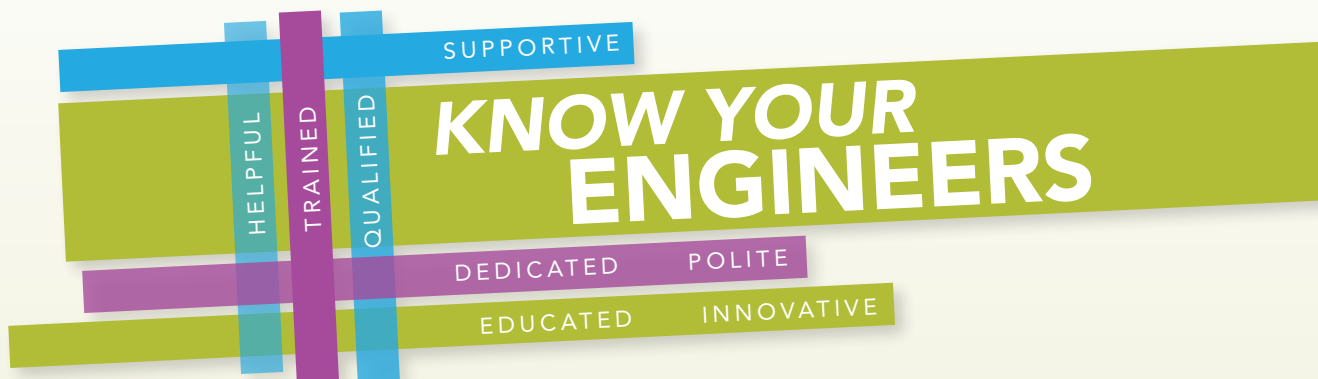
ACCOMPLISHMENTS:

- When I started at SECV and working with Chris Poudrier and Scott Page they identified a few projects that needed some help getting over the finish line. With their assistance we were finally able to decommission an old network that was a project years in the making. Next, I was able to get one of our network monitoring tools configured. With the increased role of the IP network, it's critical we continually monitor the throughput of our network and are able to react before it reaches capacity. Finally, it's not quite an accomplishment yet but a work in progress. We are migrating all of our core IP services from Cisco to Arista. The Cisco platform will be end of life soon so we'll be better prepared moving forward and there is a substantial cost savings by migrating to Arista.

PERSONAL INFO:

- I say I did life a little different. Remember when I was 19 I dropped out of college, got married and joined the Army. All decisions that didn't seem logical at the time. Well, after my 4 years in the Army and some construction, I went back to college and graduated with a BS degree in IP networking. A degree that has served me well and has got me to where I am today.
- As for the Army, after my 4 year of active duty I served an additional 17 years in the Army National Guard and Army Reserves. I retired in 2010 with over 21 years military service.
- As for the beautiful woman I married, we are still married and just celebrated our 37th anniversary. We have a beautiful daughter and two grandchildren. We enjoy spending time with the grands and camping at Knoebels.





Nathan Kolet

Network & Security Engineer

WITH SECV

4 years

DUTIES:

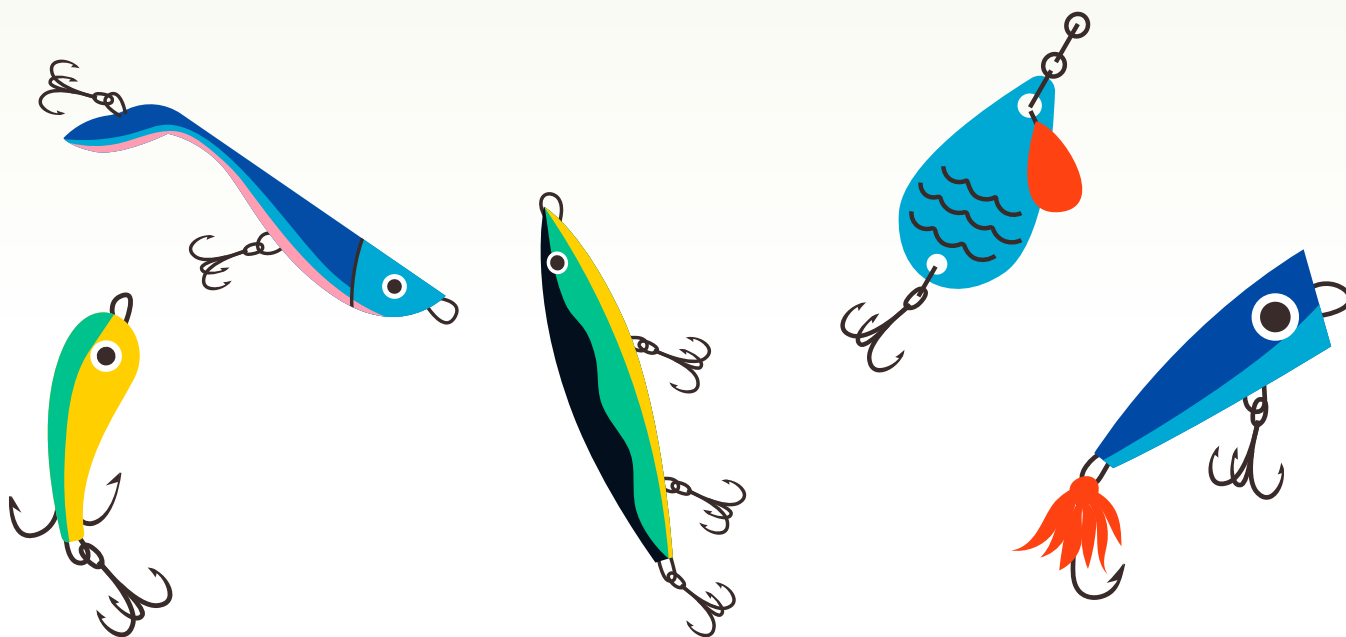
As a Network & Security Engineer, I'm essentially part of the team that ensures the company's network infrastructure is not only robust but also secure. Most of my work happens behind the scenes, ensuring smoother, uninterrupted connectivity and protecting our systems from potential threats. A significant portion of my role involves proactive monitoring, troubleshooting complex network issues, and implementing security measures to keep operations running efficiently.

ACCOMPLISHMENTS:

- The most rewarding part of my job is the constant intellectual challenge. The world of networking and cybersecurity is always evolving, which means I'm always learning and adapting to stay one step ahead of the curve. I thrive on solving complex technical puzzles and the satisfaction of knowing that my efforts directly contribute to the stability and security of the entire organization.

PERSONAL INFO:

- When I'm not securing networks, you can find me in the woods deer hunting or on a lake fishing.
- I'm thrilled to be a part of this team and look forward to our continued success together! Go Birds!



System News

SCTE

18 engineers attended the Society of Cable Television Engineers (SCTE) conference in Washington DC from Sept 29 – Oct 1, 2025



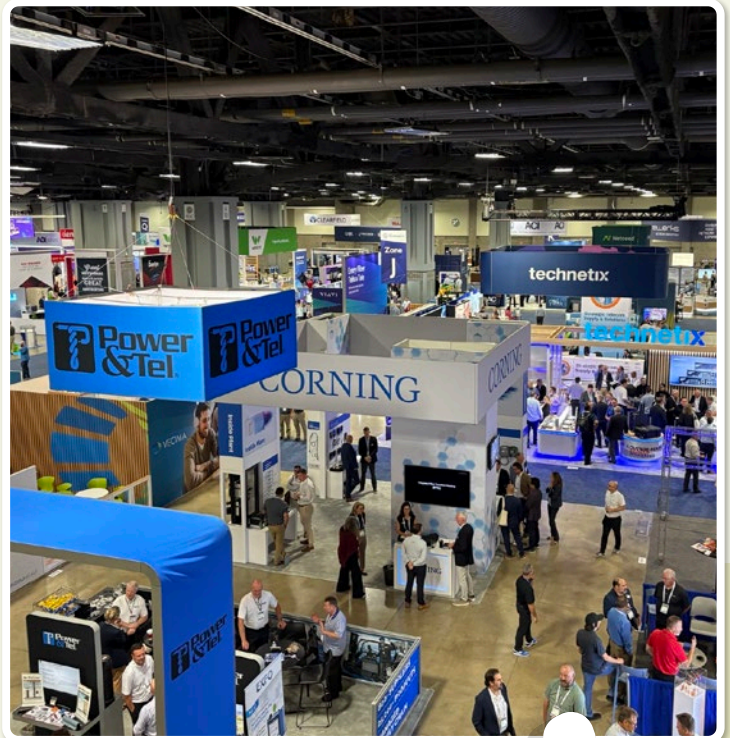
Pictured Above: **Victor Hernandez, Kenneth Cunningham, Robert Trently & Matt Kujat**



Pictured Above:
Randy Trometter & Jon Giagni



Pictured to Left: **Vendor Rep, MaryAnn Edwards, Lee Boatman & Mark Brotzman**



service electric

System News

Aluminum Tabs for Ronald McDonald House



The Sunbury system has been collecting aluminum tabs from cans to donate to the Ronald McDonald house in Danville. We collect just the tabs from soda cans because they are easier to store, transport, and recycle than whole cans, and their pure aluminum value is more easily processed for funds. We have collection bins in our breakrooms so folks can pop off the tab before they discard it. We also have some folks that collect them at home as well and bring them in. If you don't have a Ronald McDonald house in your area and would be willing to collect for us – that would be awesome! You can just send them up to me whenever you have a bunch. Thanks!

Small tabs, big impact! Our Sunbury team has been collecting aluminum tabs to benefit the Ronald McDonald House in Danville. Every little tab adds up to help families stay close to their loved ones during hospital stays.



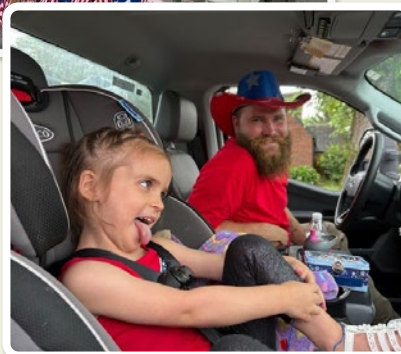
Union County Veterans 4th of July Parade

What a great time we had in Lewisburg on Saturday 6/28 at the Union County Veterans' 4th of July Parade!

We loved celebrating our country, connecting with the community, and honoring the brave veterans who have protected our freedoms.

SECV8 also broadcasted this event live as well as posted a YouTube link to view.

Thank you to Dillon Heiser, Sunbury Technician and his daughter Eloise. Luis Mena, Sunbury CSR and his girls Sadie and Selia, and Bonnie Keister, Admin Sunbury and her husband Andy, daughter Brooke and her boyfriend Cameron, son Ben with his wife Olivia and grandson Will.





Employee Appreciation Week!

During the week of October 6th-10th Employee Appreciation Week was celebrated. All employees received a backpack as a gift!

Sunbury

Our Sunbury Employee Appreciation Breakfast was a great way to start the day—sharing good food, laughter, and gratitude to our incredible team for all that you do each day—you're the reason we continue to grow and succeed.

Hazleton

Victor Hernandez was giving his speech thanking everyone for everything they do for our company.

Pictured:

1 - Victor Hernandez (General Manager), and Chris Gallagher (Installation Supervisor)

2 - left to right, Barbara Christine (CSR), Amanda Conahan (TSR), Michelle Onisick(CSR), Joanie Smolock(CSR), Alex Hoats (IT Specialist)

Allentown

Allentown employees enjoyed a delicious lunch. Mark Walter spoke about his appreciation for all SECV employees while each of us received an awesome backpack!



Sunbury



Hazleton



Allentown



BIRDSBORO System News

1st
Place

Pumpkin Decorating Contest

The Birdsboro team brought the fall spirit to life with a fun and festive pumpkin decorating contest.

FIRST PLACE goes to PACMAN-by Jamie Thomas, Asst. Office Manager!

SECOND PLACE goes to the photo-lighted skeleton butterfly pumpkin-Christiane Hajj, CSR!

THIRD PLACE is green flowered pumpkin by Gabby Guerre-Chaley, CSR!



2nd
Place



3rd
Place



Connecting at Job Fair

Pete Grosch, Installer, and Barb Wilkinson, Office Manager attended the 2025 PA Career Link Job Fair at Redner's Event Center

There were 59 Berks County Employers present and attendance reached 881 job seekers!



Annual Car Show

The Birdsboro office was represented at the Women's Club of Birdsboro's Annual Car Show September 28, 2025 at Daniel Boone High School.

Thanks to all who helped set up & clean up too!

Rodney Palmer, Matthew Allen, Gabrielle Guerre-Chaley, Donna Spaid, Joy Weida, Trisleidy Heureaux, Kelly Yoder

Set up and clean up crew:

Mike Kilareski & Scott Kulp



BIRDSBORO System News

Oley Fair

September 28-30

A big thank you to all the employees who participated in our booth during that weekend!

Rodney Palmer, Gabrielle Guerre-Chaley, Christiane Hajj, Matt Allen, Donna Spaid, Megan Jones, Daniela Arteaga, Kelly Yoder, Kalissa Worrell, Bar Wilkinson

Compliments to Justin Shaffer and Scott Kulp for their help in setting up and tearing down the booth!

This year, employee Gabrielle Guerre-Chaley entered several home sewn clothing items, and handcrafted items for competition and won big!! We are so proud of her talents!



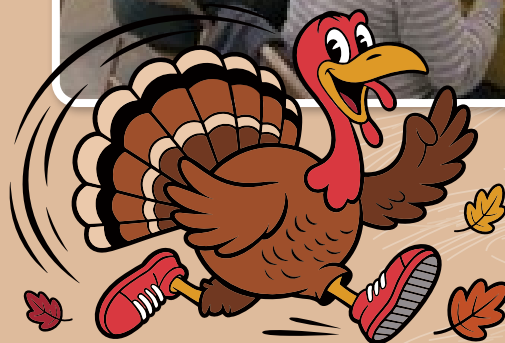
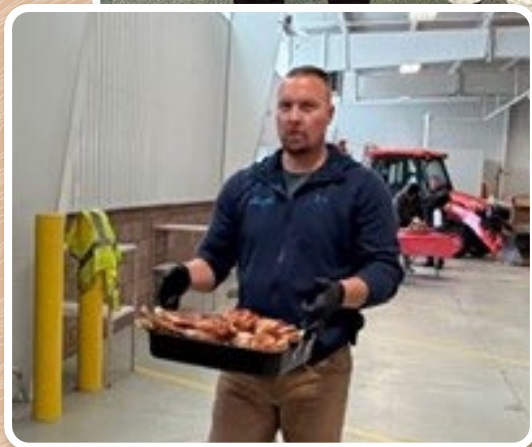


**Gabrielle
Guerre-Chaley
handcrafted
items!**

BIRDSBORO *System News*

Birdsboro Thanksgiving

On Wednesday, November 12th, 8 turkeys were fried and all employees brought a side or dessert to share. A great time to gather and remember how fortunate we are.





Toys for Tots Collection



HAZLETON *System News*

Trail of Treats Fun in Hazle Township

Suz, Leslie, Alex, and Stephanie from our Hazleton office had a blast at Hazle Township's annual Trail of Treats event! With around 40 local businesses and organizations handing out goodies, the event drew over 1,000 excited kids in costumes – and we came prepared! Our team handed out full-size candy bars (Twix, KitKats, Hershey's, and Cookies & Cream) along with bubbles and finger lights to make it extra fun.

Thanks to everyone who stopped by - we loved seeing all the smiles and creative costumes!



Safe Trick or Treating

Spooky fun in Mahanoy! Stephanie Hornick, Joey Shemansik, his nephew Nolan and daughter Braelyn joined in on the Mahanoy Area Elementary School's Safe Trick or Treating.

Local businesses, community organization and high school programs teamed up to make the night extra sweet! Handing out candy, smiles and a whole lot of Halloween Spirit.

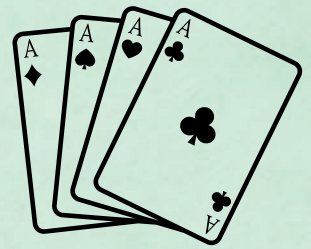




Operation CanDO

Every year we donate to Operation CanDO. They ask for entertainment items like cards, puzzles, many other items. Once the items are collected, packages are made and distributed for our troops at the holidays.

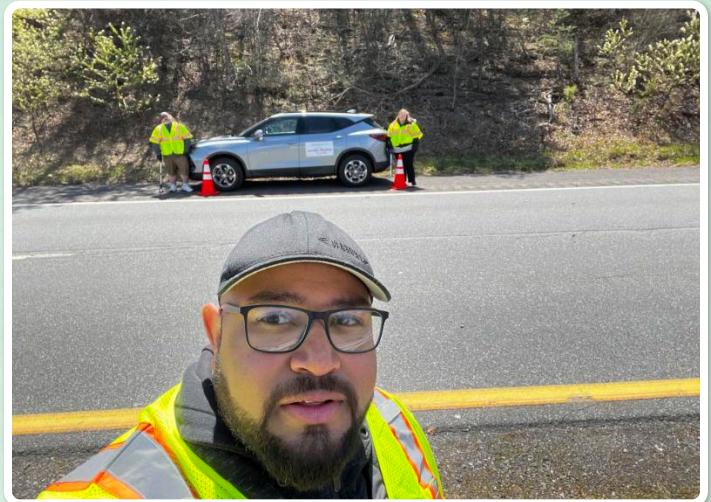
From Left to right you have; **Brandon Denke** (Technician), **Chris Lynn** (Technician), **Chris Chambers** (Installer), **David Fortner** (Technician), **Amanda Conahan** (TSR), **Matt Ward** (Installer), **Suz Matuella** (Office Manager), **Violet Gabriel** (NS Supervisor), **Larry Karpovich** (Technician), **Chris Dellisanti**, **Marilyn Rodriguez**, **Barbara Christina**, **Becky Chelak**, **Joanie Smolock** (CSR's) kneeling left to right; **Stephanie Hornick** (Administrative Assistant), **Alex Hoats** (IT specialist), **Chris Gallagher** (Installation Supervisor), and **Ralph Millilo** (CSR Supervisor)



Keep America Beautiful

Our employees volunteered their time to clean up local roadsides and reduce litter in Hazle Township

Jamie Yachera (TSR)
Alex Hoats (IT Specialist)
Victor Hernandez (General Manager)



SUNBURY System News



Kulpmont Community Day

Saturday August 9th, Matt Catrillo from SECV8 rolled into Kulpmont with our production truck for the Touch a Truck event! Kids (and grown-ups!) got a behind-the-scenes look at how we bring local events to life on TV.



Toys for Tots

Huge shoutout to the team at our Sunbury office for the amazing haul of toys collected for this year's Toys for Tots drive!

Because of your generosity, more kids in our communities will have a brighter holiday season—and that's something to be proud of.





PA Career Link Job Fair

Holly Kerstetter and Josh Pickett attended the PA Career Link Job Fair in Sunbury on Thursday 6/5. The fair was supposed to be held outside in the park, but the weather forecast moved it indoors to the Albright Center.

Bloomsburg Career Day

Alex and Josh from our Sunbury team had a great morning with the 8th graders at Bloomsburg Middle School on May 28th! They shared insights into career opportunities in our industry, gave a live demo on fiber splicing, and explained the differences between traditional coax cable and fiber optics.



ADAH Clean Team in Action!

This past May & October our amazing SECV staff rolled up their sleeves and hit Route 11 for a highway cleanup in front of our Sunbury System Office. In just a few hours, we covered 2 miles and showed a little teamwork goes a long way! Huge thanks to this crew for making a visible difference and keeping our community looking its best.

Pictured: Bill and Lisa Lambert, Dylan Letkiewicz, Scott McVicar, Rae Aucker, Bonnie Keister, and Luis, Shayna, Selia and Sadie Mena.



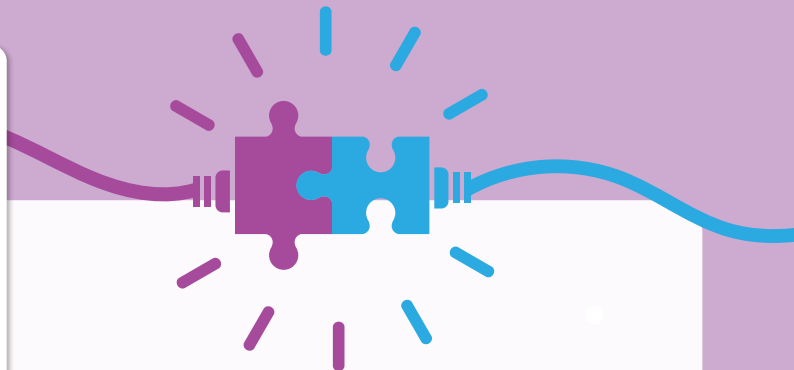
SUNBURY *System News*



Anthracite Festival

Our Sunbury team had a great time at the Anthracite Heritage Festival on Saturday May 24th! It was a wonderful day filled with local pride, rich history, and great conversations. Thank you to everyone who stopped by our booth — we loved connecting with our community and celebrating the region's heritage.

Pictured: Mary Jo Troup, Beth Koshinski, Bobby Mull, Luis Mena, Leslie Eddinger, Matt Eddinger



Spring Fling

Our Sunbury Team at the Danville Spring Fling – Sat. May 3rd.

Karol Donfrancesco, Kelly Coleman, Dolores Romanowski, Jen Latsha, Bobby Mull





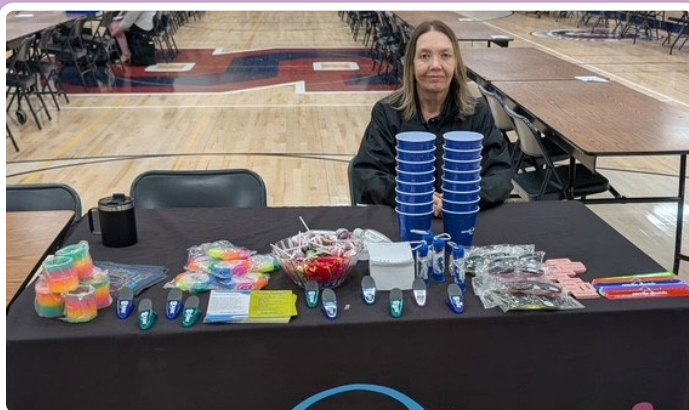
Suntech Tour

We had the pleasure of welcoming students from SUN Area Technical Institute for a tour of our SECV Sunbury System May 2nd. They got a firsthand look at our advanced technology and explored how their classroom lessons apply in the real world. We're honored to play a part in your learning experience and future success!



Harvest Festival

Our Sunbury team had a blast marching in the Milton Harvest Festival parade on 9/19. Participating were Luis Mena, CSR and family and Dillon Heiser, Technician and Family.



Shikellamy Career Fair

Joelle Hollar, CSR from our Sunbury system was at the Shikellamy High School Frida 4/25/25 for the 9-12th Grade Career Fair! Students had a chance to ask questions and gain insight from many local businesses to explore what their future could look like.

HAPPY Retirement!

Bethann Hoover

SUNBURY • OCTOBER 2025

Beth Hoover retired on 10/3/25. She first started working at CATV at 17 years old as a favor to her friend Betty Newton. She was only going to be helping out on the weekends to get them caught up with the work. She ended up staying for 47 years! She reminisced about her interview with Margaret Walsonovich who owned CATV. Margaret asked her to print her name. Then she asked her to write her name. Beth handed her the paper and Margaret studied it, put the paper down and said "You're Hired!"

Beth plans to spend her retirement antiquing and spending time with her family, especially her grandson Jayden.

47
YEARS



Kathy Derr

SUNBURY • APRIL 2025

30
YEARS

Retiring is so bittersweet, I am so looking forward to my days NOT starting at 6 am and finally sitting down at 8 or 9 pm. Also cant wait to have the FIRST summer off since my 16th birthday - not saying how many years ago that was... but I also realize I am entering the last chapter of life and I will SOOO miss all the GREAT friends I have made over these 30 years, Some of my VERY BEST friends are here, this was truly my 2nd family. So please, anyone that has my phone #, shoot me a text every once in a while just to let me know you still remember me. Signing off!



10
YEARS

Lori Konietzko



Pictured Above: **Tim Trently, Lori Konietzko,**

Tim Trently

23
YEARS



Pictured Above: **Joanie Smolock, Lisa Metzinger, Tim Trently, Joey Shemansik, Michelle Onisick**



Pictured Above: **Victor Hernandez, Chris Dellisanti, Stephanie Hornick, Joanie Smolock, Tim Trently, Amanda Conahan & Barbara Christina**



Pictured to the Right: **Rosalie Walter, Hoyt Walter, Tim Trently, Victor Hernandez & Mark Walter**

CONGRATULATIONS!



Congratulations to **Matt Ward** (Installer, Birdsboro) and **Amanda Conahan** (TSR, Birdsboro) on their engagement on September 27, 2025 at the Grand Ole Opry in Nashville, TN.



Stephanie Hornick's (Administrative Assistant, Hazleton) son, MJ, holding Kinsley Alexandra born June 19th 2025.



Kolby DePinto (Installer, Sunbury) married Chesley on May 17th, 2025





The Sunbury system celebrated some special birthdays this month (We are not allowed to say the number). Happy Birthday **Tammy Crawford** and **Don Gemberling**!

2025

Class of

Leslie Baughman
(Asst. Office Manager, Hazleton) Both of her sons graduated. Brody graduated from Penn State University with a Bachelors Degree. And her other son Ty graduated from Hazleton Area High School. Proud mom!



Brody Herness



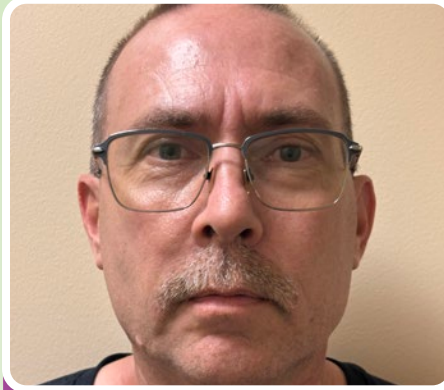
Ty Herness



Welcome New Hires!



Chris Dougherty
Field Technician, Birdsboro



Michael Farry, Jr.
Field Technician, Birdsboro



Eric Demun
Technician, Birdsboro



Robert Augustitus
Technician, Hazleton



Jesse Kellner
Installer, Hazleton



Jonathan Cedano
CSR, Hazleton



Ray Ashba
Engineer, Allentown

I joined the Allentown Service Electric office as a Network Engineer on Jim's team. I bring 20+ years of telecom experience and a Telecommunications degree from Michigan State. In my free time I enjoy hiking, sailing, and PC gaming. My wife, two sons, and our dog sometimes join, though they usually prefer museums and Broadway shows.



Daniela Arteaga
CSR, Birdsboro

Daniela is from the Reading area and has previously worked at her family's restaurants. You may have seen her featured on our billboards and advertising!



Alicia Martinez

CSR, Hazleton

Hello everyone! I'm Alicia, the newest Customer Service Rep here at SECV-Hazleton. I'm so excited to be part of the SECV family and to help our customers get the best experience possible. I love connecting with people, finding solutions, and making sure every interaction ends with a smile. Outside of work, I enjoy spending time with my family and my husband of 15 years — they're my biggest support and motivation. I also love cooking (especially when I can add my own Boricua flavor!), getting outside in nature, and staying active. Whether I'm taking a lunchtime walk, dancing or listening to some hip hop, salsa, or reggaeton, I'm all about keeping the good vibes flowing. I can't wait to bring that same positive energy to my work here at SECV!

Kellie Ann Hubiak

CSR, Hazleton

I love reading, beach vacations, and spending time with family. I have a daughter, Alicia. She lives in Boston, MA. I also have a son AJ that lives in Schuylkill County. My husband, Charlie and I enjoy summer evenings on our deck watching wildlife. Our winters are spent at home with our cats, Rebel and Carson. I enjoy working with all my Service Electric coworkers. Everyone has been great! Looking forward to what the future holds.



Alexis Rivera

CSR, Sunbury

Alexis (third from left) prides herself on being a loving and dedicated mother and helping others. She enjoys cooking, reading and gaming.



John Thompson

Installer, Sunbury

This is my wife Andrea and son Ward. I was born in Scotland, moved to the United States when I was ten. And in my teens and early twenties. I grew up around New York/New Jersey. Now I live in Northumberland. And I have a great love for the people and the area. I consider myself very easy going and I've been told, I'm fun to be around.



Pedro Medrano

CSR, Hazleton

I love taking spontaneous 8-hour weekend road trips—crazy, I know! I enjoy spending time with my coworkers, and my unique accent keeps things interesting. As a CSR, the best part of my job is helping customers and knowing I've truly met their needs. Outside of work, I'm usually with my dog Zeus, always up for an adventure. And my guilty pleasure? Rice with ketchup—don't judge!

A decorative border of holly leaves and red berries surrounds the central text box. The leaves are green with detailed vein patterns, and the berries are small, round, and red. Some berries are shown in clusters, while others are solitary.

WISHING EVERYONE AND THEIR FAMILIES A

**Merry Christmas
and
Happy New Year!**

-THE WALTER FAMILY