

CLOSED CIRCUIT

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SAFETY DRIVEN • ENERGY SMART • COMMUNITY INVESTED

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Important Notice: New After Hours Call Dispatch Service

THE DISPATCH CENTER HANDLING CLARKE ELECTRIC Cooperative member calls is changing. All after-hours answer service and call dispatching services will now be with Security & Response Services, a subsidiary business of Basin Electric Power Cooperative of North Dakota.

Because Clarke Electric knows that power outages don't care what time of day they occur, the cooperative has, for the last 10 years, retained an after-hours call dispatching center, Wright Hennepin (W/H). However, earlier this year, W/H announced it would close their call dispatching center.

"We thank Wright/Hennepin for their professional and courteous manner when answering our members' calls that come in when our office is closed," said CEC General Manager David Opie. "We expect this to be a seamless transition over to Security & Response Services and welcome the opportunity to continue to provide our members with exceptional customer service."

SRS is a nationwide, cooperatively owned and operated, 24/7 contact center that provides services to more than 70 cooperatives across the Midwest. They are very comfortable and confident with working with rural electric cooperatives and their members.

Thank you for your continued support!

The Clarke Electric Cooperative office will be closed Thursday and Friday, Nov. 24-25 for Thanksgiving.

From the board of directors, general manager and employees, we hope your Thanksgiving holiday is an enjoyable one. We thank you for your support, and we pledge to do our best each day to serve you.



Reading pays! We have hidden two of our members' account numbers in this issue. If you find your member location number, call during November to have \$10 deducted from your monthly energy account.



The Cooperative Difference: Working for You in Washington

CLARKE ELECTRIC COOPERATIVE MANAGER OF MEMBER Services Jason Gibbs was among 40 electric cooperative advocates from Iowa to attend the annual Fall Fly-In

to Washington, D.C. in September. While there, Gibbs met with Iowa's congressional delegation on issues impacting CEC's ability to provide safe, reliable and affordable electricity.

Sponsored by the Iowa Association of Electric Cooperatives (IAEC), the trip ensures Iowa's elected officials are fully aware of the thoughts and concerns of their constituents who are served by not-for-profit electric cooperatives.

Advocates also met with Doug Hoelscher, Director,

Iowa Office of State-Federal Relations. The co-ops thanked Hoelscher for Governor Branstad's attention to issues impacting co-ops and their member-consumers. Hoelscher also discussed the Iowa Energy Plan, the Clean Power Plan and flood mitigation efforts with advocates.

Key issues that have the greatest impact to member-consumers were discussed with the delegation and staff of Iowa's six congressional offices. The Clean Power Plan was a key topic of discussion, as was FEMA disaster assistance, geothermal tax credits and the Energy Policy Modernization Act.



Jason Gibbs meets with U.S. Senator Charles Grassley during a trip to Washington, D.C. in September.



CLARKE
ELECTRIC COOPERATIVE, INC.

PO Box 161, 1103 N Main, Osceola, IA 50213-0161

Your Touchstone Energy® Cooperative 

Member Leased Light Program

WITH THE SAFETY OF OUR MEMBERS IN MIND, Clarke Electric Cooperative offers a leased light program so when you come home and it is dark outside, you won't have to worry about how to get to the door. By leasing a security light, you don't have to worry about the hassle of repairs or maintenance – we do that for you.

For a low monthly fee, CEC will install and maintain a high-pressure sodium light on your property and make repairs when needed. Sodium light bulbs are an extremely efficient, long lasting light source. All you do is pay for the electricity; it's just that simple. 15-11-05-04

Qualifications for our leased light program:

- You must be a member.
- The light must be on the meter pole, or any member-owned pole on the member's side of the meter provided the member arranges for 120-volt electric service to the pole.
- Clarke Electric Cooperative will furnish, install and maintain the light and fixture during normal cooperative working hours.
- The light will be turned on and off using a dusk-to-dawn photo cell. (cannot be controlled by a switch)
- The Cooperative may remove the light at its discretion.

Call our office for more details: (800) 362-2154.



Community Minded: Show You Care with RECare

YOUR COOPERATIVE IS PROUD TO SERVE OUR COMMUNITY by extending a helping hand to those in need and encouraging others to do the same.

RECare is a voluntary program that distributes funds to community action agencies to help low income members pay heating bills or cover the cost of winterizing their homes. Your contribution stays in the community and is distributed to qualifying families by the area community action agencies. In 2015, Clarke Electric Cooperative members donated \$942.

Members may donate funds on a one-time or monthly basis. To sign up, please fill out the participation form and send it to the Cooperative.

Member Authorization Form

Yes, I want to be a part of members helping members through the RECare program.

Enclosed is a check with a one-time donation.

I would like to make a monthly donation of \$_____.

Name _____

Address _____

City, State, Zip _____

Mail to: RECare, c/o Clarke Electric Cooperative, P.O. Box 161, Osceola, Iowa 50213

Safety On the Line

EVERY DAY, CLARKE ELECTRIC COOPERATIVE LINEMEN PUT THEIR LIVES IN EACH OTHER'S hands as they perform their duties. If something goes wrong, they know they can trust their fellow linemen to get them home safely.

One of the reasons they have that trust is the rigorous safety training procedures our linemen practice regularly. Pictured is CEC Lineman Kyle Halls practicing pole top rescue, a very real scenario depicting a lineman in trouble while working up the pole.

Time is a critical factor in these circumstances so it is important linemen know what to do and be able to do it quickly if one of their coworkers is rendered unconscious from making contact with an energized line. To ensure the quickest response and increase the likelihood of survival, our linemen work in pairs so there is always someone watching out for potential dangers.

The linemen must successfully demonstrate pole top rescue skills during annual testing at the cooperative with the assistance of the Iowa Association of Electric Cooperative's (IAEC) Safety and Loss Control Instructors.



According to Transmission & Distribution World magazine, utility line work is in the top 10 of the most dangerous jobs in America. Around 30 to 50 workers in every 100,000 are killed on the job every year. Many others suffer non-fatal loss of limbs from electrical burns and mechanical trauma. That's more than twice the fatality rate of police officers and firemen.

Directors Kelso, Willis, Keller Earn National Recognition

THREE CLARKE ELECTRIC COOPERATIVE DIRECTORS HAVE received certification through the National Rural Electric Cooperative Association (NRECA).

Board President Kyle Kelso and Director Bill Willis successfully completed a series of 10 classes through NRECA to earn the Board Leadership Certificate (BLC). Director Larry Keller received the Credentialed Cooperative Director (CCD) Certificate. The attending directors received their certificates during the NRECA Regional Meeting in Minneapolis in September.

The Board Leadership Certificate is the next step in a board member's leadership development after earning the CCD. To earn the BLC, Kyle and Bill took courses on the purpose and value of the cooperative business model, bylaws, policy development, ethics and political engagement.

To obtain the CCD certificate, Larry successfully completed five courses related to director duties and liabilities, understanding the electric business, board operations and process, strategic planning and financial decision-making.

Congratulations to Kyle, Bill and Larry for proving your dedication to serving the Clarke Electric Cooperative membership!



2016 Farm Progress Show

CLARKE ELECTRIC COOPERATIVE MEMBER SERVICES and Communications staff helped promote the electric cooperative message during the 2016 Farm Progress Show in Boone in August.

More than 1,000 electric cooperative members from across Iowa visited the booth sponsored by Rural Electric Cooperatives of Iowa. Many visitors stayed to watch high voltage safety demonstrations, ask questions about renewable energy or get tips on how to be more energy efficient at home and on the farm. Some members just stopped by for the free water, popcorn and a chance to visit with cooperative personnel.

Visitors were also invited to enter a drawing for a generator, freezer, three electric grills and several \$50 VISA gift cards. The next Farm Progress Show in Iowa will be in August, 2018. We hope to see you there!

It's Here – SmartHub and Pay Now

SMARTHUB AND PAY NOW HAS REPLACED CLARKE Electric's E-bill (online bill pay program) as of Nov. 1, 2016. SmartHub provides account management and usage information on any computer with Internet access and Android or iOS mobile devices.

With SmartHub, members can:

- Make a payment
- Access payment history
- View your bill
- View your electric usage
- Update your account or contact information
- Communicate directly with Clarke Electric Cooperative
- Outages



Pay Now (powered by SmartHub via the website) provides a quick, convenient way to pay your bill. It does not contain all the functionality of SmartHub but offers an easy way to pay. You will be required to enter your name and account number but no registration or password is required.

SmartHub and Pay Now allow a safe, secure way to continue to pay bills 24 hours a day, 7 days a week.

FAQ'S ABOUT SMARTHUB

How do I sign up for SmartHub?

Please find the link to SmartHub on our website at www.cecnet.net. If you already use E-Bill, you can login to SmartHub using the same e-mail and password you have always used. As a new user you will be required to enter your account number, last name or business name and your e-mail address.

Is the app secure?

Yes! All critical information is encrypted and no personal information is stored on your mobile device. Mobile devices do offer you the ability to store your login information for apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account.

How do I get the app for my phone?

Look for SmartHub in the Apple Store or in the Google Play store. Search SmartHub (not case sensitive but must be all one word). If duplicates appear, the correct app is provided by our partner, National Information Solutions Cooperative (NISC). When you open the app for the first time you will need to select and confirm Clarke Electric Cooperative as your utility provider. You can then log in using your existing E-Bill username and password, or create an account by following the prompts on the screen.

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Energy Smart: *Insulate Water Heaters for Energy Efficiency*

YOU'RE NOT THE ONLY ONE WHO'S GOING TO NEED AN extra blanket this winter, your water heater may need one, too. Of course, having hot water is vitally important to being comfortable in your own home year-round. And because it's so important, it amounts to about 18 percent of your total electric use. Clarke Electric Cooperative wants to remind our member-owners about reducing water heating costs with a few simple energy efficiency measures.



"As you're making preparations for the cold winter months, don't forget about checking up on your water heater," said General Manager David Opie. "If you're not sure the best course of action to take, give our office a call and we can help determine what you need to cut down on your water heating costs."

To see if your water heater needs additional insulation, place the back of your hand against the water heater tank near the top or on the top. If it feels warm then it's losing heat, and adding an insulation wrap kit would be an effective way to save money.

With a tall 80-gallon tank, the insulation wrap may not reach all the way down to the floor. This is okay because the majority of the heat loss is from the upper part of the tank.

If you have some old fiberglass wall insulation, just wrap that around the tank with the vapor barrier facing to the outside. Putting a layer of reflective radiant barrier over the insulation also helps. You can certainly install your own insulation, but a kit from a home improvement store is roughly \$20, easy to install and includes instructions. If you do it yourself, it's important to tape and seal the joints in the insulation (where the insulation on the top meets the sides) to create an air-tight barrier. Fiberglass insulation is only effective if you can prevent air from passing through it.

For more information on energy-efficiency options for the home, contact Clarke Electric Cooperative at (800) 362-2154 or visit www.cecnet.net.



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PO Box 161, 1103 N Main, Osceola, IA 50213-0161

Your Touchstone Energy® Cooperative 

This institution is an equal opportunity provider and employer.

Smarthub ...continued from pg. 3

I have multiple accounts. Can I see them all in the app and on the web?

Yes, the web home page shows all of your accounts with the amounts due and links to other detailed information. On the app, tap the "Bill and Pay" icon. The total due of all accounts shows and below it you can select different information by account. You can make payments on one or more accounts.

How do I sign up for notifications?

Notifications can only be managed on the web via the "Notifications" tab. You can select your preferred notifications method which includes text, mobile push notifications or e-mail. If you have multiple accounts, you will be prompted to indicate which account the notification is for. Sign up today for an online account and begin to experience the new and exciting features of SmartHub. 46-17-01-53

What about outages?

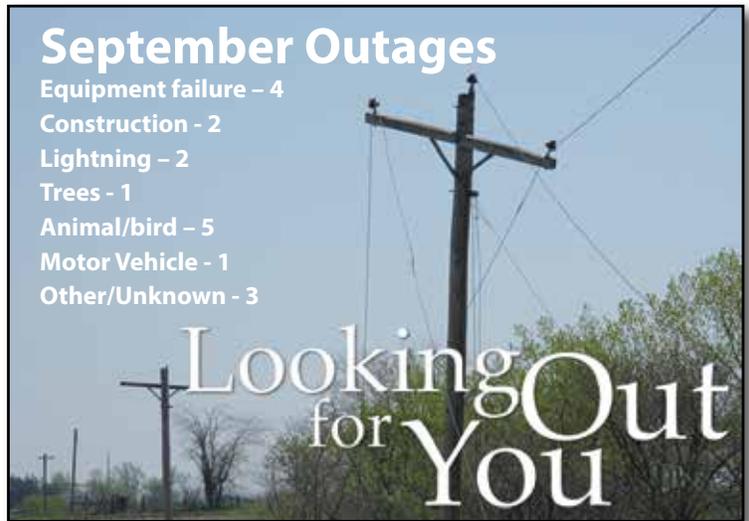
One feature that Clarke Electric Cooperative will be able to provide our members is outage information. Once you have signed up for the program, we will be able to notify you of an outage if it affects you. We will also be able to notify you of planned outages as we work on repairs or upgrades to the electrical distribution lines.

Bill Payment Options

ACH	SmartHub/Pay Now
Mail	In Person
Budget Billing	Bank Bill Pay Services
Safe & Secure Phone Payment System	

September Outages

- Equipment failure - 4
- Construction - 2
- Lightning - 2
- Trees - 1
- Animal/bird - 5
- Motor Vehicle - 1
- Other/Unknown - 3



Board of Directors

- Randy Barnard, New Virginia
- Randy Gaumer, Murray
- Larry Jackson, Clio
- Larry Keller, Osceola
- Kyle Kelso, Weldon
- Randy Rouse, Corydon
- Ed White, Osceola
- Bill Willis, New Virginia
- Lydda Youmans, Indianola

David Opie, General Manager

Office Hours: Mon - Fri 7:30 am - 4 pm

Outside Depository Available 24 Hours

641.342.2173 | 800.362.2154

www.cecnet.net