

CLOSEDCIRCUIT

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SAFETY DRIVEN • ENERGY SMART • COMMUNITY INVESTED

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WE ARE COMMUNITY INVESTED

Home Base Iowa Support

GOVERNOR TERRY BRANSTAD DESIGNATED LUCAS COUNTY as Iowa's 41st Home Base Iowa Community Sept. 2. Home Base Iowa is an outreach program that helps veterans transition to civilian life through jobs. In order to become a Home Base Iowa community, 10 percent of a community's businesses must commit to hiring veterans. In Lucas County, more than 20 businesses pledged to hire more than 130 veterans. Clarke Electric was able

to assist in their initiative by funding the cost of the Home Base Iowa signs that will be placed along the major highways in Lucas County.

Photo: Clarke Electric General Manager David Opie presents Lucas County Development Corp. Executive Director Mariah Pierschbacher with a check to help support the Home Base Iowa program.



Promoting STEM at the County Fair

CLARKE ELECTRIC COOPERATIVE was happy to be a part of the local county fair. Brad Wilson, engineer and Jason Gibbs, member services, were asked to be a part of the STEM (Science, Technology, Engineering and Math) group. Clarke Electric brought the energy bike, giving kids an opportunity to generate electricity by pedaling a bicycle that lights up a panel of incandescent, CFL and LED lights to demonstrate how efficient one kind is over the other. The kids also participated in a "Rubik's® Cube" challenge which allowed the kids to try to solve the color puzzle of the Rubik's Cube for a chance to win school supplies.

Photo top: CEC's Brad Wilson presents Morgan Keller, daughter of Mark and Jodie Keller of Murray, with her school supplies for winning the Rubik's Cube Challenge. Photo bottom: CEC's Jason Gibbs talks with Clarke County Hospital CEO Brian Evans and Public Relations and Marketing Coordinator Tiffany Redman as he tours the newly renovated hospital.



Clarke County Hospital Opens Doors to Remodeled Facility

CONGRATULATIONS TO CLARKE COUNTY HOSPITAL ON THE OPENING of its newly expanded facility. In line with the seventh Cooperative Principle, "Concern for Community," Clarke Electric Cooperative and Central Iowa Power Cooperative (CIPCO), partnered with the United States Department of Agriculture (USDA) to secure a Rural Economic Development Loan that helped the hospital with its expansion and renovation plans. The hospital recently held an open house to unveil the fresh new look. The additions include a larger relocated Unity Point Clinic, an expanded Outpatient Services Department and a larger Auxiliary Gift Shop. In the fall of 2016, the hospital will begin the second phase of construction to renovate and expand the existing Unity Point Clinic Emergency Department.



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



CLARKE
ELECTRIC COOPERATIVE, INC.

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

Your Touchstone Energy® Cooperative

2016-2017 Low-Income Home Energy Assistance Program

THE 2016-2017 LOW-INCOME HOME ENERGY ASSISTANCE Program (LIHEAP) has been established to help qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter. The assistance is based on household income, household size, type of fuel, and type of housing. If you are not sure where to apply, contact:

LIHEAP, Iowa Department of Human Rights, Bureau of Energy Assistance, Lucas State Office Building, 321 E. 12th St., 2nd Floor, Des Moines, IA 50319, www.dcaa.iowa.gov.

You can also contact South Central Iowa Community Action Program, 116 Fillmore, Osceola, IA 50213; (641) 342-2101; clarke@iowatelecom.net or www.scicap.org.

When to apply:

- Elderly (60 & older) and/or disabled: Oct. 1, 2016 – April 30, 2017
- All other households: Nov. 1, 2016 – April 30, 2017

What to take:

- Proof of income (for all household members ages 19 and older).
- Most recent three months' check stubs, award letter from Social Security or 2015 tax return.
- Social Security numbers for all household members (documentation required).
- Recent heat bill.
- Recent electric bill.

Wage earners: Please bring copies of your check stubs for the three-month period preceeding the date of application, or a copy of your federal income tax return.

Fixed income: This income may include: Social Security Benefits, Supplemental Security Income, Family Investment Program,

Household Size	Income Maximums	
	3-Month Gross Income	Annual Gross Income
1	\$5,198	\$20,790
2	\$7,009	\$28,035
3	\$8,820	\$35,280
4	\$10,631	\$42,525
5	\$12,443	\$49,770
6	\$14,254	\$57,015
7	\$16,069	\$64,278
8	\$17,889	\$71,558

For households with more than eight members, add \$1,820 / \$7,280 for each additional member.

Veteran's Assistance, Unemployment Insurance, and pensions. Please bring copies of your most recent 3 months' check stubs.

Self-Employed / Farmers: Please bring a copy of your most recent federal income tax return. 44-11-03-08

FIP Recipients: Please bring your current DHS Notice of Decision or contact your local office for acceptable document information.



Energy Smart: Pull the Plug



OUTDATED APPLIANCES ARE ENERGY HOGS, DRIVING

up your monthly bill. Wouldn't you rather make money from them? Sign up to have them picked up for recycling via Pull the Plug!

- Refrigerators - \$35 each
- Freezers - \$25 each
- Window air conditioners - \$25 each



Complete the form on our website or call (800) 362-2154 for more information. The unit must be in working condition to be eligible for the program.

Questions or Complaints

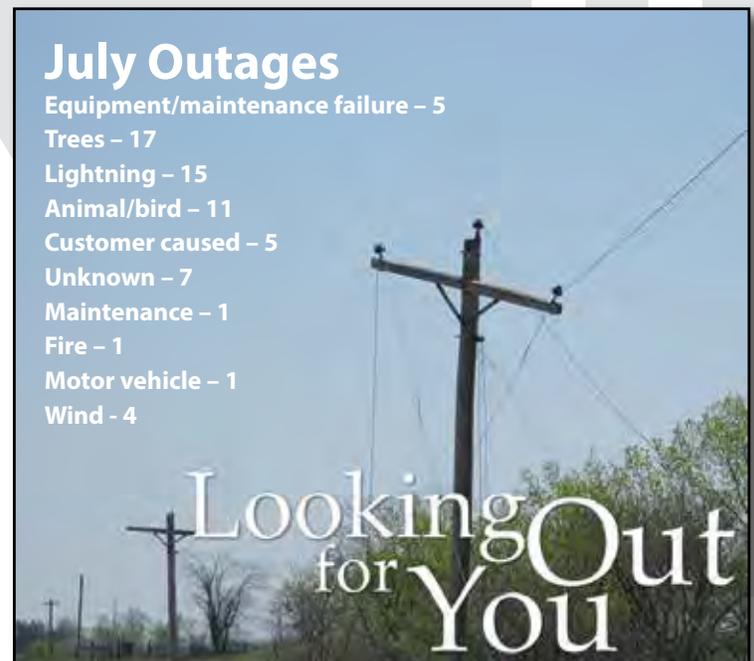
CLARKE ELECTRIC COOPERATIVE STRIVES TO PROVIDE you with the best service at the lowest possible cost. But sometimes you have questions regarding your electrical service or billing, or possibly a complaint. If you have a complaint about Clarke Electric's service rather than its rates, you can reach a representative of the cooperative by contacting us during normal business hours: 7:30 a.m. – 4 p.m. Monday through Friday at (641) 342-2173 or (800) 362-2154 or clarke@cecnet.net.

You can also write to: Member Advocate, Clarke Electric Cooperative, 1103 N. Main Street, Osceola, IA 50213.

If your complaint is not resolved, you may ask for help from the Iowa Utilities Board, Customer Service, 1375 E. Court Ave., Room 69, Des Moines, IA 50319-0069; (877) 565-4450 or customer@iub.iowa.gov.

July Outages

- Equipment/maintenance failure – 5
- Trees – 17
- Lightning – 15
- Animal/bird – 11
- Customer caused – 5
- Unknown – 7
- Maintenance – 1
- Fire – 1
- Motor vehicle – 1
- Wind – 4



Bill Payment Options

BECAUSE WE WANT TO MAKE IT EASY FOR YOU TO PAY YOUR BILL, Clarke Electric Cooperative offers convenient ways you can make your payment.

ACH: Recurring automatic payment plan. The amount owed comes directly out of your checking, savings, Visa or MasterCard account. Members need to opt-in for this plan.

E-bill: Non-recurring monthly payments can be made by E-check or credit/debit card through on-line bill pay with a username and password. Visit www.cecnet.net and click on the "Online Bill Pay" at the bottom. On the next page, under the "Submit" and "Reset" buttons click on the link that says "Click Here to sign up for online account access." *Note: As of Nov. 1 this option will be replaced by Smart Hub and Pay Now.*

Bank Bill Pay Services: Many banks offer this service that allows you to have the bank pay your bill on a certain date each month. Then your bank will deduct the amount due from your checking account to pay CEC electronically.



Safe & Secure Phone Payment System: If you are afraid your payment will be late, call 844-241-0266 to make a payment over the phone. *Your current phone number and account number will be needed for this system.* Follow the prompts to hear your account balance and pay your bill. You can pay with your checking account or credit/debit card number. *This phone payment system is being implemented to comply with security standards set forth by the credit card industry. This ensures your payment information is kept safe and secure.*

Mail: You can mail in your payment.

In Person: You can deliver it to our office between 7:30 am and 4 pm, or you can drop it in our night drop located just outside the main entrance 24/7.

Budget Billing: A budget payment plan helps members on a fixed budget and those who prefer to pay the same amount each month. Your account must be current and payments made in full and on time each month to be eligible and remain on the plan. Call our billing department at (641) 342-2173 or (800) 362-2154 for more information.

BY MAIL. IN PERSON. BANK DRAFT.



CHECK OUT ALL YOUR BILL PAYMENT OPTIONS.

Coming November 1: SmartHub and Pay Now

SMARTHUB AND PAY NOW WILL REPLACE CLARKE Electric's current E-bill (online bill pay program) effective Nov. 1, 2016. SmartHub provides account management and usage information on any computer that has Internet access and mobile devices like Android and iOS (Apple). 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

Pay Now (powered by SmartHub via the website) will replace the current on-line payment system. It will provide 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. 13-12-04-00



REMINDER
TO ELECTRIC HEAT USERS:
HEAT RATES GO INTO EFFECT
OCTOBER 1



CEC Cares For Your Safety: Harvest Safety

HARVEST SEASON IS full of activity for Iowa farmers. It's also an important time to keep key safety tips in mind. Putting safety first requires alertness, focus and knowledge of potential hazards and safety steps. Clarke Electric wants to make sure everyone follows important safety steps during harvest season and throughout the year.



In order to stay safe on the farm, keep the following electrical safety guidelines in mind:

- Use a spotter when operating machinery near power lines.
- Keep equipment at least 10 feet from power lines—at all times, in all directions.
- Look up and use care when moving any equipment, extending augers or raising the bed of grain trucks around power lines.
- Inspect the height of farm equipment to determine clearance from electric lines.
- Always set extensions to the lowest setting when moving loads to prevent contact with overhead power lines. Grain augers should always be positioned horizontally before being moved.
- Never attempt to move a power line out of the way or raise it for clearance.
- If a power line is sagging or low, contact Clarke Electric.
- If contact is made with a power line, stay on the equipment. Make sure to warn others to stay away, and call 911. Do not leave until the utility crew says it is safe to do so. The only reason to exit is if the equipment is on fire. If this is the case, jump off the equipment with your feet together, without touching the ground and vehicle at the same time. Then, still keeping your feet together, hop to safety as you leave the area.

Clarke Electric is committed to supporting electrical safety measures for our members. For more information and important safety tips, visit www.cecnet.net.



Your Cooperative at Work

CEC linemen replace a broken pole that was snapped off during a storm in the Hopeville area. ▲

Photo on the right shows damage caused by an animal getting into the Humeston substation which caused an outage to members served by that substation. ►



Underground Pipelines are Everywhere

Know what's below. Contact **811** before you dig.

Labels in image: Electricity, Phone & Cable, Water, Sewer & Drain Lines, Petroleum, Natural Gas.



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

Your Touchstone Energy® Cooperative 

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

Outside Depository Available 24 Hours

641.342.2173 | 800.362.2154

This institution is an Equal Opportunity Provider

www.cecnet.net