



CLARKE REC Headlines

The official publication of Clarke Electric Cooperative

SAFETY DRIVEN | ENERGY SMART | COMMUNITY INVESTED **Volume No. 78 No. 3 | March 2018**



Community Invested: Celebrating American Heroes

CLARKE ELECTRIC MANAGER OF MEMBER SERVICES

Jason Gibbs and Journeyman Lineman Doug Reasoner proudly gave their time to assist with the installation of the Clarke County Freedom Rock and Honor Wall.

Located at the Murray Cemetery off Highway 34 and County Highway R16, the Clarke County Freedom Rock was unveiled in November, 2017, the latest effort of artist Ray "Bubba" Sorenson who has been working to place similar landmarks in each of Iowa's 99 counties. Hundreds of people, including Iowa Governor Kim Reynolds, attended the ceremony.

The 56,000-pound rock was donated by local farmer Harold Fitzpatrick, and moved 13 miles to its current location using a

crane and semitrailer. The front face of the Clarke County Freedom Rock features a quote from Abraham Lincoln, a painting of a gold star family member clutching a flag that was given to them, and the ghost of the fallen soldier touching her. The back of the rock, features paintings of local military veterans Maxton Daniel, Raymond Harris, George Horton, Herschel Oehlert and Bert Keeler,



Jason Gibbs, second from left, and Gov. Kim Reynolds, stand in front of the memorial with members of the Freedom Rock committee.

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Electric System Holds Strong During Week of Ice

THE WEEK OF FEBRUARY 19 BEGAN WITH THE WEATHER threatening accumulations of ice throughout our service territory. As I reported to work on Monday morning, my mind was on the weather reports I had been watching closely and how it would affect our members. As the system developed



Ice accumulates on CEC lines near Millerton.

throughout the day, the Clarke Electric staff prepared for the possibility of system-wide outages.

In the spirit of cooperation, we also prepared to offer a helping hand to neighboring cooperatives should they happen to bear the brunt of whatever was headed our way. That meant potentially extended hours for our linemen and key support personnel.

A thin coating of ice – about a quarter of an

inch or less – can cause travel headaches and cancellations. Increase that to a half an inch of ice on a power line and it adds as much as 500 pounds of extra weight. And even if the power line remains intact, ice accumulations on overhanging branches and vegetation pose another threat to bringing power lines down.



CHAD MCINTOSH

Thankfully, Mother Nature gave us a break. Although we had some ice on our lines, our efforts to make system-wide improvements proved to be successful. Since a devastating snow and ice storm in 2007, your cooperative has invested in rebuilding lines, replacing poles, and keeping the right of way clear of vegetation, all to the benefit of our members who enjoy reliable electric service. I'm happy to report that during the week of Feb. 19, 2018, not one outage was reported.

Reading pays! We have hidden two of our members' account numbers in this issue. If you find your member location number, call during March 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

Electricity Remains a Good Value

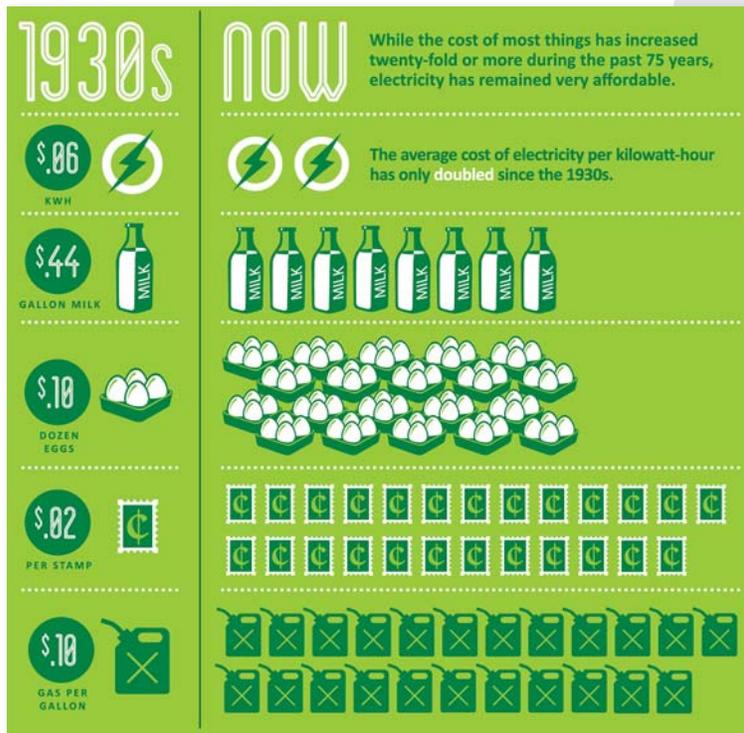
WHILE THE COST OF MOST THINGS like cars, houses, eggs, stamps and gasoline has increased twenty-fold or more during the past 75 years, electricity has remained very affordable. The average cost per kilowatt-hour has only doubled since the 1930s.



DAVID OPIE

In fact, the average American household is steadily spending less on electricity as a percentage of its income. Today, the average electric cooperative household in Iowa spends about \$5 a day on electricity. So for the cost of a specialty drink at your favorite coffee shop, you can get 24 hours of safe, reliable power. Now that's a great value.

Cooperatives are all about improving the quality of life of the people they serve. Electric cooperatives were formed to bring a service to a forgotten community – the rural community. Today, we are still bringing value to our rural communities with a renewed commitment of local service. We help our member-owners use energy wisely through energy efficiency programs, rebates and incentives so they can spend their hard-earned money on other things. We work hard to control local costs to keep rates and fees as low as possible.



Energy Efficiency Tip of the Month

Make sure your refrigerator door seals are airtight for maximum energy efficiency. Test the seal by closing the door over a piece of paper (half in and half out). If you can easily pull the piece of paper out, your seal may need to be replaced or the latch may need to be adjusted. *Source: energy.gov*



The Cooperative Difference: Winter Moratorium Ends April 2

IF YOU ARE BEHIND ON YOUR ELECTRIC BILL, CONTACT Clarke Electric before the winter moratorium ends April 2.

If your account is past due, and you have not made payment arrangements by April 2, you will be subject to disconnection of your electric service. To avoid disconnection, you must pay your electric bill in full by April 2 or request a reasonable payment arrangement for your past due account(s).

On and after April 2, the cooperative is not required to post a 48-hour disconnection notice on your premises. Call our office today to make arrangements or request information at (641) 342-2173 or (800) 362-2154.

PAYMENT PLANS: Those who have fallen behind on their accounts may be eligible to enter into a reasonable payment agreement with Clarke Electric to pay accumulated debt over time and maintain electric services. If you are past due on your account, contact Joyce or Stephanie to discuss payment plan terms.

BUDGET BILLING: For member-owners with tight budgets, seasonally high electric bills can cause financial difficulties. Clarke Electric's budget billing payment option makes it easier to budget and anticipate. To enroll, contact Joyce or Stephanie to discuss whether budget billing is right for you.

STATE OF IOWA RESOURCES: We also encourage anyone who has fallen behind on payment to contact the Iowa Bureau of Energy Assistance at (515) 281-0859 or their local community action agency regarding eligibility for the Low-Income Home Energy Assistance Program (LIHEAP). LIHEAP is designed to help low-income families meet the cost of home heating for electric or natural gas service. Applications are accepted at your local community action agency and if eligible may provide a one-time per year payment to assist with heating costs for eligible households. 61-29-01-07

Your cooperative is happy to work with you to make sure your account is current to avoid any interruption in service.

January Outages

- Animal/bird – 1
- Maintenance – 2
- Equipment failure – 9
- Customer caused – 2

Looking Out for You



Clarke Employees Tour Summit Lake Generating Plant

EACH YEAR EMPLOYEES AT CLARKE ELECTRIC

Cooperative set aside one day to work on internal relationships, take advantage of specialized training or learn more about cooperative industry trends. Dedicating one day gets everyone together away from their daily responsibilities to gain appreciation for their work environment.

In February, cooperative employees took a “field trip” to the Summit Lake Generating Station in Creston. Owned by our power supplier, Central Iowa Power Cooperative (CIPCO), Summit Lake is a natural gas and oil fueled generation plant utilized during peak conditions. Constructed in 1952 and acquired by CIPCO in 1968, Summit Lake produces about 84MW of power.

CIPCO employees Pat Madison, plant superintendent; Lynn Kruse, operations foreman; and Brad Johnson, area supervisor, conducted a tour of the Summit Lake office, operations and generation facilities.

Photo: Summit Lake Plant Electrician Dale Ver Helst, left, talks with Clarke Electric employees Doug Reasoner, second from left, Eric Page and Rob McCoy about Summit Lake operations.

Freedom Rock...from pg. 1

all Clarke County residents who were killed in action. The west side of the rock features the Red Bull logo of the 34th Infantry Division, after which Highway 34 is named.

As your community-invested cooperative, Clarke Electric is a proud sponsor of the Clarke County Freedom Rock and proud to have employees give their time to make the monument a reality.

“The work in that area will continue this spring with the building and placement of a shelter house and display case near the rock,” Jason said. “Doug and I were only two of countless local volunteers who gave their time to make sure the project is a proper tribute to our military men and women.”



Energy Smart: Renewable Energy Program

CLARKE ELECTRIC COOPERATIVE OFFERS A RENEWABLE energy program that gives individual member-owners the option to contribute to a fund used for the development of alternative energy production facilities in Iowa. Alternative energy production facilities may include wind energy, biomass, solar, and other nontraditional generation technologies.

Through this program, member-owners do not directly purchase alternative energy, but rather participate in the development of these resources. Contributions may be retained by the cooperative until enough is available to pursue a particular development, make a grant to another entity pursuing alternative energy development in Iowa, or arrange for purchases from alternative energy production facilities.

Renewable Energy Program is:

- ...available to member-owners within any of our rate classifications.
- ...flexible. Member-owners can contribute one time or on a monthly basis. The minimum contribution is \$1.
- ...convenient. The forms of participation include: cash, check, credit card, ACH, or paying the additional amount with your monthly electric bill.

Once you have signed up, your participation will continue at the same level until you notify us that you wish to change the amount of your contribution or end your participation in the program.

Renewable Energy Contribution Form

Yes, I will make a one-time contribution

Yes, I will contribute \$_____ per month

Name: _____

Account No. _____

Address: _____

City: _____ State: _____ Zip: _____

The Honor Wall is not limited to local veterans. Anyone who served in the military can have a plaque with their name, branch of service and dates of service placed on the Honor Wall. For more information, please contact Jason at (641) 414-1117.

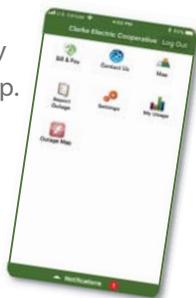
“This monument is dedicated to our American military that we are all so proud of. It represents the sacrifices of not only the men and women who served this country in the most honorable way, but also the tremendous burden that is felt by the family and friends left behind. We are forever grateful.” – *The Freedom Rock Committee, taken from the dedication ceremony brochure*

Check Out the SmartHub App!

MANY OF US ARE ON THE GO AND WANT TO BE ABLE to get the information we need and want from the convenience of our smart device.

Clarke Electric Cooperative now has a way to give our members this information via the SmartHub app. You can go to the App Store for iOS users, the Google Play store for Android users or visit www.smarthubapp.com to download the SmartHub app.

Once installed, you can search by cooperative name or location to find your electric provider (Clarke Electric Cooperative, Osceola, IA). If you are a current e-bill user, you can access your account information by logging in with your current username and password. If you are a new user, click "new user" to set up a new account, then click "register." You will need your billing account number, your last name and an email address to register. You will need to answer a security question and confirm zip code. A temporary password will be emailed to you. Enter the temporary password at login and then you can change the password to one you want. Then, simply launch the app.



On the SmartHub app, members can:

- ✓Check their kWh usage
- ✓View the outage map
- ✓Pay their bill on-line
- ✓Access several other reports and features
- ✓See current and past bills
- ✓Contact Clarke Electric
- ✓Report an outage

Clarke Electric wants to make sure our members have access to the information they need no matter what time of day. We hope this makes your experience with Clarke Electric a little bit better.

CLARKE ELECTRIC is always looking for ways to help its members stay safe around electricity. If you have a civic organization or even a group of friends looking for a speaker, please, contact Jason at Clarke Electric Cooperative, (641) 342-2173. The price is right...FREE.



**COMING IN
2018**



**CLARKE
ELECTRIC COOPERATIVE, INC.**

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

Your Touchstone Energy® Cooperative

This institution is an equal opportunity provider and employer.

www.cecnet.net

David Opie, General Manager

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

Outside Depository Available 24 Hours

641.342.2173 | 800.362.2154

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The Clarke Electric office will be closed Friday, March 30 for Good Friday. We wish all our members a safe and happy Easter weekend!

Why Does My Co-op Advertise?

OFTEN, CLARKE ELECTRIC DIRECTORS AND EMPLOYEES are asked why the cooperative spends money to advertise even though our members cannot choose their electric provider. Here's a simplified explanation of why we allocate dollars to advertising for our membership.

Our power supplier, Central Iowa Power Cooperative (CIPCO), places TV and radio ads on behalf of all their member systems. As a member of Touchstone Energy, CIPCO and Clarke Electric have access to professionally designed advertisements as a benefit of membership. Each advertisement is personalized with the logo of each of CIPCO's members in order to maximize exposure while minimizing cost. 30-32-03-32

CIPCO places ads for Clarke Electric because:

- As fewer people remember life without electricity, it is increasingly important to build awareness of the cooperative business model.
- Advertising can bring awareness of cooperative values and services to commercial and industrial customers who enhance and promote rural economic development.
- Joining state and national partners in ad campaigns builds awareness and trust of rural electric cooperatives in our local communities.
- As part of our cooperative mission, Clarke Electric encourages safe use of electricity for all consumers.

Clarke Electric Cooperative strategically allocates dollars to local advertising in order to:

- Develop and enhance trust and loyalty;
- Show local support to and for our communities served;
- Increase awareness of the cooperative business model to government officials and policy makers and form potential partnerships; and
- To encourage the safe use of electricity for all members by reminding them of dangers associated with electric lines, poles and substations.