



CLARKE REC Headlines

The official publication of Clarke Electric Cooperative

SAFETY DRIVEN | ENERGY SMART | COMMUNITY INVESTED Volume No. 79 No. 9 | September 2019

Energy Efficiency

Tip of the Month



Copper-bottomed pans heat faster on the stove. In the oven, ceramic and glass dishes are better than metal. With ceramic and glass dishes, you can turn the oven down about 25 degrees, and your meal will cook just as quickly. *Source: energy.gov*



Every Penny Counts



If you are a member of a non-profit group and your group has a project that needs a financial boost to get you across the finish line, or if you are an individual who has recently experienced an unforeseeable emergency (i.e. house fire, health diagnosis, tornado damage to home) you can apply for an Operation Round-Up grant.

To learn more and to apply, visit cecnet.net.



Looking Out for You: July Outages

| | |
|----------------------|--------------------|
| Maintenance: 4 | Animal/Bird: 23 |
| Equipment failure: 3 | Customer caused: 8 |
| Trees: 4 | Motor vehicle: 1 |
| Lightning: 7 | Unknown: 3 |
| Wind: 6 | |



CLARKE
ELECTRIC COOPERATIVE, INC.
Safety Driven • Energy Smart • Community Invested

Your Touchstone Energy Cooperative

P.O. Box 161 1103 N. Main
Osceola, IA 50213-0161
www.cecnet.net



The Cooperative Difference: Our Annual Meeting

DID YOU KNOW EVERY cooperative is required to conduct an annual meeting of the membership? The purpose is to hold the election for the board of directors, share important financial information, occasionally vote on other matters such as articles of incorporation changes, see your neighbors, and of course – great door prizes.

Clarke Electric's annual meeting is a community gathering where neighbors can meet new neighbors – or catch up with old friends. As our lives get busier with the "errands of life" and more of our interactions with others are online (via social media), we should renew the value of face-to-face human connections. Very few organizations are uniquely positioned like Clarke Electric to bring together consumer-members of our local communities at our annual meeting.

While rural folks probably do a better job of staying connected to our neighbors, it is not something we should take for granted. The simple act of smiling, saying hello and shaking someone's hand truly lifts both parties. 22-16-02-05

Clarke Electric's annual meeting is designed to take care of the important business of your co-op and the equally important business of building a real sense of community. All cooperatives serve both an economic and social purpose. While safe, reliable and affordable electric power is our business, improving the quality of life for all consumer-members is at the core of

what we do every day. Safety driven, energy smart and community invested is our mission.

If you have not attended the annual meeting in the past or if it has been a few years, why not join us on September 16th at 5 p.m. Come and enjoy a free sandwich, visit with friends, participate in the business session and exercise your right to vote for your representative on the board.

We hope to see you there!



DAVE OPIE
General Manager

You're Invited...



Monday, Sept. 16, 2019

**Clarke County Event Center
Clarke County Fairgrounds
2070 W. McLane St., Osceola**

5 p.m. Free pork sandwiches by Madison County Pork Producers and registration

6:30 p.m. Business session

Attendance prizes and cash giveaways

Drawing for one Kindle Fire, power tools, \$1,000 cash giveaways

Golf cart shuttle from parking lot

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.



Community Invested: Need Help With Your Heating Bills?

THE 2019-2020 LOW-INCOME HOME Energy Assistance Program (LIHEAP) helps qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season. The assistance is based on household income, household size, type of fuel, and type of housing.

WHEN TO APPLY:

- Elderly (60+) and/or disabled: Oct. 1, 2019 to April 30, 2020
- All other households: Nov. 1, 2019 to April 30, 2020

WHAT TO TAKE:

- Proof of Income (for all household members age 19+)
- Check stubs from the previous 30 days, award letter from Social Security or 2018 tax return
- Social Security numbers for all household members (documentation required)
- Recent heat bill
- Recent electric bill
- If you receive alimony or child support, it will also need to be verified.

PROOF OF INCOME:

- **Wage Earners:** Please bring copies of your check stubs for the 30-day period preceding 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, Veteran's Assistance, Unemployment Insurance, and pensions. Please bring copies of your check stubs from the previous 30 days.
- **Self-Employed/Farmers:** Please bring a copy of your most recent federal income tax return.
- **FIP Recipients:** Please bring your current DHS Notice of Decision or contact your local office for acceptable document information.

If you are not sure where to apply, dial 2-1-1 or visit <https://humanrights.iowa.gov/dcaa/where-apply>, or write to:

LIHEAP
Iowa Department of Human Rights
Capitol Complex
Des Moines, IA 50319

| Income Maximums | |
|-----------------|---------------------|
| Household Size | Annual Gross Income |
| 1 | \$21,858 |
| 2 | \$29,593 |
| 3 | \$37,328 |
| 4 | \$45,063 |
| 5 | \$52,798 |
| 6 | \$60,533 |
| 7 | \$68,268 |
| 8 | \$76,003 |

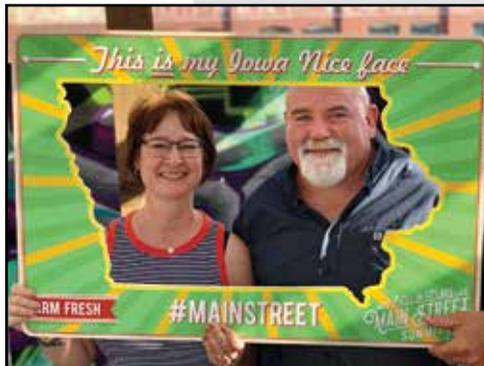
For households with more than eight members, add \$7,735 for each additional member.

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

Employees Attend Best in Class Summit

TWO CLARKE ELECTRIC EMPLOYEES took advantage of a national Touchstone Energy® Cooperatives conference that was held in Des Moines in early August.

Manager of Communications and Human Resources Jodee Eckels and Manager of Member Services Jason Gibbs attend the "Best in Class Main Street Summit" at the Des Moines Social Club Aug. 6-8.



The event focused on elevating cooperative strategies for community development to the next level. Cooperatives work closely with Iowa Area Development Group (IADG) and the United States Department of Agriculture (USDA) Rural Economic Development and Loan (REDL&G) program to look for economic development opportunities to stimulate rural communities and improve the quality of life of rural Americans.

Guest speakers were brought in from across the nation for this event. As part of our mission statement "Community Invested," we take the initiative to look at all opportunities that could help our members and the communities they live in.



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 at 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; customer@iub.iowa.gov.

CIPCO Charity Event Raises \$10,000 for Wildwood Hills Ranch

CENTRAL IOWA POWER

Cooperative (CIPCO) and its 13 member systems, including Clarke Electric Cooperative, hosted its annual golf and charity events at the Legacy Golf Club, with proceeds benefiting Wildwood Hills Ranch in St. Charles.

After a day of golfing, boating, or tours of the ranch, participants learned more about the programs offered by at Wildwood Hills Ranch, including programs for Iowa's at-risk-youth and combat veterans. The event was capped off with the announcement of \$10,000 raised to support the program.

"The cooperative is proud to support Wildwood Hills Ranch because we have a very personal connection to the organization," said Dave Opie, CEC General Manager. "One of our directors, Cody Miller, has been involved with the equine veteran program at Wildwood Hills Ranch and credits the organization with helping him get through some tough times after returning from active military duty."

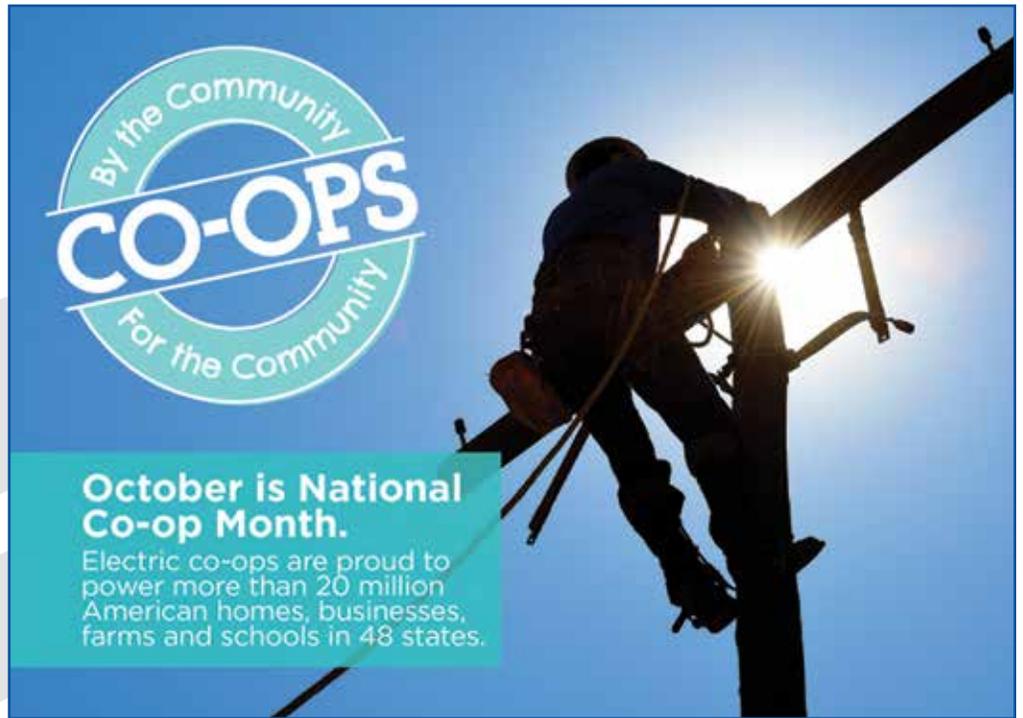
"CIPCO system members are committed to supporting not-for-profit organizations bringing needed services to the communities we serve," said CIPCO CEO Bill Cherrier. "Each year, members and associated organizations participate in our event to raise funds to support an outstanding program." 45-13-06-00

"We appreciate being the recipients of this generosity," said Matt Moeckl, Executive Director of Wildwood Hills Ranch. "We helped more than 1,000 vulnerable youth



From left, Matt Moeckl, Bill Cherrier and Cody Miller.

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OCTOBER IS NATIONAL CO-OP Month! It is the time of year when cooperatives across the country, including Clarke Electric, celebrate who we are and the consumer-members we serve.

Cooperatives are different than other types of businesses. When the market fails to offer a product or service, co-ops step in to fill the need.

Similar to how Clarke Electric was built by members who came together to bring electricity to our rural communities, cooperatives are champions for the common good. Your electric co-op exists to provide safe, reliable and affordable energy to you, the consumer-members of the co-op. Equally important is our mission to enrich the lives of the consumer-members we serve.

As a co-op, we are well-suited to meet the needs of the communities because we are locally governed. Clarke Electric's employees live in the communities they serve. Our board of directors, who helps set long-term priorities for the co-op, live locally on co-op lines. These board members have been elected to the position by neighbors like you.

We know our consumer-members (that's you!) have a valuable perspective. That's why we are continually seeking your input. Whether through community events, or the annual meeting, we want to hear from you.

Our close connection to the communities ensures we get a first-hand perspective on local priorities.

Another feature that sets our co-op apart from a traditional utility is one of our core principles, "Concern for Community." In 2018, Clarke Electric launched Operation Round-up, to help people in need, encourage economic development, and support education, youth projects, or community service projects. We participate in the Electric Cooperative Youth Tour, where our community's brightest young people travel to Washington, D.C., for a week-long immersive experience of democracy in action.

Ultimately, the larger community benefits from these programs because of you and your neighbors. You empower the co-op through your membership and your participation in these programs.

We hope you will think of Clarke Electric as more than just your energy provider. Think of us instead as a local business that supports the communities served by the cooperative and powers economic development and prosperity for the people.

We will continue to learn from our consumer-members about their priorities so that we can better serve you – because your electric co-op was built by the community, for the community.

Operations: Summer Storm Causes Outages in Lacona Area

IF YOU LIVE IN the Lacona area, you likely woke up in the early morning hours of Aug. 20 to no power. You weren't alone.



CHAD MCINTOSH

That morning, the National Weather Service confirmed an EF-3 tornado near Lacona that touched down right before 6 a.m., traveled five and one-half miles to the southeast, and contained peak winds near 150 mph.

Clarke Electric began receiving phone calls reporting outages around 6 a.m. and immediately began the storm restoration process. More than 300 members were without power for approximately 12 hours while all cooperative linemen and servicemen were called to the area.

Most of the consumer-members were back online by 6:30 p.m. that same evening. Thank you to all our members for your cooperation and patience as we restored power.

Remember, if you don't have power, call the cooperative to report your outage, if it is not restored within a few hours, call back to make sure your outage has been reported.



Wildwood Hills...from pg. 3

and veterans in need last year find hope and healing. These funds will help us continue our mission to break cycles, build leaders and transform communities."

Wildwood Hills Ranch of Iowa exists to transform lives and strengthen communities by providing healing, hope and God's unconditional love to children and youth at risk.

Stay Clear!

A downed power line may not be a dead line. It could cause serious injury or death.



FOLLOW THESE TIPS FROM YOUR ELECTRIC COOPERATIVE TO STAY SAFE:

- Assume all power lines are energized and dangerous. Even lines that are de-energized could become energized at any time.
- Never touch a downed power line! And never touch a person or object that is touching a power line.
- If someone is injured as a result of contact with electric current, do not try to assist him or her. You could be injured or killed. Call 911.
- If a power line falls across your vehicle while you are in it, stay inside until help arrives.
- Call 911 immediately to report a downed power line. Then call your electric cooperative.



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

Your Touchstone Energy® Cooperative

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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www.cecnet.net

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