

ownership Manual Learn more about the POWER OF CO-OP MEMBERSHIP



WELCOME TO THE NEIGHBORHOOD David Opie, General Manager

ELCOME TO CLARKE ELECTRIC COOPERATIVE, a member-owned, democratically controlled, not-for-profit business. We believe in bringing the best to our member-consumers. For more than 80 years, Clarke Electric has been delivering energy and energy solutions. We are active in our communities and dedicated to serving our member-consumers with innovation, accountability, integrity and commitment to community. Welcome to the neighborhood!

Members

Elect and

MEMBERSHIP MATTERS

What makes your rural electric cooperative unique? **YOU.** You are a **member-consumer**, you share in the ownership and governance of the cooperative. You have a voice and best of all you receive a **patronage dividend** after 20 years. The board of directors and employees of the cooperative follow seven key principles to provide a safe, reliable and cost effective service for our members: Voluntary and Open Membership; Democratic Member Control; Members' Economic Participation; Autonomy and Independence; Education, Training and Information; Cooperation Among Cooperatives; and Concern for Community.



Clarke REC Headlines is our

monthly newsletter dedicated to providing you with industry news, safety and environmental issues and energy efficiency programs. You can find *Clarke REC Headlines* on-line at cecnet.net or in with your monthly bill. You can also have it sent to you electronically by emailing us at clarke @cecnet.net. We are at your service.

WE ARE IN YOUR TOWN & ACCESSIBLE TO OUR MEMBERS

You can find our headquarters in Osceola with our service area across eight counties in South Central lowa. We cover more than 1,800 miles of line with more than 5,000 member-consumers.

Safety Driven Energy Smart Community Invested



34

49

53

District 4

District 5

Clarke Electric serves portions of Clarke, Decatur, Lucas, Madison,

63

District 6

District 7

Board of Directors

Represents

DID YOU KNOW?

Staff

Day-to-day

GM

Ensures



- of this co-op. Any
- excess margins
- collected are
- returned to you in
- the form of
- patronage dividends.

WE ARE AT YOUR FINGERTIPS

1-800-362-2154 • 641-342-2173 • www.cecnet.net We have a 24-hour call center and the local office is open Monday-Friday from 7:30 a.m. to 4 p.m. *This institution is an Equal Opportunity Provider.*

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District 1

District 3

District 2

LOOKING OUT FOR YOU - IT PAYS TO HAVE OPTIONS



Draft It

Take advantage of the "auto draft" option. Set up your account to have your payment drafted from your checking or savings account every month. No more missed payments.

and save us all money.



Drop It

Stop by our Osceola office at 1103 N. Main any time day or night and drop your payment in our depository drop box at the entrance of our building.

Click It

It's easy to view and pay your bill

online. Just visit cecnet.net and

click on "Smart Hub" to access

your account. Enroll to receive

paperless billing statements and

electronic newsletters; you'll get

your bill sooner, use less paper

Budget Billing

Set up a budget payment plan to help level your bill. This works well for those on a fixed budget or if you prefer to pay the same amount each month. Budget billing allows you to spread your bill out evenly so you can pay the same each month.

Phone, Mail or in Person



Call (888) 241-0266 to make a payment by phone. If you prefer to stop in and say hello and drop off your payment we appreciate that. You can also set up a recurring monthly charge by using your MC or Visa. And if you prefer the mailbox method we still collect our mail and process your checks.

. We belong to Touchstone Energy, an alliance DID of more than 750 local, member-owned YOU cooperatives in 46 states delivering power to KNOW more than 30 million customers every day.

Community Invested - Providing More Than Just Power

USDA REVOLVING LOAN FUNDS



We believe in our communities and are committed to improving the quality of life in rural areas by administering revolving loan funds to local businesses. Our employees work and play in local communities and volunteer many hours to organizations within our service territory. E-mail Jason Gibbs at jasgibbs@cecnet.net to learn more.

RECARE /

We have a program designed to help low-income memberconsumers with weatherization and energy assistance with the RECare program and the low-income home energy assistance program (LIHEAP).

SMALL CHANGE THAT CHANGES LIVES



Operation Round Up[®] is a charitable giving program unique to electric cooperatives that is designed to provide financial donations to worthwhile community programs and help member-consumer families who have faced

a tragic event. As an opt-in participant, your monthly electric bill is automatically "rounded up" to the nearest dollar. For example, if your bill is \$64.35, you will pay \$65, with the extra 65 cents going into a special fund administered by the Clarke Electric Cooperative Operation Round Up Board.

YOUR TICKET TO SAVINGS! Co-op Connections Card

You'll receive a Co-op Connections Card with moneysaving discounts on products and services

from participating local and national businesses.

View full list of discounts at www.connections.coop



WHO WE ARE

Safety Driven **Energy Smart** Community Invested We have nine board members elected by the membership. We hold annual meetings on or around September 10th each year. We send one high school junior to Washington D.C. with the Rural Electric Youth Tour each year. We promote electrical safety to all schools and youth-related groups in our service territory.

CEC Cares For Your Safety

When it comes to keeping our employees and our consumermembers safe, Clarke Electric doesn't take any chances. In fact, it's part of our mission and always has been. That's why your electric cooperative includes regular safety tips, reminders and guides on our Web site and in our newsletters on these topics:

> Grain Bin Clearances Using a Generator Outage Reporting

Severe Weather Call 811 Before You Dig Outage Safety Tips

Right of Way Guidelines

If you are a member of a community or youth group and are interested in a free electrical safety demonstration, Clarke Electric offers age- and activity-based programs that can be presented any time of the year. Just call us at (800) 362-2154.

Saving you money, using your resources wisely - it all makes

sense. We are here to provide you with energy efficiency

REBATES AND INCENTIVES

alternatives and incentives. We perform energy audits, new

home consultation, electrical safety demonstrations and give

rebates for taking advantage of energy efficiency. We sell GE Heat

We offer a variety of rebates and incentives with the purchase of

THINKING ABOUT GOING SOLAR?

Member-consumers who have an interest in investing in solar energy for their home or small business have a new resource to aid in making an informed decision. The Iowa Energy Center has published the *Home Series: Solar PV Energy Guide* in collaboration with the Iowa Association of Electric Cooperatives, Alliant Energy, the Iowa Association of Municipal Utilities, and MidAmerican Energy with information from the Office of Consumer Advocate and the Iowa Utilities Board.

The publication stresses the importance of talking to your

co-op at the beginning of your solar investment research. This is critical so that you can gain an understanding of rate structures, compensation for excess generation, interconnection requirements, and other vital facets of consumer-owned generation.

The publication is available online at www. iowarec.org/publications/solar-resources/. For more information, contact us at (800) 362-2154 or jasgibbs@cecnet.net.



Pump Water Heaters.

energy efficient products.

Light Fixtures

Weatherization

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New Home Construction

Washing Machines

Heating & Cooling

Energy Smart - Save Energy, Save Money

ar PV Energy Gu





Security Light Leasing Program

For a low monthly fee, we provide a 50W LED (100W HPS) light and make repairs when needed. You pay for the electricity. It's that easy!

RENEWABLE ENERGY PROGRAM

Today's changing energy landscape is bringing more attention to renewable energy resources. We offer a renewable energy program to help fund alternative energy production including wind, biomass, solar and other nontraditional generation technologies.

Visit www.cecnet.net to fill out the form.



CHECK OUT

FACEBOOK: facebook.com/ceciowa ENERGY TIPS: togetherwesave.com SAFETY TIPS: safeelectricity.org



Money Isn't All You're Saving



CLARKE Electric Cooperative, Inc.

Safety Driven • Energy Smart • Community Invested Your Touchstone Energy® Cooperative K

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WHO WE ARE

Safety Driven Energy Smart Community Invested We play an active role in energy conservation, because efficient use by member-**consumers** reduces the need for more generation plants and reduces the cost of energy production and distribution. We support the development of new farm operations, **sustaining** the number of people living in rural areas, and improvements in the ag industry in south central lowa.