



CLARKE REC Headlines

The official publication of Clarke Electric Cooperative

SAFETY DRIVEN | ENERGY SMART | COMMUNITY INVESTED **Volume No. 80 No. 3 | March 2020**



The Clarke Electric Cooperative office will be closed Friday, April 10 for Good Friday. We wish all our members a safe and happy Easter holiday.

Building Remodel Update

Drawings for the cooperative headquarters remodel are almost complete. There will be several phases for the remodel with the first phase to begin this summer. New electric lines will be run throughout the building as the garage portion of the existing building is removed and rebuilt to include taller bays to house the larger trucks.

Looking Out for You: January Outages

Power supplier: 1 Customer caused: 1
Equipment failure: 7 Unknown: 4
Storm: 2

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

SURVEY

PLEASE BE AWARE THAT CLARKE ELECTRIC Cooperative, in conjunction with our power supplier, Central Iowa Power Cooperative (CIPCO), will conduct a survey of our residential members this spring.

This survey asks about your home, your appliances, energy efficiency measures, and your opinions about energy use and related topics. Only a small portion of our residential members will receive a copy of the survey in the mail. If you receive a survey, we ask that you take 10 minutes to complete it and return in the postage-paid envelope provided or complete it on-line at the web address found on the questionnaire. We appreciate your help!

How a Temp Job Turned Into a 35-Year Career

ON APRIL 1, 35 YEARS TO THE DAY after he began his career with Clarke Electric Cooperative, Roger Phillips will hang up his hooks and trade in his iPad and truck for a mule and a long and dusty trail that leads to greener pastures.

Before he was hired in 1985, Roger said he had heard that Clarke Electric was a good place to work and he knew several of the linemen who were already working here. So when General Manager Glen McKay offered him the temporary summer groundman position, he took it. Although it was only supposed to be a temporary position, Roger made Clarke Electric his home for the next 35 years.

Roger's retirement April 1 marks the end of an era at the cooperative in a way that few people realize. Roger is the last of the Clarke Electric linemen who trained on the job.

"Roger is one of the hardest working linemen I know," said General Manager Dave Opie. "I am amazed by how much work he accomplishes each and every day. He can perform all the physically-challenging tasks



RETIREMENT OPEN HOUSE
for ROGER PHILLIPS
APRIL 1, 2-4 PM
CLARKE ELECTRIC COOPERATIVE
1103 N. MAIN ST., OSCEOLA

a lineman is required to perform as easily as our younger linemen."

As technology advanced, Roger was instrumental in leading the changes within the operations department. With his retirement, the cooperative will lose significant organizational knowledge, history of the cooperative, and someone

continued on pg. 2

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.



Stay Connected to Your Co-op

A S TIMES CHANGE, SO DOES THE WAYS people can contact us. Clarke Electric strives to provide our member-consumers with the best possible service, so it is sometimes necessary to update our records.

Some reasons we may contact you include:

- **Planned outages:** We like to notify members in the affected areas of any planned outages so they can properly prepare.
- **Service restoration:** We may need to contact you for more information regarding an outage or service issue. Having correct contact information on file speeds up the power restoration process.
- **Billing matters:** You will receive reminders if your bill is overdue or subject to disconnection. We may send reminders by mail, e-mail or call you on the phone.

- **Patronage checks:** We want to make sure our member-consumers are given what they are owed when it's time to distribute patronage checks.
- **Other notices:** The cooperative may contact you regarding important information about our services and programs.

You can update your information one of three ways:

1. Log in to SmartHub and click "My Profile"; 28-10-04-00
2. Complete the form below and mail to Clarke Electric Cooperative, 1103 N. Main, Osceola, IA 50213; or
3. Give us a call at (800) 362-2154 or send us an email to: clarke@cecn.net.

Thank you!

Update My Info

First & Last Name: _____

Account #: _____

Service Address: _____

What information are you updating?

New mailing address: _____

New phone number: Home: () _____ Office: () _____

Cell: () _____

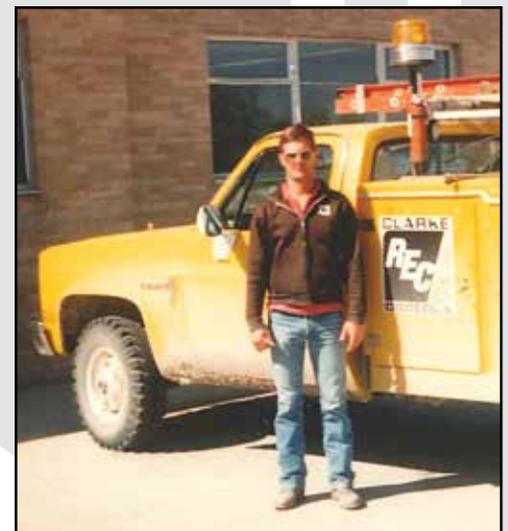
New e-mail address: _____

who remembers when being a lineman was a more dangerous and physically demanding job. Today's linemen are equipped with fire retardant clothing and much better tools. Bucket trucks that save wear and tear on the body from climbing poles for a living are also a benefit.

Asked what he likes best about working at Clarke Electric, Roger smiled and said, "talking with the members." His least favorite part of the job was missing out on family events when he was on call or needed for storm restoration. He recalls being dispatched to repair a pole that had been struck by lightning. He did the work and moved on. But four hours later, he was dispatched back to the same pole only to discover it was no longer there. It had been destroyed by a second lightning strike. He chuckled and said he never again doubted that lightning could strike in the same place twice.

Retirement for Roger means spending time catching up on things at home, spending time enjoying a warmer climate during Iowa's cold weather months and, of course, riding his mule across the United States. We wish him well!

Clarke Electric will host an open house honoring Roger at the cooperative headquarters April 1 from 2-4 p.m. Everyone is welcome!



Roger Phillips is pictured on the job toward the beginning of his career with Clarke Electric Cooperative.

Winter Moratorium Ends April 1



Energy Smart: Renewable Energy Program

CLARKE ELECTRIC COOPERATIVE offers a renewable energy program that gives individual member-consumers the ability to voluntarily contribute to a fund. All of the money collected from member-consumers will be 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-consumers will not directly purchase alternative energy, but rather participate in the development of these resources. Contributions may be retained until they reach a sufficient level 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. 51-04-04-06

Renewable Energy Program highlights include:

- Available to member-consumers within any of our rate classifications.
- Member-consumers can contribute a one-time dollar amount or on

Renewable Energy Contribution Form

YES, I will make a one-time contribution of \$ _____

YES, I will contribute monthly in the amount of \$ _____

Name: _____

Address: _____

City: _____

State: _____ ZIP: _____

Phone: _____

Clarke Electric Cooperative Acct #: _____

a monthly basis. The minimum contribution is \$1.00.

- 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.



KIM GRIFFIN
Billing Specialist

IF YOUR ACCOUNT is past due, and you have not made arrangements for payment by April 1, your electric service may be disconnected. To avoid this, you must pay your electric bill in full by April 1 or request a reasonable

payment arrangement for your past due account(s). On and after April 1, we are not required to post a 48-hour disconnection notice on your premises. Call our office today to make arrangements or to request information at (641) 342-2173 or (800) 362-2154.

Payment Plans: If you're behind, you may be eligible to enter into a reasonable payment agreement with Clarke Electric to pay accumulated debt over time and maintain electric services. Contact me to discuss payment plan terms.

Budget Billing: For member-consumers with tight budgets, seasonally high electric bills can cause financial difficulties. Clarke Electric's budget billing option makes it easier to budget and anticipate. To enroll, contact me to discuss whether this option is right for you.

State of Iowa Resources: We also encourage anyone who has fallen behind on their payments to contact the Iowa Department of Human Rights at (515) 242-5655 or their local community action agency regarding eligibility for the Low-Income Home Energy Assistance Program (LIHEAP). LIHEAP helps 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.

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

+ Safety Driven: Spring Cleaning

- Don't rush because you're tired or in a hurry. Take a break, drink some water and rest periodically.
- Don't carry too much stuff at once, particularly on stairs.
- Use proper lifting technique to move large pieces of furniture and appliances: keep your back straight and lift with your legs.
- Be safe while on ladders and stepstools. Have someone holding it steady, and don't lean too far to either side.
- Keep stairs, landings, and walkways clear of boxes, bags and clutter.
- Always follow cleaning product label safety instructions and recommendations for use.



You Have the Power to

- Pay your bill
- Manage your account
- Report an outage
- Get account updates and reminders



DON'T FORGET, CLARKE ELECTRIC offers quick and easy access to your account information with the SmartHub mobile app or online account.

For iPhone, visit the App Store, or the Google Play store for Android users, or visit www.smarthubapp.com to download.

Once downloaded, search within the app for Clarke Electric Cooperative, Osceola, IA.

If you are a current e-bill user, log 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. Answer a security question and confirm your zip code. A temporary password will be emailed to you. Go back to the SmartHub app and enter the temporary password. You can change the password in your account settings.

With the app, you can:

- Check your kWh usage (for the week, year or previous year)

- See your current and past bills
- View the outage map
- Contact Clarke Electric
- Pay your bill online
- Report an outage
- Update your contact information
- Access several other reports and features.

Safety Driven-Energy Smart-Community Invested

Clarke Electric is always looking for ways to help its communities 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.

Energy Efficiency Tip of the Month



Placing hot food in a refrigerator makes it work harder than necessary, using more energy. To do this every once in awhile won't be a major drag on your electric bill, but if

you've made it a habit, you could notice a difference. Allow food to cool down before you place it in the fridge. *Source: energy.gov*

SUMMER

PLANT ENERGY SAVINGS

WINTER

Plant deciduous trees to block heat from the sun in the summer and let sunlight in during the winter.



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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

This institution is an equal opportunity provider and employer.

www.cecnet.net

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