



Volume 82, No. 3 | March 2022

HEADLINES

SAFETY DRIVEN | ENERGY SMART | COMMUNITY INVESTED

THE COOPERATIVE DIFFERENCE

Winter Moratorium Ends April 1

If your account is past due, and you have not made payment arrangements by April 1, you will be subject to disconnection of your electric service. To avoid disconnection, 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: 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.

Budget Billing: For member-consumers 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.

State of Iowa Resources: We also encourage anyone who has fallen behind on



KIM GRIFFIN
Billing Specialist

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TIPS TO AVOID SCAMS

Scammers can threaten you with everything from shutting off power to your home to legal action. Don't fall victim to these types of scams.

Here are a few reminders from Clarke Electric

- Clarke Electric employees will never call you and demand payment.
- Never give personal information to an unknown caller or visitor. Co-op representatives have access to the details they need to service your account.
- Demands for immediate payment by wire transfer, cryptocurrency, gift cards or cash reload cards should immediately raise red flags.
- Don't be rushed. The caller may use a loud or demanding tone to intimidate and scare you. Remember that you are in control and simply hang up. There's no need for "Iowa Nice" when dealing with scammers!
- If you think you've been contacted by a scammer falsely representing Clarke Electric, please call us as soon as possible.

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.

Serving Our Members

As I watch cooperative employees come to work each day, I am impressed with their commitment to their job and to the members of Clarke Electric Cooperative.

They enjoy their work and for ways to be better and do better. It reminds me of the reasons why we are here: to provide you with reliable, responsible and safe electricity. That's why we were formed in 1939—to bring power to our area when for-profit utilities would not.

A major part of our mission is to serve our community and look after the greater good. With your assistance, we're able to help the most vulnerable struggling members of our community through food and toy drives and programs like Operation Round-up, RECare, and LIHEAP.

Members of our co-op also serve on the board of directors. They provide guidance on co-op priorities and help make big decisions. Because they live in the area, they also serve as the eyes and ears of the community and can identify immediate and long-term needs. The broader co-op membership provides helpful input through their vote on director elections and by weighing in on co-op and community issues. 52-04-02-01

You help us get it right. Clarke Electric members are great about keeping us in the know. We do our best to avoid power outages, but Mother Nature can occasionally throw us a curveball; our members are quick to report

any power disruptions and are patient as our crews work to safely restore power. We know outages are frustrating, and your support as we work through storms means so much to our employees. We also appreciate your feedback on co-op programs and services. Your opinions are critical for the co-op's success, and we thank you for that.

You and other Clarke Electric members make up the community we serve—and for us, it's all about community. Our employees live and work here too and care about our community the same way you do. We're invested and work to help it thrive. That's why Clarke Electric donates to local charities, schools, and scholarship funds. It's also why we invest in economic development, and why you'll see our employees volunteering at local schools and other charitable and community endeavors.

As a co-op, our mission is to enhance the quality of life in our community and look after its long-term interests. We love serving our members and our local community, and just like you, want to see it continue to thrive.

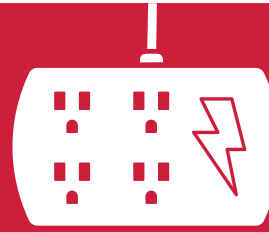


DAVE OPIE
General Manager

SAFETY DRIVEN

SURGE PROTECTION

Keep your electronic equipment safe



REMEMBER: Not all power strips offer surge protection. Carefully read the packaging labels when purchasing.

A power surge is typically caused by lightning, changes in electrical loads, faulty wiring or damaged power lines. Install power strips with surge protection to protect sensitive equipment.

- Easy to use (just plug them in)
- Protect electronics plugged into the device
- Must be replaced over time or after a major surge event

Causes of Power Surges

LIGHTNING. Unplug all unused devices and electronics during severe thunderstorms. One of the most common causes of a power surge is lightning. When lightning strikes an electrical system, the excess current must be channeled somewhere—unfortunately in many cases, it's sent through a home.

ELECTRICAL OVERLOAD. Electrical overload happens when devices or appliances are plugged into an outlet that can't handle the required amount of voltage, or if multiple devices are plugged into one outlet through an extension cord. **If you're experiencing power surges due to electrical overload, it's time to call a qualified electrician to evaluate your home's electrical needs.**

FAULTY WIRING. Damaged or exposed wires can cause spikes in voltage, creating a dangerous situation. **Signs include visible burns on outlets, buzzing sounds from outlets or frequently tripped circuit breakers.**

POWER OUTAGES. Sometimes, when electricity is being restored and reconnected, you experience a quick surge in current. **Unplug sensitive electronics during the outage—then wait to plug them back in after power is fully restored.**

Contact us if you have questions about ways to protect your home from power surges.

Winter Moratorium Ends

from pg. 1

payments 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 assist 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.

If your account is past due and you have not made a payment arrangement, or you would like to inquire about budget billing, please call our office before April 1 at (641) 342-2173 or (800) 362-2154.

Energy Efficiency Tip of the Month

When was your cooling system last serviced? Most manufacturers recommend an annual tune up for your home's cooling system. March is a great time to schedule this service so you can beat the summer rush when the pros are busiest.

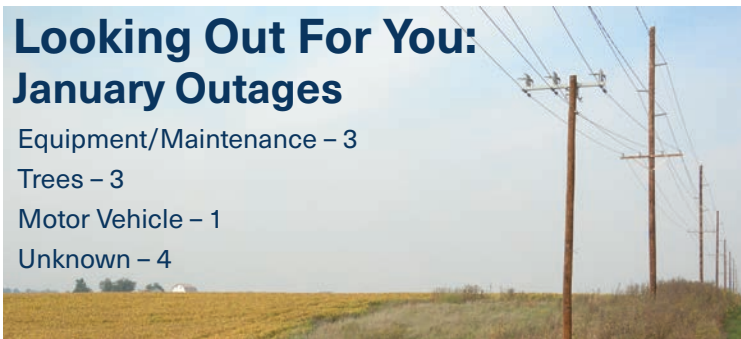
A qualified professional can check the amount of refrigerant, accuracy of the thermostat, condition of belts and motors and other factors that can greatly impact the efficiency of your system.



Source: Dept. of Energy

Looking Out For You: January Outages

- Equipment/Maintenance – 3
- Trees – 3
- Motor Vehicle – 1
- Unknown – 4



THINK YOU'RE A MULTITASKER?

DON'T DRIVE DISTRACTED

FOR YOUR SAFETY AND THE SAFETY OF CLARKE ELECTRIC LINE CREWS WHO OFTEN WORK ROADSIDE, DO ONE THING AT A TIME. PUT ALL YOUR ATTENTION ON DRIVING. THE REST CAN WAIT.

MYTH VERSUS FACT

Drivers can multitask

The human brain cannot do two things at once; it switches between tasks, slowing reaction time

Hands-free calling is safe

Drivers on a call can miss seeing up to 50% of what they need to, including pedestrians and red lights

Texting at red lights is ok

People are distracted up to 27 seconds after texting, often well after the light turns green

Voice-to-text is safe

Your mind is thinking of what to say, and you could be visually distracted by autocorrected errors

THAT TEXT OR CALL CAN WAIT. GET WHERE YOU ARE GOING SAFELY.



Journeyman Lineman Adam McCuddin takes down an old transformer southwest of Thayer.



Apprentice Linemen Dom Cresta changes out a three-phase breaker bank east of the Murray substation.

Employee In-Service Training Day



It is important to for Clarke Electric Cooperative to participate in team building activities that will help us better serve our member-consumers. On Feb. 10, staff closed the office to the public so we could spend the day building our team with fun activities and learning

new things in technology, communication and more. For the past 10 years, we've set aside one day to concentrate on making our co-op the best it can be.

To help us, we invited guest speaker Dr. Charlie Cartwright, pictured, who addressed our employees about workplace safety and staying positive about the world in which we live. 17-01-04-51

Dr. Cartwright is the founder of People Success Labs, a Kansas City-based consulting firm with the sole purpose to bring out the best in leaders and their teams.

He has conducted extensive research to create the People Success Formula as a way to uncover what drives and motivates the ways people think, feel and behave.

Operations Corner

The operations department has been kept busy as they work on the cooperative's construction work plan. They performed oil circuit reclosure (OCR) maintenance in the Murray, I-35 and Hopeville substations which will allow the reclosers to stay in service longer, reduce system outages and blinks. The crew also retired 31 idle services in the Grand River substation.

Crews are busy in the Clio substation area doing maintenance and pole change outs. The work includes replacing one mile of faulty underground line with

overhead line and moving a half-mile of line from the private right-of-way to public right-of-way. Finally crews have been working to retire two miles of deteriorated conductor.

The operations department continues to monitor and assess the needs of our aging electrical distribution system in order to provide our member-consumers with reliable power.



CHAD MCINTOSH
Manager of Operations

WHAT CAN WE DO FOR YOU? @ cecnet.net



Statewide outage map



Email newsletters



RECare



SmartHUB



Leased Light Program



Rebates & Online Forms



Operation Round-UP



Call Before You Dig



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P.O. Box 161 | 1103 N. Main | Osceola, IA 50213-0161

(641) 342-2173 | (800) 362-2154

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OFFICE HOURS

Mon.-Fri.: 7:30 AM - 4 PM | Outside depository available 24/7

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