



Tim Stewart,
CEO/Manager

WHAT IS GRID RESILIENCY?



Clark Electric
Cooperative

Your Touchstone Energy® Partner

Resiliency of the grid is one of the most popular concepts being talked about in the electric industry today. This concept recently made headlines in the wake of Hurricanes Irma and Maria, which caused extraordinary damage to Puerto Rico's electric grid resulting in the longest sustained outage in U.S. history. Lack of resilience became the go-to phrase to describe Puerto Rico's grid. Here in Wisconsin, what does grid resiliency mean for you?

Resiliency is many things – it's reliability in your electric service, it's our ability to efficiently restore your power, it's being able to meet the demands of new technology and it's how we serve you with various generation sources

In the dictionary, resilience is defined as "the ability to bounce back, recover quickly and go back into shape or position after being stretched." When it comes to providing our member-owners with resilient service, this is what we work toward – day in and day out! –Tim Stewart, CEO/

without skipping a beat. Ultimately, resilience is how we deliver on our promise to improve the quality of life for our member-owners.

When it comes to having a resilient electric grid, it begins with a system that is designed and built to withstand high winds, powerful storms, cybersecurity threats, and other disruptions that could result in outages. A resilient grid is also flexible and adaptable by allowing different types of generation—such as wind, solar, coal and hydro—to seamlessly work together to provide you with safe and reliable power. The way our systems react to advancements in technology—from demand response investments to serving the needs of electric vehicles—all factor into the resilience of our grid.

Resiliency is a 24/7, 365-days-a-year task. Whether it's the power lines,

substations, or generation facilities on our grid, it takes proactive maintenance and investment to keep them running smoothly. With thousands of consumers without power for months, the lack of resiliency in Puerto Rico's power grid wasn't solely caused by hurricane damage; it was the result of years of neglect in taking care of their system and preparing for a worst-case scenario.

In a similar way to how we maintain our vehicles with regular oil changes, inspections and tire rotations, a grid must also be properly maintained. Throughout the year, we regularly conduct pole and line inspections and perform a host of maintenance programs like breaker

maintenance and vegetation management. Our goal is to find a problem before it becomes one. For example, if we find a weak pole that has damage, we replace that pole. Doing so ensures that pole is as strong—or as resilient—as it can be.

Living in Wisconsin, we know that significant power outages can occur, especially as we enter summer storm season. We know things can and do occur; however, we have confidence in the resiliency of our system to recover from the situation with as little disruption as possible.

The following article explains how power is restored after an outage:

Restoring electrical service after a storm

While not all power outages can be avoided—such as when Mother Nature decides to intervene—the impact can be diminished. As we all know, storms in Wisconsin can be severe and cause brief outages.

As a member of Clark Electric Cooperative, your power is extremely reliable. This is something we are very proud of because day in and day out, we work hard to maintain exceptional levels of reliability. There are no shortcuts to achieving reliable power. It's labor, time, and capital intensive...and it's an area of our business in which we can't afford to cut corners or expect anything less than near perfection.

Restoring electric service is a logical process. The diagram below shows a simplified version of a large-area outage. Our lineworkers start from the substation out onto the main feeder lines. It would be useless to repair a pole if the main lines were not energized.

Once there's power at the substation and the feeder lines have been repaired, the tap lines off the three-phase feeder lines are repaired. The last lines to be repaired are the single-service outages. In general, the lines that will get the most services energized in that particular area are repaired first.

How the Process Starts – Clark Electric Cooperative utilizes the Cooperative Response Center (CRC) to answer our telephones after normal business hours and/or during very high-volume telephone traffic. CRC is best equipped to handle the large amount of calls that come during a large-scale outage. Members may be greeted by an automated attendant that will prompt you through the steps necessary to report your outage.

By allowing CRC to answer incoming calls, we are able to concentrate on getting service restored as quickly as possible.

Extreme Outages – Clark Electric Cooperative has a mutual aid agreement with other electric cooperatives throughout the country. We've helped other cooperatives restore power after severe storms affected much of their service territory. So, while we can't prevent all power outages, we stand ready to respond as needed, when needed.

(Continued on the following page)



HOW POWER IS RESTORED after a storm

STEP 1: Transmission towers and lines provide power to transmission substations. Thousands of people are served by these lines. If one of these lines is damaged, it gets attention first.

TRANSMISSION SUBSTATION

STEP 2: Clark Electric has dozens of distribution substations. They can serve thousands of members. When an outage occurs, Clark Electric checks the local substations first. If the problem can be repaired at the substation level, power may be restored to a large number of people.

LOCAL SUBSTATION

LOCAL SUBSTATION

STEP 5: Damage can occur on the service line between your house and the transformer on the nearby pole. This can explain why your neighbor has power but you don't. CEC needs to know if you have an outage here so crews can repair it.

ENLARGED: Members are responsible for damage to the service installation on a building. If this happens, please contact an electrician.

STEP 4: The final supply lines, called tap lines, carry power to Clark Electric poles or underground transformers. Crews repair remaining outages by determining which repairs restore power to the greatest number of members.

To report an outage, call Clark Electric at (715) 267-6188. Remember, a major outage can impact thousands of people, so phone lines will be very busy.

STEP 3: If the problem can't be isolated to the substation, main distribution supply lines are checked next. These lines carry electricity away from the substation to a group of members, such as a town or neighborhood. When power is restored at this stage, all members served by this supply line could see the power restored, as long as there are no other problems farther down the line.

DANGER! Stay clear of downed lines

Clark Electric Cooperative

Your Touchstone Energy® Partner

(Continued from page 15)

Power Outage Viewer – Clark Electric Cooperative introduced our Online Outage Map in 2012. The power outage map can be found on our website, www.cecoop.com. Go to the Outage Tab and then to the Outage Map, which will display a map with the outline of the Clark Electric Cooperative service territory. The map will not show any activity most of the time. That is a good thing as it means that there are no outages.

The map is updated every five minutes and is tied into our outage management system. Outages are color coded according to the number of members affected. In addition, as outages occur a table is built that tells you how many members are affected and the percentage of members without power. You have the ability to sort the outage information by township, zip code, or county.

If you are traveling away from home and want to know if you are affected by an outage, you can log into your SmartHub account to see if you are predicted out of service or not. This online outage map is especially helpful during times

of severe weather that result in widespread power outages. The map shows areas hardest hit, helps chart progress on power restoration, and helps provide feedback at a click of a button. The map not only works with your computer, but also with your mobile device such as your smart phone, iPad, or tablet.

You can even watch a short video on our website that tells you how power is restored. Go to the Outage Tab and then click on Outage Restoral to play the video, "Four Steps to Restoring Power."

Even with this great technology, it is still vitally important to report power outages anytime they occur.

FIRSTCALL—WHEN EVERY MINUTE COUNTS

24/7 MONITORING FOR SOMEONE IN NEED

IN-HOME MONITOR

Transmitter reaches up to 400 feet away from unit



MOBILE UNIT – For those on the go!

* Relies on ATT Cell Network Signal in the area



When someone you know lives alone, or is left alone for periods of time, the FIRSTCALL monitoring system provides peace of mind when you are away. We offer both the in-home monitoring systems and the mobile monitoring system with GPS tracking. Call us today for more details.

Clark Electric Appliance & Satellite Inc. • 1-866-279-6544 or 715-267-6544

DO YOU KNOW ANY OF THESE PEOPLE?

The following members received electric service from Clark Electric Cooperative several years ago, and the capital credit funds are still being held in their names. We have been unable to return this money because we do not have a current address for these members or their heirs. If you know any of these people, please ask them to contact our office at 715-267-6188 or 800-272-6188 or write us at Clark Electric Cooperative, P.O. Box 190, Greenwood, WI 54437.

To claim these funds, you must contact Clark Electric Cooperative and provide satisfactory evidence of your right to receive them. If we cannot locate these people, the unclaimed funds will be forfeited to the cooperative, pursuant to Wisconsin Statutes Section 185.03(10). These forfeited funds are used to provide scholarships and other educational purposes funded through Clark Electric Cooperative's association with the Federated Youth Foundation.

- | | | | | | | |
|----------------------|----------------------|-----------------------|-------------------|-----------------------|---------------------------|----------------------|
| AARSTAD CRAIG | BONNAR JAMES A. | HARDER WANDA | JOHNSTON LINDA | MARTIN DANIEL | PLASZKIEWICZ JAMES L. | STANSBURY THOMAS D. |
| AARSTAD KATHRYN | BONNAR SHARON | HARRIS LEO R. | KACZMAREK ROBIN | MARTIN ELON | POEHNLEIN BRUCE | STANTON WILLIAM SR |
| ADAMS ANGIE | BORGESON ALBIN E. | HARTL CATHLEEN | KARL-COBB ELEANOR | MARTIN JOE E | POINDEXTER AMY | STARCK BRENDA |
| ADAMS MELANIE | BORGESON MARSHA M | HAWLEY ROBERT S. | KAUFFMEN JEROME | MARTIN KEVIN | POINDEXTER ERIC | STARWOOD CORPORATION |
| ADLER PAULINE | BOUSHON RICHARD | HAYDEN ELSA | KEDROWSKI KATHY | MARTY PHYLLIS | PONCEK BARBARA | STEINMETZ LORI |
| AFKIND ROSEMARY | BREITZMAN JAMES | HEINZ RODNEY W. | KERWIN DONALD L. | MASEPHAL EDNA | POPIK BEATRICE | STRANGFELD EDWARD J |
| AGRI-BANK FCB | BREITZMAN DIANE | HENDRICKS DAVID | KLEINSCHMI-HANSEN | MATSON MARILYN | POST JERRY S | STRECKFUSS CHRIS L |
| AIDE JAMES | BREZONICK JEFF | HENDRICKS VICKY J | PATSY | MATTHES KAREN | POTH KAREN F. | STRECKFUSS TAMMIE M |
| ALBRECHT WAYNE F | BROOKS J W | HENSEL MARY | KNOFF KEITH | MCCANN CHERYL | POTH'S KAREN F. | SUKACZ CHESTER J |
| ALLEN CYNDI | BRUCKSCHEN DENNIS R. | HENSEL RICHARD E | KOERTEN CINDY | MCCANN GLENN E | PRICECELLULAR CORPORATION | SULLIVAN JEANNE |
| ANDERSON BRYAN | BRUNDIDGE KEITH | HERMAN REBECCA | KOERTEN CRAIG | MCLAUGHLIN LAURA | PROKOPINSKI MARY | SUTTON WARREN |
| ANDERSON CHERYL | BULGRIN SHIRLEY | HERRON ROY | KRALL MARY E | MCLAUGHLIN MICHAEL E. | RAHN ROBERT J | SWAGEL JAMES CARL |
| ANDERSON D. L. | BURLINGAME KRISTIN | HIATT DOUGLAS | KRAM PAMELA | MCLAUGHLIN NANCY | REEDY JAMES R. | SWOBODA DIANE |
| ANDERSON DIANE | BURLINGAME ROY | HIATT KATHY | KRIESEL AMY | MCLAUGHLIN RONALD | REGALL BEN F | SWOBODA MARTY |
| ANDERSON MARK | BURNS PAULA | HILES JAMES R | KRIESEL PHILLIP | MCQUEEN DONNA | REINKE JULIE | SYDLO LAVERL |
| ANDERSON MARY | BURT ADRIAN | HILES ROBERT | KRUG GARY G | MCQUEEN HAROLD | RENY DAVID | SYDOROWICZ FRANK M |
| ANDERSON RICHARD S. | BURT EDNA | HILES DENISE | KRUG SARA | MEYER ARTHUR E | RESEBURG JACK | SZYMENSKI BETTY |
| ANDERSON TINA | BUTLER BEATRICE | HILES DIANA V | KUNKEL DORIS M | MICHLITSCH MARLOWE | RESEBURG SANDRA | SZYMENSKI RONALD |
| ANDRICK LINDA | CARNAHAN VIDA M | HILLER BARBARA | KUNTZ ELLIE M. | MILLER BRENT | RILEY PATRICK | TAYLOR RICHARD |
| ANDRICK W. WAYNE | CHAMBERS WAYNE W | HILTON DAVID | KUSKE SANDI K | MILLER DANIEL W. | RILEY GEORGIA | THOMAS RAYMOND N. |
| ANGERHOFER RICHARD L | CHOUINIARD BETH A | HILTON LESLIE J | LAABS BARBARA L | MILLER ERVIN | RINGELSTETTER RICHARD | TICER JOSEPH E. |
| ANGELHOFER RICHARD L | CHOUINIARD GERALD | HIRTZ DOUGLAS | LAABS LESTER W | MILLER JOSEPH E | RINGELSTETTER SUSAN | TICER MARY |
| BABCOCK GERALD | CIRCLE J RANCH | HIRTZ CYNTHIA | LAMBRIGHT JOE | MILLER MARIA | ROSSBACH HERMAN | TILSON LISA L |
| BABCOCK JANET | CLARK LOIS | HODGDEN RUTH | LAMBRIGHT KIM | MILLER TAMMY | ROYCE LILIANE M. | TILSON OEN E |
| BALL ANNA | CLAYBAUGH DAVID R | HOEDLTKE GORDON G JR. | LAPINE CONNIE | MITCHELL PAMELA | RUCKER JEFF | TOMKUS CHARLES A. |
| BANASZYNSKI TODD | COLBY DEAN | HOFFER JOHN | LARSON EARL A | MOCK BURKHARD | RUE BLAINE | TOMKUS VERONICA |
| BARTELT RANSON D. | COLVIN ANN | HOFFMAN KAREN JO | LEAL ANNA | MONSTER HALL | RUE DELORES | TYSON JOSEPH E |
| BAUCH JUDY | COMBS LAURA | HOLLATZ NELLIE | LEAL JESSE | CAMPGROUND | RUPPERT JAMES DAVID | USTIANOWSKI CHERYL |
| BEDROSKE KEVIN | COTE JOHN H | HOLMES ANDREW C. | LEWERS CARL | MOON MARK | SAULT LEE | USTIANOWSKI MICHAEL |
| BEHM GERALDINE | COTE KATHY | HOLY TRINITY CHURCH | LEW ROBIN | MORETZ DOUGLAS N | SAYLES DEAN A. | UTECH ETHEL F |
| BEHM OTTO H. | CRAGG TINA M. | HULL MARK | LEW STANLEY JR. | MORETZ LAURA | SAYLES LISA B. | VANDEBERG SHARON A |
| BEHM GRETCHEN D | GRADE ALBERT | ITT FINANCIAL | LEWYLLYN LUANNE | MOSHER JAMES | SAYLES SUSAN | VARTY THOMAS |
| BERGER DONNA MARIE | GRANT KATHLEEN | JACKSON CANDY L | LIESKE JOHN | MOSS ROBERT G | SCHAUB THOMAS | VENET DEBRA |
| BERGMAN REBECCA J | GRESS SCOTT A | JACKSON GARY A | LIGHTNER ROBERT A | MOTOROLA INC | SCHAESEL PEARL | VETTERKIND TROY |
| BERGMAN SCOTT | GRESS SHARON | JACKSON KEVIN S | LIGHTNER VESTA | MUELLER TODD | SCHILLING DORIS | VOLK ED |
| BERSTLER BRUCE | GROTTKE BETTY | JACOBSON LISA K | LUBECK RONALD | MULTHAUF SYLVESTER | SCHILLING ERVIN | VOTAVA IRMA |
| BERSTLER LINDA | GROVER NORMAN | JANKOWSKI STANLEY L | LUBECK SUZANN | MURPHY WAYNE | SCHMID SALLY | WAGNER DANIEL |
| BEYER ALLEN | GUSTUM JEAN | JAROCKI BRIAN | LUDWIG RONALD | MURPHY THOMAS E | SCHMIDT CINDY A | WAGNER MICHAEL |
| BIELECKI LILLIA | GUSTUM KIM | JENSEN LAURA | LUEHRS DANIEL | NELSON LARA M. | SCHMIDT SHERYL A | WARDELL ROBERTA |
| BIELECKI LILLIAN | HAAS JANE | JEROME DARRELL | LUND LINDA | NEXTEL | SCHMIDT WAYNE E. | WATSON BETH |
| BIENO EDWARD | HALUSHKA BOHDAN | JEROME SHARI | LUTHER ROBERT | COMMUNICATIONS INC | SCHMITZ JERI | WEBER MARY |
| BIXLER MAURICE | HALUSHKA GISELA | JICINSKY HATTIE | LYNCH JOSEPHINE H | NIKOLAI CINDY | SCHMITZ RONALD W | WEIDENSEE EUGENE R. |
| BLOCZYNSKI SUE ANN | HALUSCHE ILSE A. | JOHNSON MARK P | LYNN KEN | NIKOLAY JOHN | SCHULTZ CONNIE | WEIS MARJORIE |
| BLOCZYNSKI ALLAN | HANSEN KEVIN | JOHNSON MICHAEL G | MALECKI GAYLE | NOBLE JOHN H | SCHULTZ ERMA | WEST BEAVER CHURCH |
| BLOOM JOHN | HANSON BRUCE | JOHNSTON ALLYN F | MARQUARDT WM F | NOLL LYLA | SCHUMAN CHERI | WESTPHAL GORDON |
| BODLAK VLADIMIR | HANSON CAROLINE | | MARSHALL DONALD | NORDSTROM CARL | SCHWIESO DEAN | WILCOX CHRISTINE |
| BONITZ BRUCE | HARDER JEFF | | MARTIN ALAN | NOSEK WILLIAM | SCHWIESO KIMBERLEY | WILCOX STEVEN H. |
| | | | | OESTREICH MARTY | SCOTT CASEY | WILL SUSAN K |
| | | | | OLSON GAIL | SCOTT JEROME P. | WILLIAMS SHAWN |
| | | | | OLSON JEFF | SCOTT ROGER | WILLIAMS JEFF |
| | | | | OLSON KATHLEEN C. | SEBASTIAN BETSY | WITT HARLAN |
| | | | | OLSON RITA | SEBASTIAN GERALD L | WOHLD WILLIAM |
| | | | | OLSON TIMOTHY | SEEFELD RUBY | WOLFGRAM CHRISTINE |
| | | | | PASZEK RUSSELL | SEVERIN LESLIE | WOLFGRAM DENNIS |
| | | | | PAUL SHELLEY | SIEG JEFFREY G. | WRY JASON |
| | | | | PAUN CYNTHIA | SIEG RHONDA | WUCHERPENNING KEITH |
| | | | | PAUN ROBERT | SIMON LANINE | YARON CARL M. |
| | | | | PEKOL ROSE | SLACHETKA JOHN | YODER ELIZABETH JEAN |
| | | | | PERKINS KATHY | SMITH CHARLOTTE | YOUNG ROGER D. |
| | | | | PERKINS SYLVAN T | SMITH MICHAEL | YOUNG SANDRA K |
| | | | | PERRY HAROLD E. | SMITH RANDY | ZAJAC FRANK |
| | | | | PETERSON ILENE E. | SMOCHYK YVONNE | ZAJAC SUSAN |
| | | | | PHILLIPPS BRYAN | SOLBERG GEORGE | ZAJAC SUSAN |
| | | | | PHILLIPS GINGER M | SOLECKI STEPHANIE | ZEMAN JOHN |
| | | | | PHILLIPS WILLIAM | SOLEM P M | ZEMAN LISA |
| | | | | PIERCE TREE FARM | SONNENTAG MARGARET | ZIMMERMAN GERALD |
| | | | | PIOT ESTATE LEO | SOWIEJA JEROME | |
| | | | | PIPPIN DENNIS | ST. GERMAINE BRENDA | |

MY CO-OP



SAVE THE DATE

Plan to join us on Saturday, September 22, for Kick Off to Cooperative Month and Member Appreciation Day at Clark Electric Cooperative headquarters located at 1209 W Dall-Berg Road, Greenwood. There will be a free pancake breakfast and fun activities for all.



Clark Electric's office will be closed Wednesday, July 4, for Independence Day. Have a safe and happy holiday!



Contact Greg for a Spring Air Conditioner Maintenance Check-Up TODAY!

WHY INSTALL A DAIKIN DUCTLESS HEATING AND COOLING SYSTEM?



Forget wall-mounted thermostats that can be difficult to program or operate. Daikin systems feature built-in intelligence that allows individual control with the ability to automatically maintain preferences. These systems make subtle and continuous adjustments to ensure your home stays at a constant and comfortable temperature at the touch of a button.



Contact Greg for all of your heating and cooling needs.



CLARK ELECTRIC APPLIANCE & SATELLITE 1209 West Dall-Berg Road, Greenwood

From Greenwood, west on CTH G, south on River Road, and west on Dall-Berg Road
866-279-6544 or 715-267-6544 • Hours: M-F 8 a.m.-4:30 p.m.

Back to School Supplies Drive

Clark Electric Cooperative is sponsoring a School Supplies Drive so our employees and members can donate back-to-school items to help families in our local school districts who are having difficulty providing the proper tools for their children to succeed in school.



Needed supplies

- #2 wooden yellow pencils
- Colored pencils
- Ballpoint pens
- Washable markers
- Plain pocket folders
- Watercolor paints
- Spiral notebooks – wide ruled
- Highlighters
- Notebook paper – wide ruled
- Zipper binders
- 3-ring binders
- Protractor
- Box of 24 or 64 crayons (preferably Crayola)
- Ruler (1/8 scale and metric)
- Pink erasers
- Scissors (preferably Fiskars)
- Glue bottles
- Backpacks
- Glue sticks
- Facial tissues
- Dry erase markers
- Deodorant

Monetary donations are also welcome. Supplies will be purchased with the funds and distributed along with the other supplies to the schools.

Donation deadline is August 17!

Drop-off location

Clark Electric Cooperative

1209 W Dall-Berg Rd., Greenwood, WI 54437
From Greenwood: West on G to 2nd left after the bridge – turn on River Road, then Dall-Berg Road.
8:00 a.m. to 4:30 p.m. Monday through Friday

Tim Stewart, CEO/Manager

1209 West Dall-Berg Road, P.O. Box 190, Greenwood, WI 54437
email us at info@cecoop.com or tnelson01@cecoop.com
www.cecoop.com



Clark Electric Cooperative

Your Touchstone Energy® Partner 