



**Clark Electric  
Cooperative**

Your Touchstone Energy® Partner 



Tim Stewart,  
CEO/Manager

## ANNUAL MEETING AND LINEMEN APPRECIATION DAY

**Our annual meeting is now only days away, and I hope you have Wednesday, April 6, marked on your calendars and are planning to attend. Members will hear reports about the cooperative and the electric industry, review financials, conduct business, and elect your representative to serve on the board of directors.**

The members will be asked to elect two directors for three-year terms. Director terms expiring this year are those of Allen Jicinsky from the Town of Spencer and Charles Lindner, Town of Eaton. Both Jicinsky and Lindner are eligible for re-election. Nominations for the director positions are taken from the floor of the meeting.

The cooperative's bylaws establish the minimum qualifications for being a director. A copy of the bylaws is available on the cooperative's website at [www.ccecoop.com](http://www.ccecoop.com) or by contacting the business office at 715-267-6188. I hope to see you there.

The Monday following our annual meeting, April 11, 2016, has been designated National Lineman Appreciation Day. This is a day to honor the dedicated lineworkers who often work in challenging conditions to keep the lights on. We proudly recognize all electric linemen for the services they perform around the clock in dangerous conditions to keep power flowing and protect the public's safety.

We've got a great group of linemen here at Clark Electric Cooperative who work tirelessly here in Clark, Chippewa, Jackson, Marathon, Wood, and Taylor counties. When the weather gets nasty and most of us hunker inside, our linemen head out, no matter what time of day, or day of the week it might be. Our lineworkers are the first responders of our electric distribution system, and they work around the clock on high-voltage lines. Conditions can be dangerous, but they power through to ensure reliable service for our members.

**When the weather gets nasty and most of us hunker inside, our linemen head out...**

Power in an Emergency (ROPE), whereby cooperatives assist one another in times of emergencies. We've answered the call many times around Wisconsin and also other states like Louisiana during hurricane Katrina.

On April 11, 2016, when you flip a light switch, power up your computer, turn on your TV, or perform any of the countless tasks that electricity enables you to do, take a moment to appreciate the hard-working linemen who make that possible.

### Clark Electric Line Department

Back row, left to right: Kent Weigel, metering; Jeff Fellenz, lineman; Warren Luedtke, lineman; Sandy Herrick, operations aide; and Scott Bailen, lineman. Front row, left to right: Rick Suda, line superintendent; Mike Hackel, lineman; Josh Burns, lineman; Kole Hinker, lineman; Jeff Block, lineman; Mike Ruff, director of operations; Kevin Sterland, assistant line superintendent; Chad Steffen, lineman; Jarred Martens, lineman; Dan Sturz, metering; Pat Susa, warehouseman.





# Introducing Clark Electric Cooperative's new **PAY BY PHONE**

**Toll-free number: 1-844-219-1224**

*If you want to make a payment on your bill over the phone using a credit/debit card or check, you MUST call 1-844-219-1224.*

Clark Electric Cooperative must move to the automated system in order to be compliant with the Payment Card Industry (PCI) Data Security Standard.

These worldwide requirements are designed to help companies that process such payments prevent credit card fraud through increased data controls. Moving to this system ensures our continued ability to accept debit and credit card payments.

The system is automated, and all of your personal information, such as card number and payment amount, will be entered by YOU.

***NO additional fee!***

Before you call you need to have your account number handy.

After dialing you will go to the main menu. You'll be prompted to press numbers for the actions you wish to complete. At any time, you may hang up, which will discontinue the phone call.

## **SMARTHUB STILL AVAILABLE**

You can also pay your bill online using SmartHub, Clark Electric's online bill payment system. SmartHub is a free app for computers and mobile devices providing you with secure account management right at your fingertips. For mobile devices, go to the App Store and search for SmartHub, then download the SmartHub-National Information Solutions Cooperative and click on Clark Electric Cooperative. Learn more on our website at [www.cecoop.com](http://www.cecoop.com).



## **QUICK REFERENCE GUIDE**

**1-844-219-1224**

**PAY-BY-PHONE**

Need account(s) number

### **MAIN MENU**

- 1 – Inquiry or make a payment on your account press 1
- 2 – update phone number press 2
- 3 – create or update your PIN press 3
- 4 – edit recurring payment information press 4
- 5 – edit 1 time stored payment information press 5
- 9 – repeat this menu press 9

### **HOW TO MAKE A PAYMENT**

Please enter your account number followed by the # sign

- 1 – to pay total amount due
- 2 – to pay a specific amount  
(For example enter 15003# for \$150.03 payment)
- 3 – to continue without making a payment
- 9 – to hear these options again.

ONCE YOU ENTER AMOUNT YOU WANT TO PAY

- 1 – add another account to payment total
- 2 – process your payment

### **SELECT PAYMENT METHOD**

- 1 – pay by MasterCard, Visa, Discover, American Express or debit card
- 2 – pay by check
- 4 – exit this menu without making a payment
- 9 – repeat these options

### **CREDIT OR DEBIT CARD AS YOUR PAYMENT METHOD**

1 – if correct ( Enter card number; enter expiration date; enter security code from back of card, zip code when prompted.

To save card information for future use press 1.  
If information saved you will be asked if you want to set up automatic monthly, press 1.

### **CHECK AS YOUR PAYMENT METHOD**

Please enter your current PIN or the last four digits of your Social Security number to verify your identity. Enter bank routing number, checking or savings account number when prompted.

To save bank information for future use press 1.  
If information saved you will be asked if you want to set up automatic monthly, press 1.

## 2016 YOUTH LEADERSHIP PARTICIPANTS NEEDED

### High school students can experience college life at UW–River Falls

Clark Electric Cooperative is looking for students from local high schools to represent us at this year's Youth Leadership Congress (YLC) to be held on the campus of UW–River Falls July 13–15.

The WECA Youth Leadership Congress is a great opportunity for students to develop and enhance their leadership potential. The event is sponsored by UW–River Falls and Wisconsin's electric cooperatives and is designed to help students develop leadership skills while learning the purpose, operation, and scope of cooperative business.

The event features leadership seminars lead by nationally acclaimed speakers, presenters focusing on the structure of the cooperative business, team-building exercises, and many other fun activities. Join students from your neighboring schools in learning what makes the cooperative business model different and successful.

Clark Electric has sponsored students



to this event since its inception. We believe in developing the potential of tomorrow's leaders. The YLC is a fun and educational event, designed by students who were elected by their peers at the previous year's conference to serve on the WECA Youth Board.

There is no cost to the students for attending. Registration and travel expenses

will be covered by the cooperative. If you are going to be a sophomore or a junior in high school this coming fall and would like to be a sponsored representative for Clark Electric Cooperative, contact your FFA or FBLA advisor. You may also contact Tracy Nelson, administrative assistant at 715-267-6188 or 1-800-272-6188.

## SEE WHAT **THE BUZZ** IS ALL ABOUT ON EXEDE INTERNET

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### 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.



## CLARK ELEC RIC COOPERATIVE 79<sup>TH</sup> ANNUAL MEETING APRIL 6

Plan to join us for Clark Electric Cooperative's 79th annual meeting on Thursday, April 6, 2016, at the American Legion Hall in Loyal, starting at 9:30 a.m.

The annual meeting is an important event for the cooperative and you, the members. You will hear reports about the cooperative and the electric industry, review financials, and elect two directors for three-year terms.

So, plan to attend the annual meeting, enjoy a nice meal, register for door prizes, and help conduct the business of your electric utility. Member involvement is critically important to the success of your co-op.



### Years of Service Recognition

Clark Electric Cooperative recently recognized four employees for their years of service. Left to right: Ryan Nielsen, 15 years; Dan Sturz, 30 years; Michelle Walde, 20 years; Pat Susa, 10 years. Congratulations for reaching these employment milestones, and thank you for your dedicated service.

### Energy Efficiency Tip of the Month



Avoid placing lamps or TV sets near your room air-conditioning thermostat. The thermostat senses heat from these appliances, which can cause the air conditioner to run longer than necessary.

## Represent Your Electric Cooperative

at the Dairyland Power Cooperative Annual Meeting  
**Wednesday, June 8, 2016**

Representing your cooperative and your fellow members at various meetings is an opportunity that we ask our members to participate in every year. The Dairyland Power Cooperative Annual Meeting will be held on Wednesday, June 8, 2016, in La Crosse.

**11 Delegates  
and four  
alternates  
needed**

By attending and being a delegate for your cooperative, you help keep Clark Electric Cooperative strong and prosperous. If you would like to represent Clark Electric Cooperative at this meeting, please contact Tracy Nelson, administrative assistant, by Monday, April 1, 2016.

Tracy can be reached by calling the cooperative office at 715-267-6188 or at 800-272-6188.

### SUMMER COMFORT IS EASIER THAN YOU THINK.



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### Tim Stewart, CEO/Manager

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