

# NEW AND IMPROVED

## Cooperative's Web Site Has Lots of Information

Ask your kids or grandchildren where they get their information. They head to their computer and look for it there. Clark Electric has lots of information for our members, and we have been working on getting that information to you. Clark Electric has had a web page for several years, but it needed some updating and we wanted it to provide more information to you. Our web page address is [www.cecoop.com](http://www.cecoop.com).

The way we get and process our information has changed so much, even in the last five years. The computer has changed our way of life forever; whether you think it's good or bad, the electronic information age is here to stay. How many of you reading this story today use a computer? Did you know that Clark's four pages of the *Wisconsin Electric Cooperative News* can be viewed on line at <http://www.cecoop.com/whatsnew/wecn.htm>? Our *Spectrum Newsletter* is also available on line for you to review.



### Special Notice

**Our offices will be closed on Thursday, November 27, and Friday, November 28, so we can observe Thanksgiving with our families. Our**



**offices will be open during regular business hours, 8 a.m.–noon, on Saturday, November 29. If you have an outage or emergency, please call our after-hours number for service, 1-800-927-5707.**

[WWW.CECOOP.COM](http://WWW.CECOOP.COM)

A nice new feature is the crawling message line. This will be utilized if we are going to be doing some kind of major work or making any other type of announcement. So check out our page often to see if something is planned for your area. You'll see a new energy tip every time you visit the web page. There is also a local weather link for our area. If you're really interested in the weather, you can go to the links page where you will find a link to the National Weather Service, which will provide you with up-to-the-minute weather reports. This site also has the best weather radar for our area.

You will find lots of other information about the cooperative, such as customer service information, what's new at Clark Electric, the economic development center, a special site for kids, the Appliance & Satellite Store, and information about us. The last area is a place for links to web sites that will provide more great information that you might be able to use.

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# COOPERATIVE PARTNERS

## Someone's Always There to Answer Your Call

When you call Clark Electric Cooperative, you expect someone to be there. Even though we do not have someone in the office all the time, we do have someone to take your phone calls so that your questions are answered or your problem is addressed. Our after-hours service is CRC.

The Cooperative Response Center (CRC) is a call center located in Austin, Minnesota, which answers the phones for many cooperatives around the country. CRC is also a cooperative. If you have an outage in the middle of the night and you call Clark Electric, you would actually be talking to CRC. They have certain information so that when a member calls in, CRC personnel can dispatch a crew or take a message and make sure we have it in the morning when we open the office. Another very important job that CRC does is keep track of our crews when they're out working at night. CRC provides this service to other cooperatives also.

What happens when you call us? When you reach our dispatch center, you will hear an initial recorded greeting and possibly an announcement of geographic areas where we are currently aware of power outages. Then, you'll either be transferred to a customer service

representative, or if all representatives are on other calls, you will be forwarded to an automated power outage notification system. In the automated system, you will hear a series of recordings directing you to press certain numbers on your telephone keypad to complete your outage call automatically or report an emergency, life-threatening situation to a service representative. If the telephone number for your account is not listed in our member database, we will not be able to record an outage call for your account in the automated system. At that point, you'll either wait to speak with the next available representative, or in extreme high call volume situations you may be asked to call back later because of extended hold times.

If your telephone number has changed recently or if you're a new member and didn't have a telephone number at the time you signed up for service, please contact Clark Electric with your new or updated telephone number. It is very important that we have your phone number because of the automatic outage system. This will allow us to get problems taken care of promptly and efficiently. Remember, at no time does Clark Electric sell or give out telephone numbers, but the information is very important to us in serving you.

Call Clark Electric Cooperative to report your outage. Please be prepared to give the name or account number, address, location number, and telephone number for the account location without power in order for us process your call more quickly.

### **\$1,000.00**

#### **REWARD FOR**

### **VANDALISM • THEFT • FRAUD**

For information leading to the conviction for damaging the property of Clark Electric Cooperative, or damaging property resulting in interruption of services to members of Clark Electric Cooperative. Further information concerning the defrauding or unauthorized use of the cooperatives' electricity (stealing of electricity, where no metering is occurring.)

PLEASE CALL THE COOPERATIVE'S OFFICE AT  
800-272-6188 • 715-267-6188  
OR YOUR LOCAL SHERIFF'S DEPARTMENT WITH INFORMATION.  
THIS IS YOUR COOPERATIVE. BY INFORMING US,  
YOU'RE PROTECTING YOUR INVESTMENT—YOUR COOPERATIVE.

### **If You Have No Power**

- ✓ Check the fuses or breakers in your home.
- ✓ Check the breakers below the meter if the meter is located on a yard pole.
- ✓ Call your neighbors. If their power is also off, ask if they have reported it yet. Please do not take for granted that the outage has been reported.

### **Then Call To Report an Outage or Emergency Situation.**

**Call us 24 hours a day,**

**7 days a week, at**

**Business Hours**

**715-267-6188 or 800-272-6188**

**After Hours**

**800-927-5707**

## See Us on the Web

(Continued from page 4)

The Appliance & Satellite Store will also have a whole new section that will include all of the products the store sells and services. Meet those people who will help provide you with the service that you expect. DirecTV and DirecWay will have a totally new area with all program listings, viewing packages, and specials in any given month. A new highlight will be the monthly special section where you will be able to find great savings on unique specials the Appliance & Satellite Store has to offer.

A web page is designed to provide information, and that's what the new updated site is doing. Throughout the year, more information will be added. Each of the major departments—Billing, Operations, and Appliance & Satellite—have lots of information. You will find this information under the customer service area.

Those who are interested in getting electricity or

other services offered by the Operations Department can now go to their own section. Included in this section is the *Wireman's Handbook*, which can be viewed as a PDF. The *Wireman's Handbook* shows electricians and others how the cooperative wants electric services to be installed. The *Wireman's Handbook* is a great source of information; you can learn about all the services offered by the cooperative.

The section on the Scholarship Program includes participation requirements and will also show the winners from the various schools. The Youth Leadership Congress and the Junior Board are also featured, along with information and pictures of what our youth can expect from these programs and the great time they will have while participating in these great events.

There are lots of interesting new features, and we will be making more changes over the next several months. Please stop by and see what you think, and give us your comments. You can check in on our guest registry. Remember, our web site address is [www.ccecoop.com](http://www.ccecoop.com). ■

# LEARNING ABOUT ELECTRICITY

## A Day in the Field




Above: A student from the Greenwood Junior High School dresses up in full lineman gear to how linemen wear their tools and safety equipment.

The Greenwood eighth-grade science class recently made a trip out to one of Clark Electric's substations to learn about electricity and how it is produced and delivered to their homes. Students were given a tour of the substation and learned about its components, and they asked lots of great questions.

This is one of the educational opportunities that the cooperative provides. ■




Assistant Line Superintendent Mike Ruff talks to local Greenwood eighth-graders about the controls in a substation.



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