



Tim Stewart  
CEO/General Manager

# POWER OUTAGE

## How is it Handled? Hopefully Quickly

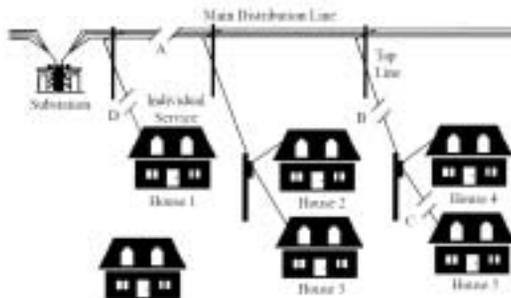
One of the key goals of Clark Electric Cooperative is to provide our membership with safe, reliable, and dependable electric service at an affordable cost. Because reliable

power is something that is many times taken for granted, it often takes an event like a major outage for members to ask themselves, "How reliable is my own power supply?"

The short answer is, as a member of Clark Electric Cooperative, your power is extremely reliable. In my March 2005 article, I reported that 2004 outage hours per consumer were at the lowest level in the previous four-year period. In fact, in 2004 we recorded an exceptional 99.967-percent reliability record. This is a statistic we are very proud of because day in and day out we work hard to maintain exceptional levels of reliability. There aren't any 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.

While not all power outages can be avoided—such as when Mother Nature decides to intervene—the impact can be diminished. Spring and summer storms in Wisconsin can be especially severe and cause brief outages. So you may wonder how power is restored.

Restoring electric service is a logical process. The diagram below shows a simplified version of a large-area outage. Our linemen start from the



In the diagram, fault "A" would be first (three-phase feeder line) to be repaired. Fault "B" would be next (a tap line), while single-service outages "C" and "D" would be the last to be repaired.

substation out onto the main feeder lines. It would be useless to repair a pole if the main lines were not energized. Once there is power at the substation and the feeder lines have been repaired, the next lines to be repaired are the tap lines off the three-phase feeder lines. The last

***Reliable electric service does not happen automatically; it is part of a well laid plan directed by your local board of directors and carried out by experienced cooperative employees.***

lines to be repaired are the single-service outages. Simply stated, 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 services of 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 will be received 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 condition. By allowing CRC to answer incoming calls, we are able to concentrate on getting service restored as quickly as possible. ■

## Important Dates

### Office Closing

Our offices will be closed Monday, September 5, 2005, in observance of Labor Day.

### First Day of School

Be careful! The first day of school is Thursday, September 1; watch for kids and buses now during the morning hours and after school.



# YOUTH LEADERSHIP CONGRESS 2005



*YLC Group (L to R): Benjamin Rosandick, Pittsville; Racheal Steward, Abbotsford; Jesse Olson, Loyal; Jessica Hinrichsen, Abbotsford; Kayla Loos, Loyal; Caryn Hoffarth, Pittsville; Aaron Gorst, Granton; and Connie Eibergen, Granton.*

powerful messages to students.

There were several other speakers and activities, including the team-building exercises that made everyone think out of the box and work together to solve issues.

Next year's YLC will come up sooner than you think. If you would like to attend next year, talk to your FFA or FBLA instructors. We will also be putting notices in the *Wisconsin Energy Cooperative News*. Talk to Director of Member Services John Knox when the time is here. ■

## Youth Take on Leadership Challenge

Working with young adults at the annual Youth Leadership Congress (YLC) is a rewarding experience. This year was no exception, as Clark Electric Cooperative sponsored eight local youths to represent the co-op at the UW-River Falls for the 2005 YLC, sponsored by the Wisconsin Electric Cooperative Association and the other member electric cooperatives in the state.

YLC provides 150 high school students with three days and two nights of fun. Of course, some learning that centers around cooperatives and the way we operate under our guiding principles is also available. These lessons are combined into youth leadership opportunities that the students can apply back in their communities and schools. Clark Electric hopes that these great eight youths will give back to the community some day in the future.

Craig Hillier was back again this year at the request of the Youth Board. The Youth Board elected at the end of the event makes the choices for the following year's YLC program. This event is a unique opportunity for some fine speakers to deliver



*Craig Hillier has a good laugh with some YLC participants during one of the leadership exercises.*

## PRECAUTIONS WORTH TAKING

### Is Your House Protected Properly?

When equipment gets damaged by lightning or other types of surges, it's very frustrating. We recommend using surge-suppression equipment to protect your valuable electronics. To work properly, surge suppression must be connected to all devices; this means all the different ways surges can get in, whether through electrical, telephone, and/or antennas. Clark Electric Appliance & Satellite has surge-suppression devices to help protect your electrical appliances.

We can offer protection starting at your breaker panel, which offers whole-house protection for your white appliances and all the way to your phone. To learn more about protecting your equipment, stop in the Clark Electric Appliance & Satellite office. ■



Amanda with two types of surge protections devices available.



## BIDS ARE BEING TAKEN

### Cooperative Opens Bids on Used Equipment



**Unit 1:** 1970 FWD - Digger Truck. This unit has approximately 60,000 miles on it. Two additional tires will go with this unit.



**Unit 2:** 1976 21'. This is a homemade trailer with tip-up ramps. The trailer currently does not pass DOT requirements.

Sealed bids are now being accepted for the equipment pictured at left. Address bids to Tim Stewart, CEO/General Manager of Clark Electric Cooperative, 124 N. Main St., P.O. Box 190, Greenwood, WI 54437. Bids must be received by noon on Thursday, September 29, 2005. Bids must be clearly marked for each piece of equipment, with only one bid per sealed envelope mark clearly **UNIT 1** or **UNIT 2** on the envelope. Clark Electric reserves the right to accept or reject any or all bids.

Vehicles are as is, with no warranties. They can be seen at Clark Electric in Greenwood. ■



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