

# Member Satisfaction is our Priority



*Tim Stewart*  
CEO / General Manager

Clark Electric Cooperative is a member-owned, not-for-profit, service-oriented electric utility that strives to meet and exceed our members' expectations. With approximately 8,600 meters and services in six counties, the best way to ensure that we are in fact meeting our service excellence goals is to simply ask you, our members, "How we are doing?"

Since 1995, the cooperative has utilized the services of the National Rural Electric Cooperative Association Market Research Services to help us conduct a statistically valid member survey. Basically, NRECA administers a telephone survey to a randomly selected group of residential members who answer questions on such items as member attitudes, perceptions, demographics, satisfaction, performance standards, and end-use appliance applications. With this information, we can gain intelligence in such areas as:

- Identifying areas where improvement is needed
- Demographic shifts
- Market penetration levels in electro technologies
- Demand side management opportunities
- Identify member needs
- Member attitudes/perceptions
- Member satisfaction
- Overall improvement over time

I am very pleased to report that on the recent survey that was conducted last year, Clark Electric Cooperative received an American Customer Satisfaction Index (ACSI) score of 80. This score ranks well above the electric utility industry average and is very similar to other Touchstone Energy Cooperatives' scores nationwide.

While we are generally pleased with the overall ACSI score, be assured that we will continue to strive to meet and exceed your service expectations in the most cost-effective manner possible. Member-owned and not-for-profit operation allows us to focus on you, our member. It truly does make THE difference. ■

Cooperatively Yours,

*Tim Stewart*  
CEO / General Manager



**Neillsville Safety Fair**

Sponsored by the Neillsville FFA

Come and join the community to learn about potential dangers and their solutions that affect our everyday lives.

**Clark Electric** will be performing High-Voltage Demos during the day.

Saturday, May 19, 2007 10 a.m. - 2:00 p.m  
at the Neillsville School Field House

# SAFETY

May is Electrical Safety Month

## Everyone's Concern

### Some Simple Safety Questions to Ask Yourself

**W**e take certain things for granted, like air, water, food — and power to run the things we use for entertainment, home maintenance, and work. That power is electricity. There have been advances in many things, including how we generate and transmit that power, but it is always converted to electricity for immediate consumption. Electricity is both a blessing and a hazard.

As daily hazards go, electricity is uniquely unforgiving. Even the smallest mistake can result in death or traumatic, disfiguring, and disabling injury. Each year, hundreds are killed and thousands more injured in preventable electricity-related accidents, whether through

**A**lways have a trained professional work on your electric service; look for a licensed electrician. If you live in an older house, an electrical inspection could be a good idea.



**A**re lamp, extension, telephone, and other cords placed out of the flow of traffic?



**A**re electric cords in good condition, not frayed or cracked?

**A**re cords out from beneath furniture and rugs or carpeting?

electric shock or electrocution or in electrically related fires. And yet our dependence grows. Worse, as safety engineering in our products improves, we grow complacent.

Whether we get our power from the sun, wind, water, coal, or oil, the end product — electricity — needs to be respected. For that reason, education and awareness about electrical safety is crucial, and National Electrical Safety Month each May is a cornerstone for that effort. The aim of this article is to help support the efforts of teaching electrical safety, in May and throughout the year.

Here are a few of many tips that you can follow to help prevent an electrical accident or mishap from happening to you, a loved one, or your house.■

**W**hen working outdoors, make sure power tools are intended for outdoor use. They should be used with a GFCI, either permanently installed or a plug-in type that is plugged into a three-pronged outlet known to be grounded.



*These questions are just a few that you should ask yourself. Always read the owner's manual for any electrical product that you intend to use. A little common sense can go a long way, but you would be surprised how often we take the shortcut. Be safe around electricity — you don't always get a second chance.*

## CAREFUL WHAT YOU BURN!

### Put a Damper on Springtime Urges to Burn

Springtime — it's the time to get outside and get the yard cleaned up. Many people think springtime is also a good time to clean up the ditches by burning away the old grass.

We beg to differ. Springtime and ditch burning do not go hand in hand. Ask any fireman, DNR ranger, and our linemen what they think about burning ditches. At right is a picture of a ditch that was burned. Unfortunately, the pole was also burned very badly and will now have to be replaced.

It does not take a large fire to do this type of damage. Not only will this pole have to be changed out, but it could have caused an outage that could have resulted in other problems for your neighbors. ■



*After a small ditch fire, this pole will need to be replaced.*

## DISMANTLEMENT PROCESS

### LACBWR Continues With Removal of Equipment

Dairyland Power Cooperative has contracted with Energy Solutions, a national radioactive waste services contractor, to facilitate the removal and disposal of the La Crosse Boiling Water Reactor's (LACBWR) reactor pressure vessel (RPV) and other low-level, non-fuel waste. The RPV will be removed and shipped to a repository in Barnwell, South Carolina, by June 2007. The disposal site is owned by the State of South Carolina. Although the vessel is technically low-level waste, Nuclear Regulatory Commission (NRC) and Homeland Security regulations require that Dairyland cannot specify an exact RPV shipment date. The removal and shipment of the RPV and other waste are planned and implemented in accordance with NRC rules and regulations. Two canisters of low-level, non-fuel waste from LACBWR have already been shipped and disposed of at Barnwell. Completion of this project is a key step in the continuing LACBWR decommissioning process. Dairyland's next project at the shut-down nuclear facility will involve removing spent fuel from wet storage in the fuel pool and

placing it into an on-site passive dry cask storage system. Dairyland's web site, [www.dairynet.com](http://www.dairynet.com), will have periodic updates on projects at LACBWR and other facilities.

#### What is the RPV?

The RPV was used for steam generation and is approximately 10 feet in diameter and 40 feet long. The RPV has been filled with cement and encased in cement and steel and, at approximately 310 tons, will require a special 20-axle rail car to ship.

#### About LACBWR

The 50-mw La Crosse Boiling Water Reactor ceased operation in April 1987. It was built in 1967 as part of a project with the federal government to demonstrate the peacetime use of nuclear power. Dairyland purchased the reactor in 1973 and operated the plant as part of its utility system. It was shut down after a cost analysis found the plant was not economically competitive with other Dairyland facilities. LACBWR complies with the NRC requirements for security, maintenance and monitoring of the site. These activities cost Dairyland's members over \$5 million each year. ■



*Removal equipment ready to work.*

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