



Tim Stewart,  
CEO/Manager

## WHAT IS GRID RESILIENCY?

Resiliency of the grid is one of the most popular concepts being talked about in the electric industry today. Resiliency is many things—its 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 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

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!

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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 spring and 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 on the following page 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.

**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](http://www.cecoop.com). Go to

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# 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.

TAP LINE

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 5:** 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**

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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 Smart-hub 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 wide-spread 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.



**Save the Date**

Plan to join us on **Saturday, September 21**, 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 EMPLOYEE EARNS JOURNEYMAN STATUS

Clark Electric Cooperative employee Jeff Fellenz recently completed his four-year indentured lineworker apprentice program offered through Chippewa Valley Technical College in Eau Claire.

This is an intensive four-year program of over 8,000 hours of on-the-job training as well as over 640 hours of classroom instruction. As an apprentice, Jeff completed the training to achieve his status as a journeyman electric lineworker.

We congratulate Jeff on this achievement and wish him well in his continued career with Clark Electric Cooperative.



## RITA SLADICH PASSES

The Clark Electric Cooperative and Clark Electric Appliance and Satellite Board of Directors and employees were saddened by the recent passing of Rita Sladich. Rita began her career with Clark Electric Cooperative in 1977 as a stenographer/office clerk. She received several advancement opportunities throughout the years, the pinnacle of which occurred in 1994 when she was named the executive vice-president of the newly formed subsidiary, Clark Electric Appliance and Satellite (CEAS).

How many of you remember the days before satellite television? Well, in the early 1990s Clark Electric Appliance and Satellite helped bring DirecTV into rural homes throughout central Wisconsin. Under Rita's leadership, CEAS became the leading cooperative provider in Wisconsin and one of the largest in the entire country. In addition to DirecTV, Rita was also responsible for the growth in First Call, our medical monitoring program that helps promote independent living amongst our seniors. Today, we have the most clients in the history of our organization.

Rita had the ability to lead change proactively. In 2005 we embarked on a new venture, high-speed satellite internet. In the beginning it was Wildblue, then Exede, and now ViaSat. Once again, Rita led the product offering and helped grow the business to where we are today (the largest cooperative provider in Wisconsin and the fourth largest in the country). She had the foresight and fortitude to aid in acquiring four other satellite providers to implement our growth strategy.

Perhaps her greatest joy of all of her various duties was helping with the annual Christmas Wish program. She really enjoyed helping others. We remember her commenting how people who were helped one year by the program would in turn contribute to the program in following years when they were able to do so, and they would express how very much it meant to them.

We will miss Rita but her legacy will live on here at Clark Electric Cooperative and Clark Electric Appliance and Satellite for many years to come.



### Rita Rose Sladich

February 16, 1958–May 22, 2019  
Born in Marshfield, WI  
Resided in Spencer, WI

Rita Rose Sladich, 61, of Spencer joined her heavenly father on May 22, 2019, in her home.

Rita was born February 16, 1958, in Greenwood Wisconsin, to Ignatius and Anne Sladich (Gosar).

She worked for Clark Electric Appliance and Satellite department for 42 years.

Rita enjoyed her weekends with her grandsons, Ignatius and Theodore, the most. She was a loving grandmother, mother, sister, daughter, and friend. She enjoyed her flower beds, traveling, her work, and most of all her family.

She is survived by her daughter, Sharon (Dan) Richardson and their two sons, Ignatius and Theodore Richardson of Milladore, Wisconsin; and her son, Samuel (Danielle) Rybski of West Virginia and their children, Elliott and Easton Rybski. Rita is also survived by her friend Dean Ress of Stratford, Wisconsin.

Rita was preceded in death by her parents, Ignatius and Anne Sladich, her brother Edward Sladich, and sister Donna Hurt.

## WELCOME, NEW CLARK ELECTRIC COOPERATIVE EMPLOYEES

Clark Electric Cooperative and Clark Electric Appliance and Satellite, Inc. welcomes new employees to our operations, electric office, and appliance & satellite departments.



**Chris Powell** recently joined the appliance and satellite department as an HVAC/appliance technician. He is currently attending Chippewa Valley Technical College in the HVAC program. He is eager to begin his career in the HVAC field and get hands-on experience as he develops his job skillset.

Chris's family is from Minnesota and

he currently lives in the Neillsville area. Chris is expecting his first child, a son to be born in June.

He is an outdoors enthusiast. In his spare time he enjoys fishing, hunting, hiking, and traveling to new places. Another of his many interests is to experience different cultures and food.

**Tanya Pagenkopf** has joined the operations department as an operations assistant/customer service representative. She has worked in the transportation industry for the past 26 years and has a wide background of customer service experience.

Tanya was born and raised in Loyal and is now raising her family there. Tanya and her husband, Ryan, have three sons, Ashtin, 15; Karston, 12; and Kolton, 10.



She enjoys spending her time away from work watching her boys' sporting events, camping, and boating.

**Lori Dawson** has recently joined the electric office as a customer service representative. Lori is an Owen-Withee high school graduate and attended Business classes at Chippewa Valley Technical College. Lori has worked in the health care and customer service fields over the past 20 years.

She lives in Neillsville with her husband, Mark, and has five children: Mark, Shane, Keith, Luke, and Raeann. She also has four grandchildren: Royce, Olivia, Barrett, and Celeste.

Lori enjoys volunteering at the High Ground Veterans Memorial in Neillsville and crafting in her spare time.





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

## FOR SALE BY SEALED BIDS

2006 Chevy Crew Cab 4X4 1500  
5.3 liter V-8 automatic transmis-  
sion, pw, pl, air conditioning,  
cruise control, 153,000 miles.  
Interested parties should send  
sealed bids to Clark Electric Coop-  
erative P.O. Box 190 Greenwood,  
WI 54437, or deliver in person to the main office at 1209 W. Dall-Berg Rd.  
Greenwood. (Attention Mike Ruff) Bids will be accepted until 4 p.m. Friday,  
July 26, 2019. Truck can be seen across from the Clark Electric Cooperative  
office along Dall-Berg Rd. Greenwood. Questions or inquiries should be  
directed to Mike Ruff, director of operations. Clark Electric Cooperative  
reserves the right to reject any and all bids. Truck is being sold as is where  
it is with no warranty implied.



2004 Chevy Ex-Cab 4X4 2500 6.0  
liter V-8 automatic transmission  
196,000 miles. Interested parties  
should send sealed bids to Clark  
Electric Cooperative P.O. Box 190,  
Greenwood, WI 54437, or deliver in  
person to the main office at 1209

W. Dall-Berg Rd., Greenwood. (Attention Mike Ruff) Bids will be accepted  
until 4 p.m. Friday, July 26, 2019. Truck can be seen across from the Clark  
Electric Cooperative office along Dall-Berg Rd. Greenwood. Questions or  
inquiries should be directed to Mike Ruff, director of operations. Clark  
Electric Cooperative reserves the right to reject any and all bids. The truck  
is being sold as is where it is with no warranty implied.

John Deere lawn mower approximately  
14 years old has 1,070 hours on it.  
Interested parties should send sealed  
bids to Clark Electric Cooperative P.O.  
Box 190 Greenwood, WI 54437, or deliver  
in person to the main office at 1209 W.  
Dall-Berg Rd. Greenwood. (Attention Mike  
Ruff) Bids will be accepted until 4 p.m.



Friday, July 26, 2019. The tractor can be seen by appointment at the Clark  
Electric Cooperative office in Greenwood. Questions or inquiries should  
be directed to Mike Ruff, director of operations, (715) 267 7953. Tractor is  
being sold as is where it is with no warranty implied.

## 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<br>(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.



### 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](mailto:info@cecoop.com) or [tnelson01@cecoop.com](mailto:tnelson01@cecoop.com)  
[www.cecoop.com](http://www.cecoop.com)



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