

CALL BEFORE YOU DIG

3 WORKING DAYS BEFORE YOU DIG!
(800) 242-8511 OR 811
WWW.DIGGERSHOTLINE.COM

Clark Electric Cooperative is a member of Diggers Hotline. Diggers Hotline was established in 1976 and has helped thousands of people obtain information on the location of underground facilities and safe working clearances from overhead lines – all for absolutely no cost to the caller.

Anyone digging or excavating, or planning to do so, no matter how big or small the job, is required by law to contact Diggers Hotline at least three (3) working days before digging. Diggers Hotline, Wisconsin's one-call notification center, coordinates activities between excavators and owners of underground facilities, such as buried phone cable, gas, water and electric lines. Diggers Hotline is required for anyone who is excavating, according to Wisconsin State Statute 182.0175.

After the utility markings have been placed and your start date and time have passed, you may begin your project. But remember, you can't excavate with power tools within 18 inches of the markings. If you need to dig closer to the marks, hand tools may be used with caution.

Contacting Diggers Hotline will not get private facilities marked. Examples of private facilities include an electric line to a detached garage or lamp, underground sprinkler system, sewer or water laterals. These are facilities that are owned by the person who owns the property and will not be marked by locators working for the utilities.

POWER OUTAGES

If your power goes off, you can help in restoring service quickly and safely by taking the following steps:

1. Check your fuses or circuit breakers.
2. Check with your neighbors to see if they have power.
3. Call Clark Electric Cooperative (715) 267-6188 or (800) 272-6188. Please be prepared to provide your account number or map location number.
4. Turn off major appliances to protect them from any high or low voltage conditions and to decrease the load when lines are reconnected.
5. Leave a switch on so you'll know when service has been restored.

Call as soon as the trouble is discovered or you notice any suspicious circumstances such as a tree in the line, a flash, arc, or smoke from a transformer. Please be careful around downed power lines. Never assume that the power is off. In the event of major storms, service to substations will be restored first, then primary feeder lines and then individual services.

Your cooperative maintains electric service up to the meter. Wiring beyond the meter is the responsibility of the member.

MEDIC ALERT

Please inform us if someone in your family depends on electronic life support equipment. They will be placed on our Medic Alert registry and be given priority, if possible, when an outage occurs (physician's statement required).

FOR OUTAGE CALLS

DAY OR NIGHT – (715) 267-6188 or (800) 272-6188.

AFTER HOURS – (800) 927-5707.

SPECIAL MEMBER EVENTS

ANNUAL MEETING

Each year Clark Electric Cooperative holds an annual meeting of the members. Among the items of business conducted at the meeting are annual reports of the cooperative's operations, election of directors, and other pertinent business. All members are notified by mail of the date, time and place of the meeting. Your participation in the annual meeting is essential to the continued success of Clark Electric Cooperative. You have the power to discuss issues with friends and neighbors at the annual meeting, vote for the governing board or run for office yourself. That basic, democratic power – that includes one vote by every cooperative member/owner – is one of the most important characteristics that makes your electric cooperative different from any other kind of utility.

We also make every effort to make the annual meeting a fun time for all. We provide:

- ✓ Attendance prizes
- ✓ Lunch
- ✓ Door prizes
- ✓ Knowledgeable Speakers

We hope you'll join us each year for the annual event.

MEMBER APPRECIATION DAY

October is Cooperative month! Every year Clark Electric Cooperative hosts a Member Appreciation Day. The event is marked with food, prizes, and fun for all ages. Specific information is detailed in the Cooperative's newsletter.

WELCOME

We would like to take this opportunity to welcome you as a member of Clark Electric Cooperative.

Clark Electric Cooperative is more than just an electric utility operating miles of power lines, transformers and meters. Your cooperative is PEOPLE – you, the board of directors, and a dedicated staff of employees all working together.

With this in mind, this information guide has been prepared to briefly outline information about the cooperative and what you can expect from your cooperative and what we expect from you. We sincerely hope that you will take a few minutes to read it and keep it handy for future reference.

Again, WELCOME. If you have any questions after reading this guide, just call or stop by our office in Greenwood, WI. You will always be welcome. After all, this is YOUR cooperative – you own it. We're here to help you!

Cooperatively yours,

The Board of Directors
Management & Employees of
Clark Electric Cooperative

EVERGREEN PROGRAM

You have a choice for the future. And it's renewable.

Evergreen is a renewable energy (green power) program available to your home, farm or business through your local Touchstone Energy Cooperative (a member cooperative of the Dairyland Power system).

Evergreen is for you if you are willing to pay a little bit more to purchase a portion or all of your electricity from renewable energy sources. In addition to your normal monthly electric bill, you volunteer to pay a small, additional charge each month to offset the additional cost it takes to support renewable energy.

That's it. There are no other requirements. There is nothing to hook up and you will continue to receive the same reliable electric service you always have.

Evergreen renewable energy comes from the wind and waste-to-energy sources such as landfill gas and livestock manure. We purchase energy from highly-efficient wind farms. New technology methane digesters located throughout our system convert waste from landfills and livestock confinement to bio-gas that is used to generate electricity.

By participating in *Evergreen*, you are investing in the future of the environment. Your purchase of one 100 kilowatt hour (kWh) block of *Evergreen* renewable energy each month has the same environmental benefits (CO2 reduction) as planting one-half acre of trees or not driving a car 2,400 miles (source: EPA).

To sign up for *Evergreen*, please see the other side.

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RATES

Clark Electric has several rates for our residential members. Please look these over and see if you may qualify for one of them. Clark Electric Appliance & Satellite can help you in putting the right electric heating system in your house. We install and offer electric heating systems and other full service. And finding those incentives for you is a priority.

SINGLE-PHASE SERVICE – SCHEDULE A

APPLICABILITY

Applicable to all consumers requiring single-phase service for all uses subject to the established rules and regulations of the cooperative

MONTHLY RATE

Transformer Size	10 KVA or less	15 & 25 KVA	37-1/2 KVA & Greater
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Facility Charge	\$20.00/ month	\$24/month	\$29/month
All Energy	.0925 per kWh		

CONTROLLED HEATING – SCHEDULE A - C

APPLICABILITY

Applicable to all consumers for energy usage when used in conjunction with Schedule A. The schedule shall be applicable only where electric heating can be controlled by Clark Electric Cooperative.

MONTHLY RATE

\$4.00 Monthly Facility Charge

\$.0435 cost per kWh

HEAT STORAGE – SCHEDULE A - HS

APPLICABILITY

Applicable to all consumers requiring single-phase service when used in conjunction with any other rate schedule. This schedule shall be applicable only to electric storage heating that can be controlled by Clark Electric Cooperative.

MONTHLY RATE

\$4.00 Monthly Facility Charge

\$.0435 cost per kWh

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ENERGY GUIDE

YOU have complete control over how **YOU** use **YOUR** electricity. **YOU** choose the ingredients that are necessary for **YOU** to maintain **YOUR** standard of living.

We have a host of time and labor saving appliances available to help **YOU** do **YOUR** work whenever **YOU** need their service. These appliances work for you around the clock, whenever you choose to use them. Wise use of appliances can have a positive effect on your energy consumption.

Following are some selected appliances and equipment to help you estimate your monthly kilowatt-hour consumption. A more detailed guide is available at the cooperative office. There is an on-line energy use guide available on our web site (www.ccecoop.com), also.

Estimate Energy Use in the Home

Appliance	Average Wattage	Hourly kWh	Estimated kWh/Mo.
Air Conditioner [(room) (varies)]	1000	1 kWh/hour	_____
Air Conditioner [(central) (varies)]	2500-3500	2½ -3½ kWh/hour	_____
Car Engine Heater	1000	1 kWh/hour	_____
Clothes Dryer	4350	5 kWh/hour	_____
Heater, Portable	1500	1½ kWh/hour	_____
		Home Subtotal:	_____

Appliance	Average Wattage	Monthly kWh*	
Automatic Blanket	200	15	_____
Clock	4	3	_____
Coffee Maker	850	8	_____
Dehumidifier (8.5 kWh/day if run continually)	300	200	_____
Dishwasher	1190	30-48	_____
Fax Machine 25 Standby, 50 Active		15	_____

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DATA COLLECTION AND STATEMENT OF NON-DISCRIMINATION

NEW MEMBERS

As recipients of Federal Assistance, Clark Electric Cooperative is required to identify and document as accurately as possible the racial/ethnic data on the eligible population in our service area. We would appreciate you checking the appropriate group listed below and returning this form to us within two weeks.

Please note, your response is optional. The information you provide will be used only for Federal Government reporting purposes.

Should you have any questions, you may contact the General Manager at (715) 267-6188 or (800) 272-6188.

Thank you for your cooperation in this matter.

Your Name: _____

Address: _____

Telephone: _____

Racial/Ethnic Group:

- a. White (not of Hispanic Origin) _____
- b. Black (not of Hispanic Origin) _____
- c. Hispanic _____
- d. American Indian or Alaskan Native _____
- e. Asian or Pacific Islander _____

Please return this form to: Clark Electric Cooperative
124 N. Main St. • P.O. Box 190
Greenwood, WI 54437-0190

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CONTROLLED HEATING & AIR CONDITIONING – SCHEDULE A -IAC

AVAILABILITY

Available to all members for energy usage when used in conjunction with Schedule A and with controlled electric heat. The schedule shall be applicable only to permanently wired air conditioning, 240 volts, that can be interrupted by Clark Electric Cooperative.

MONTHLY RATE

\$4.00 Monthly Facility Charge (12 months per year)

May to Sept. usage - \$.0595

Oct. to April usage - \$.0435

TIME - OF - DAY – SCHEDULE TD

APPLICABILITY

Applicable to all consumers requiring single-phase service for all uses subject to the established rules and regulations of the cooperative.

MONTHLY RATE

Transformer Size	10 KVA or less	15 & 25 KVA	37-1/23 KVA & Greater
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Facility Charge	\$20/month	\$24/Month	\$29/Month
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All on-peak kilowatt hours between 6:30 A.M. and 9:30 A.M. and between 5:30 P.M. and 9:30 P.M. @ \$.1425 each.

All kilowatt hours during other off peak @\$0.0525

* Rates and rate classes are subject to change.

YES! I WANT TO PARTICIPATE IN EVERGREEN RENEWABLE ENERGY.

Please sign me up at the following level:

Number of blocks of energy **Amount added to my monthly energy bill:**

- 1 block (100 kWh)..... \$1.50
- 2 blocks (200 kWh) \$3.00
- 3 blocks (300 kWh) \$4.50
- 4 blocks (400 kWh) \$6.00
- 5 blocks (500 kWh) \$7.50
- Other: Please specify number of blocks _____.
- Please provide me with more information.

I understand that this amount is in addition to my monthly energy bill. Also, that my commitment is for one year and will continue monthly thereafter until I notify my cooperative that I no longer wish to participate.

Name _____

Address _____

City _____ State _____ Zip _____

Home Phone _____

Account No. _____

Signature _____

Date _____

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STATEMENT OF NON - DISCRIMINATION

Clark Electric Cooperative is the recipient of federal financial assistance from the Rural Utilities Service (RUS), an agency of the U.S. Department of Agriculture. In accordance with federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. (Not all prohibited bases apply to all programs).

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Timothy E. Stewart, CEO/ General Manager, of Clark Electric Cooperative. To file a complaint of discrimination, write U.S. Department of Agriculture, Director, Office of Adjudication and Compliance, 1400 Independence Ave., SW, Washington, DC 20250-9410; or call 202/260-1026 or 800/795-3272. The U.S. Department of Agriculture is an Equal Opportunity provider, employer, and lender.

Freezer (12-15 cu. ft.)	350	100-190	_____
Freezer, frost-free (12-15 cu. ft.)	440	150-240	_____
Food Mixer or Blender	110	1	_____
Frying Pan	1200	15	_____
Furnace, oil (cold months)	600	75	_____
Garbage Disposal	400	2	_____
Hair Dryer	1250	3	_____
Hot Tub	5500	250-350	_____
Humidifier	80	20	_____
Iron (hand)	1100	12	_____
Lighting (varies widely)	1600-4000	75-150	_____
Microwave	1450	16	_____
Personal Computer (on 9 hrs/day)	150	32	_____
Radio	20	4	_____
Radio-Stereo	40	6	_____
Range	1200	100-150	_____
Refrigerator, Dorm (2.5'-4.4')	175	25-40	_____
Refrigerator, Manual Defrost (12'-14')	265	40-75	_____
Refrigerator, Frost-free (16')	475	65-150	_____
Refrigerator, Frost-free (20')	540	80-180	_____
Sewing Machine	75	1	_____
Stereo/CD Player/DVD	50	8	_____
Television (4 hours/day)	100-250	12-30	_____
Toaster	1100	4	_____
Vacuum Cleaner	700	3	_____
Video Cassette Recorder (VCR)	25	¼ -½	_____
Washing Machine	600	8	_____
Water Heater (standard)	2500**	300-400	_____
Water Heater (quick recovery)	4500**	300-500	_____
Waterbed Heater (varies)	300	100	_____
Water Pump	750-1000	40	_____
		Home Total:	_____

** Varies with family size.

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PAYING YOUR ELECTRIC BILL

Your electric bill arrives in the mail around the 6th of each month. The bill is payable upon receipt and is considered past due if not paid by the due date, which is normally the 25th of each month. Those bills paid after the due date are subject to a penalty of 3% on the unpaid charges. Delinquent/Disconnect notices are typically mailed around the 7th of the following month. If payment is not received by the disconnection date as printed on the notice, the service may be posted for disconnection. Additional trip charges will be assessed to post a service for disconnection and to disconnect/reconnect the service.

Payment on your account can be made by several convenient methods.

THROUGH THE MAIL

A return envelope is enclosed with the bill. A portion of your bill (this is noted on your billing statement) should be sent along with your payment to ensure proper credit on the account. Payments sent through the mail should be made with a check or money order.

IN PERSON

You may bring your payment to the cooperative office in Greenwood, WI. The office is open from 8 a.m. until 5 p.m. Monday through Friday from April - October. From November - March office hours are 8 a.m. until 4:30 p.m. We also have a night deposit box at the office which may be used at any time.

E - BILL

E-Bill allows you, the member, to decide when and how you would like your payment processed, from your checking or savings account, or by your credit or debit card. To use our E-Bill services go to our website at www.cecoop.com.

AUTOMATIC PAYMENT PLAN

Having your payment deducted automatically from your checking or savings account is simple, reliable, and it can help you save time and money. There are no checks, stamps, or trips. We offer this service FREE of charge. To sign up, fill out the enclosed form that is included with this packet and return it to our office.

CREDIT CARDS

You may pay your account by Credit Card. For your convenience we accept Discover, Master Card, Visa and American Express.

BUDGET BILLING

Budget billing is suited for helping our members balance their household expenses throughout the year, instead of paying larger utility bills during their peak heating or cooling periods. Budget billing permits Clark Electric Cooperative and the member to spread total service costs evenly over a 12-month period, with recalculation of the budget amount every six months. Contact our office if you are interested in our budget billing program.

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MEMBER SURVEY

Help us serve you better.

We recently connected a new electric service for you. Please take a few minutes and rate our performance. We value your opinion! (Circle the number closest to your rating on the poor to excellent range.)

	Poor	Good	Excellent
A. Personnel courteous and helpful	1	2	3 4 5
B. Response time adequate	1	2	3 4 5
C. Handled efficiently	1	2	3 4 5
D. Adequate information	1	2	3 4 5
E. Information understandable	1	2	3 4 5
F. Are you aware we offer rebates?	_____ Yes		_____ No

_____ I would like information about rebates

_____ I would like information about heat rates

How could we have been more helpful?

Were you on a special program or rate with another utility that you would like us to consider?

Any other comments.

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SERVICES OFFERED

Clark Electric Cooperative offers many special services to our members. Many of these services are free of charge. Examples of services provided:

ELECTRICAL SAFETY

Demonstrations in area schools, county fairs, and civic events.

SEMINARS

Provide yearly electrical updates for electricians.

REBATES

Provide rebates for electric heat, heat pumps, central A/C, lighting, and water heaters. Rebates and incentives are provided by Clark Electric & Focus on Energy on electric heat, heat pumps, air conditioning, lighting, and electric water heaters. Check our website for additional information – www.cecoop.com.

SECURITY LIGHTING

Clark Electric Cooperative provides and maintains a security lighting program.

PUBLICATIONS

Clark Electric Cooperative provides each member with a subscription to the *Wisconsin Energy News*, a monthly publication of our statewide organization. Clark Electric Cooperative's sections are included in the *Wisconsin Energy News*. This publication contains information to help you be a more informed member.

LOAD MANAGEMENT

Clark Electric Cooperative actively participates in load management programs. The goal of load management is to reduce electric load during peak loading conditions. The Cooperative offers various incentives to members who wish to participate. Contact the office for more information.

ON-LINE ENERGY CONSERVATION TIPS AND USAGE MONITOR

Visit our website at www.cecoop.com for energy conservation tips and an energy use guide.

STRAY VOLTAGE CONCERNS

Clark Electric Cooperative offers stray voltage testing of your facilities to make sure voltages are within acceptable limits. Call our operations department with your request.

SAFETY FIRST

Clark Electric Cooperative encourages our member farmers to participate in the Safety First Wiring Program. Farmers may be eligible for up to a \$5,000 grant, and a \$20,000 loan to make wiring upgrades and/or to correct wiring safety problems on the farm. Contact the office or visit our website www.cecoop.com for more information.

YOUTH PROGRAMS

Clark Electric Cooperative provides scholarships to graduating seniors. In addition, the Cooperative provides sponsorship to the Youth Leadership Congress held each summer at River Falls. Contact the office or visit our website for more information.

YOUR COOPERATIVE/YOUR BUSINESS

In the early 1930's, prior to the establishment of electric cooperatives such as **Clark Electric Cooperative**, rural America was almost in total darkness. Nearly 90% of our nation's rural areas were without electricity.

On May 11, 1935, Congress acted to remove rural areas from the "Dark Ages" by creating the Rural Electrification Administration (REA). At first, low interest REA loans were made available to commercial power companies for the purpose of electrifying rural areas. However, these utilities didn't see much need in participating in the program. So, seeing the need, REA turned to providing financing for customers who wanted electricity but were being bypassed. Locally owned, not-for-profit cooperatives were born.

CORPORATE PROFILE – WHO WE ARE

Clark Electric Cooperative is a distribution cooperative incorporated under the laws of the State of Wisconsin on April 1, 1937, and is located in Greenwood, Wisconsin. Clark Electric Cooperative was born out of a consolidation between Clark Electric (Neillsville), Big Four Electric (Spencer), and Willard Electric (Willard). The service location of Greenwood was chosen because it is centrally located within our service area. Since inception, electric service has been extended to farmsteads, businesses, and industrial operations in sparsely populated areas of Clark, Chippewa, Jackson, Marathon, Taylor, and Wood counties. Our service area extends more than 1,950 miles of distribution line.

Clark Electric Cooperative is a true cooperative. It is a private, not-for-profit service oriented utility owned by the members it serves. Clark Electric Cooperative was established to improve the quality of life of its members by providing electric service to the remote areas of our service area at the lowest possible cost. Today our mission has expanded somewhat from just providing electric service to other areas that will improve our members' quality of life. Satellite TV, High Speed Satellite Internet, Health Monitoring, and Economic Development activities are a few examples of how we strive to improve the rural way of life.

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MOVING

When moving, you are responsible for the electric usage until the cooperative is contacted and arrangements have been made. Please provide us with a forwarding address so we can send you the final bill. We ask that you keep a current address on file with us to assure that we may retire your patronage and mail capital credits to you in the future years.

PAY STATIONS

The Cooperative utilizes 20 different pay stations located throughout our service area. (See Below)

PAY STATIONS

ABBOTSFORD

AbbyBank

COLBY

Community Bank of Central WI

DORCHESTER

Advantage Community Bank

GREENWOOD

Forward Financial Bank

GRANTON

Citizens State Bank of Loyal

LOYAL

Citizens Sate Bank of Loyal
Loyal Farm & Home Center
M & I Bank

NEILLSVILLE

Citizens State Bank of Loyal
M & I Bank

OWEN

Family Foodliner
Community Bank of Central WI

SPENCER

Heritage Bank
Citizens State Bank of Loyal

STANLEY

Forward Financial Bank

THORP

Community Bank of Central WI
Forward Financial Bank
Northwestern Bank

WITHEE

Forward Financial Bank
Pioneer Bank

FINANCIAL ASSISTANCE

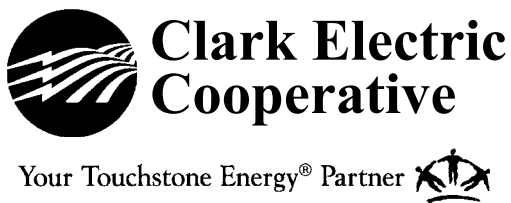
IF YOU NEED FINANCIAL ASSISTANCE, WE SUGGEST YOU CONTACT ONE OF THE FOLLOWING AGENCIES:

- Clark County..... (715) 743-5233
- Taylor County..... (715) 748-6123
- Wood County (715) 387-6374
- Jackson County..... (715) 284-4301
- Chippewa County (715) 726-7862
- Marathon County (715) 842-3111

8 back of paying your bill

Clark Electric Cooperative is owned and controlled by the rural families and businesses we serve. We are governed by a Board of Directors, elected from the membership, by the membership. Each cooperative member has one vote in the election of Directors.

Clark Electric Cooperative is a **Touchstone Energy Cooperative**. Touchstone Energy is a program being used by electric cooperatives across the country to help distinguish themselves as preferred providers in the electric utility marketplace. Touchstone Energy Cooperatives are pledged to operate with integrity, accountability, innovation, and a spirit of community awareness. When you see the Touchstone Energy logo you can be sure you're receiving the highest level of service possible from your friends and neighbors at Clark Electric Cooperative.



7 1/4 - back of "Your Business"

CAPITAL CREDITS

QUESTIONS & ANSWERS

All business organizations need capital to operate, which is usually supplied by a combination of equity and debt. An electric cooperative generally cannot issue stock and pay dividends to the general public. However, it still needs to maintain an adequate level of equity to ensure financial health and stability. This is accomplished through what is termed "capital credits".

WHAT ARE CAPITAL CREDITS?

Clark Electric Cooperative is a not-for-profit service oriented electric utility that is owned by the members we serve. Since we operate on a not-for-profit basis, we technically do not earn profits. Instead, any revenues over and above the cost of doing business are considered "margins". These margins become part of the capital structure of the Cooperative and are used to help fund operating activities at the Cooperative, with the intent that this capital will be repaid to you in later years. Simply stated, capital credits reflect each member's ownership in the Cooperative.

HOW ARE CAPITAL CREDITS CALCULATED?

The amount of capital credits you earn in a given year is based upon the amount of capital you contribute to the Cooperative through payment of your monthly electric bills and the amount of operating margins realized by the Cooperative. The more electricity you buy, in relation to operating margins realized, the greater your share of capital credits will be.

WHAT'S THE DIFFERENCE BETWEEN ALLOCATED AND RETIRED CAPITAL CREDITS?

Allocated capital credits appear as an entry on the permanent financial records of the Cooperative and reflect your equity or ownership in Clark Electric Cooperative. When capital credits are retired, a check is issued to you and your equity in the Cooperative is reduced. The Board of Directors determine under rules of general application, the method, basis, priority, and order of retirement for all capital credit retirements. Currently, checks are generally issued 20-23 years after the year in which the margins were earned.

HOW OFTEN WILL I RECEIVE AN ALLOCATION NOTICE?

You should receive an allocation notice annually after the finances for the previous year have been audited and the books of the Cooperative closed.

WHAT DO I HAVE TO DO TO START ACCUMULATING CAPITAL CREDITS?

Capital credits are calculated by Clark Electric Cooperative for everyone who purchased electricity during a year in which the cooperative earned margins. No special action is required to start a capital credit account. Your membership in Clark Electric Cooperative activates your capital credit account.

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MEMBERSHIP RESPONSIBILITY

The Cooperative's undertaking extends only to the supplying of services at the point of delivery. Members are warned of the risk of damage to property and the possibility of fire or personal injury resulting from improper wiring and manner of attachment or use and maintenance of electric appliances, fixtures and apparatus. They should be advised to allow no one except experienced and capable electricians to install or make any change, alteration, or repairs to any part of the member's installation.

MEMBERS LIABILITY

Member assumes full responsibility for the electricity upon member's premises at and from the point of delivery thereof, and for the wires, apparatus, devices and appurtenances thereon used in connection with the service. Member shall indemnify, save harmless and defend the cooperative against all claims, demands, costs or expense for loss, damage or injury to person or property in any manner directly or indirectly arising from, connected with, or growing out of the transmission or use of electric current by member at or on member's side of the point of delivery and down to and including resale of service.

STRAY VOLTAGE CONCERNS

Clark Electric Cooperative offers stray voltage testing of your facilities to make sure voltages are within acceptable limits. Call our operations department with your request.

PROTECTION BY MEMBER

The member shall protect the equipment of the cooperative on his premises and shall not interfere with or alter or permit interference with or alteration of the cooperative's meters or other property except by duly authorized representatives of the cooperative.

Any loss or damage to the property of the cooperative due to, or caused by, or arising from carelessness, neglect or misuse by a member or authorized persons, shall be the responsibility of the member. The cost of all necessary replacement and repairs shall be assumed by the member.

ACCESS TO PREMISES

Duly authorized representatives of the cooperative shall have the right of ingress to and egress from the premises of any member at all reasonable times for the purpose of reading, testing, inspecting, repairing, replacing or removing its meters or other property, or inspecting the member's installation or for the purpose of removing its property on the termination of its contract or on discontinuance of service from whatever cause.

If the cooperative shall be required to place any portion of its wires or service supply lines underground or relocate any poles or feeders by order of any governmental agency or to improve service, the member shall change the location of his point of connection to the cooperative lines at his own expense.

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LOCATION OF THE METER

All meters are to be located on the outside of buildings or on poles or in underground pedestals. For new services or service upgrades, meters will be in underground pedestals. Meter pedestals shall be a minimum of 60 feet; 30 feet from mobile homes, from the nearest structure. Members who have remodeled buildings, which have caused meters to be located on the interior, shall be responsible to have the service entrance relocated by their electrician, to the outside. The cooperative should be notified so its service wires can also be moved.

FOREIGN ELECTRICITY

No other source of supply of electricity shall be introduced or used by members in conjunction with service supplied without written consent of the cooperative.

RESALE OF SERVICE

All purchased electric service on the premises of the member shall be supplied exclusively by the cooperative, and the member shall not directly or indirectly sell, or sublet, assign or otherwise dispose of the electric service, or any part thereof, without the consent of the cooperative.

LINE EXTENSION

Your cooperative provides service to all areas within our current system. Extending facilities within our boundaries may involve a 10 year guarantee for services and a non-refundable contribution in aid of construction may be required depending on the type of service requested. In anticipation of any new or upgraded service, contact our office for current cost estimates.

MOVING OUR FACILITIES

When our facilities are installed, we match the needs of the members along with the least expensive distance to provide quality service. In the future, if a member has a need for us to move poles, transformers, security lights, anchors, underground lines, etc. we will charge for the moving of said facilities. Check with our operations department for current policies and cost.

UPGRADING OUR FACILITIES

If members have a need for increased capacity from the cooperative, please check with our operations department for current policies and cost estimates. Your electrician should be in contact with our operations department in advance so we can meet your needs in a timely and efficient manner.

UNDERGROUND LINES

Standby generation can be a very useful tool to a member. Clark Electric Cooperative will assist those members in questions that they may have concerning stand by generators. Safety is of paramount concern when having a generator hooked up. Clark Electric Cooperative requires a double throw switch for all generators.

DO I HAVE TO BE A CUSTOMER FOR AN ENTIRE YEAR TO EARN CAPITAL CREDITS?

No. Capital credits are calculated based upon a member's monthly bill. If you are billed for service for even one month, you will accumulate some capital credits if Clark Electric Cooperative earned margins that year.

CAN I USE THE CAPITAL CREDITS I HAVE ALLOCATED TO PAY MY ELECTRIC BILL?

No. Allocated capital credits may not be used to pay current bills. Capital credits have no cash value until the Board of Directors calls for the retirement of a particular year's allocated capital credits. In other words, your electric bill is due now, whereas you may not be entitled to be paid your capital credits for many years.

WHAT HAPPENS TO THE CAPITAL CREDITS OF A MEMBER WHO DIES?

The capital credits of a deceased member may be paid without waiting for a general retirement, however, these estate payments are not automatic. A representative of the estate must request the capital credits by submitting an application for early retirement and a copy of the death certificate. Any estate retirement paid in cash will be at a reduced present day value to the capital credits earned. Other restrictions may apply. Contact our office for more information.

WILL I RECEIVE A CAPITAL CREDIT CHECK EVERY YEAR?

Not necessarily. The Board of Directors must authorize a retirement before you receive a check. When considering a retirement, the Board analyzes the financial health of the Cooperative and will not authorize a retirement if Clark Electric Cooperative cannot afford it. In addition, the Board of Directors determine under rules of general application the method, basis, priority, and order of retirement for all capital credit retirements. Currently, checks are generally issued 20-23 years after the year in which the margins were earned.

WHAT HAPPENS TO MY CAPITAL CREDITS WHEN I LEAVE THE CLARK ELECTRIC COOPERATIVE SERVICE AREA?

Your capital credits remain on the books in your name and member number until they are retired. Because payments are made years after they have been allocated, you should ensure that Clark Electric Cooperative always has your current mailing address

OTHER QUESTIONS?

Please contact our office with any additional questions you may have.

(800) 272-6188 OR (715) 267-6188

OFFICE HOURS: MONDAY - FRIDAY

8 A.M. - 5 P.M. (APRIL - OCT.)

8 A.M. - 4:30 P.M. (NOV. - MARCH)