



# Clinton County Connection

Your Touchstone Energy® Partner 

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## Member engagement saved the cooperative

By Adam Schwartz

Clinton County Electric Cooperative is a member-owned, member-governed cooperative. When the cooperative was founded back in 1939, members of the community knew that we are a locally-owned business – likely because they or someone they knew played a part in helping found the cooperative. Over time as the novelty of receiving electricity waned, the founders passed on and new people moved into the community, viewing the electric cooperative like any other energy provider.

But we are different and the key to that difference is you, the member-owner of our cooperative. Without your support and commitment, we would not exist. For many years, people had no choice in the company that provided them with the electricity they so greatly depended upon, but today, the electric utility industry is changing.

Research proves that when people own something they treat it differently, which is why we encourage Clinton County Electric Cooperative members to act as an owner rather than a customer. As an owner, you play a critical role in our success. Each year, if our revenue exceeds our expenses (which is always our goal), a certain percentage is allocated back to you – because you are a member of the cooperative.



With that ownership comes certain rights like the opportunity to seek election to serve on the board of directors. If that seems like too big a commitment, we still want and need you to participate in the annual elections.

We welcome your advice and counsel as we continually look for innovative ways to help you use energy efficiently and in a more cost-effective manner.

While electric power is the commodity that your cooperative sells, the real power is that together, we empower this local community. When people feel empowered they accomplish great things.

True, the world is different today than it was in 1939 when Clinton County Electric Cooperative was founded, but our mission of serving you and our community is constant. Working together with your active, inspired engagement, we can continue to accomplish great things.

*Adam Schwartz is the founder of The Cooperative Way, a consulting firm that helps co-ops succeed. He is an author, speaker and member-owner of the CDS Consulting Co-op. You can follow him on Twitter @adamcooperative or email him at [aschwartz@thecooperativeway.coop](mailto:aschwartz@thecooperativeway.coop)*

# Upcoming inspections for underground electric facilities

Clinton County Electric Cooperative has contracted with Badgerland Utility Solutions to inspect all underground electric facilities served by the Albers and Mascoutah substations. For a detailed map of the areas being inspected, please visit our website [www.cceci.com](http://www.cceci.com). Badgerland expects to start their work sometime in the middle of September. A picture of a Badgerland vehicle can be seen here and will be marked with the Clinton County Electric logo. If you have any questions or concerns, please call the CCECI office Monday-Friday between the hours of 7 a.m. and 4 p.m. at 800-526-7282.



In observance of Labor Day, the office will be closed on Monday, September 4, 2017



In observance of Veterans Day, the office will be closed on Friday, November 10, 2017



In observance of Thanksgiving the office will be closed on Thursday, November 23, 2017 and Friday, November 24, 2017



## Energy Efficiency Tip of the Month

Cooler temps will be here soon! No matter what kind of heating system you have in your home, you can save money and increase your comfort by properly maintaining and upgrading your equipment. Contact a licensed professional to inspect your system *before* the winter chill arrives.

*Source: U.S. Dept. of Energy*

# Take Control of Your Electric Account with SmartHub

Clinton County Electric is proud to offer yet another customer service enhancement called SmartHub. It can help you take control of your electric account like never before.

SmartHub has several features that make managing your account as easy as possible. Whether through the web, or your smart-phone or tablet (Android or iOS), you'll be able to pay your bill, view your electricity use, contact customer service and much more.

As soon as you log in, you'll be able to view your billing history and make a payment with just a couple of clicks...or taps, if you're using the app. You'll be able to see your current bill, along with bills from the previous month or even the previous season, if you want to compare costs. You can see how your usage is trending over time, which will allow you to take steps to reduce your consumption and lower your bill.

Making payments through SmartHub is fast and easy. The first time you make a payment either through the Web or through your mobile device, you'll be able to securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

You'll also be able to manage your account notifications with SmartHub. By logging in to SmartHub on the Web, you'll be able to select how you want to be notified about your bill, including email and text messaging.

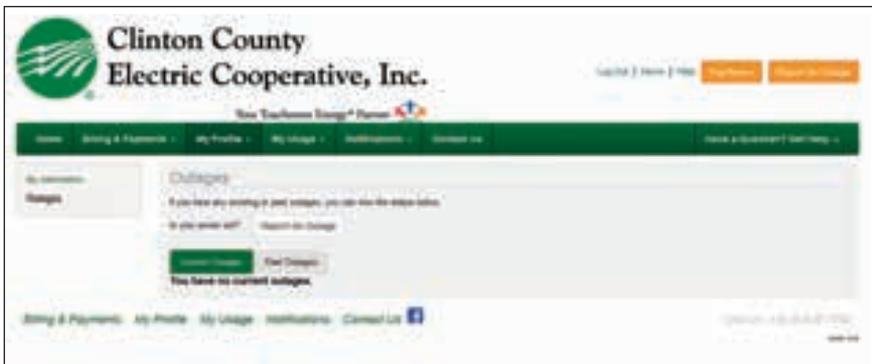
Reporting a power outage is also quick and easy from the

SmartHub mobile app. There's no need to call the office, just let us know you've lost electricity with a few taps. You can also contact Clinton County Electric Cooperative with a request, a question, or for customer service. SmartHub's contact feature makes it quick and easy.

Access SmartHub by visiting [www.cceci.com](http://www.cceci.com) or by downloading the app on your mobile device through the Apple App Store (iPhone or iPad) or Google



Play Marketplace (Android phone or tablet).



# Considering Solar? Call us first!

As interest in “green” energy and ways to save money on utility bills continue to grow, some cooperative members may be considering the installation of a solar array.

Since these types of systems have the capability of returning electricity back to the electric grid, there are some major safety considerations to sort out before a system is installed.

Before deciding to buy a solar array, examine the economics to determine whether such a system will lower your monthly electricity costs. If you do decide to install a solar array, contact our office as early as possible in the process.

A CCECI representative will provide information on our interconnection process and policies, as well as answer any questions you may have. That way, you and your installer will have the information needed as you progress with your system.

*For more information on CCECI policies and requirements, please contact our office Monday through Friday, between 7 a.m. and 4 p.m. at 800-526-7282.*