



Citizens Electric Corporation

A Touchstone Energy® Cooperative 

September 2007

Powerful Connections

Postcard Bills Get an Extreme Makeover

Citizens Electric's bills will have a totally new look starting in October. Aging equipment and antiquated replacement parts force us to switch from postcard bills to full-page laser-printed invoices. So, be careful when you're sorting through your mail, and watch for your Citizens Electric bill in a standard window envelope.

The postcard format limited the amount of information we could provide, so the monthly Customer Charge and energy usage were bundled together and listed as "energy charge." The Customer Charge is not a new charge. It's just a part of what was billed as the energy charge.

Late fees will now be assessed at a rate of one and one-half (1.5) percent on account balances that are not paid by the due date. The new bill will show the amounts owed before and after the due date. This is being implemented to give members the incentive to pay on time, which benefits everyone. Improving cash flow reduces the need to borrow, which in turn, keeps rates lower.

The Purchased Power Cost Adjustment (PPCA) will also be listed on the new bills. A PPCA debit or credit could be assessed on a quarterly basis depending on fluctuations in the cost of electric supply. This was adopted in January as a tool to keep rates as low as possible. Year-to-date, it hasn't been necessary to pass through any PPCA charges or credits.

Some of the benefits of the new bill format include the following:

1. Invoice billing is available for members who have multiple electric accounts, and the meters are read during the same billing period. By grouping all the accounts together, you can return one payment and one remittance stub. Call our office to request additional information about invoice billing.
2. Clearer print will make bills easier to read.
3. A historical graph will make it easy to follow fluctuations in the weather and your usage pattern.
4. A return envelope will be included for your convenience.
5. Periodic newsletters will be included with your bill that will contain time-sensitive information about upcoming events, office closings and cooperative news.

Citizens Electric Corporation
A Touchstone Energy Cooperative

Mailing Address: P.O. Box 312, Perryville, MO 63775
 State Generators: (877) 876-3511; Perryville: (573) 547-2512
 Allounga/Perryville: (573) 824-5232
 Office Hours: Monday through Friday, 8 a.m. to 5 p.m.
 Visit us at www.cccmo.com

Member & Meter ID: 1112223387

ACCOUNT NUMBER	ACCOUNT NAME	RATE	CYCLE	LOCATION	METER NUMBER
1113301	HENRY DON M	27	6	MT24 Member Lane	1112223387 3193

FROM	TO	REASON	AMOUNT	PREVIOUS	PREVIOUS	NEW	CHARGE
DEBTOR			37844	36957		1713	139.10
Customer Charge							18.64
Loss in Use							1.58
TOTAL OPEN							159.32
PREVIOUS PAYMENT							145.68
PPCA							-145.68
TOTAL AMOUNT DUE							159.32

CHARGE PERIOD: 09/01/07 - 09/07/07
 PREVIOUS PAYMENT: 08/20/07
 PAY THIS AMOUNT: \$ 159.32
 THE DATE: 09/07/07
 AFTER DUE DATE PAY: \$ 161.71

READING CODES:
 R = READ
 E = ESTIMATED
 P = FINAL

To Report a Power Outage:
 If your power goes out, check your fuses and circuit breakers before reporting the outage. Call 1-800-286-2221.

Citizens Electric Corporation
 P.O. Box 312
 Perryville, MO 63775-0312

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We believe the new full-page bills will provide detailed information in an easy-to-read format. **Remember to watch for your new electric bill in October.**

Online Banking Versus Paying Online

If you are paying your Citizens Electric bill through your online banking site, your payment may not be received by the billing due date. In some cases, banks issue checks that are mailed to the creditors. Occasionally, we receive these online banking payments after the member's due date.

Avoid paying late fees. When you pay online at www.cccmo.com, your payment is processed within the next business day. Contact us at citizens@cccmo.com to request a password and begin paying your electric bill online by credit card, debit card or e-check. There are no additional charges for this service.

RURAL

M I S S O U R I

Solar Energy: Not Quite Ready for Prime Time

By: Doug Rye



Mention solar energy and immediately everyone is interested. I have personally been responsible for the installation of several solar systems, all of them in the 1980's. They were installed in homes to heat water only.

These systems were somewhat expensive but had paybacks of about 15 years, which was o.k., but not great. For all practical purposes, the sales of these systems ceased when the \$2,000 tax credit was eliminated.

For a number of years, very little was mentioned about solar energy.

I remember well the day that I stopped recommending solar systems. It was after I learned about geothermal, which is about three fourths or 75 percent solar. You see, I knew that solar was expensive, and I also knew that the sun didn't shine much at night. Smart, huh?

I also know that usable solar radiation occurs only at about 9 a.m. to 3:30 p.m., even on a perfect sunny day. So, basically, you have no usable solar for about three fourths of every day. Well, contrast that with geothermal, which provides solar BTU'S 24 hours of every single day. And it provides energy for not only hot water, but also heating and cooling. A no brainer, right? I thought so.

I am NOT against conventional solar energy, but neither am I what they call an impulsive shopper. Display items near the cash register do not tempt me (unless they have to do with fishing). I can walk by a solar photovoltaic system at a home show and simply think –

“Nice display. I only wish it were feasible.”

The following are actual calculations for a 4,000-square-foot new house in Colorado. The family had been to a home show and met the solar salesman and were positive that they should spend an additional \$20,000 to install a 600-square-foot solar panel on their roof to generate two kilowatts (2000 watts) of electricity. That would be enough generation to provide the electricity for 20, 100-watt light bulbs or two good hair dryers. I'll bet that all of you now know where I'm going with this topic. Would you advise your children to buy something that cost \$20,000 if it took 51.44 years to pay for itself, or the item was expected to last only 20 years? I think most of us would agree that is not a good investment.

The family was quite surprised with the calculations and was also surprised at how much space they needed for storage batteries, etc., with the solar system. Then the family was shown the calculations of a new geothermal system, which provides heating, cooling and hot water every day and night. And keep in mind – geothermal systems do use solar systems. They operate by using the largest solar collector in the world, which is Mother Earth herself.

The average geothermal system costs about \$15,000 and has a payback in energy savings of nine years or less. I would and do advise my children to do exactly that, just like I have done. Geothermal requires no outdoor equipment, no batteries and has less maintenance and works 24/7. It is the most energy-efficient heating and cooling system available. Plus, a properly installed system creates a very comfortable environment in your home. Like I said before, I am not against solar. I just want our readers to know the truth. It just isn't ready for prime time yet.

Receive a free CFL bulb when you attend Doug Rye's *free* seminar, Tuesday, September 25, 2006, 6:30 P.M. Perry Park Center, Perryville, MO

New Employee

On July 9, Jamie Naeger began her duties as Accountant in CEC's Accounting Department.

Jamie is a recent graduate of Southeast Missouri State University. She has a Bachelor of Science degree in Business Administration with concentration in Accounting. Jamie is currently pursuing her Master of Business Administration at Southeast Missouri State University. Jamie is a Ste. Genevieve native and is glad to be close to her family and friends in Ste. Genevieve again.

CEC is proud to add Jamie to our Citizens family.



Winner of Fair Drawing

Congratulations to Earl and Margie Walker, who won Citizens Electric's drawing at the Ste. Genevieve County Fair. Their prize was a check equal to one month's average electric bill.

Nearly 300 people attended the Live Line Demonstrations that were presented throughout the day at the Citizens Electric tent. Kyle Finley did an outstanding job of educating all ages about the importance of electric safety.

Citizens' personnel were on hand to answer questions and distribute literature. Members who stopped by also received a free compact florescent (CFL) light bulb.



Citizens Electric Offices will be closed on September 3rd in celebration of Labor Day.
For electric emergencies, please call 1-800-286-2251.