

Request an energy audit And find out where your energy dollars are going



You see this - the infrared camera sees this



You can guess at where you are losing conditioned air, or request an energy audit and see for yourself. By using thermography – or infrared scanning – a certified technician can detect thermal defects and air leakage in your home’s building envelope.

According to Michael Clayman, Certified HERS Rater for ASERusa, “The most common problem is inadequate attic insulation. Use caulk or expandable foam around utility lines and pipes that penetrate outside walls of your home.”

By measuring surface temperatures with an infrared camera, temperature

variations of the building’s “skin” are displayed in color, ranging from white for warm regions to black for cooler areas. The resulting images help the auditor determine whether insulation is needed.

In addition, CEC’s home auditing program includes a blower-door test to measure your home’s leaks. A detailed report will be sent following the audit. It will identify problem areas and make recommendations to lower your energy costs.

Energy audits are available to CEC members at a reduced cost of \$200 for homes up to 3,000 square of

insulated space. Larger homes exceeding 3,000 square feet will be billed an extra 10 cents per additional square foot. Payment must be paid prior to scheduling the audit.

To schedule your home energy audit, call (573) 883-5339, extension 119. Reduce your energy waste, and get the most for your energy dollars.

Following your energy audit, CEC will rebate up to \$200 for energy efficiency improvements made in 2011.

Want a chance to win \$100? Sign up for Auto Pay

You could be one of the five lucky \$100 winners selected on October 3. If you are already participating in Auto Pay or sign up before September 29, 2011, you are eligible to win!

To sign up –

1. Check the Auto Pay box on the front of your bill payment stub.
2. Complete the information on the back, and return the form with your current payment.
3. The Auto Pay enrollment process is complete when your bill states, “Draft will occur on (date).”

Call Citizens Electric for more information, and we will help you through the process.

Customer Service no longer available in Altenburg Office

Although crews are continuing to operate out of the Altenburg facility, customer service personnel are no longer working at that location as of August 1, 2011.

However, members in the Altenburg District can continue using the drop box located at CEC’s Altenburg office, and they can still reach customer service by calling (573) 824-5233 or toll free (877) 824-5233.

Where can you pay your CEC bill?

You can now pay your electric bill at Rozier's Country Mart at 180 Plaza Drive, Ste. Genevieve. When you take your Citizens Electric bill or account number to the Customer Service counter, a clerk will apply your payment directly to your electric account. You will receive a receipt for your cash, check, credit or debit card payment, and there is no additional charge for the service.

Payment drop boxes are also available at four locations where you can pay by check.

- In front of CEC's office at 150 Merchant Street, Ste. Genevieve
- On the front of CEC's offices at 123 N. Spring St., Perryville and 303 Maple St., Altenburg
- AmeriMart along Highway 61 in Fruitland
- Commerce Bank at 1040 E. Karsch Boulevard in Farmington

Please keep in mind that drop box payments may not be applied to your CEC bill until the following business day.

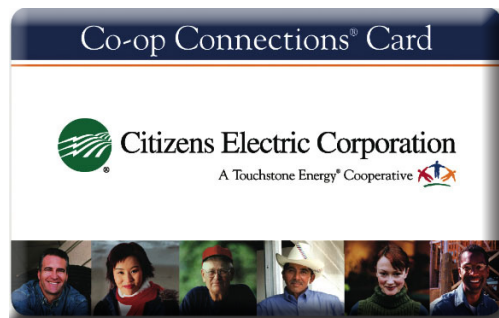
Don't forget about our other *free* payment options: Auto Pay (bank draft or credit card), Online Bill Pay at www.cecmo.com, or pay by phone at (877) 876-3511.



WATCH AND LEARN

Looking for even more ways to save money on your energy bill? A ton of helpful energy-saving tips and instructional videos are just a click away on TOGETHERWESAVE.COM.

The Co-op Connections card is a benefit of being a member of Citizens Electric - your electric utility.



Use your card at any local business displaying the Co-op Connections window sticker and save money. For a complete list of participating businesses, log onto www.cecmo.com.



Operation Round-Up allows Citizens' members to help others who are struggling to pay their electric bills. By rounding up your monthly electric bill to the next even dollar, your change (of one penny up to 99 cents) is set aside in the Special Projects Fund at East Missouri Action Agency (EMAA). Funds are dispersed to those in need of energy assistance in accordance with guidelines set by Citizens Electric and the Energy Crisis Intervention Program. Your annual contribution will never exceed \$11.88 per year, unless you choose to make a one-time tax deductible donation.

Any payments made through this program are sent directly to Citizens Electric and not to the individual, thus ensuring that the money is being used as intended by those members who contribute.

It's easy to sign-up! Call (877) 876-3511, email us at citizens@cecmo.com, or mark the box on your payment remittance stub. **Together, we can make a difference.**