

News Line

A publication of Citizens Electric Corporation



January 2012

One customer service number
1-877-876-3511

Starting January 12, 2012, CEC's local numbers will become 1-877-876-3511 in order to improve our service to you.

Power costs increasing in 2012

Although specific details are not available at this time, we want to give you a "heads up" that we are expecting rates to increase approximately five percent in 2012 due to higher purchased power costs. More information will be available next month. Wabash Valley Power Association, Citizens' power supplier, cites that the primary reasons why the wholesale rate is increasing are:

1. New federal EPA rules are forcing power producers to invest billions of dollars in additional equipment to improve air quality.
2. Regular maintenance is scheduled on several of Wabash's power plants. Although maintenance can be costly, it will keep the power plants operating reliably and efficiently for years to come.
3. As more power plants are being built around the world (primarily in China and India), fuel costs (primarily coal) are higher due to increased demand.

Protect your pocketbook from higher electric costs by becoming "Energy Smart." For helpful hints on ways to improve your home's comfort and lower your bill, go to togetherwesave.com or give us a call at 1-877-876-3511.



Your CEC account number is changing

On Saturday, January 21, 2012, CEC is upgrading its billing software to a newer version that will add another zero to the right of the dash. Example: 64504-01 will become 64504-001.

Please note: This is particularly important if you pay your electric bill online through your bank's website. You will need to update your CEC account number on the bank's website for any payments made after January 21.

This upgrade will last most of the day which will cause CEC's Online Bill Pay site to be down. In addition, remote payment sites will not be able to post your payment directly to Citizens' billing system during that time. Please call if you are in doubt about where to insert the additional zero in your account number.

Contractors Meeting Scheduled

Citizens Electric will be hosting an informational meeting for area contractors on Tuesday, February 28, 2012. The dinner meeting will be held at the Perryville Elks side room beginning at 6:30 p.m.

If you are a contractor doing business within our service territory, please plan to join us for updates and a presentation about energy efficiency. If you plan to attend, RSVP no later than February 21. To make reservations, call 1-877-876-3511 or email citizens@cecmo.com.

New pay stations added in Cape County

A remote payment device has been installed at the Cape Regional Credit Union (CRCU) in Fruitland to offer “real-time” payment processing for CEC members in the southern part of our service territory. Members can pay with cash, checks, credit cards and debit cards, and there is no additional charge for the service. Payments made during business hours in the lobby or at the drive-thru window are applied immediately to Citizens’ electric bills. Their hours of operation are:

Lobby: Mon. – Thu., 9 a.m. to 4 p.m.; Fri.- 9 a.m. to 5 p.m.
 Drive thru: Mon. – Thu., 8 a.m. to 5 p.m.; Fri. – 8 a.m. to 6 p.m.; Sat. – 9 a.m. to 12 p.m.

As of February 1, 2012, CEC’s payment drop box will no longer be available at the Amerimart station in Fruitland.

Please note: You must bring your Citizens Electric bill or account number in order to make a payment.

After-hours payments can be made in the night drop, provided they are enclosed in a Citizens Electric envelope and include a remittance stub or the member’s name, account number, amount enclosed and a phone number. Payments received in the night drop will be applied to your CEC account on the following business day.

CRCU’s other locations will also accept CEC payments, but funds are not applied in “real-time.” They include:

CRCU - 2427 Cape Centre Dr., Cape Girardeau - Lobby: Mon. – Thu., 9 a.m. to 4 p.m.; Fri.- 9 a.m. to 5 p.m.
 Drive thru: Mon. – Thu., 8 a.m. to 5 p.m., Fri. – 8 a.m. to 6 p.m.; Sat. – 9 a.m. to 12 p.m.

Procter & Gamble plant (P&G employees only) - Mon., Wed., and Fri. from 7:30 a.m. to 12:30 p.m.

| CEC Remote Payment Stations | Hours of Operation |
|---|--|
| Cape Regional Credit Union 5721 U.S. Hwy 61 N, Fruitland | Lobby: Mon. – Thu., 9 a.m. to 4 p.m. Fri.- 9 a.m. to 5 p.m. Drive thru: Mon. – Thu., 8 a.m. to 5 p.m. Fri. – 8 a.m. to 6 p.m. Sat. – 9 a.m. to 12 p.m. |
| Country Mart 180 Plaza Dr., Ste. Genevieve | Every day from 7 a.m. to 9 p.m. |
| Rozier’s Food Centre 217 N. Main, Perryville | Every day from 7 a.m. to 9 p.m. |

Survey Winners Announced

Congratulations to the following members who were randomly selected to win \$50 in the survey drawing: Richard Meyer Sr. of Ste. Genevieve; Edgar Ochs of Perryville; Curtis Kassel of Frohna; Terry Roth of Jackson; and James P. Jones of Perryville.

Outage updates available online

Did you know that during an electrical outage, you can use your smart phone, iPad or battery-operated laptop to see how many Citizens Electric members are without power and the areas affected? You should still give us a call if your power goes out, but this site allows you to see the magnitude of electric damage following a storm and track progress as electrical service is restored.

Go to www.cecmo.com and click on the Outage Center icon on the left side, then click on Outage Management System Map. If an outage is occurring, you can enter your CEC location number and check on service status at your home. This number is also important to have available whenever you report an outage.

