

Powerful Connections

November 2011

 Citizens Electric Corporation
A Touchstone Energy Cooperative 

Is Level Pay for you?

Level Pay is probably for you if: you are on a fixed income; you need help balancing out your monthly expenses; or you have high heating or cooling costs.

Although Level Pay does not lower your overall electric costs, it makes them more manageable. If you get started on Level Pay right away, your monthly payments could be less than the actual amounts during the coming heating season.

The amount each month varies slightly depending on the rolling average of the most recent 12 months. Since 1/12th of your actual balance is also included in the monthly amount, there is no catch-up month unless you go off of the plan or discontinue service.

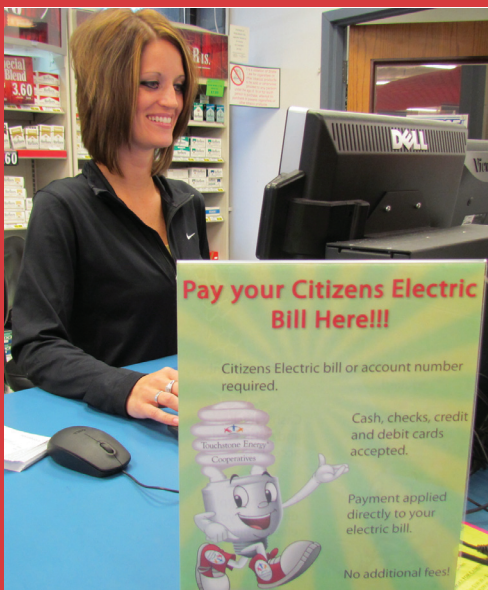
Please note that your account will automatically be removed from Level Pay if your payment is not received by the bill due date. Therefore, many members on Level Pay choose to pay automatically by bank draft or credit card (Auto Pay).

Join more than 1,600 families who are true believers in Level Pay. The sooner you get started, the more you will benefit this winter. Call 1-877-876-3511 or email us at citizens@cecmo.com.

Bill Date	Actual Bill Amount	Level Pay Amount	Balance after payment
09/21/11	\$191.75	\$173.00	\$ 60.23
08/22/11	\$205.65	\$167.00	\$ 41.48
07/21/11	\$167.83	\$165.00	\$ 2.83
06/21/11	\$177.03	--	\$ 0.00
05/20/11	\$135.54	--	\$ 0.00
04/21/11	\$153.22	--	\$ 0.00
03/21/11	\$149.54	--	\$ 0.00
02/22/11	\$260.84	--	\$ 0.00
01/21/11	\$234.26	--	\$ 0.00
12/21/10	\$144.74	--	\$ 0.00
11/22/10	\$101.00	--	\$ 0.00
10/21/10	\$109.85	--	\$ 0.00
09/21/10	\$160.30	--	\$ 0.00
08/20/10	\$184.61	--	\$ 0.00

The table above indicates that this member went onto Level Pay in July. The Level Pay amount was calculated based on the most recent 12 months (including the current month) and 1/12th of the arrears (which was zero) rounded to the next even dollar.

Rozier's Food Centre now accepting CEC payments



Citizens Electric is looking for innovative ways to provide added convenience to our members. Providing a Remote Payment Station (RPS) at Rozier's Food Centre in Perryville gives CEC members the option to pay at the store's Customer Service counter from 7 a.m. – 9 p.m. every day of the week.

As long as you bring your CEC bill or account number, you can pay with cash, a check or a credit/debit card with no additional fees. Your payment will apply to your electric account immediately!

As a reminder, if you live closer to Ste.

Genevieve, you can pay at Country Mart's Customer Service counter. Watch for additional remote payment stations coming soon to a business near you.

Auto Pay winners selected

Back in August, we announced that everyone who is signed up for Auto Pay by September 30 would be eligible to enter a drawing for \$100. In fact, five lucky winners have been selected to win \$100 each! Congratulations to the following CEC members:

- \$ Richard Lipp of Ste. Genevieve
- \$ Charles Richardet of Perryville
- \$ Doris Elkins of Jackson
- \$ Jack Thompson of Jackson
- \$ Robert Weiler of Ste. Genevieve

Periodically we run Auto Pay drawings, so don't miss the next opportunity to be a winner. For more information on Auto Pay, go to cecmo.com or call 1-877-876-3511.

Front and back cover news provided by CEC.

RURAL
M I S S O U R I

QUARTERLY BOARD HIGHLIGHTS

July 2011 - September 2011

- Approved previous meeting minutes, monthly stock issuances and cancellations, monthly safety and training reports, monthly summaries of estimate work orders, and monthly outage reports;
- Reviewed and discussed monthly financial statements of the Corporation;
- Reviewed the Corporation's 2010 CFC Key Ratio Trend Analysis;
- Received reports on rate comparisons;
- Received monthly reports regarding the Corporation's compliance with NERC/SERC reliability standards;
- Received updates on the installation of the Corporation's automated metering infrastructure system and discussed items related thereto;
- Approved bids related to the installation of Industrial Substation Unit #2;
- Approved the purchase of a 138-69 kV transformer;
- Received an expanded report on safety;
- Received reports on the expansion of an industrial plant;
- Approved the purchase of a track carrier with a derrick as included in the 2011 budget;
- Approved the purchase of replacement vehicles as included in the 2011 budget;
- Discussed meetings and phone calls with customers;
- Received monthly reports on member services activities including the installation of remote payment stations, the Co-op Connections Card Program, and the 2011 Member Survey;
- Reviewed monthly meeting activities of Wabash Valley Power Association, Inc. (WVPA);
- Received monthly reports on the status of the Corporation's future facilities plan;
- Authorized management to pursue negotiations for property for a future north service facility;
- Approved the purchase of property in the Fruitland area for a future south service facility;
- Approved adoption of and revisions to various board policies;
- Approved the use of Survey & Ballot Systems to assist with the Corporation's 2012 Annual Meeting of Shareholders;
- Appointed shareholders to serve on the 2012 Nominating Committee;
- Adopted the Corporation's 2011 Strategic Plan;
- Appointed voting delegates for the upcoming Regional meetings; and
- Received reports on meetings and training classes attended by directors.



December 1, 2011 is the deadline to return your completed member survey. Take the survey **online at www.cecmo.com and double your chances of winning!!!**

CORRECTION TO LAST MONTH'S EDITION

The US median of kilowatt hours sold was incorrectly printed as 285,000 kWh. It should have been 285 million kWh compared to Citizens Electric which sold 1.6 billion kWh.

November Office Closings

CEC offices will be closed on the following dates in November:

Nov. 11 – Veteran's Day
Nov. 24 & 25 –
Thanksgiving Holiday



Citizens' hours of business in the Ste. Genevieve and Perryville Offices are Monday through Friday from 8 a.m. – 5 p.m. In case of an electrical emergency after-hours, please call 1-800-286-2251.

Announcing Recent New Hire



Travis Moore began working for Citizens Electric earlier this year as a Staking Technician. Travis is a Perry County resident who came to CEC with previous experience in surveying and construction. His duties at Citizens Electric include pole inspections, assisting Staking Supervisors, layout and design of new construction, surveying and drafting. Citizens' Board of Directors and staff are very pleased to have Travis on-board.