



Motivation to pay on time

While approximately four out of five CEC members are in the habit of paying their electric bills on time, approximately 5,000 residential and business members consistently pay after the original bill due dates. Since CEC operates as a not-for-profit corporation, all of us ultimately share the financial burden of collecting these late payments through mailings, phone calls and labor costs.

The lag between when we must pay our suppliers and when we receive late payments makes it more difficult to keep costs down. This requires larger margins to cover delinquent accounts, greater borrowing needs and higher interest costs.

Assessing deposits for late payments


Please be aware that a security deposit may be charged if a member pays late more than three times within 12 months. If a deposit is assessed, it will be refunded with interest once 12 successive billings have been paid by the original bill due dates.

Appreciation for timely payments

Spread the word! We want to show our appreciation to all who pay on time. Tell your friends and neighbors that if their electric payments are received in our office by the original bill due dates from September 3 through December 29, 2010, their names will be entered into a drawing. One-\$100 winner will be randomly selected each month for the next three months. Each winner will be notified by phone, so make sure the correct phone number is listed on the bottom of your payment remittance stub.

By paying on time, members will increase their chances of winning, eliminate deposits and late fee charges and help CEC keep costs down. It helps all of us.

Convenient ways to pay



- √ Auto Pay by bank draft or credit card
- √ Online Bill Pay at cecmo.com
- √ By phone (check, debit card or credit card)
- √ At your local CEC office
- √ Drop boxes outside of each CEC office location, Commerce Bank (1040 E. Karsch Blvd., Farmington) and at the Amerimart (Hwy. 61, Fruitland)

Altenburg Office Hours

The Altenburg Office will continue operating on the summer schedule through September 30, 2010. The hours are Monday through Friday from 8 a.m. until 4 p.m. and closed for lunch from noon to 1 p.m.

Beginning October 1, hours of operation will go back to 8 a.m. until 5 p.m. and closed for lunch from 1 p.m. to 2 p.m.

Whose name is on your CEC account?

There are three important reasons to make sure your name is listed as the person of record on your Citizens Electric account.

1. You are missing out on capital credits that are being accrued for that account if the electric service is not in your name.
2. Federal privacy laws prevent CEC representatives from giving account information to anyone other than the parties of record.
3. East Missouri Action Agency (EMAA) will only distribute energy assistance funds if the applicant meets their eligibility requirements and has electric service in his or her own name.

Please give us a call and a Customer Service Representative will be glad to help you complete the application process. Don't miss out on the benefits of cooperative membership.



Watch out for our workers

Our line crews are busy working on maintenance and upgrade projects to make sure your electric service is trouble free. Please watch out for Citizens' crews who are working alongside roads. Be alert for "Men Working" signs and slow down when you pass. You can help prevent tragedy by giving them a "brake."

Sign up now to lower winter bills

This is the best time of year to sign up for the Level Pay Plan and balance out your electric bills year round. **Level Pay is especially recommended if you have electric heat!** Although you will pay more than your actual charges in the fall when the weather is mild, your account will build up a credit, and you'll pay less this winter when outside temperatures drop.

Level Pay is not a fixed monthly amount, but rather a running average of your most recent 12 months usage along with one-twelfth of your actual balance. The amount due is an even dollar amount although it varies slightly (either up or down). There is never a "catch-up" month, unless you go off of the plan or discontinue service.

To qualify: Past due amounts must be paid in full; a 12-month history with CEC is preferred; and payments must be received by the due date each month.

To sign up: Check the box on your bill payment stub or call your local CEC office.

Bill Date	Bill Amount	Level Pay Amount
7/21/2010	\$177.28	\$150.00
6/21/2010	\$122.27	\$150.00
5/21/2010	\$119.01	\$152.00
4/21/2010	\$124.19	\$155.00
3/22/2010	\$160.02	\$154.00
2/22/2010	\$169.66	\$151.00
1/18/2010	\$244.90	\$145.00
12/21/2009	\$135.31	\$138.00
11/23/2009	\$115.06	\$143.00
10/21/2009	\$118.33	\$143.00
9/21/2009	\$138.88	\$143.00
8/21/2009	\$157.54	\$141.00

Energy resources for students and teachers

Now that school is back in session, you or your children may be looking for resources about electricity and the energy industry.

Let Citizens Electric be your first stop for all of your energy needs. Go to www.cecmo.com and simply enter the topic in the "Custom Search" box or select "Your Home" in the left column and click on "Energy Saving Tips." You'll find links to sites that offer valuable information about the electric industry, energy efficiency, renewable energy, electric safety and more. Instructor materials and student worksheets are also available.

Keep Citizens Electric in mind if you need a speaker for your class or civic group. A representative will be glad to give a presentation about electricity, safety and energy efficiency. *We're here to provide advice when you want it and help when you need it.*

Our best wishes to all area teachers and students in the new school year!

