

# News Line

A publication of Citizens Electric

July 2011

## CEC closing Altenburg business office Service Department will remain open



For more than 63 years, the people of Altenburg have had the convenience of paying their bills at the local Citizens Electric office. Beginning August 1, 2011, the Altenburg business office will no longer be staffed, but payments can still be made in the drop box at the facility. Customer service will continue to be available by calling the local number (573-824-5233) or toll free (877-824-5233). Line crews will also continue to operate out of CEC's current facility. This change will make the Altenburg facility similar to our Ste. Genevieve and Perryville service departments.

CEC's Board of Directors and management made this decision based on the following factors:

- Reports indicate there are much fewer members conducting business in the Altenburg office compared to the Ste. Genevieve and Perryville offices;
- Results of the 2010 member survey showed that most people would rather interact with us via the phone, mail, or electronic means (web site, e-mail, etc.) rather than visit an office; and
- A consulting firm that evaluated the Corporations' five facilities last year recommended centralizing certain customer service functions to promote efficiency and be more cost effective over the long-term.

The consulting firm also recommended relocating the Altenburg and Ste. Genevieve service departments to more accessible areas. The Board of Directors and management haven't made any other decisions regarding facilities at this time. Related costs, benefits, and any potential rate impacts are all being considered.

"While I'm confident this is the right business decision when you look at it from all angles," says CEO Van Robinson, "I assure you that it wasn't an easy decision. However, I do believe that this decision is consistent with the many long-term goals we're trying to achieve in order to provide affordable and reliable electricity."

## Country Mart accepting electric payments

You can now pay your power bill at the Ste. Genevieve Country Mart **when you take your Citizens Electric bill or account number with you.** A clerk at the customer service counter will enter your account number, apply your cash, check, credit card or debit card payment directly to your electric bill and give you a receipt. The best part is – it's a free service!

Watch for other convenient payment stations coming soon.



# There's an "app" for that

The new, free Co-op Connections app for the iPhone, iPad and iPod Touch make it easy to save every day with your Co-op Connections card. Once downloaded, the app prompts you to select your co-op, a choice that becomes locked in place. It features all of the active deals within the Co-op Connections Card network, including local and national. There is also a GPS feature, that when turned on, will enable you to map deals in your immediate area.

Also available to download is Touchstone Energy® Cooperatives' Together We Save program that has added a Tip of the Day app. The theme of the Together We Save program is that by making simple changes and improvements, you can save money and improve energy efficiency. The tips are all based on low-cost/no-cost options, and they are very easy to follow.



## You could win \$100 for choosing Auto Pay

It's a fact of life that most of us are creatures of habit and avoid change unless something is broken. But have you ever considered that there may be a more convenient way to pay your electric bill, and it's a free payment option?

Thousands of members have already discovered the freedom of using Auto Pay. Not only does it save time, you don't have to worry about your payment being late. That's especially comforting if you have a busy schedule, occasionally travel, or have health issues.

When you participate in Auto Pay, you still receive a paper bill approximately 20 days before the bill is due. The bank draft or credit card charge will not occur until the actual due date. And most importantly, great care is taken to keep your banking or credit card information secure.

Would a chance to win \$100 be worth changing to Auto Pay?

You could be one of the five lucky \$100 winners selected on October 3. Everyone who is already participating in Auto Pay or signs up before September 29, 2011 is eligible to win.

To sign up –

1. Check the Auto Pay box on the front of your payment remittance stub.
2. Complete the information on the back.
3. Return it with your current payment.
4. The Auto Pay enrollment process is complete when your bill states, "Draft will occur on (date)."

***Change can be easy! If you have any questions, call 1-877-876-3511, and we'll help you through the process.***

### Authorization Agreement for Auto Pay Program

Your Name \_\_\_\_\_ CEC Account # \_\_\_\_\_

Phone Number \_\_\_\_\_ Email Address \_\_\_\_\_

**Select one:** \_\_\_\_\_ **Bank Draft** \_\_\_\_\_ **Credit Card**

Bank Draft  Checking Account (attach a blank check)  Savings Account (attach a deposit slip)

Bank Name \_\_\_\_\_ Bank Address \_\_\_\_\_

Credit Card  VISA  MasterCard  Discover  American Express

Credit Card Account Number \_\_\_\_\_

Expiration Date \_\_\_\_\_ Name of front of card \_\_\_\_\_ Last 3 digits on back of card \_\_\_\_\_  
(located in the signature block)

This authorization will remain in full force and effect until Citizens Electric Corporation has received a written and signed notification from me of my desire to terminate or change the instruction contained herein. Said written notification of termination or change shall be delivered to Citizens Electric Corporation before the first of the month of the next regularly scheduled transaction.

Member Signature \_\_\_\_\_ Authorization Date \_\_\_\_\_