

## Cooperative Difference

When you signed up for electricity with Citizens Electric, you didn't become another customer. You became an owner — someone who has a very important say in how the corporation is run and how it serves you and the community.

You elect the leadership, and together, you chart the progress of the corporation, playing an active role in improving and adapting the services we provide.

### Rates\*

Citizens Electric charges members at rates that will recover the cost to supply electricity, maintain electric equipment and lines plus a small percentage for operating expenses.

#### Rate 1: Residential & Religious

Service Availability... \$29 per month  
Energy Charge.....\$0.1084 per kWh

#### Rate 3: General Service/Single Phase

Service Availability... \$30 per month  
Energy Charge.....\$0.1066 per kWh

#### Rate 7: General Service/Three Phase

Service Availability... \$42 per month  
Energy Charge.....\$0.1066 per kWh

#### Rate 5: Large Power Service

Service Availability . \$127 per month  
Energy Charge.....\$0.0537 per kWh  
Demand Charge..... \$15.24 per kW

#### Yard Lights

70 Watt LED ..... \$8.46  
With Transformer..... \$12.45  
133 Watt LED ..... \$14.82  
With Transformer..... \$18.81

\*Rates as of May 1, 2015 and subject to change.

## Understanding Your Bill

- **Energy Charge:** Measured in kilowatt-hours (kWh), it is based on the amount of electricity used during the billing period.
- **Service Availability:** The fixed monthly cost of equipment needed to connect your electric service to the power grid. It also includes maintaining the electrical equipment and billing your account.
- **Taxes:** CEC is required to collect local and state taxes, including gross receipts and franchise taxes.
- **Purchased Power Cost Adjustment** (charge or bill credit): Can be assessed due to fluctuations in the fuel and other costs used in generating power.
- **Operation Round Up:** Members can volunteer to round up their monthly electric bills to the next even dollar. The difference will be used to help others in need of energy assistance.
- **Late Fee:** Assessed at a rate of 1.5% of any unpaid balance remaining after the bill due date. This fee is not itemized on your bill; instead, it is included in the "Previous Amount Due" entry.

## Paying Your Bill

- **Mail:** Check or money order
- **In Person:** At our Perryville business office, 1500 Rand Ave. (off Hwy. 51)
- **Auto Draft:** Bank draft or credit/debit card
- **On the Web:** Credit/debit card or echeck at [cecmo.com](http://cecmo.com)
- **By Phone:** 877-876-3511 (option 2) credit/debit card or echeck (24 hours a day).
- **CEC Mobile App:** Free in the App Store or Google Play.
- **Drop Boxes:** Located at our Perryville office; Bloomsdale Bank in Bloomsdale & Ste. Genevieve; Belgrade State Bank in Farmington; 150 Merchant Street drive-up box in Ste. Genevieve. Please do not place cash in drop boxes.
- **Remote Payment Sites:** Country Mart in Ste. Genevieve, Bloomsdale Bank in Bloomsdale & Ste. Genevieve, Belgrade State Bank in Farmington, and Rozier's Food Centre in Perryville. (cash, check or money order only)
- **We Accept:** Check, money order, MasterCard, Visa, Discover and American Express (no payment under \$5 accepted when using a card.)

## Information Changes

If you are moving or have any changes to your account information, please call Citizens at 877-876-3511. It is important for us to maintain accurate records to refund your deposit, issue you a capital credit check, etc.

## To Reconnect Power

If a meter is disconnected for nonpayment, your past due balance and a deposit (if applicable) will be collected, along with reconnection fees based on the type of metering equipment at the residence and the time of the reconnection.

**During regular business hours:** \$70 for each trip if CEC must manually disconnect and reconnect; \$25 each to disconnect and reconnect if the meter can be remotely activated.

**After business hours, on a weekend or holiday:** \$100 trip fee if the meter must be manually reconnected; \$40 if the meter can be remotely activated.

### If you need help

You may qualify for energy assistance through East Missouri Action Agency. To apply, call 800-392-8663 or go to [eastmoaa.org](http://eastmoaa.org).

## Publications

Citizens Electric strives to keep members informed through both printed and digital materials. Each publication offers information on safety, efficiency, and special CEC programs and offers. We encourage you to review our publications monthly.

**Rural Missouri** a free monthly magazine for CEC members. It is published in cooperation with the Association of Missouri Electric Cooperatives. Inside you will find Powerful Connections. This information is written specifically for members of Citizens Electric. (Call 877-876-3511 or email [citizens@cecmo.com](mailto:citizens@cecmo.com), to opt out.)

**Facebook** is one way we update members in real time about outages and events.

**CECMO.com** is your source for all pertinent information concerning your local not-for-profit utility.

**PowerLine News** is a monthly email provided to CEC members. If you would like to subscribe, please email us at [citizens@cecmo.com](mailto:citizens@cecmo.com).

## Building

### Before you dig

Prior to excavating for any project, call 8-1-1 or 800-DIG-RITE at least three business days before work begins to locate underground utility lines.

### New construction

Building can be overwhelming. We are here to help you through the process of obtaining electrical service. For new construction, please call 877-876-3511.

## When the Power Goes Out

Citizens Electric works throughout the year to clear trees — one of the major causes of outages — and to repair and upgrade our poles and infrastructure. Despite our efforts to provide safe and reliable service, outages do happen.

### Before you call

If your service is out, check the breakers or fuses at your control panel inside your home to be sure it is a CEC system outage.

### How to report

When you have determined your service is out, call **877-876-3511** with this information:

- Account holder's name
- Service address or location number
- Your phone number
- The type of problem you are experiencing (flickering lights, complete power outage, etc.). We also need to know if you have a generator, life support equipment and/or livestock.

We also offer outage reporting by cell phone text message, although registration is required. Sign up now at **cecmo.com**.

### How we restore power

We prioritize repairs that will restore power to the most consumers at a time.

1. **Transmission lines** bring power to our system from generating plants. It is rare for transmission lines to go out, but if they do, they get attention first.
2. **Substations** interface transmission lines to Citizens Electric's main circuits (trunk lines). Substations must be functioning before any other part of our system can work. Substations are the heart of our system and the first priority in restoring power.
3. **Main circuits** leave the substation and carry electric power throughout our service territory. Main circuits (trunk lines) serve as the backbone of our system. Very few of our lines are considered main circuits.
4. **Taps** feed off of main circuits and carry electricity out to smaller numbers of consumers (an entire subdivision may be a small number when compared to the main circuit).
5. **Service wires** may attach to main circuits or taps and supply power to only one or two locations.

Citizens Electric Corporation is an equal opportunity provider and employer.

## Easements

Different types of power lines require various easement widths.

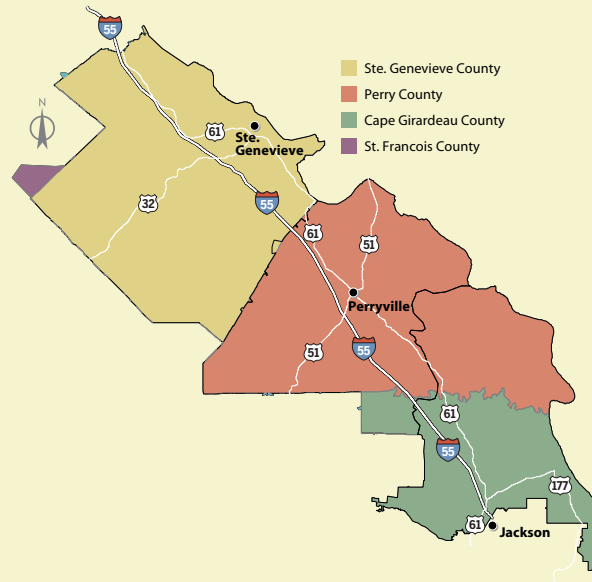
Type of line.....	Easement
Transmission (cross country long span)...	100 feet
Transmission (urban short span).....	50 feet
Distribution Overhead (single phase or three phase) ..	30 feet
Distribution Underground (single phase or three phase) ..	15 feet

If you have any questions about the placement of a building and an existing or required easement, please call CEC before construction begins. We will be happy to review the project before time and expenses are incurred.

## Contact Us

Report an outage:	877-876-3511 (option 1)
Member Services:	877-876-3511 (option 5)
Lobby:	8 a.m. - 4:30 p.m.
Drive-Thru:	8 a.m. - 5 p.m. Monday - Friday
Website:	cecmo.com
Email:	citizens@cecmo.com

## Service Area



# Welcome to Citizens Electric



New Member



**Citizens**  
Electric Corporation

A Touchstone Energy® Cooperative