



# Clinton County Connection

Your Touchstone Energy® Partner 

Published by Clinton County Electric Cooperative, Inc. • [cceci@cceci.com](mailto:cceci@cceci.com) • [www.cceci.com](http://www.cceci.com)



Mike Johnson

## Social media – here we come

As I have discussed with you many times before, member communications is one of our core responsibilities to you, the member. We have implemented some new and re-implemented some old avenues to better that communication. And so far, I think we have been relatively successful. Here at Clinton County Electric we are ready to deploy another communication tool, Facebook.

Let me start by saying that I am not a “techie” type of person. I am in my early 50s and not much of an Internet-type-of guy. Actually, when I first saw the Internet some 20 years ago, I actually stated, “This is a fad. I can’t see this catching on.” Well, it sure looks like I was wrong! But now, given a second chance, I think I will get with the times and be proactive with employing social media for our members’ benefit.

To keep up with technology and to communicate effectively with certain age groups, CCEC has built its own Facebook Page at [www.facebook.com/ClintonCountyElectric](http://www.facebook.com/ClintonCountyElectric). I actually set up a Facebook account two years ago as a way to effectively and efficiently share photos of my new grandson, who just celebrated his second birthday. On May 20, he welcomed a new baby sister into the world, so of course I will use my Facebook to post photos of her as well.

At Clinton County Electric, we will use our Facebook page to relay late breaking and time sensitive information to you, our membership. If you visit the page, you will see that we have posted information about paying your bill online and calling JULIE before you dig; but you will also see where we have communicated with our members

about large outages. Should we be hit by a severe storm, natural disaster, or other occurrence that knocks out power to one or more substations, we will post related information on our Facebook page. This will enable our membership to find the information via smartphone when their power/Internet is out, or if they are away from home. In the event of an emergency, we may also pass on information from other organizations that we

feel is important for our membership. We will not be like some “Facebookers” and post trivial information. All of our posts will be informative and concise. A few



### Find us on Facebook

other Illinois Electric Cooperatives have successfully implemented Facebook as a communication tool. They found it extremely helpful during the Groundhog Day ice storms that struck the Midwest.

It is pretty simple to access if you have a Facebook account: Just “like” our page to find our updates in your news feed. Also, feel free to communicate with us. For security reasons, please do not use any personal information like addresses, phone numbers, account numbers and such. Remember, once it is posted, everyone can have access to it. If you do not have a Facebook account: You can still view our updates! Please visit [www.facebook.com/ClintonCountyElectric](http://www.facebook.com/ClintonCountyElectric) at your leisure to find out what is currently going on at Clinton County Electric.

I would like to take this opportunity to invite the membership to visit our website, [www.cceci.com](http://www.cceci.com). You will have the opportunity to sign up for E- Business; the button is on the upper left of our home page. All

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# What should I do if my power goes out?

Even with all of the infrastructure improvements Clinton County Electric has done or is in the process of doing, occasionally your lights will go out for one reason or another. In that case, we offer the following suggestions:

- Check your main fuses or circuit breakers. If you have breakers, make sure they are in the “ON” position. If your meter is on a pole adjacent to your home or building, your main may be below the meter.
- If the breaker is in the “OFF” or “NEUTRAL” position, check all of your wiring from the meter pole to your various buildings. If the wiring

appears to be okay, reset the breaker to the “ON” position.

- If you still do not have power, check with your neighbors to see if they have power.
- To report a power failure or outage or any other electrical emergency, please phone **1-800-526-7282**. This phone number is monitored around the clock, 24 hours a day, 7 days a week to accept your outage and emergency calls.
- If you are calling after hours, your call will be handled by the cooperative’s answering service, CRC. When calling CRC, your phone number is very important. Their phone

system uses the phone number you’re calling from to match you with your account in our system. Therefore, to keep our records up-to-date, email us at [billing@cceci.com](mailto:billing@cceci.com) or write any phone numbers you may use to report an outage on your payment stub.

Once your outage has been reported, CRC will dispatch to CCEC line crews who will restore your electric service as soon as possible. And, if you desire, an automated call can be made to you letting you know when your power has been restored.

## Budget Billing

Consider Budget Billing to help minimize the financial impact of summer and winter bills. Signing up for the process is easy. Is Budget Billing right for you? Read these commonly asked questions and answers and decide if your budget would benefit from this option.

### Why sign up?

- You know exactly how much you will pay each month. Budget Billing provides 11 months of equal payments with a settle-up in the month of July each year. You can start the program in any month.
- Makes planning and budgeting your energy costs more accurate and convenient.

### How do I get started?

- Email us at [billing@cceci.com](mailto:billing@cceci.com) or call us at 526-7282 and we will forward forms that indicate your monthly budget billing amount.

### Does Budget Billing cost extra?

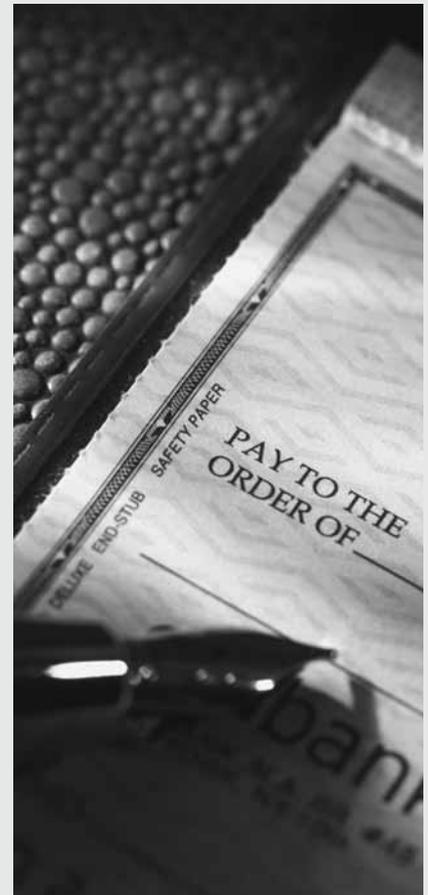
- No. There is no service charge or fee. CCECI does require the member to make all budget billing payments by the due date. If the member fails to do so, they will be removed from the Budget Billing program.

### How is my Budget Billing amount calculated?

- Budget Billing amounts are calculated based on actual account history.

### Who is eligible?

- Budget Billing is available to residential customers with a \$0 balance who have been members for at least 12 months.



# CCEC Contracts Big D for Copper Replacement Projects

As mentioned in last month's Connections, CCEC has developed a copper replacement program. Pictured here are linemen with Big D Electric rebuilding/upgrading an existing line to the stronger Aluminum conductor. The #2 ACSR (Aluminum Conductor-Steel Reinforced) has a breaking strength of almost 3,000 pounds, over 800 pounds stronger than the 9½D Copperweld Conductor it is replacing.



## CCEC linemen build for the future

Working between rainstorms and other line enhancement projects, CCEC crews continue to build new services for residences, farms, and other various applications. Here, linemen construct over 4,000 feet of three-phase line east of Damiansville for a new service. This service will provide power for over a dozen oil wells when the project is completed.



## Social media (Continued from page 16a)

you will need is a Cooperative billing statement and a valid email address. Once you are signed in, you will have the opportunity to view your personal account and the option to pay your bill via our website using debit card, credit card or checking account information.

Please remember, all initiatives we embark on always have our members' best interest in

mind. Providing our members with affordable electricity and excellent service will continue to be our goal in the future. As always, if you have any comments or questions, please don't hesitate to contact me at [johnson@cceci.com](mailto:johnson@cceci.com).

## Spotlight on Craig

Craig Benhoff has been an employee at Clinton County Electric Cooperative since Jan. 2, 2008. He began his employment as an Apprentice Lineman, and in January of this year he became a Journeyman Lineman. After attending Mater Dei Catholic High School in Breese, he graduated from Ranken Technical College from their Industrial Electricity program in May of 2005. Besides working at the cooperative, Craig enjoys and stays very busy helping his parents on the family dairy farm. In the spare time he has, he



Craig Benhoff

enjoys being outdoors and spending time with his family and friends.



**In observance  
of Labor Day,  
the office will  
be CLOSED  
on Monday,  
September 5th**