

YOUR SAFETY

IT'S OUR FIRST PRIORITY

Always Energized: Always assume that utility lines are energized and keep far away from them. Don't climb utility poles or trees near power lines.

Look Up for Safety: Be aware of overhead power lines when working with ladders, long tools or farm equipment.

Don't Plant Under Power Lines: Trees may grow into overhead lines and cause outages and safety hazards.

CALL BEFORE YOU DIG

ON YOUR PHONE JUST DIAL 811



This one call
COULD SAVE YOUR LIFE!



Whenever you do any work that requires digging, such as installing a fence or landscaping, be sure you know where any underground power lines may be located.

SEE OUR WEBSITE FOR MORE INFORMATION ON ELECTRICAL SAFETY.

BILLING

A statement for your electric service will be mailed to you each month. CCEC offers several convenient payment and billing options. To avoid late fees, always pay your electric bill by the due date. If you have questions about your bill please call a CCEC Member Services Representative.

Paperless Billing: Go paper-free. Receive an email notification in place of a printed statement in the mail.

Budget Billing: Make your monthly budget easy to manage and pay the same amount each month.

PAYMENTS

Online Payments: View and pay bills through SmartHub, our online billing & payment portal. Credit card and check payments accepted online and by phone.

Pay by Mail: Return check payments with remittance coupon via US Mail.

AutoPay: CCEC will automatically draft your payment from your bank account on your billing due date.

Pay by Phone: Call our office at 605-886-5848.



Login to SmartHub at
www.ccelectric.coop
or download the SmartHub mobile app



New Member Handbook

YOUR GUIDE TO CO-OP OWNERSHIP



Welcome! You are now a member-owner of a not-for-profit electric cooperative. For 70 years, CCEC has been delivering co-op power to homes, farms, businesses and industry in rural South Dakota.

Your cooperative membership comes with our commitment to providing you with the reliable electric service you depend on. Our knowledgeable and friendly staff is ready to serve you and we are delighted to have you join the cooperative family as one of our newest members.

CODINGTON-CLARK ELECTRIC COOPERATIVE, INC.



3520 9TH AVE SW
PO Box 880
Watertown, SD
57201-0880



www.ccelectric.coop



Office Hours
Monday - Friday
8:00 am - 4:30 pm



Member Services
605-886-5848
800-463-8938

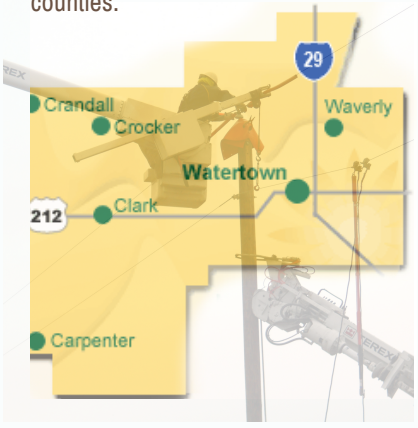
Report OUTAGE 844-968-1976 24 Hour Response

ABOUT CCEC

Codington-Clark Electric Co-op is committed to providing cost-effective, reliable power for generations to come. Our dedicated employees sometimes work around the clock to ensure you have the best possible service available. We are part of the community we live and work in.

OUR SERVICE AREA

Codington-Clark Electric Co-op provides electricity to 3,500+ service sites in parts of nine northeastern South Dakota counties. Most sites are located in rural Codington and Clark counties and to a limited extent in seven surrounding counties: Beadle, Day, Deuel, Grant, Hamlin, Kingsbury and Spink counties.



COOPERATIVE DIFFERENCE

The very name “cooperative” speaks to the nature of our operation. We exist to work cooperatively with our members to provide them with power, but there are so many more ways we serve our members. CCEC is committed to helping our members power the communities they call home. You’ll find us supporting the local community and providing safety education for students and first responders. We know the real power of our cooperative lies in our connections to you, our members.

LOCAL MEMBER CONTROL

CCEC is self-regulated by a member-elected Board of Directors. The Board of Directors is charged with making the critical operational and policy decisions required to run the cooperative. Directors are your fellow cooperative members elected by the membership at-large to serve three-year staggered terms. You have a voice in the operation of this co-op by running for a seat on the board, by voting in the annual director election and by attending the annual business meeting.



MEMBERSHIP PAYS

CAPITAL CREDITS

Being a CCEC member means you share in our success. We work hard to keep rates as low as possible, and to provide safe, reliable electricity at the cost of service. When there is money left over after paying all expenses, you are allocated a share of those margins—which we call Capital Credits. We’re pleased to report that our financial position has allowed us to return Capital Credit refunds to our members each year for more than a decade.

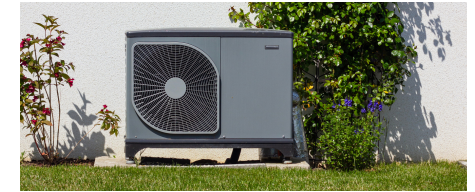
YOUTH OPPORTUNITIES

Scholarship Programs are designed to recognize academic achievements by children of member-consumers of CCEC and to encourage students to attend a South Dakota post-secondary institute. We also offer a Youth Excursion and Washington DC Tour to qualified students.

ENERGY PROGRAMS

REBATES/REDUCED RATES/LOANS

CCEC is dedicated to help members control their energy consumption. We offer an electric heat rate that works best for your lifestyle to maximize energy savings. We have rebates to promote the use of efficient technology, and opportunities for members to be part of the energy solution.



We offer rebates to members on new lifetime-warranty water heater and Air-source or Geothermal heat pumps.

LOANS - CCEC offers three types of member loans

1. Air-source or Geothermal Heat Pumps
2. Irrigation System Auto Restart
3. Energy-Efficient Home Improvement

For a Rural Electric Economic Development REED Fund Loan, please contact the business office at 605-886-5848.

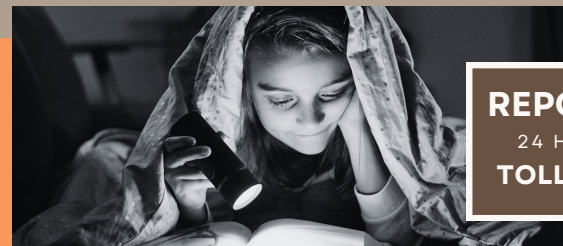


OPERATION ROUND-UP

SMALL CHANGE CAN CHANGE A LIFE



CCEC members can make a big difference in their community by rounding up their monthly electric bills and gifting that small change to our Operation Round-Up program. The average donation is just 50 cents per month, and by pooling your contributions with the donations of other members, you can make a big difference for organizations that provide essential services and programs in your community.



REPORT AN OUTAGE

24 HOUR OUTAGE RESPONSE
TOLL FREE 844-968-1976