

Disconnection Policy

Cookson Hills Electric Board and Management strive to offer the members the best possible service at the lowest possible cost. Each year thousands of dollars are spent on collection of past due electric bills and disconnected accounts. In an effort to bring collection costs to a minimum, the following is the Cookson Hills collection process.

Each residential member will receive their bill on or around the first of the month; and can pay the bill the 1st through the 15th without penalty. If the bill is not paid by 5:00 p.m. on the 15th, the member will be mailed a delinquent notice. When time allows, courtesy phone calls are made to members to remind them their bill is not paid and is subject to disconnection. Should the account remain unpaid the electric service will be subject to disconnection without further notice after the 21st of the month.

Reconnection of disconnected meters may be done during regular business hours after the bill and associated fees are paid in full. The fees will consist of a \$75.00 disconnect fee and a \$75.00 reconnect fee plus the delinquent amount. In some cases the member will be required to pay a new deposit.

Reconnection of disconnected meters may be done after regular business hours once the bill and associated fees are paid in full. The fees for after-hour reconnects will consist of a \$75.00 disconnect fee and a \$250.00 after-hours reconnect fee plus the delinquent amount. In some cases the member will be required to pay a new deposit.

To avoid possible disconnection of your electric service in the event you are unable to pay your bill, you should come into the office to make payment arrangements on or before the 21st of the month. Each member is allowed no more than three payment arrangements per calendar year.



Standard Fee Schedule

October 2009

New service connect.....	\$25.00
Normal disconnect (if needed immediately).....	\$25.00
Normal reconnect.....	\$25.00
Disconnect for non-payment of electric service.....	\$75.00
Reconnect for non-payment of electric service (during normal office hours).....	\$75.00
Trip charge for non-payment of electric service if not disconnected.....	\$50.00
Meter reading or readout if member requests meter to be physically read.....	\$50.00
Security light connect (if needed immediately).....	\$50.00
Meter reseal if called in by member.....	\$25.00
Meter reseal if found by CHEC representative.....	\$50.00
Destroyed residential meter	\$200.00
Meter test.....	\$25.00
Surge protection connect.....	\$25.00
Tampered service.....	\$200.00
After-hours reconnect for non-payment.....	\$250.00

Cookson Hills Office Hours
Monday - Friday 8:00 a.m. - 5:00 p.m.
Stigler (918) 967-4614
Sallisaw (918) 775-2211
1-800-328-2368

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October 2009

Hot Watts

PUBLISHED BY COOKSON HILLS ELECTRIC COOPERATIVE, INC.

Your Touchstone Energy® Cooperative



Energy Efficiency
Tip of the Month

Windows provide great views of the outdoors, light, ventilation, and solar heating in the winter. Unfortunately, they also account for 10 to 25 percent of your heating bill. High-performance ENERGY STAR-labeled windows can cut your heating and cooling costs by as much as 30 percent.

—Source: Alliance to Save Energy

Printing deadlines prevent us from publishing details on the CHEC Annual Meeting in this issue. Please look for photos and reports on the Annual Meeting in the November issue of the Hot Watts.

Congratulations Kay Cook of Gore is our August online survey winner.

October is National Cooperative Month

Observing Co-op Month in October gives Cookson Hills Electric Cooperative (CHEC) an opportunity to remind members they are part of something special. More than 40,000 cooperative businesses serve more than 120 million people nationwide.

Every day electric cooperatives demonstrate their service motivation and the benefits of local involvement and accountability. At the top of the list is providing reliable electric power at the lowest possible cost. Cookson Hills

Electric Cooperative also helps consumers manage their electric bills through energy efficiency tips plus convenient bill payment programs. Cookson Hills Electric also promotes youth safety and leadership programs. As a cooperative, CHEC is committed to improving our local communities. CHEC joins with members in programs like Operation Round Up to provide much needed funding for civic projects, charitable organizations,



Cookson Hills Electric Cooperative Sallisaw office

health clinics, fire departments and individuals in crisis. At a time of increasing national concern about energy costs, CHEC also strives to communicate the cooperative difference to state and federal decision makers whose actions affect our members and our communities. The cooperative difference defines who we are and what we can achieve: Cookson Hills Electric Cooperative is looking out for our members' best interests.

Giving Back through Operation Round Up



Up funding decisions awarded \$10,187.00. Today, more than \$479,665.22 has been awarded to provide much needed assistance to individuals and nonprofit

organizations experiencing hardships. By allowing Cookson Hills to "round up" members electric bills to the nearest dollar, participating Cookson Hills Electric Cooperative members are able to help their local communities for just pennies a month.

In September the Cookson Hills Electric Foundation Inc. board which makes Operation Round

The next meeting is December 1st and the deadline is November 20th to apply for Operation Round Up. For more information about Operation Round Up, visit: www.cooksonhills.com or call (918) 967-4614.

Hot Watts is published monthly by **Cookson Hills Electric Cooperative, Inc.** *Hot Watts* informs members in parts of seven Eastern Oklahoma counties about Cookson Hills' programs and issues. Cookson Hills Electric Cooperative continually strives to provide quality electrical service at a reasonable cost for its members.

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Bill V. Wilkinson - Attorney

Larry Mattes - Editor

Cookson Hills welcomes members to submit photos, and articles which will be subject to Cookson Hills editing. Any submissions must be received before the 12th of the month prior to the publication date.

If You Find Your Account Number Hidden in This Issue of *Hot Watts* You'll Receive a \$25 Credit on Your Electric Bill

LINE UPGRADES in your area

Cookson Hills Electric Cooperative is in the process of performing system upgrades seven miles north of Muldrow on Highway 64B in the W-W Grocery area. The project will begin at W-W Grocery and continue three miles south.

Three miles of three phase conductor is being upgraded to a larger size. During this upgrade most of the existing poles will be changed out, as well as span lengths will be shortened.

These upgrades will increase the capacity of this main line to accommodate future growth and will also help to improve voltage levels in the area. System reliability will also be improved by having new facilities in place, as well as giving Cookson Hills the ability to switch loads during high demand times between Cookson's Sallisaw and Muldrow substations.

Cookson Hills has contracted with Texoma Powerline Inc. Contractors to complete this system improvement project.



Cookson Hills Electric Cooperative contractors upgrading facilities in the W-W Grocery area north of Muldrow.



Texoma Powerline Inc. Contractors assembling crossarms on new electric poles near W-W Grocery corner. Photos by: Larry Mattes

Halloween Safety Tips

Halloween has found its place. It is a huge consumer holiday. We have so much fun dressing up and not being ourselves for a short while, and sharing a little fear with friends and family that sometimes safety gets a little lost.

Here are some simple tips members can apply to make sure that we not only have a frightful good time this month, but remain safe as well?

Clear your front porch of unnecessary

clutter. That garden hose could cause a fall and best belongs in the back yard. Bicycles and scooters, as well, are best kept in the garage for this night. Lawn decorations are fine as long as they are well lit and away from the walkway where small children could bump and fall. (Fear makes us run and if you are going after the fear factor, wonderful, but please, do not risk an injury.)

Are all your exterior light bulbs work-

ing? Check and replace any that need replacing. Sweep steps and sidewalks to make sure they are free of debris.

If you have anxious pets, it would be best if your animal were restrained this night to prevent jumps, scares, scratches and bites.

Make Halloween a fun, safe and happy time for your kids.

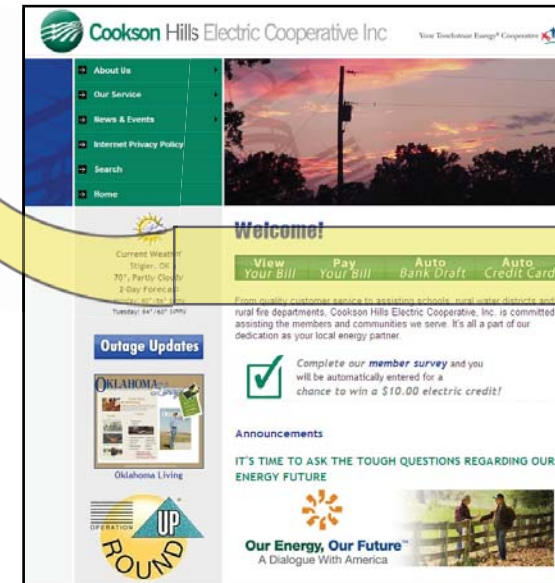
View and Pay your Bill Online

View Your Bill Pay Your Bill Auto Bank Draft Auto Credit Card

Cookson Hills Electric Cooperative's secure website has many new options for managing your account.

Members can view their current bill, billing history or make a credit/debit card payment. Members may also sign up for auto bank draft and auto credit/debit card draft.

This system is available to all Cookson Hills members. Even if you prefer to pay your bill by mailing a check, we encourage you to log in and use the site to help manage your account.



Cookson Hills Electric Cooperative website: www.cooksonhills.com

Energy Efficiency: Tune up your furnace for fall

You can save energy this fall and winter by having your furnace tuned up. Electric, gas and propane furnaces can go approximately three to five years between service calls and longer, if you change the filters regularly. Oil furnaces need to be serviced once a year, because they get dirty and need annual adjustment.

As many know, changing filters regularly is one of the key maintenance tasks to keep any type of furnace running effi-

ciently. Make sure that you know where your furnace's filter is located and what size it is. Inspect it periodically, and replace it when it is dirty. How frequently you need to change the filter depends on the amount of dirt in the house and around the furnace and also how much time the furnace runs.

Duct air leakage is one of the largest energy-wasters in your heating system. Heating contractors can check your ducts for air leakage, and seal the big-

gest leaks. Contractors 66302 start by sealing the larger joints near the furnace, and then work out towards the branch ducts as access allows. Believe it or not, duct tape is not a good choice for sealing ducts because its adhesive usually fails after a short time. Duct mastic, available in cans or buckets, is an effective and permanent material for sealing duct air leaks.

Source: Saturn Resource Management (www.srmi.biz)



How Electric Co-ops Energized Rural America

- 1844** Cooperative principles established in Rochdale, England.
- 1909** Country Life Commission recommends creation of electric cooperatives to power rural areas.
- 1935** President Franklin D. Roosevelt creates federal Rural Electrification Administration (REA) by executive order.
- 1936** 2,000 miles of electric lines under construction by electric co-ops.
- 1937** 53,000 total miles of co-op lines constructed.
- 1940** 180,000 miles of rural lines built with another 80,000 under way.
- 1941** One million farms have power.
- 1942** National Rural Electric Cooperative Association (NRECA) formed to represent co-op interests nationally.
- 1949** Roughly 184,000 miles of rural line constructed this year alone.
- 1950** Willie Wiredhand, a mascot for electric co-ops, debuts; named after the hired hand electricity gave to farmers.
- 1962** Electric co-ops serve 5 million Americans; NRECA joins U.S. Agency for International Development (USAID) to bring electricity to developing nations.
- 1969** Apollo 11 mission; 500 million people around the world tune in to watch astronaut Neil Armstrong walk on the Moon.
- 1994** REA renamed Rural Utilities Service.
- 1998** Touchstone Energy® Cooperatives debut, providing a co-op "brand ID" and marketing options.
- 2009** NRECA/USAID partnership connects more than 100 million people to electricity in 42 nations.
- 2010** 75 years after creation of REA, 900-plus co-ops in 47 states serve 17 million homes and businesses.

Source: National Rural Electric Cooperative Association