

Technology backed by “real” people

When you call Citizens Electric during regular business hours, you can be assured that a “real” person will answer your questions or report a power outage. Although Citizens Electric would prefer to answer all calls locally, we rely on automated technology and a professional call center after hours and during widespread power outages. This allows us to keep costs down and restore power as quickly as possible.

Rather than hire several employees to man phones around the clock, Citizens depends on the technology and staffing of Cooperative Response Center, Inc. (CRC), with facilities located in Tennessee and Minnesota. As a member-owned cooperative, CRC has the resources to provide service to nearly 200 distribution cooperatives 24 hours a day, 365 days a year. They specialize in providing advanced computer and telephone technology in order to minimize busy signals and hold times.

This technology notifies Citizens that your power is out. It also allows you the opportunity to include valuable information about the cause of the outage, reducing outage restoration time.

CRC has the people and phone technology to handle high call volumes.

It’s estimated that CRC will receive over two million electric consumer calls from their member systems in 2008.



What happens when you report an outage after hours?

- If the number you are calling from is the same as the number we have listed for your service address, it will only take a few seconds to listen to the recording and verify the information.
- CRC’s caller identification software searches Citizens’ database to match up to three phone numbers with your account information.
- An automated attendant will ask you to verify your phone number, service address or account number to ensure the correct location is being reported.
- Listen carefully and follow prompts until the end. Once your location information is verified, you will receive a message that your outage was successfully reported.
- Do not select the emergency option unless it is truly an emergency, such as downed poles and wires.
- If it’s an emergency involving electrical contact or a vehicle, call 9-1-1.
- Your outage location is automatically imported into Citizens’ Outage Management System, which is monitored by our District Superintendents. This system allows them to quickly identify outage locations, predict trouble sources and dispatch crews accordingly.

Update your phone number to speed up restoration time.

Make sure the number listed on the front of your remittance stub is correct. If it isn’t, check the box below it, fill in the correct home and cell phone numbers on the reverse side, and return it along with your payment. You can also call 1-877-876-3511 or update your account at www.cecmo.com.

Priority listing for medical equipment

We want to know if someone in your home depends on medical equipment that requires electricity. Simply have the patient's doctor send a letter to Citizens Electric stating the medical equipment that is being used.



Although we cannot guarantee uninterrupted electric service, we will notify you in advance of any planned outages.

In the event of unplanned outages, electricity is restored methodically beginning at our substations. Therefore, we cannot assure that your home will not remain without power for an indefinite period.

If life support equipment is being used, it is suggested that you have backup generation available or a plan to relocate the patient if necessary.

Bill inserts offer latest news

We hope you're taking the time to read Citizens' News Line which is enclosed with your electric bill.

This publication is a timely way to share important information that affects your electric bill and your cooperative.

In this ever-changing industry, it's more important than ever to stay informed. Please let us know if there are topics you would like to see discussed in future publications.



Keep checks and stubs separate



Electronic equipment is used to scan checks and remittance stubs that are mailed to our office. This payment remittance and deposit system is widely used by most utilities to minimize the time spent processing payments and maximize accuracy.

Whenever checks and stubs are folded, bent, taped or stapled, they require special handling to prevent equipment from jamming. Please help us serve you better by clearly indicating the payment amount on your remittance stub and returning it unattached to your check.

Office Hours

**Monday through Friday
from 8:00 a.m. to 5:00 p.m.**

The Altenburg Office is closed from 1:00 to 2:00 p.m. Calls are answered by other CEC representatives during that time.

- 150 Merchant St.
Ste. Genevieve
(877) 876-3511
- 123 N. Spring St.
Perryville
(573) 547-2512
- 303 Maple St.
Altenburg
(877) 824-5233
- **After-hour emergencies**
(800) 286-2251



CEC Offices will be closed on the following dates in November:

November 11 - Veteran's Day

November 25 - All Employee Meetings. Offices will be closed from 8 a.m. to 2 p.m.

November 27 and 28 - Thanksgiving Holidays