



When will CEC trim or remove a tree?

Citizens' policy is to maintain adequate clearing of primary distribution rights-of-way (ROW) in order to maintain safe reliable electric service to members.

Contracted personnel remove or trim trees located within ROWs and those trees outside ROW areas that may endanger primary lines.

Trees located near secondary or service lines are the responsibility of the property owner. The only exception is if there is actual tree contact with the secondary or service lines. In that case, Citizens will clear those limbs contacting lines.

If a property owner or private tree contractor is trimming or removing a tree near a service line, CEC will drop the line at no charge during normal business hours.

PLEASE NOTE: Members must notify Citizens' Service Department at least two days prior to the date when a tree will be cut, if there is a danger that the downed tree will come within 10 feet of a Citizens' primary distribution wire.

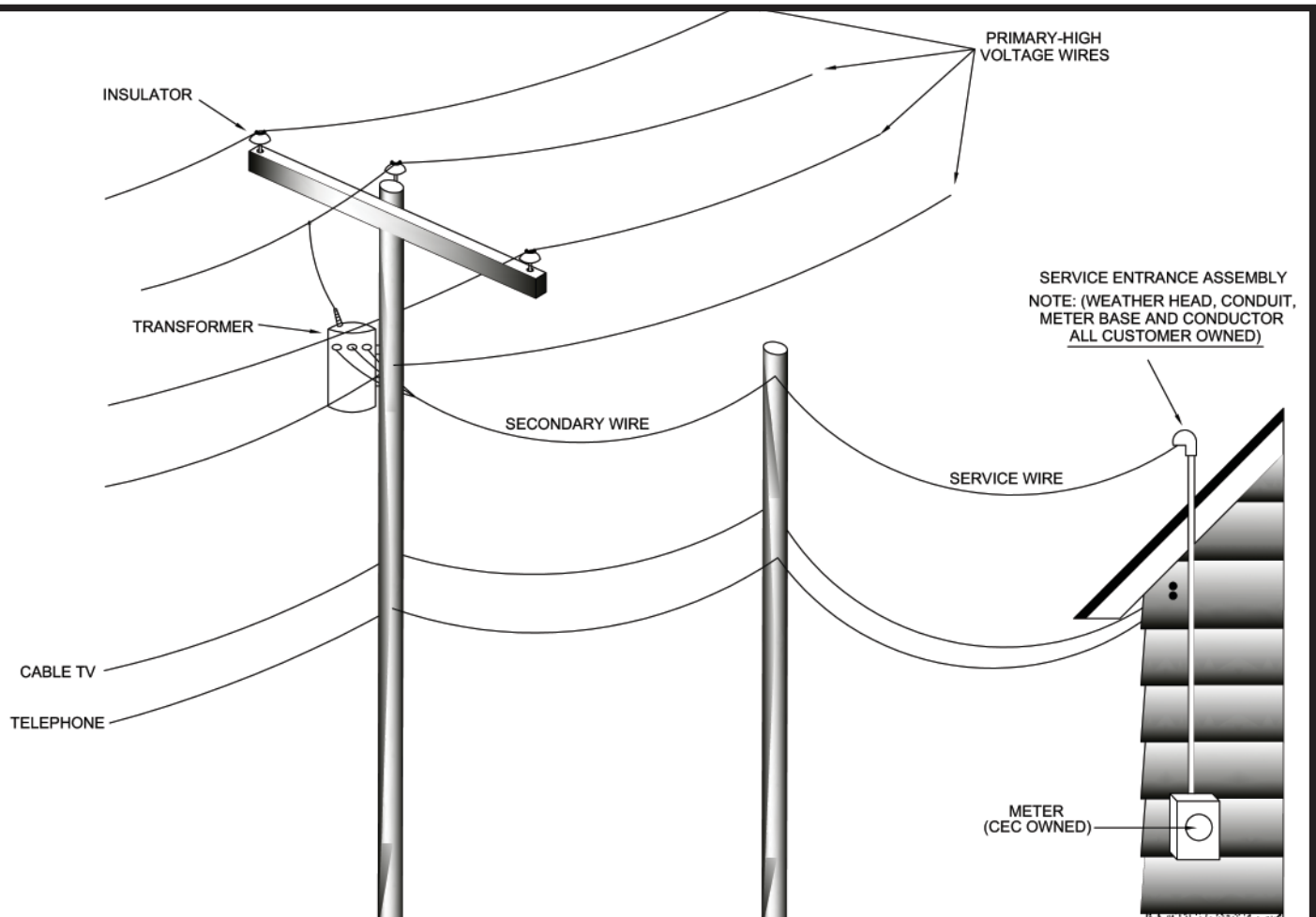
AFTER A STORM: If there are downed power lines, call CEC and stay away until line personnel are able to make sure lines are not energized and crews

can clear trees or debris away from the line.

It is the responsibility of the property owner to remove fallen trees or debris from their property once CEC has cleared them from the power lines.

CEC reserves the right to refuse trimming or removal of a tree that could potentially damage a member's home.

If there's a question about whether a tree on your property has grown into a primary or secondary line, please call us at 877-876-3511 or 573-883-3511 ext. 407.



Do I call CEC or an electrician?

The easiest way to remember when it's your responsibility is, "If it's past the meter or mounted to your structure, you must maintain it." If the meter is mounted onto a pole, the service wire from the meter to your home or shop must be repaired by an electrician.

If you have residential underground service, CEC owns and maintains all of the electric equipment up to the meter base. From the bottom side of the meter into the breaker panel is the homeowner's responsibility.

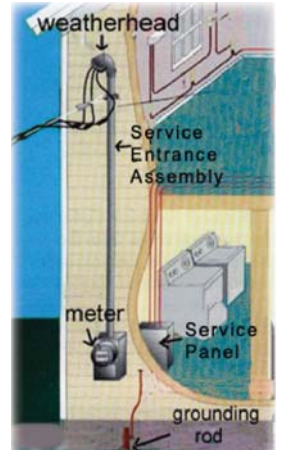
After a storm there are times when a member must hire an electrician before Citizens Electric can restore electric service. Do you know what part of your electric service is your responsibility?

If a meter or meter glass is damaged, call CEC. In the best interest of safety, CEC needs to pull the damaged meter before an electrician can make any electrical repairs. Before reinstalling the meter, CEC will inspect the meter base installation back to the breaker panel to make sure everything is properly connected and grounded.

Always call CEC first to disconnect the service before an electrician does any work on your service entrance. After repairs are completed, call CEC for reconnection. With safety in mind, only CEC personnel and its approved contractors are authorized to work on CEC-owned electric equipment including meters.

If someone breaks the seal on a Citizens' meter or tampers with it in any way, the person of record on the electric account could be charged with a misdemeanor and face penalties, fees and service disconnection.

The Missouri Overhead Power Line Safety Act requires that anyone working within 10 feet of a power line must first notify the utility that owns the line. Safety precautions must be taken to help avoid tragedy. Play it safe and call CEC when work must be done within 10 feet of a power line. Not only could this save a life, it's the law!



Note: Weatherhead, conduit, meter base and conductor are all customer owned.

Is anything free these days?

Believe it or not, our payment options are free!

Members are frequently surprised to learn that all of our payment options are still free. This includes Auto Pay, Online Bill Pay, and pay by phone using your debit card, credit card or e-check.

If you haven't taken advantage of any of these convenient ways to pay, you're missing out on one of the last bargains around.

A temporary password is required for Online Bill Pay, so contact us by phone or at our website to get started. This is a valuable service even if it is free. Come visit us at www.cecmo.com whenever it's convenient for you.

Energy Efficiency Tip

Gaming systems add to summertime electric bills. Here are a few tips to reduce energy consumption on electronic games:



- Limit game play time. Set strict time limits for gaming and encourage outdoor play whenever possible.
- Make sure the system gets shut down when the time is up.
- Nintendo Wii uses 1/7th the power of the Sony Playstation and 1/9th the power of the Xbox 360 during game play.
- 3-D graphics require more power.
- Turn on energy saving features in the games' settings. This feature in Sony Playstation is off by default and must be enabled by the user. Go to www.cecmo.com for additional information.
- Operate games on an Energy Star rated TV, especially one equipped with an auto-shutoff sleep setting.