

CHIPPEWA VALLEY ELECTRIC COOPERATIVE

NEWSLETTER

NOVEMBER 2003

FROM THE PRESIDENT & CEO

Chippewa Valley Electric Cooperative has adopted an "Idle Service" policy. Idle services are accounts that have been disconnected for one reason or another and are not current paying an electricity bill. Even though these accounts have been disconnected, Chippewa Valley Electric Cooperative still has to maintain the wires, transformer and meters that are present at the account. This maintenance has cost, which is being paid by all active bill paying members.



The Idle Service Policy sets a monthly facility fee on all accounts inactive for a period over two years. This monthly, "Idle Service", facility fee will be equal to the normal monthly facility charge for the class of service of the inactive account. For example the current facility charge for a residential account is \$16.50. The idle service fee for an idle residential account would also be \$16.50 per month. If the property owner of the inactive service does not agree to activate the account or set the inactive account up as an idle service and pay the monthly facility fee, the account will be subject to removal at the Cooperative's discretion.

Once an account is removed, the reconnection of electricity at that location would be subject to the Cooperative's new service and line extension policies and fees.

The reason for enacting the Idle Service charge is so active members are not paying for the upkeep and maintenance necessary on these inactive services. As maintenance costs increase, it is more and more necessary that those costs are allocated properly and paid by all services contributing to these costs.

Chippewa Valley Electric Cooperative will begin contacting property owners of inactive accounts and notifying them of this new policy. Currently we have over two-hundred inactive accounts. This policy will allow the Cooperative to remove a number of these inactive accounts or at least recover some of the costs involved in maintaining these accounts.

If you have any questions regarding this policy, please contact our office at 239-6800 or 1-800-300-6800.


Todd Howard



**CHIPPEWA VALLEY
ELECTRIC WILL BE
CLOSED ON THURSDAY,
NOVEMBER 27TH TO BE
WITH FAMILY AND
FRIENDS FOR
THANKSGIVING DAY.**

**Chippewa Valley
Electric Cooperative**

P.O. Box 575
Cornell, Wisconsin 54732
(715) 239-6800 or 1-800-300-6800

Your Touchstone Energy® Partner 

PEACE OF MIND

Questions and concerns that steal peace of mind.

- What if a medical emergency occurs and help is needed?
- Who will be there to answer?
- What if there is a fire or burglary?



MAINSTREET MESSENGER PROVIDES:

- Help at the push of a button—a mere touch of the wireless pendant calls the Cooperative Response Center 24 hours a day. They will call your list of designated people for assistance whenever you need it.
- High quality speaker telephone built into the MainStreet Messenger functions as a regular phone.
- Answered anywhere in the house by touching the button on the pendant. Anytime you need help, someone is there.

FOR DETAILS CONTACT:

CHIPPEWA VALLEY ELECTRIC COOPERATIVE AT 715-239-6800 OR 1-800-300-6800

LOAD-MANAGEMENT SYSTEM TO BE TESTED THIS MONTH

Chippewa Valley Electric Cooperative will be conducting a test of the Load-Management system in November. The test is designed to provide you with the opportunity to observe your control device and ensure that the indicator lights on your load-control receiver function properly. And that your heating system and/or backup heating system is working properly before winter sets in and the weather gets very cold.

Please check to see that your heating system is working properly during the test. If you should notice any problems with your load-management receiver, contact the cooperative. If you find that your heating system does not work as it should, contact your electrician or heating service person.

Now is the time to make sure your heating system is ready for winter—not after winter has arrived. If you have any questions regarding this test, call the energy professionals at Chippewa Valley Electric Cooperative, 715-239-6800 or 1-800-300-6800.



TEST DATE: Wednesday, November 19, 2003

CONTROL BEGINS: 5:00 p.m.

RESTORAL BEGINS: 9:15 p.m., all loads restored by 11:15 p.m.

SOME PEOPLE ARE SHOCKED BY WHAT THEY FIND IN THEIR YARDS

BE SAFE

Call Diggers Hotline before you start digging.

DIGGERS HOTLINE

Toll-free: 1-800-242-8511

Milwaukee area:
(414) 259-1181

TDD for Hearing Impaired:
1-800-542-2289

