

CHIPPEWA VALLEY ELECTRIC COOPERATIVE

NEWSLETTER

OCTOBER 2003

TO REPORT A POWER OUTAGE OR EMERGENCY SITUATION

**CALL US 24 HOURS A DAY, 7 DAYS A WEEK
AT 239-6800 OR 1-800-300-6800**

1. Check the fuses or breakers in your home.
2. Check the breakers below the meter if the meter is located on a yard pole.
3. Call your neighbors. If their power is also off, ask if they have reported it yet. Please do not take for granted that the outage has been reported.
4. Call Chippewa Valley Electric Cooperative to report your outage. Please be prepared to give the name or account number, address, location number, and telephone number for the account location without power in order for us to process your call more quickly.

AFTER HOURS AND WEEKEND CALL HANDLING SERVICE

During after hours and weekend periods you will reach a dispatch center that Chippewa Valley Electric and several other electric co-ops own collectively. The center is based in Austin, Minnesota and has a second center in Dunlap, Tennessee that provides backup and overflow capabilities during high call volume events. This dispatch center has much greater call-handling ability than Chippewa Valley Electric has during after hours and weekend periods, and uses advanced telecommunications technology to quickly process calls and dispatch our line crews.

When you reach our dispatch center, you will hear an initial recorded greeting and possibly an announcement of geographic areas where we are currently aware of power outages. Then, you'll either be transferred to a customer service representative, or if all representatives are on other calls, you will be forwarded to an automated power outage notification system. In the automated system, you will hear a series of recordings directing you to press certain numbers on your telephone keypad to complete your outage call automatically or report an emergency life threatening situation to a service representative. If the telephone number for your account is not listed in our member database, we will not be able to record an outage call for your account in the automated system. At that point, you'll either wait to speak with the next available representative, or in extreme high call volume situations you may be asked to call back later because of extended hold times.

If your telephone number has changed recently or if you're a new member and didn't have a telephone number at the time you signed up for service, please contact Chippewa Valley Electric Cooperative with your new or updated telephone number.

METHANE HYDRATES: ICE TO ENERGY!

METHANE HYDRATES COULD OFFER VAST RENEWABLE ENERGY POTENTIAL

Scientists have launched two expeditions in the Gulf of Mexico this summer in search of methane hydrates, the "ice that burns." Methane hydrates are ice-like crystals that release flammable gas when they melt and scientists see them as a possibly huge future source of renewable energy.

Methane hydrates—a solid composed of methane and water—form when methane rises to just below the ocean floor and becomes a crystalline mineral in which gases are trapped within molecules of water. A piece lit by a match will burn like a lantern wick—fire inside ice.

The exploration, funded by the Department of Energy in partnership with a group of gas and oil companies, will examine methane seeps as deep as 1.7 miles off the coasts of Louisiana and Texas.

The concentration of gas locked in the crystals could be the largest

(continued on back.)

Chippewa Valley Electric Cooperative

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

Your Touchstone Energy® Partner 

Chippewa Valley Electric Cooperative is now offering...

Business and Residential long distance phone service



5.9¢

6.9¢

All calls in Wisconsin

All calls out of state

24 hours a day— 7 days a week plus 6 seconds increment billing

- ◆ Free to join
- ◆ No monthly fees
- ◆ No monthly minimums
- ◆ Major carrier
- ◆ 800 number
5.9¢ - 6.9¢ per minute - no fees
- ◆ Free calling cards 13.9¢ per minute (No surcharge)
- ◆ No Codes To Dial

Also available...

Personal 800 number • No fees • Same low rate

Chippewa Valley Electric Cooperative, through an association with a large consortium of electric cooperatives, is offering long distance telephone service through PowerNet Global Communications. This long distance service is one of the lowest-cost long distance services available. As you can see, you can call anywhere in the State of Wisconsin for a low \$0.059 per minute or anywhere out of state in the continental United States for \$0.069 per minute. In addition, you can have your own personal 800 number to receive calls from family members or acquaintances. Incoming calls on your 800 number are billed at the same rates noted above. All rates are the same 24 hours a

day – 7 days a week. There are no monthly fees, no minimums, or long-term agreements. For additional information or to sign up, call toll-free at 1-800-239-7420. Be sure to mention that you want the special plan through Chippewa Valley Electric Cooperative. This will ensure you get the special rate we've negotiated for you.

Billed by PowerNet Global Communications utilizing the Global Crossing Long Distance Network.

Payment Methods:

1. Personal Check
2. Automatic Credit Card Debit

For additional information or to enroll by phone call:

1-800-239-7420

Mail Application to:

Chippewa Valley Electric Cooperative
317 S. 8th Street • P.O. Box 575
Cornell, WI 54732

or fax to: **1-715-239-6160**

METHANE...

(continued from front.)

single reservoir of carbon on the planet—at least twice as much as all other fossil fuels combined, according to the National Oceanic and Atmospheric Administration (NOAA).

The U.S. Exclusive Economic Zone, which extends to 200 miles offshore, could contain as much as 200,000 trillion cubic feet of methane locked in hydrates—enough natural gas to power the U.S. for centuries, NOAA said.

However, use of methane hydrates as a source of electricity is still years away because of high cost and the current lack of technology, said John Holt, NRECA principal, generation and fuels. "It's a step in the right direction, but it won't be anytime soon that we're using it. The technology and cost effectiveness need to be developed."

—Source: *Electric Co-op Today*

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

