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*The official
publication
of the members of
Indian Electric
Cooperative*



Change is Necessary



New Terms & Conditions of Service



Cool Way to Enjoy PB & J Sandwiches

Terms and Conditions Change to Reflect Way Co-op does Business

The procedures and rules which guide IEC in providing service to consumers from the time they become members to the time they discontinue electric service is being revamped.

The board of trustees approved changes to the co-op's terms and conditions of service at the May meeting. The board reviewed the proposed changes following weeks of intense revisions by IEC staff.

"Some of the changes are simply housekeeping-type changes," says IEC General Manager Jack Clinkscale. "Such as removing the section on patronage capital (capital credits), because this is addressed in the co-op's bylaws."

Clinkscale explains the most important changes won't affect the majority of members; they are aimed at controlling the cost to the cooperative of a small portion of the membership.

Some of the changes include:

Fraudulent Use of Electricity

There is now a service charge for replacing damaged equipment, along with fees for tampering with co-op equipment. Those fees are:

1st offense – \$300

2nd offense – \$600

3rd offense – loss of service.

Discontinuance of Service

If electric service is interrupted for any reason other than an outage, all deposits must be paid before service is connected.

Restoration of Service

IEC no longer reconnects service after 4 p.m. Monday through Friday, if the service has been disconnected.

"Certainly, we will respond at no cost to the consumer when there is an outage. But we will not dispatch an employee after hours when service has been disconnected due to non-payment. In those cases, members will have to wait until normal business hours to have their service restored," explains Clinkscale.

Applications for Electric Service

Members – residential, commercial or industrial – who want new service built to a location are now required to sign a contract agreeing to pay at least the minimum amount for a period of 60 consecutive months.

Criteria for Requiring Security Deposits

We no longer accept letters of

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Change is Necessary

by Jack Clinkscale, General Manager

This issue of The Lamp is devoted to changes in the terms & conditions of Indian Electric Cooperative. The terms and conditions are one of the three most important documents we have at IEC. They, along with the bylaws and board policies, form the basis for how the business of the cooperative is conducted. Your board of trustees has approved revisions to the terms and conditions that will become effective on July 1st.

The terms and conditions are exactly as the name implies. They are the terms and conditions under which members accept service from IEC and how IEC delivers that service. When a person or company becomes a member of the cooperative, the new member agrees to abide by these terms and condi-

tions. They can only be changed or revised by action of a majority of the board of trustees. The changes that became effective July 1 are the most sweeping changes in many years and impact many areas of IEC's operations.

We have spent many hours updating this most important document. Foremost in considering each change was its ability to allow us to provide quality service while keeping our expenses as low as possible. The lower we keep expenses, the less we

need to charge for power.

Please take a moment and look over these changes. We want all members to be informed of the changes and a bill insert will be included in your next bill which will further review the revised terms and conditions. Knowledge is power, so a few minutes spent reviewing these changes could be very beneficial.

A full and complete copy of the revised terms and conditions are available at both IEC offices.



THE LAMP

INDIAN ELECTRIC COOPERATIVE, INC.

Office Hours

7:30 a.m. – 4:00 p.m. (Monday - Friday)
(918) 358-2514
www.iecok.com

To Report an Outage

(918) 358-2514 or 1-800-482-2750

To Report Meter Readings

(918) 295-9520

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The Lamp (USPS 942-940) is published monthly by Indian Electric Cooperative, Inc., P.O. Box 49, Highway 64 Southeast, Cleveland, Oklahoma 74020 for the interest of its membership. Subscription price was \$0.17 per month in 2004. Periodical postage paid at Cleveland, Oklahoma and additional mailing offices.

- Postmaster: Send address changes to The Lamp, P.O. Box 49, Cleveland, OK 74020.

Terms and Conditions

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credit from previous utility service providers. Changes to this section allow the co-op to use an outside credit scoring service which will be selected by IEC.

Also, IEC may refund residential deposits after 24 months of good payment history.

Billing

All bills are due no more than 20 days from the mailing date on the bills. Failure to receive a bill does not exempt a member from paying the bill on time. If a bill is not received, members are expected to contact the co-op or access www.iecok.com to view the bill online.

IEC may refuse to accept a check from a member who has one or more returned items in the previous 12 months.

Service Charges

There is no longer a charge for failing to read a meter, since all meters can be read from the co-op once installation of automatic meter read (AMR) meters is complete.

Replacing or Repairing Damaged Co-op Property

If IEC should have to replace or repair damaged co-op property, then labor, material and trip charges will apply.

Testing Meters

The fee to test a meter is now \$100; it will be refunded if the meter is found to be running fast.

Meters and Disconnect Devices

IEC no longer provides disconnect devices or breakers, as

Terms and Conditions of Service Charges and Fees

Membership Fee	\$75
Temporary Disconnect Fee	\$50
Tampering Fee	
First Offense	\$300
Second Offense	\$600
Third Offense	Loss of Service
Collection Fee	\$100
Forfeiture of Discount	1½% per month
Returned Check Charge	\$25
Damaged Property	\$100
Meter Testing	\$100
Broken Seals	\$50
Special Trip Charge	
During Normal Hours	\$100
After Hours	\$200
Retention Fee	\$120 Annually

the co-op's responsibility ends at the meter.

Members need to call the Co-op if they should have to cut a meter seal, because a penalty will be imposed when a meter seal is found to be cut or missing.

Power Line Extension

Line extension amounts granted using revenue calculations from the previous year are now eliminated.

Most new extensions will be granted 300 feet at no cost.

Loads greater than 750 kiloWatts will be addressed on a case by case basis.

Idle services will pay an annual retention fee or be removed.

Sale of Electrical Appliances, Materials and Equipment

This section is eliminated from the terms and conditions as IEC no longer sells any electrical wiring, materials or supplies to

consumers.

"These items are readily available from other vendors throughout our service territory," explains Clinkscale.

"Our business changes periodically, so we have to make changes to our terms and conditions of service," he says. "I know change can be difficult, but in order to keep the cooperative cost down to all members, these changes are necessary. We are evaluating all of our procedures in an effort to control the rising cost of energy."

Clinkscale goes on to say if anyone has questions about the changes, they are asked to call David Wilson, IEC manager of member services at (918) 295-9557.

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RECIPE



PB&J Ice Cream Sandwiches

- 1 18-ounce roll refrigerated peanut butter cookie dough
- 1/4 cup all-purpose flour
- 6 Tbsp. preserves, such as raspberry, cherry, or strawberry
- 1 pint vanilla bean ice cream

Preheat oven to 350 degree F. Knead flour into cookie dough. On a lightly floured surface, roll dough into a 13-1/2x9-inch rectangle. Cut into 1-1/2-inch squares. Transfer to ungreased cookie sheets. Bake for 8 to 10 minutes or until edges are firm and tops are browned. Cool on cookie sheets for 1 minute. Remove and cool completely on a wire rack.

Place 1 teaspoon jam or preserves on flat side of 1 cookie. Place a small scoop of ice cream (about 1-1/2 Tbsp.) on jam. Top with another cookie, flat side down, and press lightly. Repeat with remaining cookies, jam, and ice cream (there will be extra cookies). Wrap and freeze 4 to 48 hours.

YIELD: 16 sandwiches and 22 extra cookies.

Terms and Conditions Change *Continued from Page 3.*

"I encourage members to get a copy of the revised terms and conditions and become familiar with them," says Clink-scale, adding copies are available at IEC offices in Cleveland and Fairfax.

Remember District Meetings in July

Members in districts 3, 6 and 9 are meeting this month to nominate trustee candidates.

District 3 members meet July 26 at Woodland Middle School in Ralston.

District 6 members meeting July 23 at the Skedee Fire Department.

And District 7 members are meeting July 24 at the IEC office in Fairfax.

Over \$24 Million in Business Financing Achieved Through REI/USDA Rural Development Partnership

Businesses in Oklahoma's small towns may be eligible for financial assistance through the Rural Enterprises of Oklahoma (REI.)

REI makes application to USDA Rural Development for funds which are loaned to small businesses in communities with a population of 25,000 or less. USDA Rural Development is the former Farmers Home Administration. The purpose of the revolving loan program is to assist businesses unable to obtain conventional financing. Loan amounts range from

\$20,000 to \$150,000 and may be utilized for real estate, construction, renovation, leasehold improvements, machinery, equipment, furniture, fixtures, inventory, working capital, refinance or business acquisition.

To date \$24,079,508 has been secured for 278 businesses in 101 Oklahoma communities. That amount was leveraged with an additional \$25 million bringing total project financing up to \$49,773,223 affecting 3,150 jobs.

The diversity of businesses assisted over the years include retail shops, service industries,

machine shops, motels, franchise restaurants, medical clinics, assisted living centers and many other small businesses.

REI is a non-profit economic development firm with offices in Durant, Oklahoma City and Tulsa. The organization offers a full line of economic development services as featured on REI's Web site at www.ruralenterprises.com.

To log on to Rural Development's web site go to www.rurdev.usda.gov.