

April 2014

# Hot Watts

PUBLISHED BY COOKSON HILLS ELECTRIC COOPERATIVE, INC.



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Your Touchstone Energy® Cooperative 



Energy Efficiency

### Tip of the Month

These days, it may be easier to trim your refrigerator's energy use than it is to trim your waistline. Consider this energy-saving and maintenance regimen to keep your refrigerator in shape: Set the refrigerator temperature above 37 degrees Fahrenheit. Make sure door seals are in place and are snug when closed. And keep outside coils unobstructed and clean; dirty ones could overwork the unit's compressor.

Source: Energy.gov

Congratulations!

**Cara Floyd**

is our online survey winner.



**Easter**  
Sunday,  
April 20th

## Rate Changes Reflected in Monthly Bill

Effective March 7, 2014, Cookson Hills Electric Cooperative (CHEC) increased electric rates for the first time since March 2009. The required changes to the rates were a result of increases in wholesale power costs and increases in daily operating costs such as constructing and replacing infrastructures. In the December issue of the Hot Watts, the changes were outlined that would be implemented in 2014 and 2015.

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DONNA RHODES

*The Stigler Substation is the newest substation in CHEC territory. New substations will be built at Porum and Akins in the future.*

## Cookson Hills Electric Joins Social Media

What is social media? Social media, at its core, is a conversation. Businesses are using social media to creatively and effectively increase their communication abilities. CHEC has joined the social media community by engaging our members via Facebook.



The term "social media" refers to any technology that boosts social interaction by allowing members to share words, images, videos, and audio files. It's important to remember that networks such as Facebook cannot replace traditional communication tools like the Hot Watts or Oklahoma Living, our website, or talking to our members on the phone or in person. By joining Facebook, CHEC hopes to interact with members that have not been reached through traditional methods of communication.

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**Hot Watts**

is published monthly by **Cookson Hills Electric Cooperative, Inc.** **Hot Watts** informs members in parts of seven Eastern Oklahoma counties about Cookson Hills' programs and issues. Cookson Hills Electric Cooperative continually strives to provide quality electrical service at a reasonable cost for its members.

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Cookson Hills Electric Cooperative, Inc. welcomes members to submit photos, and articles which will be subject to editing. Cookson Hills reserves the right to publish or modify any article. Companies and individuals featured in the Hot Watts newsletter do not necessarily reflect the official policy, position, or view of Cookson Hills.

**If You Find Your Account Number Hidden in This Issue of the *Hot Watts* You'll Receive a \$25 Credit on Your Electric Bill**

**Rate changes continued.....**

A new billing adjustment factor, known as a power cost adjustment (PCA), is reflected on your bill. The purpose of this billing adjustment factor is to adjust for fluctuations in wholesale power costs. The PCA factor is an amount applied in dollars per kWh to a member's monthly kWh consumption. The PCA factor will reflect increases or decreases in wholesale power costs. The PCA factor for 2014 is \$0.00 per kWh. The PCA factor for future years will be determined based on the future increases or decreases in wholesale power costs.



COOKSON HILLS ELECTRIC COOPERATIVE, INC.  
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Your Touchstone Energy® Cooperative 

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www.cooksonhills.com

JOHN DOE  
1485 S 1055 RD  
STIGLER, OK 74962

**KWH USAGE HISTORY**

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**Branch Office:** (918) 775-2211  
P.O. Box 587  
Sallisaw, OK 74955

**Office Hours:** 8:00 a.m. to 5:00 p.m.  
Monday - Friday



**RATE: RESIDENTIAL**

Account No.	Billing Date	Rate	Consumption Thru	Map Location	Days Billed	
2150306	04/01/2014	1	03/19/2014	62G-07-295	31	
Meter Number	Pres Read	Prev Read	Mult	KWH Used	Bill Type	Cycle
7882768	69526	67045	1.0000	2481	REGULAR	3
Activity Since Last Bill		\$ Amount	Current Bill Information			\$ Amount
Previous Balance		193.58	ENERGY CHARGE POWER COST ADJUSTMENT \$0.00/kWh SECURITY LIGHT			199.00
Payments		-193.58				0.00
Adjustments		0.00				10.40
Balance Prior to this Billing		0.00				
Payment must be in the office no later than 5:00 PM on the 15th of the month to avoid penalty. Remember you can save time and money by using auto bank draft. Sign up today! Call (800)328-2368 for details. Check out our new SmartHub! Log onto www.cooksonhills.com to see all that it has to offer. IMPORTANT! WE HAVE A NEW PHONE NUMBER TO MAKE SECURE PAYMENTS ONLY. Please call 888-678-1937.						
<b>Due Date</b>		04/15/2014	<b>Amount Due</b>		209.40	
<b>If Paying After</b>		04/15/2014	<b>Amount Due With 5% Penalty</b>		219.87	

Retain this copy for your records.

<b>Account Number:</b>	
<b>Total Amount Due</b>	209.40
<b>If Paying After</b>	219.87

**CYCLE:** 3  
**RATE:** RESIDENTIAL  
**BILL TYPE:** AVERAGE



COOKSON HILLS ELECTRIC COOPERATIVE, INC.  
 PO BOX 539  
 STIGLER OK 74462-0539



Address or Phone Number Change  
 Check box and note on reverse side.

*A sample of a monthly utility bill reflecting the PCA factor.*

The approved rate change includes an increase in the customer charge component. For members on the residential rate, the customer charge increases from \$20 to \$25 per month. This change is necessary to provide a better reflection of the actual costs of providing service to our members. Much of the costs that CHEC incurs to deliver energy to our members is of a fixed cost nature and does not change based on energy consumption. For example, a recent cost of service analysis revealed that the fixed customer costs of providing service to the residential member are approximately \$31 per customer per month. These costs include a portion of the capital costs and operating costs associated with overhead and underground distribution lines, transformers, meters and other equipment used to provide service. In addition, certain customer service and record keeping costs are included in the customer charge. The increase in the customer charge moves the charge closer to the true cost, provides greater stability for the cooperative, and promotes fairness by recovering costs from all members in the manner in which those costs are incurred.

Effective with this month's bill which reflects your March 2014 usage, members will see an overall average rate increase of 6.3%. We have included a rate chart comparing your current rate with the new rate. Please keep in mind that the exact percentage increase to each member will vary and is dependent on your electric usage.

Our generator of electricity, Associated Electric Cooperative, Inc., continuously looks for ways to provide reliable power in the most economical way. Everyone from the board of directors to the staff understands that ultimately all costs are paid by members. As we continue in a time of increasing costs and regulations, circumstances will continue to change. As they do, we will update you and provide you with important information.

COOKSON HILLS ELECTRIC COOPERATIVE, INC.				
SUMMARY OF RATES				
	Existing	Proposed	Change	
<b>Farm and Home</b>				
Customer Charge	\$20.00	\$25.00	\$5.00	
Energy Charge, per kWh (Dec-Feb)				
First 800 kWh per month	\$0.085700	\$0.087200	\$0.001500	
Over 800 kWh per month	\$0.065700	\$0.077200	\$0.011500	
Energy Charge, per kWh (Mar-Nov)	\$0.085700	\$0.087200	\$0.001500	
<b>Small Commercial</b>				
Customer Charge, Single Phase	\$20.00	\$25.00	\$5.00	
Customer Charge, Three Phase	\$32.00	\$37.00	\$5.00	
Energy Charge, per kWh	\$0.088000	\$0.087200	(\$0.000800)	
<b>Agricultural</b>				
Customer Charge	\$32.00	\$37.00	\$5.00	
Energy Charge, per kWh	\$0.080100	\$0.081200	\$0.001100	
<b>Large Power</b>				
Customer Charge	\$80.00	\$90.00	\$10.00	
Demand Charge, per Billing kW	\$9.94	\$10.25	\$0.31	
Energy Charge, per kWh	\$0.047100	\$0.047400	\$0.000300	
<b>Large Power - 2</b>				
Customer Charge	\$150.00	\$175.00	\$25.00	
Demand Charge, per Billing kW	\$8.96	\$9.25	\$0.29	
Energy Charge, per kWh	\$0.042200	\$0.042700	\$0.000500	
<b>Irrigation</b>				
Customer Charge, Single Phase	\$20.00	\$22.50	\$2.50	
Customer Charge, Three Phase	\$35.00	\$40.00	\$5.00	
Demand Charge (June-Sept), per Billing kW	\$4.75	\$5.35	\$0.60	
Energy Charge, per kWh	\$0.085400	\$0.088500	\$0.003100	
<b>Security Lights</b>				
175 Watts MV	70 kWh/Mo	\$10.40	\$10.75	\$0.35
150 Watts HPS	70 kWh/Mo	\$10.40	\$10.75	\$0.35



**Question:** What is a watt (W)?

**Answer:** The standard unit of electric power, equal to 1/746 horsepower or 1 Joule (the amount of work required to produce one watt of power) per second. People convert energy—measured in barrels of oil, tons of coal, and cubic feet of natural gas, for example—into power, tabulated in watts or horsepower.

**Question:** What is a kilowatt (kW)?

**Answer:** The basic unit of electric demand, equal to 1,000 W. A measure of both a utility's capacity and a consumer's demand or load.

**Question:** What is a kilowatt hour (kWh)?

**Answer:** A unit of energy or work equal to 1,000 Wh. The basic measure of electric energy use. A 100-W light bulb burning for 10 hours uses 1 kWh.

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# PCI Compliance and Credit Card Payments

What is PCI Compliance? The Payment Card Industry Data Security Standard (PCI DSS) is a set of requirements designed to ensure that all companies that process, store, or transmit credit card information maintain a secure environment. The standard was created to increase controls around cardholder data to reduce credit card fraud via its exposure.

CHEC has made some procedural changes to ensure that your credit card information is protected.

Cashiers and Customer Service Representatives can no longer accept credit/debit card payments over the phone.



All members paying by phone must use the Pay-by-Phone system through our dedicated Secure Payment toll-free number. The Secure Payment number is (888) 678-1937. **Please note that the Secure Payment toll-free number is separate from our customer service/outage toll-free number (800-328-2368).**

Members making face-to-face credit or debit card payments at either of our offices must present a picture I.D. at the time of payment.

Members may also continue to use our secure website ([www.cooksonhills.com](http://www.cooksonhills.com)) for payments or for submission of forms.

We appreciate your cooperation as we strive to protect and safeguard our members.

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By simply clicking on the "Likes" icon on our Facebook page you will receive:



- Notice of large power outages
- Notice of important CHEC member events like Annual Meetings and District Meetings
- Announcements of youth-related programs and scholarships
- Notice of Operation RoundUp meetings
- Information on rebates
- Current and important information

Our goal at CHEC is to provide safe, affordable, and reliable electric service to our members. We also want to stay connected 1680900 with our members. You can "like" us on Facebook through our website at [www.cooksonhills.com](http://www.cooksonhills.com).



Find us on  
**Facebook**

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## DID YOU CHANGE PHONES?

Has your phone number changed?  
Did you disconnect your home phone?  
Do you have a cell phone?

If you answered yes to any of these questions, it is likely that you need to update your account information here at Cookson Hills Electric (CHEC).

CHEC periodically calls members to notify you of a controlled outage, billing information, and other important information from time to time.

Please take a moment to update your account information by any of the following methods:

- Visit our website at [www.cooksonhills.com](http://www.cooksonhills.com).
- Contact your local office at 800-328-2368 (Stigler), or at 918-775-2211 (Sallisaw).
- Inform us when you come into one of our CHEC offices.



Thank you for your assistance!