

You are a member, not a customer

That's the co-op difference!

Many businesses use the word “member” to describe their customers. Places like Sam’s Club or Costco and even American Express like to refer to their customers as members. You pay a fee to buy their goods and services, but that is really all you get for the “membership.” No right to vote for the Board of Directors or to participate in any meaningful way in the organization.

In cooperatives like CKenergy, membership really does mean something more than just the right to buy electricity. Co-ops of all types are founded on seven cooperative principles that give us guidance and strategic direction. Membership also gives you rights as an owner of this co-op.

Brett Fairbairn is the director of the Center for the Study of Cooperatives at the University of Saskatchewan in Canada. He makes the case that member relations is not just part of what co-ops should be doing, but in fact is the fundamental core business of the cooperative.

He further lays out the three strategic concepts that any co-op must get right in order to survive and thrive:

Economic linkage

CKenergy is connected to you. There is a business relationship that serves you (the member) and the co-op. Since co-ops are solely owned by people in the community, they have a mutual interest to ensure that both the co-op and the member do well and prosper.

Transparency

As an owner of the co-op, you have a right to know how it operates and how decisions are made that directly impact you. If the co-op is transparent and combines this trait with integrity and fairness, it will build trust with the members.

Cognition

In this case, cognition is best defined as how your co-op thinks. It includes the current and historical identity, the mission and the sense of shared values with co-op members. Research, education and training are critical functions that CKenergy must conduct on an ongoing basis to ensure that we always have the best information to make decisions.

The cooperative business model is the best one on earth, but like any enterprise, it is up to the human beings who work at the co-op, who serve on the board and the members like you to ensure that the principles and values do not fade over time.

First and foremost, CKenergy strives to be thought of as a member-owned cooperative that gives you the best value of any utility. If we succeed, our community thrives and you will always value being a member – not a customer.

The Seven Cooperative Principles

- 1 Voluntary and Open Membership:**
Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership.
- 2 Democratic Member Control:**
Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions.
- 3 Members' Economic Participation:**
Members contribute equitably to, and democratically control, the capital of their cooperative.
- 4 Autonomy and Independence:**
Cooperatives are autonomous, self-help organizations controlled by their members.
- 5 Education, Training and Information:**
Cooperatives provide education and training for their members, elected representatives, managers and employees so they can contribute effectively to the development of their cooperative.
- 6 Cooperation Among Cooperatives:**
Cooperatives serve their members most effectively and strengthen the cooperative movement by working together.
- 7 Concern for Community:**
While focusing on member needs, cooperatives work for the sustainable development of their communities.



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OFFICE HOURS:
 Monday-Friday,
 8:00 am - 5:00 pm.

POWER OUTAGE
 HOT LINE
 800-868-8243
 888-832-3362

BOARD OF TRUSTEES

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- Jack Sawatzky, Vice President
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- John Schaufele
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- Gary Brewster
- Don Payne
- Jack McLemore
- Clint Pack, CEO

PAYMENT OPTIONS

- Pay online at www.ckenergy.coop.
- Pay by phone by calling 405-656-2322, available 24 hours a day. Visa or Mastercard.
- Pay in person at any of CKenergy offices: Binger, Cordell, Mustang, and Anadarko.
- Pay via automatic draft of your checking or savings account. To sign up, please visit www.ckenergy.coop or call 405-656-2322 or 580-832-3361.



ANNUAL MEETING 2016



SEPTEMBER 12TH, 2016 AT 5:00 P.M.
 PIONEER CELLULAR EVENT CENTER
 900 N 7TH ST
 WEATHERFORD, OKLAHOMA

Food, Kid's Games, Prizes, Music & More

LOOK FOR YOUR REGISTRATION CARD IN THE SEPTEMBER ISSUE OF THE BUZZ.

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Energy Efficiency Tip of the Month



Is your room air conditioner working overtime? Reduce air leaks by installing rigid foam panels (instead of the commonly used accordion panels) in between the window frame and unit, and secure with duct tape.

Source: energy.gov

Keep up to date with the latest happenings with the co-op and community events. We will also post updates in the event of an outage.



CKenergy Electric Cooperative, Inc.



@CKenergyEC



Instagram

@CKenergy_EC

August Winning Account #'s

Congratulations!
Troy Harden
Pat Parr
Robert Geis

If you are one of the people listed above, call 405-656-2322, with your account #, to receive a \$25 credit on your account!

Youth Tour 2016 Reflections



Monica Jones
Boone-Apache

The most exciting part
“The Holocaust Museum, getting to meet new people, & touring the Newseum.”



Skylar Goodwin
Cordell

This opportunity
“Reminded me to always try. I would never have gained this opportunity if I hadn’t stepped up and wrote my letter.”



Amy Freeman
Corn Bible

Thank you
“I am forever grateful for this experience. I will remember this forever.”



Joshua Reed
Cordell

I value this because
“The experiences I’ve had and the people I’ve met cannot possibly be summarized. I send my utmost thanks to every member of the cooperative.”



Pictured L-R: Monica Jones, Skylar Goodwin, Amy Freeman & Joshua Reed

Local Winners Return from Electric Co-op Sponsored Youth Tour

Monica Jones- Boone-Apache High School, Amy Freeman-Corn Bible Academy, Joshua Reed- Cordell High School, & Skylar Goodwin- Cordell High School, recently returned from the Annual Rural Electric Cooperative Youth Tour in Washington, D.C. These students won the week-long trip through the 2016 Youth Tour contest, sponsored by CKenergy.

On Friday, June 10th, a banquet was held for the 69 winners, representing 25 of the state’s rural electric systems. The tour departed for the nation’s Capitol the next morning.

The students spent the week touring the museums and visiting all of the historical monuments. In addition to visiting the museums and monuments, the Oklahoma winners toured Mount Vernon, The U.S. Capitol, the Pentagon, Ford’s Theatre, enjoyed a riverboat cruise on the Potomac River, and they also spent time with winners from other states at NRECA’s Youth Day.

Included with their trip to Washington, D.C., the students sponsored by CKEC will receive a \$500 scholarship that is valid at any Oklahoma college, university, or technical college.



Outage Update

CKEC continues to repair system damage caused by ice storms

CKenergy Electric Cooperative is reporting increased service interruptions, outages and blinks across its service area. The interruptions appear unrelated to weather and a CKEC spokesperson says the co-op is taking the situation very seriously.

“When we report on power outages, we tend to focus on the total amount of outage time,” said Clint Pack, CEO. “Due to the frequency and duration of these outages, we feel it is important that we address these concerns. Furthermore, our members deserve to know.”

Part of the problem, Pack explained, can be traced to damages the system incurred following two massive ice storms in 2015. While the November 27, 2015 and the December 26, 2015 ice storms occurred before Caddo Electric and Kiwash Electric consolidated to become CKenergy, the damages affected CKEC’s service territory.

The ice storms weakened our distribution lines as well as our power supplier’s transmission lines. Unfortunately, some of the weaknesses didn’t become evident until heat and stress were placed on our power lines.

Government “red tape” is further compounding the problem. While the Federal Emergency Management Agency (FEMA) declared both storms as disasters, Pack pointed out that mitigation funds as well as other federal funds require paperwork and a drawn out bidding process before work can begin.

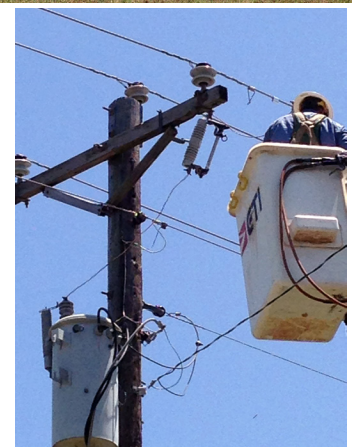
“It takes several months before the process is complete and we can



move forward with the work,” Pack said. “In the meantime, CKEC is using our own manpower to perform maintenance work such as re-sagging lines, straightening poles and changing out lightening arrestors.”

Recently, the highest percentage of outage time is due to power supply interruptions at substations owned and maintained by CKEC’s power supplier.

“When a substation is dropped or even a circuit from one of our substations is lost, the result is a large percentage of our membership loses power,” Pack explained. “We have contacted our power supplier following each event. Together, we are addressing and will continue to address these issues until the problem is solved. CKEC and its power supplier are committed to providing reliable service and we want our members to know we are looking for long-term solutions to these issues.”



Interactive Voice Response

A phone system that works, for you.

Known inside the business by the acronym IVR, Interactive Voice Response has become the norm with most phone answering systems around the world and especially with utilities. Utilities experience such a huge volume of calls at one time when major outages occur, it requires a large number of incoming lines to take those calls. Consequently it takes a large number of people to take those calls, which can get very expensive.

CKenergy's automated phone system was put in place in January 2012 before Caddo and Kiwash consolidated. It's been tough gaining the trust of rural members, mainly due to the "live voice" being replaced by the computerized voice. It's just natural for a person to believe they've been heard when they talk to a live person and have doubts of being heard when they leave a message with the automation. But that's what we all have to get use to.

We listen to every message so we can make changes to improve the system over time. One of the things the system does is recognize the phone number from which an outage call is being made. If you have updated your phone information with CKenergy, the system will recognize you and eliminate a lot of unnecessary menu options and get straight to the point. The system allows up to three phone numbers for each account. It is up to you, however, to keep your phones updated with CKenergy. Please help us improve your IVR experience by



updating your phone numbers as soon as possible.

We also created an app for Apple and Android devices. This is the best way of all to report power outages, but again, you have to help yourself by downloading it and learning to use it properly.

The IVR system is extremely valuable to the Cooperative and is here to stay. The amount of internal outage reporting, member file updates and changes, service order production, not to mention freeing the dispatcher to direct the outage response, saves tens of thousands of dollars per year in employee and material costs. These are costs that don't have to end up in an electric rate.

"The primary purpose for installing these systems is to take more outage calls in a shorter period of time. This will enable us to identify the source of an outage faster and respond in a timelier manner than has been possible," CEO Clint Pack said.

So, help us help you. Update your phone records with us and download the CKenergy app. It will make your experience so much better and much easier. It will also help us continue to work for you, our members.

CKENERGY ELECTRIC COOPERATIVE

UPDATE YOUR ACCOUNT INFORMATION

There are several ways that you are able to update your CKenergy account information. Check out the list below to find out how.



CALL US

Give us a call at any of our offices to update your account information.
Binger- 405-656-2322
Cordell- 580-832-3361
Andarko-405-247-3041
Mustang- 405-376-3983



CKENERGY APP

You can access your account through our CKenergy app. It is available for Apple and Android devices.



WEBSITE PORTAL

You can log on through our website portal to update your account information. Go to www.ckenergy.coop and click on the Secure Online Bill Pay link to access your account.

ANNUAL MEETING: You can also update your account information when you attend this year's Annual Meeting. It will be held on Monday, September 12th, in Weatherford, OK. Registration cards will be available in the September issue of *The Buzz*.

Third party payment sites

Know who you are paying

These days there are countless ways to pay your bills. A new trend that has come about is third party bill pay services. Some sites may appear to be affiliated with our co-op, but they are not.

Some co-op members have felt misled after unknowingly stumbling upon a third party service while searching for CKenergy's payment service.

While some bill pay services are legitimate, members who use these should be cautious to pick reputable companies. Often, these third party sites charge additional service fees, and do not always make the payment the same day you pay them, which could result in your

payment being late and your power being disconnected. Some of these sites/companies include but are not limited to: doxo.com, prismmoney.com, and chargesmart.com.

Several of these sites use the co-op's name in the header of the webpage and specific company logos, giving it the appearance of an official payment site.

The use of CKenergy Electric Cooperative's logo or even the former Caddo Electric or Kiwash Electric logos is unauthorized and makes it appear that the service is affiliated with CKEC when it is not.

CKenergy's official online payment services are located on our website (www.ckenergy.coop) and

through our CKenergy App. There are NO additional fees associated with these programs. Any payments made through them are secure and reflected on your account immediately.

We offer a range of direct payment options. For details on these services, call any of our offices:

Binger- 405-656-2322

Cordell- 580-832-3361

Mustang- 405-376-3983

Anadarko- 405-247-3041

Our office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

What's Cookin'

INGREDIENTS

1 cup butter, melted
1/2 cup unsweetened cocoa powder
2 cups all-purpose flour
2 cups granulated sugar
4 large eggs
4 teaspoons vanilla extract

CHOCOLATE FROSTING

1/4 cup butter, softened
1/4 cup milk (I use 2%)
1/4 cup unsweetened cocoa powder
3 cups powdered sugar



**lunch lady
BROWNIES**

INSTRUCTIONS

Preheat oven to 350° F. Line a 9x13-inch baking dish with foil and spray foil with non-stick spray. Set aside.

In the bowl of an electric stand-mixer, add the melted butter and cocoa powder. Using the paddle attachment, blend until smooth.

Add the flour and sugar. Beat together then add eggs and vanilla. Mix just until combined. Don't over mix. (Batter will be thick)

Pour batter into prepared baking dish and spread out evenly. Bake 25 to 30 minutes or until toothpick inserted in center comes out clean. Remove brownies from oven and let stand 15 minutes before frosting. You want the brownies still warm when you frost them!

FOR CHOCOLATE FROSTING: Beat together all the frosting ingredients until smooth. Pour and spread over warm brownies. Let cool completely before cutting and serving.

NOTES

Yields: 12 large brownies or 24 small brownies

Swap 'N Shop

For sale or trade

Note: CKEC does not endorse or guarantee any of the products or services in these ads.

Swap 'N Shop is a classified advertisement service that we provide to our members at no cost.

- Members are able to submit **written ads** through the mail, fax, drop off, or by email.
- **Ads are NOT taken over the phone.**
- Ads need to be received by the **10th of each month** to appear in the next month's issue.
- Ad space is limited to a 25 word maximum.
- Contact the editor at 405-656-2322 for information about availability of ad space.
- CKEC reserves the right to reject any ad deemed inappropriate.
- Ads will automatically run for 2 months, additional run time must be requested before the 10th of the month.

Circle category: Autos-Farm/Equip-Furn/Appl-Hay/Wood-Livestock/Pets-Misc-MH/RV/Boat-Real Estate-Wanted-Notices-Business

Name: _____

Address: _____

Phone # _____

CKEC Acct # _____

You may submit classified ads, businesses, or services to Swap 'N Shop, P.O. Box 70, Binger, OK 73009, ads@ckenergy.coop, or fax to 405-656-2327.

Automotive

I buy junk cars & farm machinery,

call 405-641-3344 for more information.

Hilltop Small Engine Repair, 3 mi north of Gracemont, 1/2 mi west on CR 1230. 405-638-0325.

'12 Ford F-150, 17,700 miles, CD player, Sirius Radio, \$20,000 OBO. 405-668-0040.

'89 Terry by Fleetwood 5th Wheel 27 1/2' long, large slideout, sleeps 6. awning, electric jack. Needs a few repairs. Located right west of Woody's Country Store(formally Tiny's Store in Square Top) \$6500.00 OBO 405-247-4971 or 405-779-1267.

'13 Honda Metropolitan Scooter less 100 mi. \$1,175. Tagged and street legal. 405-933-0783

'06 Honda Rebel, 250 cycle 1 less than 3700 mi. Tagged & street legal. 405-933-0783.

'87 Nissan, good work or farm truck.

\$800. **'86 Chevy Blazer** 800 V6 auto.

1902 Chevy w.350 V8 needs finished \$1,100. 405-641-3344.

Farm/Equip

Marrow's Tractor Tire Repair, Sales, & Service 405-668-0248

Large Square Bail Feeders, 1 double, 1 single. \$450 for both OBO. Call 580-483-5180.

4'X4'X14' Chicken Coop with 4X4 box. Portable.\$375. 405-643-2262.

Alamo 8 ft. shredder with 3 pt. Excellent condition. \$2500.405-905-9790

MF Tractor for parts. 405-284-6804.

Older Scissor Lift as is. 405-284-

6804.

'39 JDB & '42 JDA Tractors, Restored, spoke wheels. 405-376-3893.

Hay/Wood

Cedar Posts & Stays & Oak fire wood.

Call 405-437-7612

Net Crop Native Grass Hay- Lg Bales, net wrapped. 405-638-0620 or 405-206-8126.

Clean Bermuda Grass Hay 4x5 bales \$45/bale. Please call King Sod Farms 405-797-3323.

Cowpea Hay- 150 5x6 bales, 10% protein, \$50/bale. 405-668-2679.

Good Bermuda Grass Hay, Large Round Bales. 6X6. \$60. 405-306-1538.

Walnut Firewood, Split \$80/rick for

pickup. \$100/rick for delivered. 405-352-5242.

Alfalfa Hay- Round & Square bales. Will load. 405-933-0132.

21 Bale Bundles of small bales of Tiffany Grass & Alfalfa Hay. Cordell Area. 580-660-1622.

Grass Hay 300 Native Grass, 80 Switchgrass, Large Round Bales, Net Wrapped, \$50/Bale, Weatherford, Will Load, Delivery Available, 405-542-6713, 580-774-4942

About 40 large round bales. \$40 each. 405-905-9790

Livestock/Pets

Beefmaster Bulls for sale. 18mos to 2yrs. Some polled. Call 405-352-4451.

Registered Angus Bulls. 13-18mos, semen tested, docile, & ready to work. 405-352-5025.

60 Big Stout Limousin Bulls. Easy calving, gentle, high growth. Best for Xbreeding to increase weaning wts & profit. Kusel Limousins. 580-759-6038 or 405-643-2884.

Hereford & Angus Bulls- Breeding age & semen tested. 580-280-2855.

Charolais Bulls for Sale. 6-30mth, 12-18/24mth. 580-774-9989.

Fresh Eggs- \$1.50 a dozen. 405-687-1164. Will deliver, costs more.

Business

Alterations & T- Shirt Quilts. 405-831-0593

Cooks Septic Service & Repair 580-550-0545, toll free 877-369-7305.

McCormack's Affordable Quilting, T-Shirt quilts, custom quilts, & quilt repair. 405-229-4933.

Piano Tuning & Repair. 50+ years experience. 580-254-0817

Welding. Gates, pipe fencing, & anything that needs welded, No job too small. Call Tony at 405-834-1128.

Saw 'N Cedars, cedar tree cutting & pasture recovery. 405-247-9686.

Wedding? Wow, 949 Band, live music. Country, Contemporary Classic. HOF vocalist, Canadian Co., will travel, references. 405-503-1532.

Stanley Home Products- Fuller brush

cleaners, brooms, mops, brushes, germicides, personal products, lotions, hair brushes, all house cleaning products, mens products, etc. 580-497-2249

Furn./Appl.

2 Electric Griddles, 220-48in. w/ stands. 1- \$650 & other one \$750- OBO. 580-512-0659.

Montgomery Wards Piggy Back Amp worth \$1k on the internet. Good condition. Call 580-592-4458, make offer, need gone.

Real Estate

2 bd, 1 ba house S of Gotebo, fenced, 4.91 acres, detached 2 bd, 1 ba building, large barn, metal grainery. Call 580-538-5511 for info.

Crow's Roost Area- 217 Maryland St, Ft. Cobb. 3 d, 1 ba, new septic lines, pressure tank pump, central H&A. \$69,900. 405-668-0109.

3 Bed, 2 1/2, 2 story townhouse, Hobart, OK. Totally remodeled. Near hospital & quiet neighborhood. \$120,000. 580-515-1361.

16X80 3 bed 2 bath, Mobile Home on 64X120 lot. 2 yr old central H&A, new carpet, new hot water tank, new pressure well. Covered porch. 14X30 pole barn, \$41,500. 405-601-0382.

Ft Cobb Lake House Crows Roost Area 2 bed furnished, 2 lots, new metal roof, Garage, carport, also Waverunner and Seadoo on double trailer. \$62,500 Call 405-623-4231.

Lemons Point Ft. Cobb- 3bd 2ba, brick house w/ stainless steel appliances, new roof, finished basement, new windows on 2 lots. Large trees, covered parking & storage building. \$89,900. 405-409-7658.

2 Bed, 1 Bath, Brick home- South of Anadarko. 5 acres with pipe fence. 2 car garage, barn, shed, new storm shelter. Call 405-756-6708.

Home for sale in Eakly by owner. 2 bed w/ 2 lots. 405-545-0182.

For Sale: 5 acre tract land, Minco School. timber, dirt work & ponds available. \$5000 per acre, financing available. Shown by appointment only. 405-352-

5190.

Crows Roost, nice 2 bed, furnished. Garage, out building, sprinkler system, 30X50 boat barn, 3 wells, boat, all for \$99,500. 405-408-3219.

Foss Lake Estates for Rent, House. Weekends or Weekly. 5 bed, 2 1/2 bath. C H&A. 580-323-1975 or 214-0178.

12x60 3bd, 2ba, partially furnished, mobile home. \$30,000. Crow's Roost Edition. 405-601-0382.

Crow's Roost- 3bd, 1.5ba, LG living, dining, & kitchen. Central H/A. Shop & wood shed w/ electric. Fruit trees. 3 lots fenced. 405-638-7111.

Eakly \$84,900. 4bd, 2ba. 1983 sq. ft. 2 living areas, lg dining, storm shelter, generator, .93 acre. Eagle Realty- Lavon Overton.

4 Acres, Northshore Tom Steed Lake. 1 water & 2 electric meters. Septic tank, fresh water well. 18x50x10 tractor shed. 2 fenced acres. 580-512-6020.

1 Acre Commercial Zoned. 4 3/4 mi E of Tuttle on HWY 37. 405-794-4612.

Very Nice 4 bd/2ba home on .92 acres, in Cyril. Includes stainless kitchen appl., carport, & 30x40 shop bldg w/ auto door.

Crows Roost Area 2 bd, furnished. 2 lots, new metal roof, garage & carport, also Waverunner & Seadoo on double trailer. \$62,500, 405-623-4231.

Rainbow Lake between Minco & Binger, back part, short walk to lake, 41ft trailer, extra secluded. \$20,000 or trade. 405-543-6012.

NICE BRICK HOME in Eakly-2 bedroom, 2 bath, basement, 2 car garage, central heat and air, privacy fenced backyard, storage shed, nice pack porch. Well kept. Approx 1800 sq. feet. \$85,000 Contact 405-687-0375.

1 Acre Commercial Zoned 4 3/4mi E of Tuttle on HWY 37. 405-794-4612.

Trailer House 50X70, shop w/ lift. 5 acres of land SE OKC 8508 S Sowell. \$185K. 405-659-2744.