

CKenergy Electric Cooperative, Inc.

# NEW MEMBER

Guide 





P.O. Box 70, Binger, OK 73009  
Phone: 405-656-2322 Fax: 405-656-2327

**Dear Member,**

**W**elcome to CKenergy Electric Cooperative, Inc.; you are now a co-op member-owner! I invite you to learn more about your co-op and the benefits of membership. Below are some co-op programs and services that will be valuable to you:

- CKenergy is locally owned by members and governed by an elected board of directors.
- CKenergy is a not-for-profit; margins above and beyond the cost of doing business will be returned to you as Capital Credits.
- CKenergy helps members manage electric bills with energy efficiency and conservation rebates and programs.
- We give members the opportunity to track electricity use and pay electric bills online with our CKenergy EC mobile and web app.
- Our online outage map displays power outages in real-time and lets you see if crews have been dispatched. Find it on [ckenergy.coop](http://ckenergy.coop), [Facebook.com/CKenergyEC](https://www.facebook.com/CKenergyEC) and the CKenergy EC app.

We look forward to hearing from you and serving you, and we welcome your feedback anytime. Your satisfaction is important to us.

Visit [ckenergy.coop](http://ckenergy.coop) or call 405-656-2322 for more details about your co-op membership & electric service. Or visit in person; we're open weekdays from 8 a.m. to 5:00 p.m. in Binger, Cordell, Anadarko, & Mustang.

**Sincerely,**

CKenergy Electric Cooperative, Inc.

A handwritten signature in blue ink that reads "Clint Pack".

Clint Pack, CEO



Stay Connected: Like us on Facebook. Follow us on Twitter, Instagram, & SnapChat, download the app. Visit us on [ckenergy.coop](http://ckenergy.coop)

# What we offer

Here's an inside look at some of the services we offer to our members.

## About Us

**C**Kenergy is a rural electric cooperative headquartered in Binger, Oklahoma, with district offices in Cordell, Anadarko, & Mustang.

CKenergy was created through a consolidation of the former Caddo & Kiwash electric cooperatives.

We serve 7,300 miles of line with 25,243 active meters. We average 3.26 meters per line with approximately 150,559 poles across our service territory.

Our service territory is spread out across 10 counties in western Oklahoma: Blaine, Caddo, Canadian, Comanche, Custer, Dewey, Grady, Kiowa, Roger Mills, & Washita.

CKenergy is not owned by a far-away investor and it is not run by an appointed board of directors. We are run by a democratically elected board of directors— a board who is given the privilege to serve because of your vote.

*For more information about any of these services or for a full list, visit [ckenergy.coop](http://ckenergy.coop) or contact us at 405-656-2322.*

## Payment Options

**Levelized Billing-** CKEC offers a level payment plan for qualified members. Call us to find out how to qualify.

**Draft-** This bill-paying system eliminates your need to write a check & mail your payment to CKEC. Your payment goes directly from your bank account or credit card to CKEC. Drafts on the 1st or 16th depending on the bill due date.

**Secure Online Bill Pay-** Use the Customer Service Portal on our website to make payments, view statements, report outages, & much more. You can also do all of this through our mobile app.

**Automated Payment by Phone-** Make a payment by dialing 1-800-868-8243 or 1-888-832-3362. You will need your account information.

**Drop Box-** Deposit a payment anytime at any of our offices at the convenient drop box.

**Prepaid Service-** Instead of receiving a bill once a month, your electric use and cost are calculated daily. You can check your balance several different ways and receive notices when your balance is low.

**Auto Pay-** You are able to choose your own payment date and you can sign up online or through the app.

## Member Services

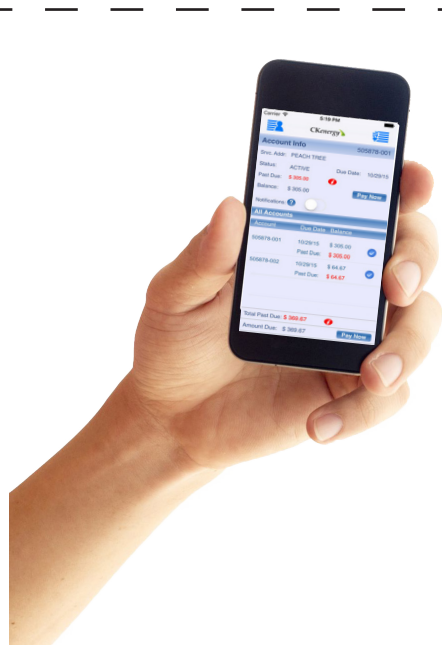
**Youth Programs-** Students are able to learn about electrical safety through our safety program. 8th graders learn about cooperatives and team building at Energy Camp. Juniors have the ability to see democracy in action on Youth Tour, which is a week-long trip to Washington D.C. every summer. 12 College-bound students have the opportunity to earn money for school by applying for our senior scholarship.

**Generator Program-** Our generator program is offered as a way to help beat the summer peak with load control and to keep members from being in the dark during major weather events.

**Geothermal-** The Geothermal program is another energy efficiency program we offer. It utilizes the natural heating and cooling power of the Earth to save you money year round.

**Operation Round Up-** Operation Round Up is a charitable program that is offered by many utility and electric companies across the country, including cooperatives like CKEC.

**Outage Reporting-** CKEC members are able to report outages 24/7 by calling 1-800-868-8243, 1-888-832-3362, or by reporting it through the app or website.



## There's an APP for that

Fast, easy, & secure account access in the palm of your hand.

**O**ur Mobile App is designed to give you fast, secure account access so you can easily manage your account details, view your bill and your account balance, make payments and find payment locations, schedule alerts and reminders, receive push notifications, view and report outages and also stay connected with us via facebook.

Nearly everything you can do from our "Customer Services Portal" can now

be handled instantly whether you're at home, at work, or on the go.

The CKenergy EC app is available for iPhone and Android. It can be found in either app store.

For more information on the app or for help setting up your account contact us at 405-656-2322.



**CKenergy Electric  
Cooperative, Inc.–  
*connecting neighbors,  
one pole at a time.***