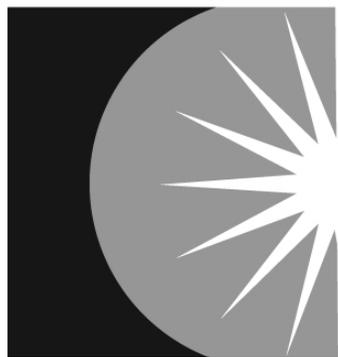


New Member Handbook and Guide



CLARK
ENERGY

A Touchstone Energy Cooperative 

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A Touchstone Energy Cooperative 

Dear Member-Owner,

At Clark Energy, one priority rings through loud and clear--you, our member-owner, comes first! Day in and day out, we work hard to represent your best interests and are happy that you have chosen to be a part of our community.

By being a member-owner of Clark Energy, it means you own the company and have a voice in the decisions made on your behalf. That is a fundamental difference between cooperatives and investor-owned utility providers.

There is no question that the energy industry is changing. That's why we take seriously our responsibility to focus on providing you with safe, reliable power at a reasonable cost. We are continuously looking for ways to improve our service to meet your needs and strengthen the quality of life of the communities in which we live, work, and serve.

We hope you take time to review your new member handbook. The following is information that may answer questions you have about your cooperative, what we have to offer, and how we help you to become energy efficient.

Welcome to Clark Energy. If at any time you have questions, please do not hesitate to contact us.



Chris Brewer
President and CEO

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, without gender, social, racial, political, or religious discrimination.

Democratic Member Control

Cooperatives are democratic organizations controlled by their members, who actively participate in setting their policies and making decisions. Men and women serving as elected representatives are accountable to the membership. In primary cooperatives, members have equal voting rights—one member, one vote—and cooperatives at other levels are organized in a democratic manner.

Members' Economic Participation

Members contribute equally to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative. They usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing the cooperative, possibly by setting up reserves, part of which at least would be indivisible; benefiting members in proportion to their transactions with the cooperative; and supporting other activities approved by the membership.

Autonomy and Independence

Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.

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 cooperatives. They inform the general public; particularly young people and opinion leaders, about the nature and benefits of cooperation.

Cooperation Among Cooperatives

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional, and international structures.

Concern for Community

While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

*The International Cooperative Alliance, Manchester England
September 1995*

As a residential customer of a regulated public utility in Kentucky, you are guaranteed the following rights subject to Kentucky Revised Statutes and the provisions of the Kentucky Public Service Commission Administrative Regulations:

- You have the right to service, provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
- You have the right to inspect and review the utility's rates and tariffed operating procedures during the utility's normal business hours.
- You have the right to be present at any routine utility inspection of your service conditions.
- You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received.
- You have the right to dispute the reasons for any announced termination of your service.
- You have the right to negotiate a partial payment plan when your service is threatened by disconnection for non-payment.
- You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
- You have the right to prompt (within 24 hours) restoration of your service when the cause for discontinuance of the service has been corrected.
- If you have not been disconnected, you have the right to maintain your natural gas and electric service for up to thirty (30) days if you present a Certificate of Need issued by the Kentucky Cabinet for Human Resources between November and the end of March.
- If you have been disconnected due to nonpayment, you have the right to have your natural gas or electric service reconnected between the months of November through March provide you:
 1. Present a Certificate of Need issued by the Kentucky Cabinet for Human Resources, and
 2. Pay one-third (1/3) of your outstanding bill (\$200 maximum), and
 3. Accept referral to the Human Resources' Weatherization Program, and
 4. Agree to a repayment schedule that will cause your bill to become current by October 15.
- You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility (call toll-free 1-800-772-4636).

Source: Kentucky Public Service Commission; www.psc.ky.gov.

The Customer Bill of Rights is referenced in 807 KAR 5:006 Section 13.

Clark Energy is a not-for-profit electric utility headquartered in Winchester, Kentucky. We provide electric service to more than 26,000 meters in 11 east central Kentucky counties. As a cooperative, we differ from investor-owned utilities in that we are owned by the members we serve and not by stockholders in another area. Clark Energy is governed by a board of nine directors that are elected from each district by the membership and are responsible for establishing our policies and procedures.

In 1998, we became a part of Touchstone Energy, the national brand of cooperatives that provides the resources of a national network that helps cooperatives take advantage of economies of scale and enhance their unique relationships with their local member-owners.

As a Touchstone Energy Cooperative we follow four values that are the foundation of every Touchstone Energy cooperative: innovation, accountability, integrity, and commitment to community.

Statement of Non-Discrimination

This institution is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/compliant_filing.cust.html, or at any USDA office, or call 866-632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at

U.S. Department of Agriculture
Director, Office of Adjudication
1400 Independence Avenue, S.W.
Washington, D.C. 20250-9410

by fax 202-690-7442 or
email at program.intake@usda.gov.

Clark Energy has three office locations for your convenience.

2640 Iron Works Road
Winchester, KY 40391
1-800-992-3269

170 Halls Lane
Stanton, KY 40380
1-800-992-3269

28 Bible Camp Lane
Frenchburg, KY 40322
1-800-992-3269

www.clarkenergy.com

Warehouse Receiving Hours

(Winchester office location)

When possible, please call ahead to make arrangements to pick up construction supplies such as transformer vaults, and underground marking tape.

859-901-9240

****Note****

Due to size and weight on transformer vaults, Clark Energy can ONLY load on a pickup truck or on a trailer.

Levelized Billing

Levelized Billing makes your electric bill predictable. With this payment option, your monthly electric bill is a rolling average of your electric usage for 12 months. Although your bill will vary slightly from month to month, it will take the extreme highs and lows out of your bill and there is never a settlement month.

In order to sign up, you must have received service at the same location for a minimum of 12 months and your account must be paid up-to-date. The sign-up period is March through October. Once you are enrolled, the only requirement to remain in the Levelized Billing program is to keep your account current.

Automatic Bank Draft

Our Automatic Bank Draft service will save you time, postage, and check costs by having your bill deducted from your bank account. Four payment due dates are available when you sign up. Approximately 10 days before your payment is due, you will receive a statement showing the amount of your bill and the bank draft payment date. This will give you sufficient time to be sure the money is available in your account. An application can be downloaded at www.clarkenergy.com/payment-options.

Pay by Phone

Now you can pay your bill in three simple steps:

1. Dial the toll free number 1-877-562-5469; once answered press 2.
2. Enter your Clark Energy account number followed by #.
3. Follow the prompts. If paying by check, your bank routing and checking account numbers will be needed or you can pay by debit or credit card.

In Person

As always, you can pay your bill in person at any of our three office locations:

Main office – 2640 Iron Works Road, Winchester
Frenchburg office – 28 Bible Camp Lane, Frenchburg
Stanton office – 170 Halls Lane, Stanton

Night Deposit

Boxes are located at all three Clark Energy office locations if you are not able to pay your bill in person during the regular business hours.

Mobile

A mobile option is available for paying your bill. The SmartHub app can be downloaded from the App Store for Apple devices or the Play Store for Android devices.



Online

To pay online, please visit www.clarkenergy.com and click on the payment button.

Prepay Service

By signing up for prepay, there are no deposits, no late or reconnection fees. Just pay as you go. Please contact our offices at 1-800-992-3269 for more information.

Collection Policy

Payment of your electric bill is due on or before the due date printed on your bill. If payment is not received by the due date, a penalty of five (5) percent will be added to your account and a disconnect notice will be mailed. Accounts will be disconnected if payment is not made on or before the final payment date printed on the disconnect notice.

Clark Energy employees no longer collect payments in the field. If a Clark Energy representative comes to your home to disconnect service, a \$30 fee will be added. If your service is disconnected, a \$40 reconnect fee will be added to your account balance. The total amount owed on your account must be paid in order for service to be restored.

Clark Energy only reconnects service during regular business hours.

Should you experience an outage in your home or business, please follow these procedures -

1. Check your breaker or fuse box to see if the problem is in your home or business. Mobile homes also have a breaker under the meter on the pole.
2. If the problem is not a fuse or breaker, please call Clark Energy at 1-800-992-3269. We are available 24 hours a day, seven days a week.
3. **DO NOT SEND YOUR OUTAGE IN BY EMAIL, WEBSITE, OR FACEBOOK.** No one will be available to respond.
4. In times of heavy call volume, your call will be answered by our outage management system. Please follow these steps:
 - The automated attendant will pick up the line and greet the customer.
 - Choose option 1 to report an outage.
 - Simultaneously, the interactive voice response (IVR) is searching our customer database using the phone number supplied by caller ID to see if the number is in the database. In order for your number to be recognized, it must be the same one listed on your Clark Energy account. If your phone number is recognized, the automated attendant greets the customer and asks if he/she knows the cause of the outage. If so, the customer is asked to leave a message.
 - If the member calls from a phone line that is not recognized in the database (one that is different than the one on the account), he or she is asked to enter the number that is listed with the account.
 - Members who do not have a phone number attached to the customer record are asked to leave a message.
 - Clark Energy's dispatcher is continually reviewing the messages left on the IVR to see if there are any public safety issues or clues to the cause of the outage.
 - The customer record is posted on the screen of the IVR and also sent to the outage management system to be analyzed.
 - When the member's service has been restored, the IVR or a Clark Energy employee will call the member, if requested, to verify that service is on.
5. If someone in your home is on a life-support system, call and inform our office so that we may note it on your account.
6. Turn off all unnecessary appliances during an outage to prevent an overload when your power is restored.
7. If you have an electric heat pump or furnace, it is recommended to lower the thermostat setting to prevent it from running continuously to reach the setting once power is restored, thereby increasing your electric bill.
8. To further protect your appliances and electronics, we recommend the use of surge protection equipment.

You may also sign up to report your outage by text -

1. Contact Clark Energy's office to have your primary cell phone number listed on your account.
2. Twenty-four (24) hours after your cell phone is listed on your account, you can set up your outage texting by visiting our website at www.clarkenergy.com and clicking on the outage texting link. Make sure you have your account number handy. You can also text "CLARK" to 1-800-992-3269 to enroll in outage texting.

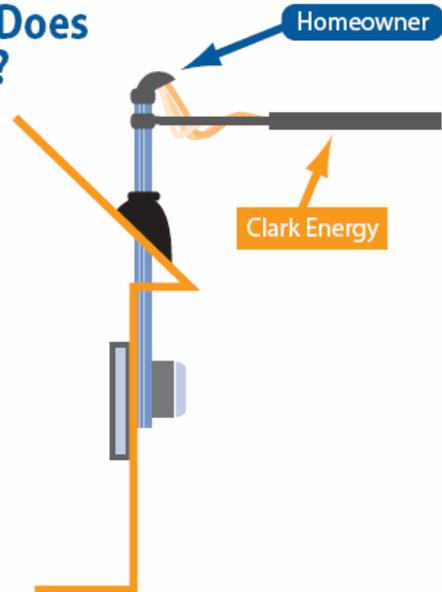
standard texting charges may apply

What Part of the Electric Service Does the Homeowner/Consumer Own?

When a residential service is overhead, a wire called the "service drop" runs from the utility pole to the home. This wire belongs to Clark Energy.

However, the service drop connects to the house at the "weatherhead" or "masthead"-a vertical, pipe-like structure that extends upward from the box that houses the electric meter. The weatherhead belongs to the homeowner/consumer. When damage occurs, make sure that the service box and adjoining weatherhead are intact. The conduit (or pipe) should be bolted to the house and should not be separated or pried from the building. If there appears to be damage, you should:

- Turn off main breaker.
- Contact Clark Energy immediately at 1-800-992-3269. We will dispatch a serviceman as soon as possible to make the area safe.
- Contact a licensed electrician to make repairs to any damaged electrical equipment attached to your home.
- After the service has been repaired, and if any required inspections are made, contact Clark Energy to request power be restored.



Citizen-Scholar Scholarship Program

Each year, Clark Energy makes money available for scholarships. These scholarships are available to high school seniors whose parents or guardians have an active Clark Energy account and the account name must be in one or both names. All scholarship funds will be paid to an accredited educational training institution, including vocational training, in- or out-of-state. Notifications will be made to area high school guidance counselors and will appear in Clark Energy's insert in the monthly publication *Kentucky Living*.

Junior Scholarship

The junior scholarship is open to all high school juniors whose parents or guardians have an active Clark Energy account and the account name must be in one or both names. All entrants must complete an application and write a short essay on a chosen topic. Four chosen juniors will receive a \$500.00 scholarship fund paid to an accredited educational training institution.

Kentucky Living Magazine

As a member of Clark Energy, you will receive the free monthly publication, *Kentucky Living*, produced by our statewide organization, Kentucky Association of Electric Cooperatives. If you do not receive the magazine within two months of starting service, please contact our offices.

Annual Meeting

Each year, Clark Energy conducts its annual membership business meeting that is open for all members and the public to attend. At this meeting, a business report of the Cooperative will be given as well as allowing Clark Energy's members to voice their opinions and concerns. Notification of the meeting date will be made in *Kentucky Living* and on the electric bill.

Co-op Connections Card

Clark Energy will offer to its members the Co-op Connection Card which allows you to obtain discounts at participating businesses at home or nationwide. It can also be used at over 48,000 pharmacies nationwide and for discounts on certain medical procedures or diagnostics. There is no cost for the card.

Safety Demonstrations

As part of Clark Energy's commitment to the community, we offer safety demonstrations in the form of tabletop, more suitable for the classroom, or a large, high-voltage safety trailer used in outdoor settings for schools, civic, and public organizations. Please call 1-800-992-3269 to schedule a demonstration.

Energy Audits

Clark Energy Cooperative is committed to helping its commercial customers expand their business and to obtain the most possible from their energy dollars. For this reason, Clark Energy has teamed with its energy partner, Envision, to offer free commercial energy audits.

An energy audit expert will tour your commercial operation, gather data, and return to you a printed copy of their findings and recommendations. The report includes (1) equipment analysis, (2) billing history analysis, and (3) recommendations.

Energy is wasted in the home because of ill-fitted windows, poorly insulated areas, or many other factors. As a service to Clark Energy members, our trained energy advisor can offer suggestions on what you can do to improve your home's energy efficiency. This free audit is only available for electrically-heated homes. Contact us at 859-901-9206 to schedule an appointment.

Rebate Programs

New construction

Make your dream home a Touchstone Energy Home for superior comfort and energy savings. By meeting a set of energy-efficiency standards, we can certify that your home qualifies as a Touchstone Energy Home. These homes typically use 30 percent less energy than the same home built to typical construction standards. Clark Energy will provide construction specifications and a pre-drywall inspection of the home must be made during construction and a blower door test performed after completion.

Heat Pump Retrofit

Replacement of resistance heat

If you currently have an electric furnace, ceiling cable, or electric baseboard, or ETS in your home and the heating system is 10+ years old, and you replace it with a high-efficiency heat pump, geothermal, or mini-split ductless system, you may qualify for a rebate of \$250-\$750.

A rebate of \$500 will be paid for a heat pump installed with a 14.3 SEER2 & 7.5 HSPF2; \$750 for a heat pump with 15.2 SEER2 & 7.8 HSPF2 or geothermal. Mini Split ductless heat pumps qualify for \$250 per indoor head unit (max 3 or \$750). Rebates are subject to inspection and approval by our energy advisor.

Button Up

Increase your home's efficiency and your comfort through simple upgrades like air sealing or adding insulation to your ceiling. Clark Energy can help you identify areas where improvements need to be made and suggest weatherization techniques to reduce heat loss in your home with the Button-Up program. You may also receive up to a \$750 rebate for making these improvements! To qualify, your home must be at least two years old and electrically heated. A home energy review including an air leakage test is required before and after the weatherization is performed. So, contact your local co-op before you begin, a rebate can only be paid once every two years on Button Up. The rebate will be paid after verification by a Clark Energy representative.

Energy Star Manufactured Home

If you're thinking of purchasing a new manufactured home, be sure to mention the ENERGY STAR Manufactured Home program. If you upgrade your home to ENERGY STAR and install a heat pump, you may be eligible for a rebate.

You may save an average of more than 4,000 kWh per year when compared to the standard manufactured home. Right now, that's an average savings of about \$400 each year or about \$30 a month. Since the ENERGY STAR certified home uses substantially less energy for heating, cooling, and water heating than a standard manufactured home, it's less expensive to run.

*Rebate is for EPA approved ENERGY STAR homes not Energy Smart homes provided by Clayton brand dealerships.

Direct Load Control

SimpleSaver

The Simple Saver program is another way that we are working to keep your electricity affordable and our environment healthy. We will pay you up to \$20 annually for each central air conditioner you enroll. And you will receive those bill credits each and every year you remain in the program.

Plus, you may receive a sign-on bonus of up to \$20.

Why are we willing to pay you? Because limiting electric use at peak times during the summer and winter delays the construction of expensive new power plants and helps keep your energy costs affordable. Managing peak load also decreases Kentucky's carbon footprint and gives all of us more time to explore affordable sources of renewable energy.

Cooperative Solar

For a one-time payment of \$460, Clark Energy members can license a solar panel and get credit on their monthly power bill for the next 25 years. Maintenance of the solar panel is also provided and included. Learn more at www.cooperativesolar.com or call 1-800-992-3269 to talk to your co-op representative.

Commercial/Industrial Lighting

This program offers incentives to commercial and industrial customers to install high-efficiency lamps and ballasts in their facilities. Please contact Clark Energy's energy advisor at 859-901-9206 for more information.

CARES

The Community Assistance Resources for Energy Savings (CARES) program began in early 2015 and provides an incentive to enhance the weatherization and energy efficiency services provided to the end-use members by the Kentucky Community Action Agencies (CAA) network. EKPC and its owner-members provide an incentive to the CAA implementing the project on behalf of the end-use member. This program is available to end-use members who qualify for weatherization and energy-efficiency services through their local CAA in all service territories of participating cooperatives. The maximum incentive possible per household is \$2,000.

Renewables

Renewable Energy Program (Envirowatts)

Clark Energy members on any rate schedule may participate in this program by contributing monthly as much as they like in \$2.75 portions (e.g., \$2.75, \$5.50, \$8.25

or more per month). The customer may allocate their contribution to a type or types of renewable energy such as solar, wind, hydroelectric, landfill gas. These funds are not refundable and are not subject to the fuel adjustment clause or environmental surcharge fees.

Clark Energy's right-of-way specifications call for clearing a forty foot (40') width on the main single-phase power lines (twenty feet (20') from each side of the center line) or forty-eight feet (48') on multi-phase lines (twenty-four feet (24') from each side of center) with additional cutting of danger trees where required. A danger tree, dead or alive, is a tree that is considered likely to fall onto the main lines.

Service lines will be maintained in such a manner as to prevent the lines from rubbing against adjacent trees, but trees and limbs above the lines will not be removed as they are the responsibility of the landowner. Service lines will be temporarily removed if the landowner needs to cut any trees or limbs around service wires at no charge to the landowner. Trees will not be trimmed around security lights.

Yard trees located under the main lines will be pruned back using directional pruning techniques that encourage the tree to grow away from the lines. An eight foot (8') clearance will be maintained below the main line neutral. Trees will not be rounded or flat topped during pruning.

Want to replace your problematic tree?

Trees under our main lines that require constant trimming will be removed free of charge if they qualify and arrangements for the planting of a more appropriate species will be made, free of charge.

Is permission of the property owner necessary before doing tree work?

Provision of right-of-way easements grant Clark Energy the authority to trim trees without property owner permission to provide for a safe and reliable electric system. However, Clark Energy respects the property of its member-owners and will notify the property owner of the need for tree work before trimming is done. In unusual or emergency situations, it may be necessary to trim trees without first notifying the property owner in order to restore service or eliminate safety hazards.

Keeping you informed.

We will make every attempt to inform our members before clearing our lines. You should receive a notice in the mail before any trimming begins. Work planners will attempt to meet with you personally to explain the work that needs to be done and to discuss your concerns. If a work planner cannot reach you, a door hanger will be left at your home explaining what trimming or removal will occur. Feel free to call our office at 1-800-992-3269 if you have questions or need more information.

Revised 10/25/2023

State Requirements for Mobile Home Installation

Fire Marshall 's phone number – 502-573-1795

The state requires the home owner to have the following permits/seals before an electrical inspection can be performed and electric service can be turned on.

KRS 211.350 – On-Site Sewage Disposal System – “Notice of release”. Issued by the Health Department.

Effective January 1, 2009:

All new or previously owned manufactured or mobile homes:

KRS 227.570 (4) – Certified installer seal. Contact Mobile Home retailers for a list of certified installers.

Previously owned manufactured or mobile homes:

KRS 227.605 (2):

B-1 seal = Habitable, meets pre-1976 code or HUD code performance standards.

B2 seal = Not habitable, does not meet pre-1976 Code or HUD Code performance standards. Salvage only; legal for storage use only.

Electrical Inspectors

County	Name	Phone #
Bath	Open County	
Bourbon	Larry Rice	H: 859-498-7754 M: 859-338-6109
Clark	William R. Perry	M: 859-749-0885
Fayette County	Commonwealth Inspections	O: 859-263-7800
Estill	Wendell Fortney	M: 859-624-7895
	Drew Tuggle	M: 859-358-6547
	William R. Perry	M: 859-749-0885
Madison	Madison Planning and Development	O : 859-624-4780
Menifee	Anthony Todd Lindon	O: 606-434-1547
	Justin Gibson	M: 859-489-6131 O: 606-662-9727
	Phil Montgomery	M: 606-356-2840
	William Perry	M: 859-749-0885
Montgomery	Larry Rice	H: 859-498-7754 M: 859-338-6109
Morgan	Anthony Todd Lindon	O: 606-434-1547
	John Barnes	M: 606-776-3406 H: 606-876-5771
	Justin Gibson	M: 859-489-6131 O: 606-662-9727
	Larry Rice	H: 859-498-7754 M:859-338-6109
	Phil Montgomery	M: 606-356-2840
	Todd Thacker	M: 606-784-3812
Powell	William Perry	M: 859-749-0885
	Larry Rice (City of Stanton only) (City limits of Clay City)	H: 859-498-7754 M: 859-338-6109
	Wendell Fortney (City of Stanton)	M: 859-624-7895
Rowan	Justin Gibbs	M: 859-489-6131 O: 606-662-9727
	Larry Rice	H: 859-498-7754 M:859-338-6109
	Phil Montgomery	M: 606-356-2840
	Todd Thacker (Residential only)	H: 606-784-3812
Wolfe	Anthony Todd Lindon	O: 606-434-1547
H: Home Phone Number M: Mobile Phone Number O: Office Phone Number		

Electric Service Requirements for Mobile Home

Revised 01/22/2009

Application for Membership

Consumers may sign up for electric service at the main office in Winchester located on Iron Works Road or the Stanton and Frenchburg offices. A field engineer will conduct a site survey to determine the meter pole, guy and anchor locations after the consumer has applied for electric service.

Mobile Home Specifications

Consumers must install the meter pole, meter base, disconnect, conduit, ground rods and any required meter pole guy and anchor. Consumers must contact their local electrical inspector for an inspection after the meter pole and service equipment is installed and for specific wiring questions. Electrical Inspections are required before electric service can be made available. See back of page for a listing of available county electrical inspectors.

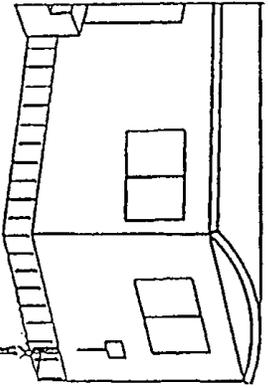
Meter Poles, Guys & Anchors: A 20 foot pole is the minimum meter pole size: a taller meter pole may be required for clearance. Clark recommends that no meter pole, guy or anchor be installed until the field engineer completes the site survey to prevent any delay in job construction. See the table to the right for pole sizes and the back of page for a listing of available meter pole suppliers.

Service Equipment: Meter Pole or any approved disconnect pedestal must be no more than 30 feet from any outside wall of the mobile home. Consumers must supply and install the meter base, disconnect, conduit up the meter pole and all service wire within the conduit. Service equipment, conductor and conduit is available at most electrical supply stores.

Ground Rods: Consumers must install two (2), eight(8) foot copper ground rods. Ground rods must be bonded back to the meter pole and the meter base.

Conduit Type: Conduit is required from the meter base up the meter pole to within 30 inches of the top of the pole. Conduit may be PVC Schedule 40 (plastic) or intermediate metal. See the table to the right for conduit sizes.

Cable Burial Depth: Service cable between the meter pole and the mobile home must be buried. Direct burial must be installed to a 24 inch depth from the top of the cable. Service cable installed within an approved conduit must be installed to a minimum 18 inch depth to the top of the conduit.



1/2 Inch steel guy wire (if any) to be installed by consumer.

Eyebolt and attachment for the consumer's guy wire (if any) will be supplied by Clark and installed by the consumer nine (9) inches from the top of the pole.

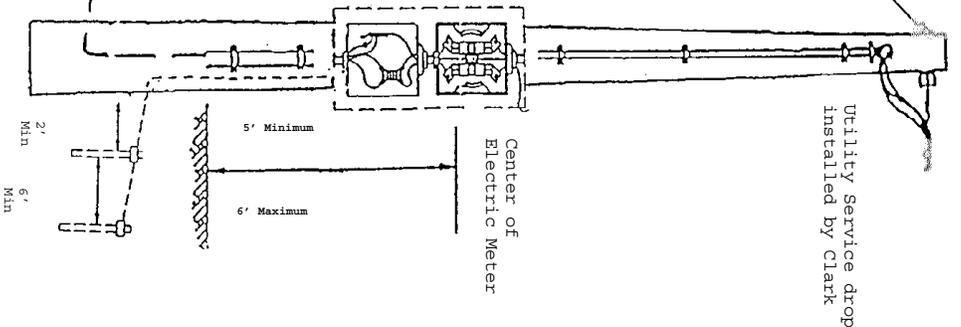
Top of consumer's conduit should be within thirty (30) inches from the top of the pole.

New round or square (6x6), pressure treated meter poles

Utility Service drop installed by Clark

Pole Requirements		
Size	Diameter	Depth In
20'	5-6" Round Pole	4.0' Soil
25'	5-6"	5.0' Concrete
30'	5-6"	5.5'
	New round or Square (6x6), pressure treated poles are required.	3.0' Concrete
		3.5'
		3.5'

Four continuous, insulated underground conductors, color coded



For additional information contact Clark Energy, Engineering Department at (606) 744-4251 or 1-800-992-3269

Amps	Service Entrance Weatherhead to Disconnect Conductor THW or equivalent			Feeder Circuit Service Pole to Mobile Home Conductor use, UF, URD, or equivalent			Insulated Copper Grounding Wire (Green)
	Copper	Conduit	Alum	Copper	Conduit	Alum	
100	#4	1 1/4"	#2	#4	1 1/4"	#2	# 8
150	#1	1 3/4"	#2/0	#1	1 3/4"	# 2/0	# 6
200	# 2/0	1 3/4"	# 4/0	# 2/0	2"	# 4/0	# 6

SERVICE ABOVE ROOF

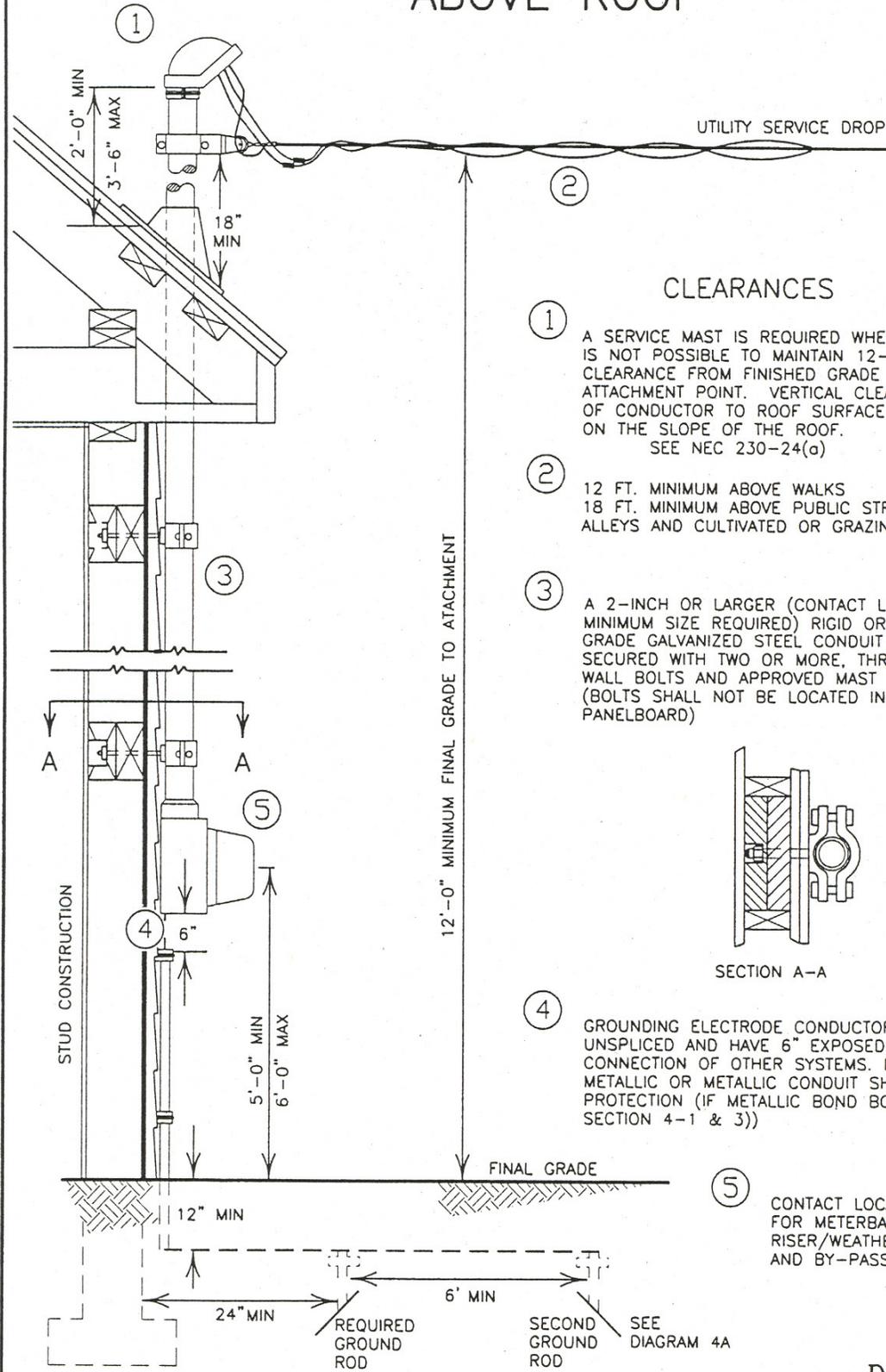


Diagram 3-C

SERVICE BELOW ROOF

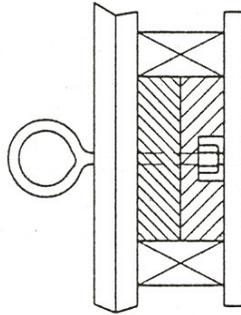
VERTICAL CLEARANCES

- ① 12 FT. OVER RESIDENTIAL PROPERTY AND THOSE COMMERCIAL AREAS NOT SUBJECTED TO TRUCK TRAFFIC WHERE VOLTAGE IS LIMITED TO 300 VOLTS TO GROUND.

15 FT. WHERE SUBJECT TO NON-ROUTINE VEHICULAR TRAFFIC

18 FT. MINIMUM ABOVE PUBLIC STREETS, ALLEYS AND CULTIVATED OR GRAZING AREAS.

- ② POINT OF ATTACHMENT SHOULD NOT BE FARTHER THAN 2 FEET FROM THE WEATHERHEAD AND INSTALLED BY THE ELECTRICIAN TO ATTACH UTILITY SERVICE DROP.



- ③ MINIMUM CONDUIT SIZE
SEE TABLES 8-C, 8-E, 8-F

FOR SINGLE FAMILY DWELLINGS ONLY				
AMP	COPPER	CONDUIT	ALUM.	CONDUIT
100	#4	1 1/4"	#2	1 1/4"
200	#2/0	1 1/2"	#4/0	2"

- ④ GROUNDING ELECTRODE CONDUCTORS SHALL BE UNSPLICED AND HAVE 6" EXPOSED FOR THE INTERCONNECTION OF OTHER SYSTEMS. ELECTRICAL NONMETALLIC OR METAL CONDUIT SHALL BE USED FOR PROTECTION. IF METALLIC BOND BOTH ENDS (SEE SECTION 4-1 & 3)

- ⑤ CONTACT LOCAL UTILITY FOR METERBASE AND RISER/WEATHERHEAD LOCATION AND BY-PASS REQUIREMENT

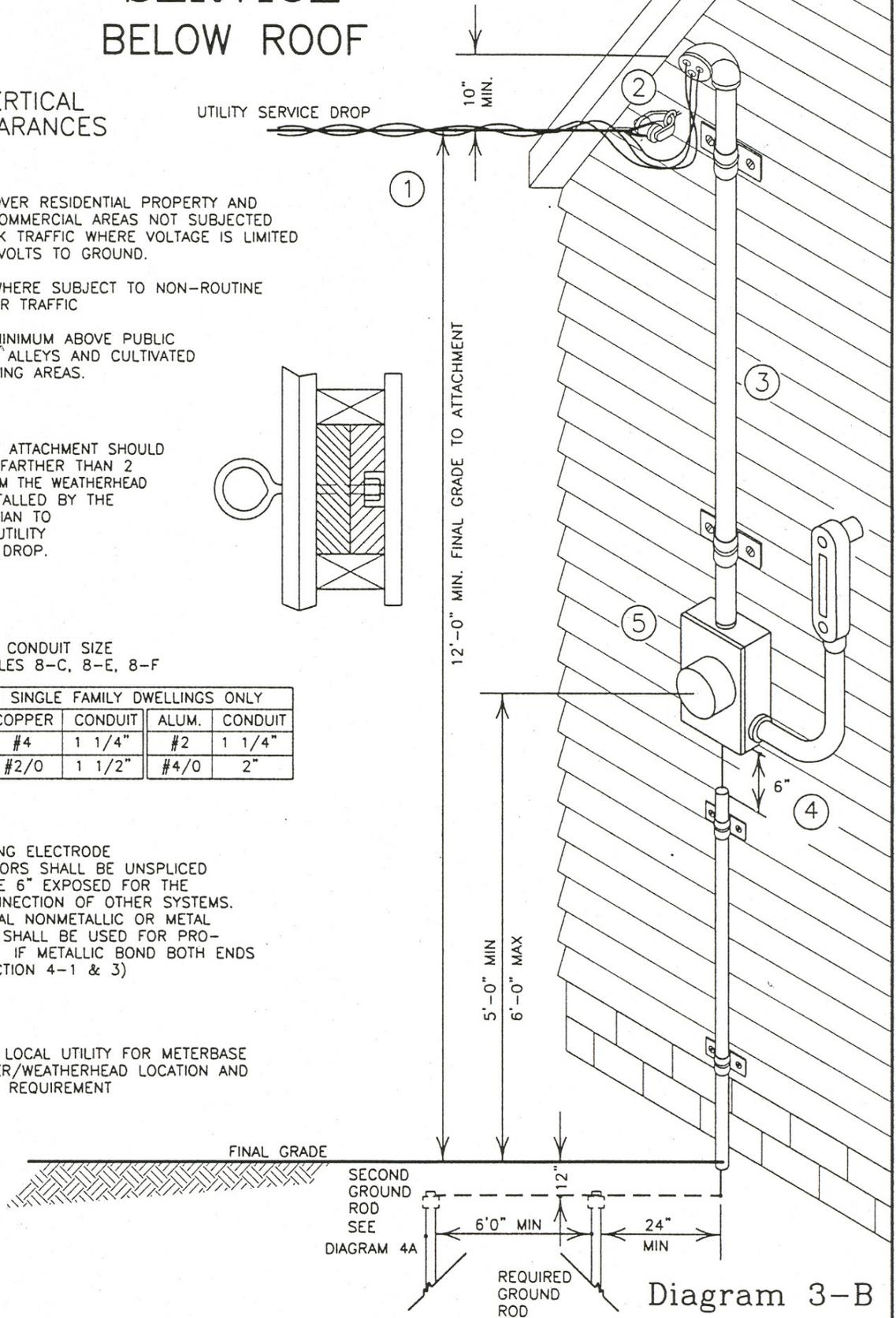


Diagram 3-B

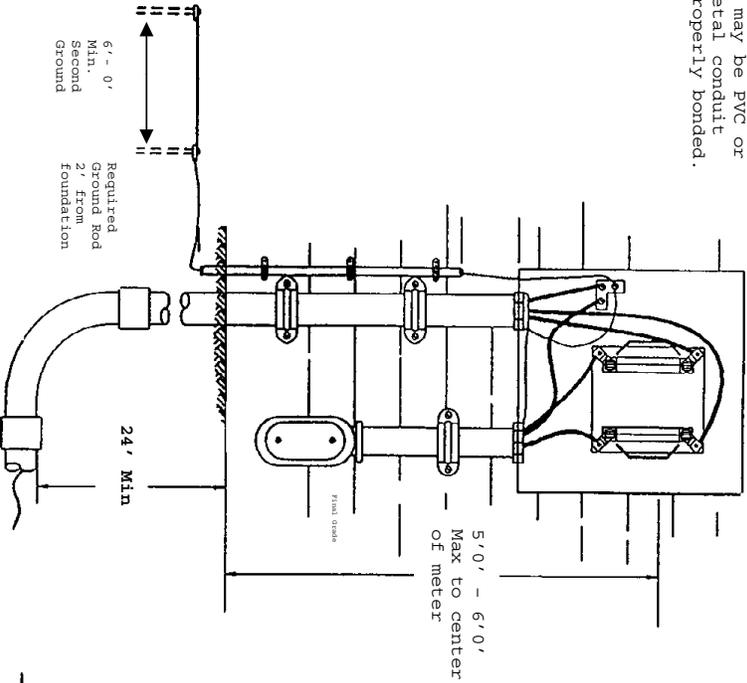
Clark Energy Specifications for Secondary Underground

Revised 04/09/09

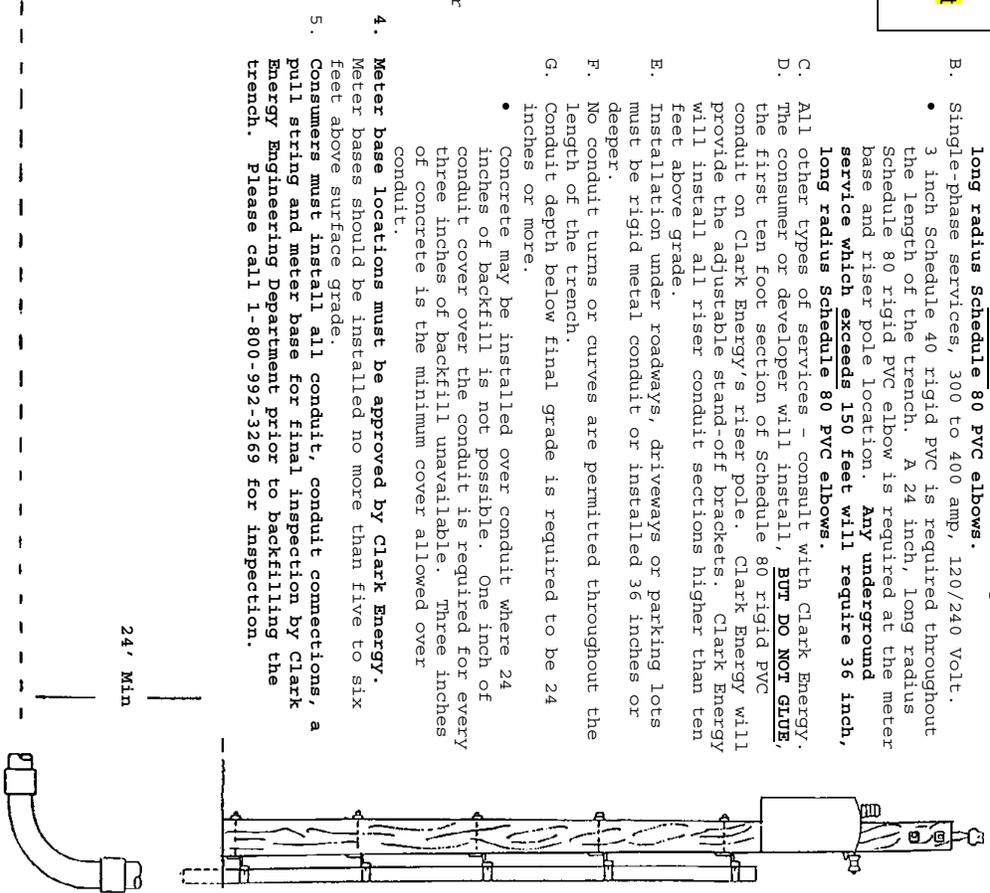
1. Meter base must be of the appropriate size and type and be securely attached to the wall.
2. The meter base riser must be **Schedule 80** rigid PVC or metal. Metal conduit must be properly bonded. **Riser must be securely attached with two through-the-wall bolts and approved mast clamps.**
3. The grounding electrode conductor must be unspliced #6 copper or equivalent and securely attached to the wall. Conduit for the grounding electrode conductor may be PVC or metal. Metal conduit must be properly bonded.

All single phase 200 amp or less underground meter bases must meet the following criteria.

1. Minimum of 844 cubic inches (15"x12.5"x4.5").
2. The utility conduit must be offset from center of meter socket.



1. Underground services are limited to 200 feet unless otherwise approved by Clark Energy.
2. The Consumer or developer will provide the trench, install conduit with 150lb rated nylon pull rope and backfill to final grade.
3. Required conduit sizes and installation:
 - A. Single-phase services, 200 Amp or less, 120/240 Volt.
 - 2 1/2 inch Schedule 40 rigid PVC is required throughout the length of the trench. A 24 inch, long radius Schedule 80 rigid PVC elbow is required at the meter base and riser pole location. Any underground service which exceeds 150 feet will require 36 inch, long radius Schedule 80 PVC elbows.
 - B. Single-phase services, 300 to 400 amp, 120/240 Volt.
 - 3 inch Schedule 40 rigid PVC is required throughout the length of the trench. A 24 inch, long radius Schedule 80 rigid PVC elbow is required at the meter base and riser pole location. Any underground service which exceeds 150 feet will require 36 inch, long radius Schedule 80 PVC elbows.
 - C. All other types of services - consult with Clark Energy.
 - D. The consumer or developer will install, **BUT DO NOT GLUE**, the first ten foot section of Schedule 80 rigid PVC conduit on Clark Energy's riser pole. Clark Energy will provide the adjustable stand-off brackets. Clark Energy will install all riser conduit sections higher than ten feet above grade.
 - E. Installation under roadways, driveways or parking lots must be rigid metal conduit or installed 36 inches or deeper.
 - F. No conduit turns or curves are permitted throughout the length of the trench.
 - G. Conduit depth below final grade is required to be 24 inches or more.
 - Concrete may be installed over conduit where 24 inches of backfill is not possible. One inch of conduit cover over the conduit is required for every three inches of backfill unavailable. Three inches of concrete is the minimum cover allowed over conduit.
 4. Meter base locations must be approved by Clark Energy. Meter bases should be installed no more than five to six feet above surface grade.
 5. Consumers must install all conduit, conduit connections, a pull string and meter base for final inspection by Clark Energy Engineering Department prior to backfilling the trench. Please call 1-800-992-3269 for inspection.



What is the Facility Charge that shows up on my bill each month?

The Facility Charge is the monthly charge that Clark Energy members pay for the cost of bringing electricity to your home or business. This charge covers the expenses the cooperative incurs regardless of how much electricity is used by the member and includes utility plant investment, operation and maintenance costs, billing and administrative costs, depreciation, etc. It also ensures that every member pays their fair share of basic service costs. The Facility Charge will vary according to the billing rate the member is on.

What is the environmental surcharge?

This charge pays the cost to meet EPA regulations on power plant emissions. Government regulations have forced our power supplier to install equipment to reduce emissions from power plants and comply with EPA rules. All monies collected are returned to our power supplier.

What is the fuel adjustment charge?

The fuel adjustment charge recovers a portion of the cost of coal and natural gas needed to run power plants and costs to buy power from other utilities to meet peak demand for high loads during the winter and summer. Every penny goes directly to our power supplier. The formula for determining these charges is approved by the Kentucky Public Service Commission and they ensure that only proper expenses are included.

What are capital credits?

Capital credits represent Clark Energy's operating margin, monies which are left over beyond the cooperative's operating expenses. These margins are assigned to the members on a pro-rata basis and represent your share of ownership in Clark Energy. Refunds of capital credits are made when the Board of Directors determine the cooperative is in a sound financial position and can distribute these funds without jeopardizing planned growth and activities affecting the reliability of service to our members.

How do I report a security light out?

You can either visit our Web site at www.clarkenergy.com and click on "My Home" then "Report a Security Light" from the drop down box or call our offices at 1-800-992-3269 option 3.

How do I change my joint membership to single membership or vice versa?

You will need to contact our office and request a membership change form.

Can I make payment arrangements if I do not have enough money to cover my entire bill?

Yes. If you need to make a payment arrangement you need to contact our office before the final payment date to set up an arrangement.