


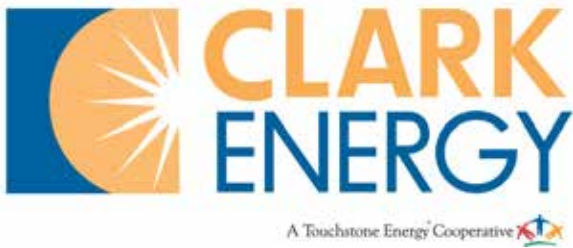


CLARK
ENERGY

A Touchstone Energy Cooperative 

New Member Handbook and Guide

Welcome	
Seven Cooperative Principles.....	1
Customer Bill of Rights	2
Statement of Non-Discrimination.....	3
About Us	4
Office Locations and Hours.....	5
Warehouse Hours	5
Payment Options	6-7
Collection Policy	7
Outage Reporting by Phone.....	8
Electric Service Ownership	9
Member Services Programs	10
Residential Energy Audit/Residential Load Control/Renewables	11
Commercial Energy Audit/Commercial Renewables.....	12
Commercial Renewables Programs	12
Right-of-Ways Clearing Specifications.....	13
State Requirements for Mobile Homes.....	14
County Electrical Inspectors	15
Electric Service Requirements for Mobile Homes	16
Service Above Roof	17
Service Below Roof.....	18
Underground Secondary Pedestal Specs.....	19
Underground Primary Specs.....	20
Underground Specs.....	21
Commonly Asked Questions	22



Dear Owner-Member,

At Clark Energy, one priority rings through loud and clear--you, our owner-member, 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 an owner-member 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 more 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 provided 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.

UNITED STATES DEPARTMENT OF AGRICULTURE

Rural Utilities Service

Statement of Non-Discrimination

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religions, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs.) Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at 202-720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at 800-877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call 866-632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: 202-690-7442; or
- (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer and lender.



Clark Energy is a not-for-profit electric utility headquartered in Winchester, Kentucky. We provide electric service to more than 27,000 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 owner-members.

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.



Clark Energy has three office locations for your convenience.

2640 Iron Works Road, Winchester

Hours: 8 a.m. - 4:30 p.m.

Monday - Friday

859-744-4251

1-800-992-3269

859-744-4218 (fax)

170 Halls Lane, Stanton

Hours: 8 a.m. - noon and 1 p.m. - 4:30 p.m.

Monday - Friday

606-663-4330

606-663-2907 (fax)

28 Bible Camp Lane, Frenchburg

Hours: 8 a.m. - noon and 1 p.m. - 4:30 p.m.

Monday - Friday

606-768-2383

606-768-6051 (fax)

www.clarkenergy.com

Warehouse Receiving Hours

(Winchester office location)

Monday-Friday from 7:30 a.m. to 3 p.m.

Closed Daily for Lunch 11 a.m. to 1 p.m.

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

Our main office is open 8 a.m. to 4:30 p.m., Monday through Friday. The Frenchburg and Stanton offices are open 8 a.m. until noon and 1 p.m. to 4:30 p.m., Monday through Friday.

Night Deposit

Boxes are located at all three Clark Energy office locations if you are not able to pay your bill in person during 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 -

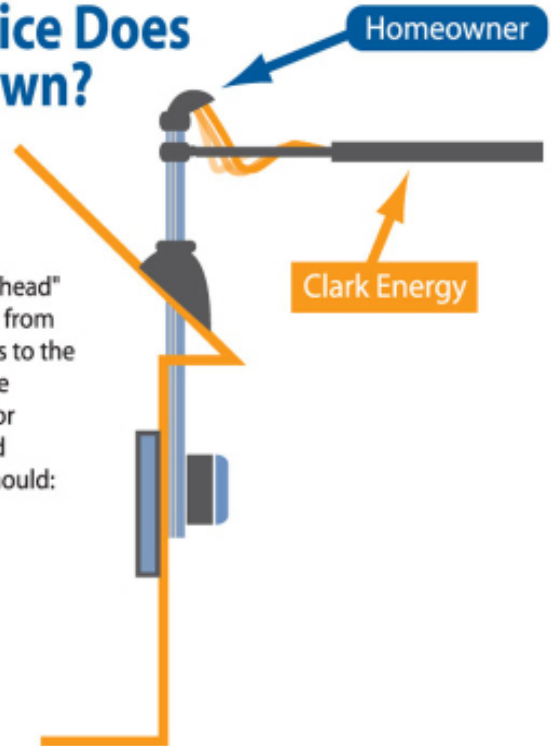
1. Check your breaker or fuse box to see if the problem is in your home or business. Mobile homes also have a breaker under the meter on the pole.
2. If the problem is not a fuse or breaker, please call Clark Energy at 1-800-992-3269. We are available 24 hours a day, seven days a week.
3. **DO NOT SEND YOUR OUTAGE IN BY EMAIL, WEBSITE OR FACEBOOK.** These platforms are not monitored 24/7 and your outage will not be responded to.
4. Interactive Outage Texting is available for members who have their mobile phone numbers listed on their account. If you are not signed up for this service, please call 1-800-992-3269, option 3, to sign up. This service also offers status updates and notices on planned maintenance outages.
5. 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.
6. 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.
7. Turn off all unnecessary appliances during an outage to prevent an overload when your power is restored.
8. 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.
9. To further protect your appliances and electronics, we recommend the use of surge protection equipment.

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*.

Frankfort/Washington Youth Tour

The Youth Tour 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. Eight students are selected to spend the day in Frankfort. Four of these students will then be selected as Clark Energy's delegates for an all-expense paid week long trip to Washington, D.C. with other co-op sponsored youth. Notification of this program will also be made to area high school guidance counselors and will appear in Clark Energy's insert in the monthly publication *Kentucky Living*.

Unforeseen circumstances may cause cancellation or changes to this event. Notification will be made to members if this occurs.

Kentucky Living Magazine

As a member of Clark Energy, you will receive the free monthly publication, *Kentucky Living*, produced by our statewide organization, Kentucky 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.

Unforeseen circumstances may cause cancellation or changes to this event. Notification will be made to members if this occurs.

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 859-901-9209 or 1-800-992-3269 to schedule a demonstration.

Virtual Energy Assessment

A feature of Clark Energy's Web site, www.clarkenergy.com, is Virtual Energy Assessment. This program will allow a member to perform a "do-it-yourself" analysis on their home by answering simple questions. It will also give the user a detailed analysis of energy usage in the home in text and graphics.

Energy Audit

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 859-744-4251 to schedule an appointment.

Direct Load Control**SimpleSaver**

Receive annual credits on your electric bill when you enroll in Clark Energy's SimpleSaver program. Upon joining, you may also receive up to an additional \$10 one-time credit. Call 1-800-305-5493 for more information.

If you purchase a qualifying smart thermostat, you may be eligible for a \$100 one-time credit from Clark Energy. Once you register your thermostat online, you will receive an email from the manufacturer about enrolling in the SimpleSaver program. If you meet the requirements and enroll in the SimpleSaver program, you will receive an additional \$20 bill credit after the summer season each year you participate.

Renewables**Renewable Energy Program (EnviroWatts)**

Clark Energy customers on any rate schedule may participate in this program by contributing monthly as much as they like in \$2.75 increments (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. A "Pledge to Purchase Renewable Energy" must be signed by the Clark Energy customer.

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 859-901-2226 to talk to your co-op representative.

Energy Audit

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.

Renewables

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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.

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 11/06/2013

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) -

B1 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 Number
Bath	Open County	
Bourbon	Larry Rice	(H) 859-498-7754; (M) 859-338-6109
Clark	William R. Perry	(M) 859-749-0885
Fayette	Nathan Smith	(H) 859-268-1726
	Gary Boston	(H) 859-885-3588
	Commonwealth Inspections	(O) 859-233-3907
Estill	Wendell Fortney	(M) 606-369-5956
Madison	Madison Planning & Development	(O) 859-624-4780
Menifee	William R. Perry (temporary)	(M) 859-749-0885
Montgomery	Larry Rice	(H) 859-498-7754; (M) 859-338-6109
Morgan	Bruce Hatton	(H) 606-668-3226
Powell	William R. Perry (temporary)	(M) 859-749-0885
	Larry Rice (City of Stanton only)	(H) 859-498-7754; (M) 859-338-6109
	Larry Rice (Clay City city limits only)	(H) 859-498-7754; (M) 859-338-6109
	Wendell Fortney (City of Stanton)	(M) 606-369-5956
Rowan	Open County	
Wolfe	Bruce Hatton	(H) 606-668-3226

(H) home phone

(M) mobile phone

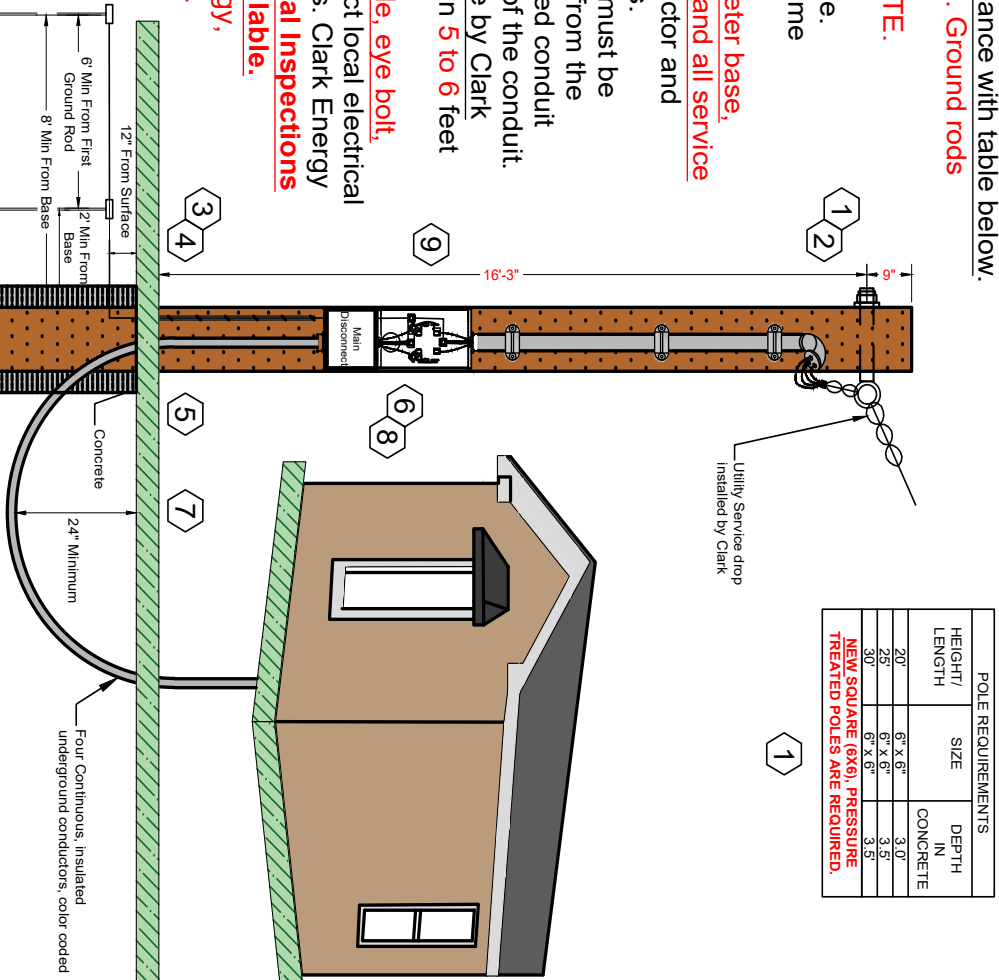
(O) office phone

Installation Requirements

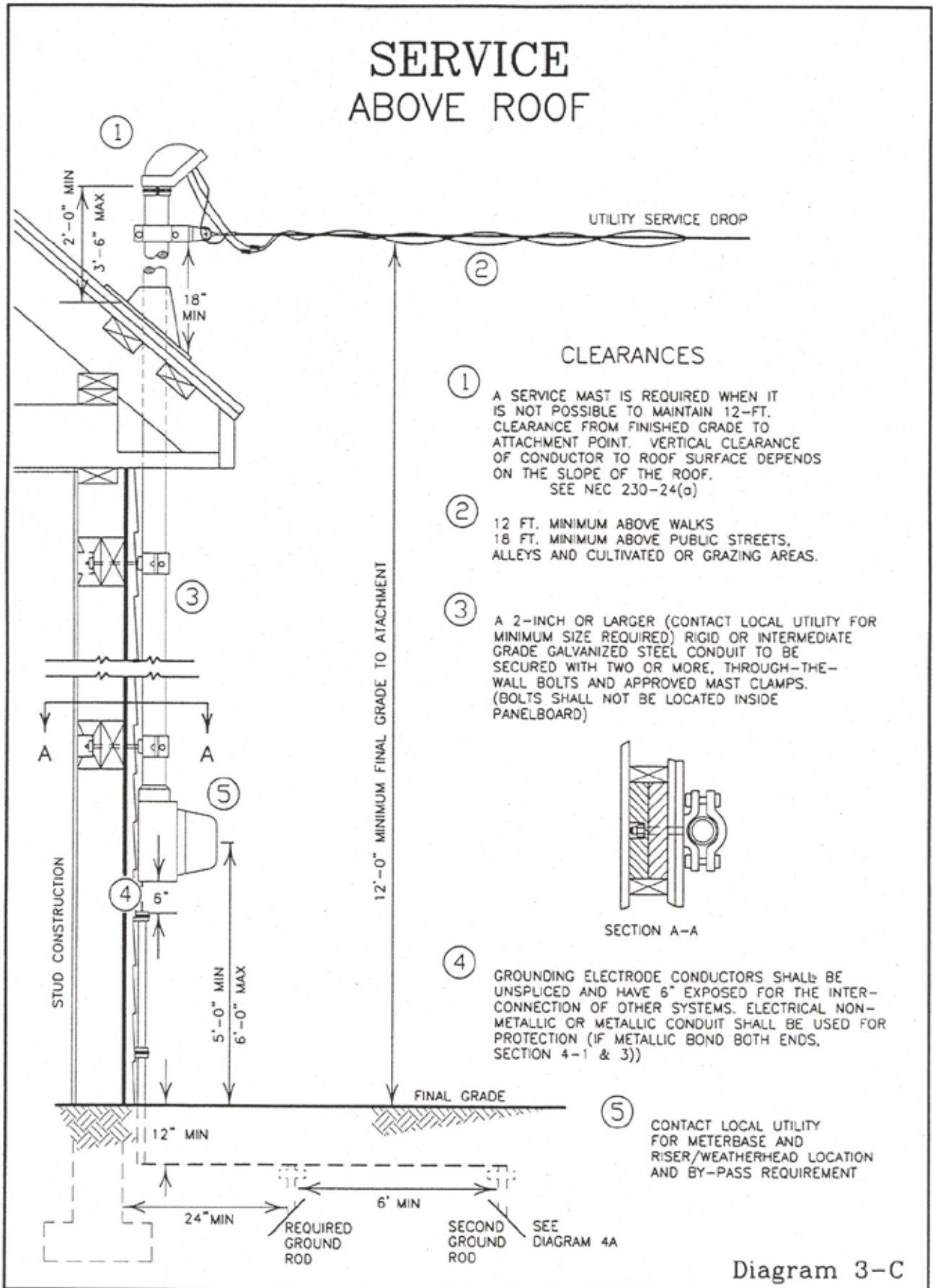
- Consumer/Developer will provide a **NEW minimum (6x6) 20 foot pole**, see table to the right. **No Meter Pole should be installed until the field engineer completes the site survey to prevent any delay in job construction.**
- Top of the consumer's conduit should be within **30 inches** from the top of the pole. **Conduit may be PVC Schedule 40 or intermediate metal.** See table below for conduit sizes.
 - Eyebolt furnished by Clark shall be **9" from top** of meter pole.
- The **grounding electrode** conductor must follow in accordance with table below.
- Consumers shall **install (2) eight foot copper ground rods. Ground rods must be bonded back to the meter pole and meter base.**
- ALL METER POLE BASES MUST BE SET IN CONCRETE.**
 - Meter Pole required distances:
 - A minimum of 3 feet from perimeter of mobile home.
 - A maximum of 30 feet from perimeter of mobile home
 - A maximum of 40' from Clark Energy's last pole.
 - Consumer/Developer must supply and install the meter base, meter pole, 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.
- Service cable between the meter pole and 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.
- Meter Pole/Base Locations must be approved in advance by Clark Energy. Center of Meter base should be installed between **5 to 6 feet** above final grade.
- Once the Consumer/Developer has installed the meter pole, eye bolt, meter base, disconnect, conduit, and ground rods, contact local electrical inspector for an inspection or for specific wiring questions. **Clark Energy will provide a list of county approved inspectors. Electrical Inspections are required before electric service can be made available.**

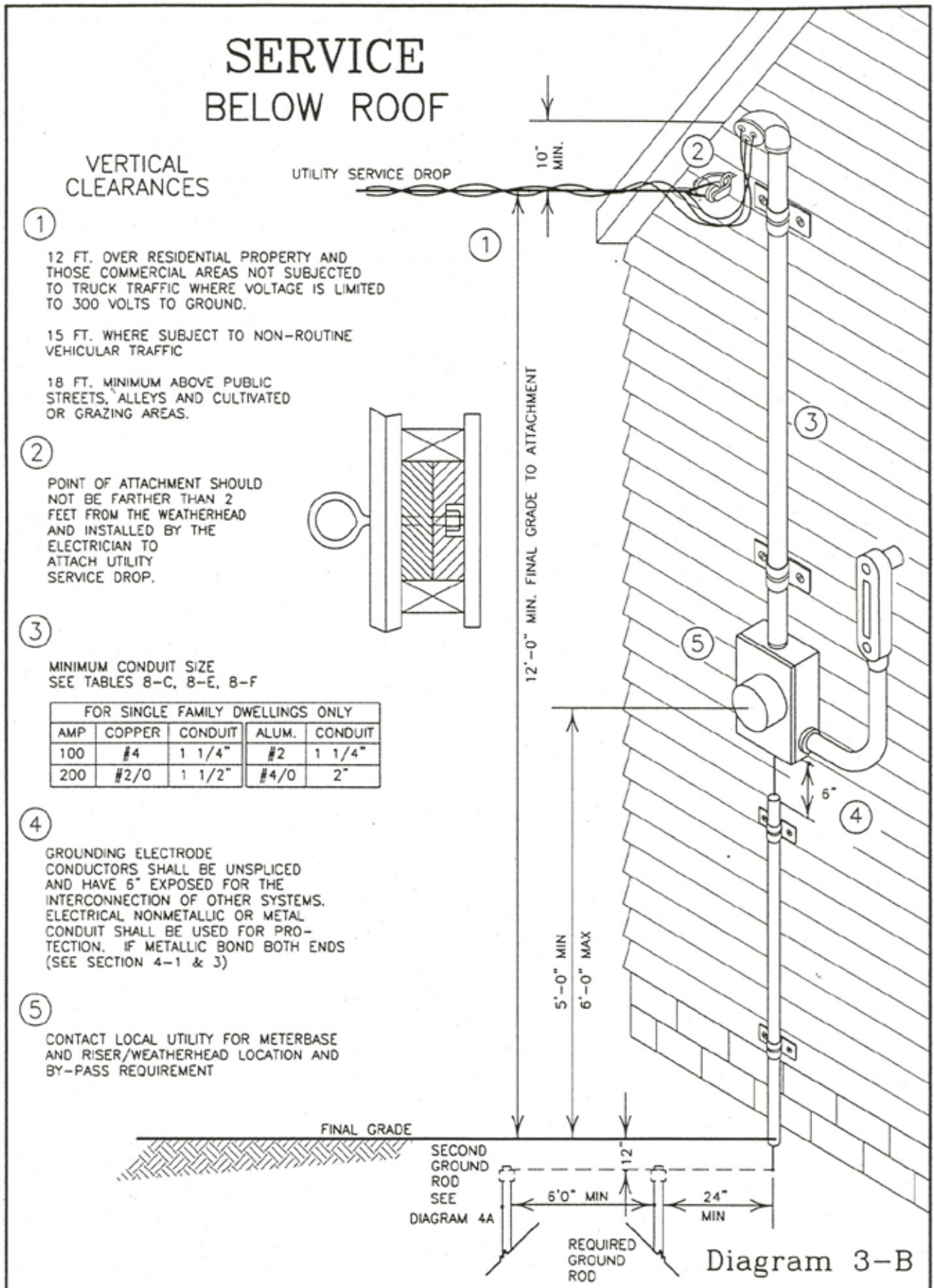
**For additional information contact Clark Energy,
Engineering Department at 859-901-9230.**

AMPS	WEATHERHEAD TO DISCONNECT CONDUIT THW OR EQUIVALENT	SERVICE ENTRANCE	FEEDER CIRCUIT SERVICE POLE TO MOBILE HOME CONDUIT OR USE UF, URD, OR EQUIVALENT	INSULATED COPPER GROUNDING WIRE (GREEN)
100	#4	1 1/2"	#4	# 8
150	#1	1 1/2"	#2	# 6
200	#2/0	1 1/2"	#1	# 6



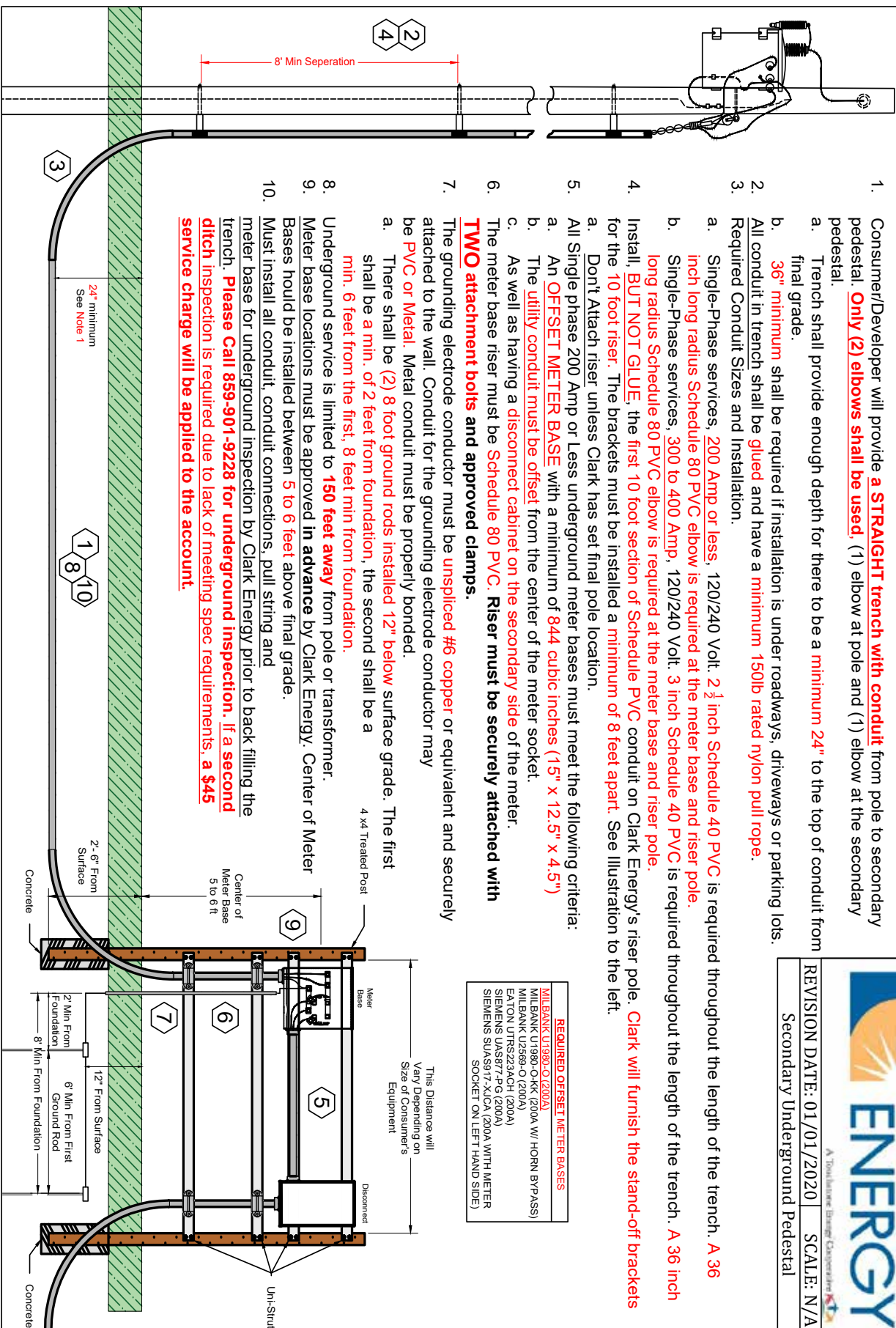
REVISION DATE: 01/01/2020 SCALE: N/A
Mobile Home Meter Install Spec Sheet





Installation Requirements

1. Consumer/Developer will provide a **STRAIGHT trench with conduit** from pole to secondary pedestal. **Only (2) elbows shall be used.** (1) elbow at pole and (1) elbow at the secondary pedestal.
 - a. Trench shall provide enough depth for there to be a **minimum 24"** to the top of conduit from final grade.
 - b. **36" minimum** shall be required if installation is under roadways, driveways or parking lots.
2. All conduit in trench shall be **glued** and have a **minimum 150lb rated nylon pull rope**.
3. Required Conduit Sizes and Installation.
 - a. Single-Phase services, **200 Amp or less, 120/240 Volt, 2 1/2 inch Schedule 40 PVC** is required throughout the length of the trench. **A 36 inch long radius Schedule 80 PVC elbow is required at the meter base and riser pole.**
 - b. Single-Phase services, **300 to 400 Amp, 120/240 Volt, 3 inch Schedule 40 PVC** is required throughout the length of the trench. **A 36 inch long radius Schedule 80 PVC elbow is required at the meter base and riser pole.**
4. Install, **BUT NOT GLUE**, the first 10 foot section of Schedule PVC conduit on Clark Energy's riser pole. **Clark will furnish the stand-off brackets for the 10 foot riser.** The brackets must be installed a **minimum of 8 feet apart**. See Illustration to the left.
 - a. Don't Attach riser unless Clark has set final pole location.
5. All Single phase 200 Amp or Less underground meter bases must meet the following criteria:
 - a. An **OFFSET METER BASE** with a minimum of **844 cubic inches (15" x 12.5" x 4.5")**
 - b. The **utility conduit must be offset** from the center of the meter socket.
 - c. As well as having a **disconnect cabinet on the secondary side** of the meter.
6. The meter base riser must be **Schedule 80 PVC. Riser must be securely attached with TWO attachment bolts and approved clamps.**
7. 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.
 - a. There shall be **(2) 8 foot ground rods installed 12" below surface grade**. The first shall be a **min. of 2 feet from foundation**, the second shall be a **min. 6 feet from the first, 8 feet min from foundation**.
8. Underground service is limited to **150 feet away** from pole or transformer.
9. Meter base locations must be approved in **advance** by Clark Energy. Center of Meter Bases should be installed between **5 to 6 feet** above final grade.
10. Must install all conduit, conduit connections, pull string and meter base for underground inspection by Clark Energy prior to back filling the trench. **Please Call 859-901-9228 for underground inspection. If a second ditch inspection is required due to lack of meeting spec requirements, a \$45 service charge will be applied to the account.**



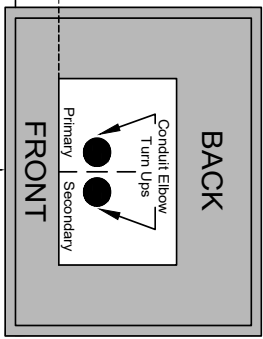
REQUIRED OFFSET METER BASES
HILL BANK UT990-0 (200A)
HILL BANK U1980-0 (200A w/ HORN BY-PASS)
HILL BANK U2359-0 (200A)
HILL BANK U175223K6H (200A)
EITON U175223K6H (200A)
SIEMENS UAS571-F-G (200A)
SIEMENS UAS571-X-6CA (200A WITH METER SOCKET ON LEFT HAND SIDE)



REVISION DATE: 01/01/2020 SCALE: N/A
Secondary Underground Pedestal

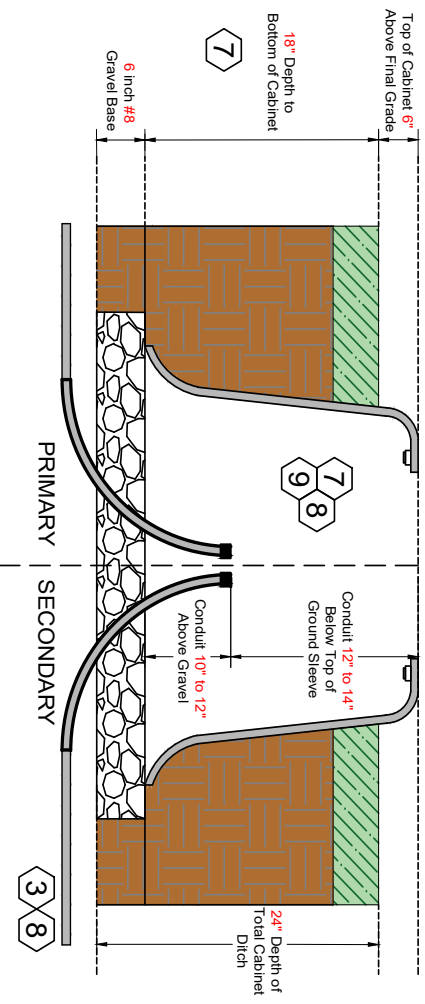
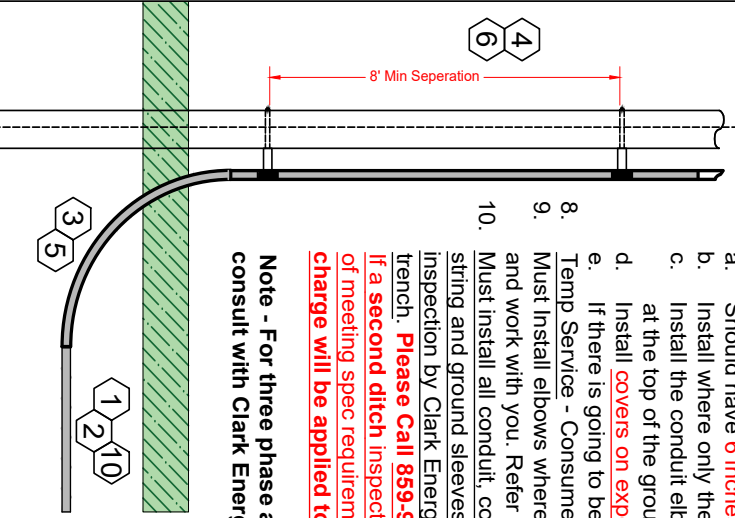


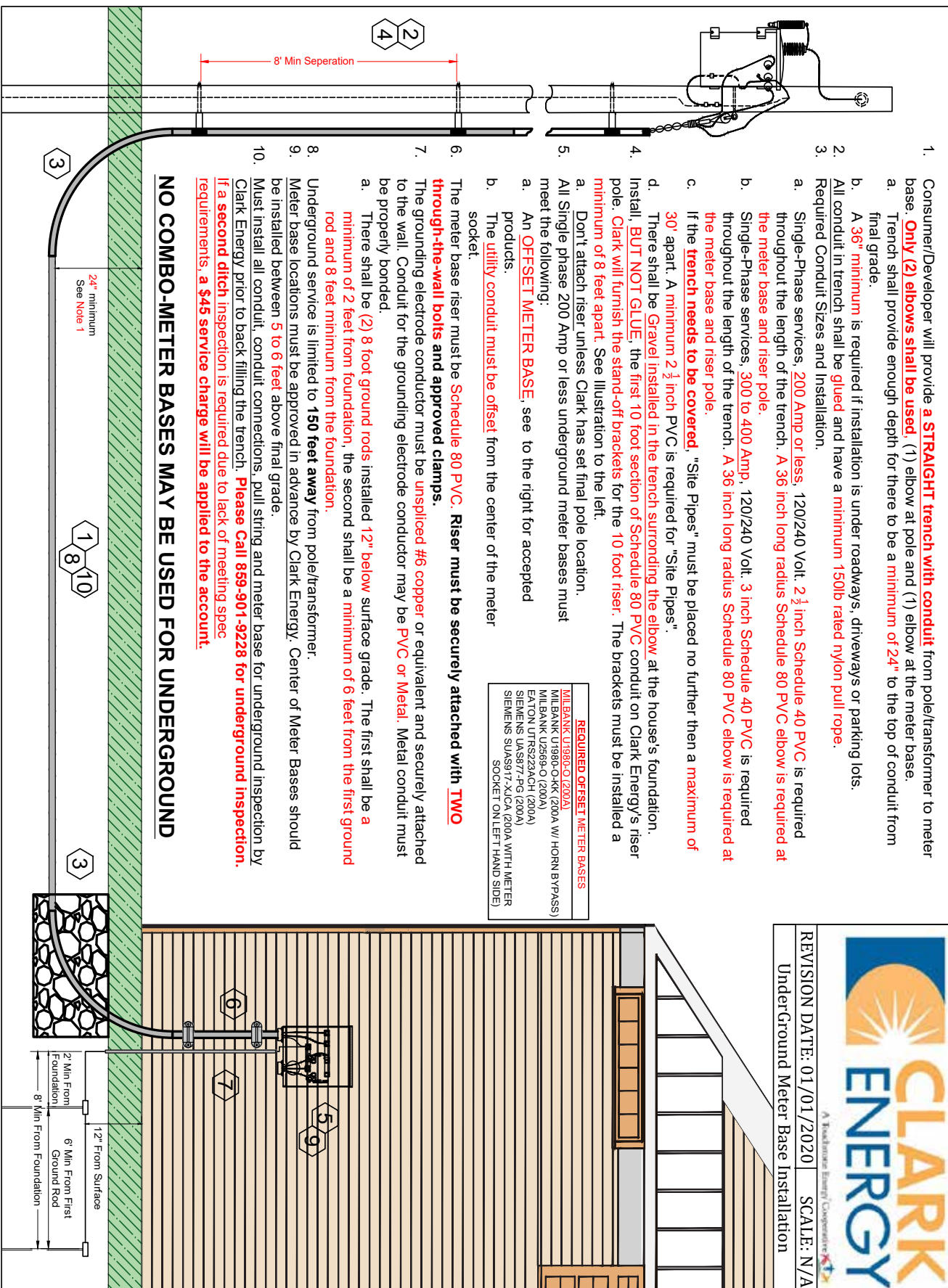
REVISION DATE: 01/01/2020 SCALE: N/A
 Primary Underground Installation Spec



1. **Underground primary is designed and approved by Clark Energy on a per site basis.**
2. The Consumer/Developer will provide/install the trench, conduit and pull string rated for **minimum of 1500lbs.** Clark Energy will furnish the underground marking tape and ground sleeve that the **consumer will install.** See "Warehouse Receiving Hours" sheet for acceptable times. Consumer/Developer will provide **a STRAIGHT trench with conduit** from pole to ground sleeve.
 - a. Primary - Trench shall provide enough depth for there to be a **minimum 42"** to the **top of conduit** from final grade. As well as install **marking tape a minimum of 18"** below final grade.
 - b. Secondary - Trench shall provide enough depth for there to be a **minimum 24"** to the **top of conduit** from final grade. A **minimum 36"** if under roadways, driveways or parking lots.
3. All conduit in trench shall be **glued** and have a **minimum 1500lb rate nylon pull rope.**
4. Required Conduit Sizes and Installation.
 - a. Single-Phase services: **2 1/2 inch Schedule 40 PVC** is required throughout the length of the trench. **A 36 inch long radius Schedule 80 PVC elbow** is required at the riser pole and **all turn ups at ground sleeves.**
5. Install, **BUT NOT GLUE**, the first **10 foot section of Schedule 80 PVC** conduit on Clark Energy's riser pole. **Clark will furnish the stand-off brackets for the 10 foot riser.** The brackets must be installed a **minimum of 8 feet apart.** See illustration to the left.
 - a. Don't attach riser unless Clark has set final pole location.
6. Ground sleeve installation should have smallest side, which is the **6" side** (see illustration's for clarification) facing the easiest access point. Ideally this is a road. Field engineer will clarify on site meeting ground sleeve positioning.
 - a. Should have **6 inches of #8 gravel** as a base for the ground sleeve.
 - b. Install where only the **top 6" of the ground sleeve** is exposed above final grade. This means **18"** of the Ground Sleeve in the ground.
 - c. Install the conduit elbow turn ups inside the ground sleeve **where it is 10" to 12"** above final gravel grade and **12" to 14"** below the opening at the top of the ground sleeve.
 - d. Install **covers on exposed openings of conduit** inside ground sleeves.
 - e. If there is going to be **future development** install extra conduit elbows at this time. Field engineer will clarify at site meeting.
7. Temp Service - Consumer/Developer to install appropriate sized **conduit** below final grade of ground from temp service kit.
8. Must install elbows where they turn up in opening. Call 859-901-9228 if turning up into existing ground sleeve. Clark will schedule appointment and work with you. Refer to illustration at the top right.
9. Must install all conduit, conduit connections, pull string and ground sleeves for underground inspection by Clark Energy prior to back filling the trench. **Please Call 859-901-9228 for inspection.**
10. **If a second ditch inspection is required due to lack of meeting spec requirements, a \$45 service charge will be applied to the account.**

Note - For three phase and subdivisions consult with Clark Energy.





REVISION DATE: 01/01/2020 SCALE: N/A
Underground Meter Base Installation

REQUIRED OFFSET METER BASES
MIL BANK U1980-O (200A)
MIL BANK U1980-O-KK (200A W/ HORN BYPASS)
MIL BANK U2569-O (200A)
EATON UTRFS223ACH (200A)
SIEMENS UA5877-PG (200A)
SIEMENS SUAS917-XICA (200A WITH METER SOCKET ON LEFT HAND SIDE)

1. Consumer/Developer will provide a **STRAIGHT trench with conduit** from pole/transformer to meter base. **Only (2) elbows shall be used**, (1) elbow at pole and (1) elbow at the meter base. Trench shall provide enough depth for there to be a **minimum of 24"** to the top of conduit from final grade.
 - a. A **36"** minimum is required if installation is under roadways, driveways or parking lots.
2. All conduit in trench shall be **glued** and have a **minimum 150lb** rated nylon pull rope. Required Conduit Sizes and Installation.
 - a. Single-Phase services, **200 Amp or less**, 120/240 Volt, **2 1/2 inch Schedule 40 PVC** is required throughout the length of the trench. **A 36 inch long radius Schedule 80 PVC elbow is required at the meter base and riser pole.**
 - b. Single-Phase services, **300 to 400 Amp**, 120/240 Volt, **3 inch Schedule 40 PVC** is required throughout the length of the trench. **A 36 inch long radius Schedule 80 PVC elbow is required at the meter base and riser pole.**
 - c. If the **trench needs to be covered**, "Site Pipes" must be placed no further than a **maximum of 30'** apart. A **minimum 2 1/2 inch PVC** is required for "Site Pipes".
 - d. There shall be **Gravel installed in the trench surrounding the elbow** at the house's foundation. Install, **BUT NOT GLUE**, the first 10 foot section of **Schedule 80 PVC** conduit on Clark Energy's riser pole. **Clark will furnish the stand-off brackets for the 10 foot riser**. The brackets must be installed a **minimum of 8 feet apart**. See illustration to the left.
3. Don't attach riser unless Clark has set final pole location.
4. All Single phase 200 Amp or less underground meter bases must meet the following:
 - a. An **OFFSET METER BASE**, see to the right for accepted products.
 - b. The **utility conduit must be offset** from the center of the meter socket.
5. The meter base riser must be **Schedule 80 PVC**. **Riser must be securely attached with TWO through-the-wall bolts and approved clamps**.
6. 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.
 - a. There shall be **(2) 8 foot ground rods** installed **12"** below surface grade. The first shall be a **minimum of 2 feet** from foundation, the second shall be a **minimum of 6 feet** from the **first ground rod** and **8 feet minimum from the foundation**.
7. Underground service is limited to **150 feet away** from pole/transformer.
8. Meter base locations must be approved in advance by Clark Energy. Center of Meter Bases should be installed between **5 to 6 feet** above final grade.
9. Must install all conduit, conduit connections, pull string and meter base for underground inspection by Clark Energy prior to back filling the trench. **Please Call 859-901-9228 for underground inspection. If a second ditch inspection is required due to lack of meeting spec requirements, a \$45 service charge will be applied to the account.**
10. **NO COMBO-METER BASES MAY BE USED FOR UNDERGROUND**

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 Account" then "Report a Security Light" from the drop down box or call our offices at 859-744-4251 and press 1 when prompted by the automated attendant then 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. Or you can go to "My Account" on this website and then "Membership Change Forms" to select the one that is best suited to your need.

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.