

# NEWSLETTER

Chippewa Valley Electric Cooperative

January 2014

## Chippewa Valley Satellite Thanks its Customers

In our December Newsletter we announced that our DIRECTV office would be closing. For the past 18+ years, Chippewa Valley Satellite (CVS) and its employees have been proud to be the local provider of DIRECTV service. We have worked hard to offer the highest level of customer care. Many, if not most, of our customers know us by name and appreciate the personal service we provide. Beginning January 1, 2014, Chippewa Valley Satellite will no longer be providing DIRECTV sales and service.

Our management has made this difficult decision based upon the many changes to Chippewa Valley Satellite's relationship with DIRECTV over the last few years. Unfortunately those changes have made it difficult for us to maintain the level of customer care that we are accustomed to offering.

Beginning on January 1, 2014 all customers must contact DIRECTV (800-531-5000) for all customer service needs.

Please remember that we will still be providing Exede high speed internet service. We remain a proud part of our community and hope to have the opportunity to serve you in the future.

CVS wants to take this opportunity to say "Thank you very much" to our customers. It has been our pleasure serving you.

**exede**<sup>SM</sup>  
by ViaSat  
**715-239-3862**

## Remember to Replace Your Thermostat Batteries

You don't want to be without heat on cold, winter days. Thermostats with dead batteries will not allow your heating unit to operate.

If you are wondering if your thermostat even has batteries here is some information that you will find helpful:

### Round Honeywell Thermostats

Most older round thermostats, such as the Honeywell Model T87, do not require batteries whether they are the older gold models or the newer white



models. The old models worked by turning the dial which causes mercury in a tube to make a connection between the two wires and activate the furnace. Simple system with no extra frills that require no additional electricity.

### Digital Honeywell Thermostats

The newer Honeywell thermostats are now digital and typically require additional electricity but they get it from the furnace fan center and not from batteries.



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# Enjoy the Convenience of the Automatic Payment Plan

Sign up and receive a \$20 credit on your electric bill! Credit is for first-time ACH participants only. ACH (Automated Clearing House) allows transfer of funds from your checking or savings account directly to Chippewa Valley Electric's account to pay your electric bill. A direct withdrawal would be made on the due date of each month for the amount of your bill. If you are interested in participating in this convenient payment method, please fill out the form below and return it to our office with the required information. The sign-up deadline is March 31, 2014.

## I want to participate in the Automatic Payment Plan

Name(s) on CVEC Bill \_\_\_\_\_

CVEC Account Number \_\_\_\_\_

Billing Address \_\_\_\_\_

Work Phone \_\_\_\_\_

Home Phone \_\_\_\_\_

Your Financial Institution \_\_\_\_\_

Account Number \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

If your payment is to be delivered from a checking account, enclose a blank check. Write VOID across it and DO NOT SIGN IT. If your payment is to be deducted from a savings account, enclose a deposit slip that includes your account number. Please allow one month for the set up of the Automatic Payment Plan.

CVEC has the right to cancel use of the Automatic Payment Plan. I will write to CVEC if I decide to cancel my use of the Automatic Payment Plan.

Account Holder(s) \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Note: Only first time ACH participants are eligible for the \$20 credit. Member must remain on ACH for a minimum of 18 months. Sign-up deadline is March 31, 2014. Mail this form with your current payment or mail it separately to CVEC, P.O. Box 575, Cornell, WI 54732. For more information, call 715-239-6800 or 1-800-300-6800.

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## Remember to Replace Your Thermostat Batteries

### Digital Thermostats with Batteries



Thermostats that do require battery power such as the one shown here are usually rectangular and digital. You can see that there would be room for usually two AA batteries within. It is a simple matter to check for batteries by prying the cover off from the base. Many digital thermostats will have a reading that shows what the life of the battery is on the screen. If you don't know how to access this information read the instructions provided with the thermostat. If you do not have this paperwork, go to the manufacturer's website and they will have it there for the model of your thermostat.

### Save the Cost of a Service Call!

We recommend that you pass along this information to friends and family and save them from having to pay for a service call. Sometimes if you have no heat the solution can be as simple as replacing the batteries in your thermostat. So please help your family, friends, and neighbors stay warm by reminding them of the simple act of checking and/or changing the batteries in their thermostats.

### Chippewa Valley Electric Cooperative

P.O. Box 575  
Cornell, Wisconsin 54732  
(715) 239-6800 or 1-800-300-6800

[www.cvecoop.com](http://www.cvecoop.com)

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