

CURRENT FLASHES

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cedarknoxppd.com

November/December 2020

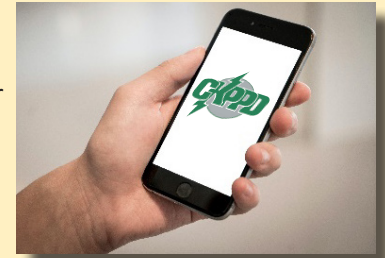
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EXCITING NEWS

Here at Cedar-Knox Public Power we continue to make strides in promoting technology and offering alternative services that our customers are interested in. We are proud to announce that we are ready to deploy three new features: the CKPPD App, text notifications, and email notifications.

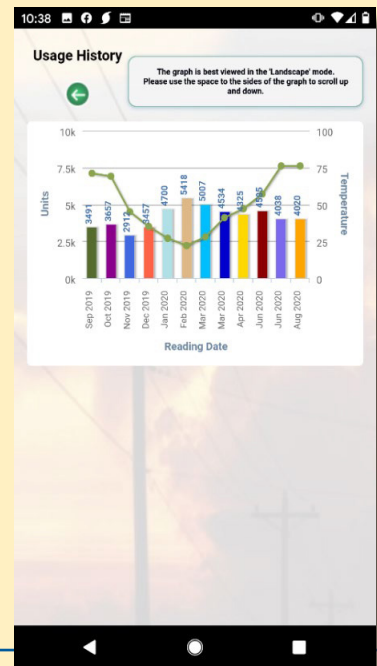
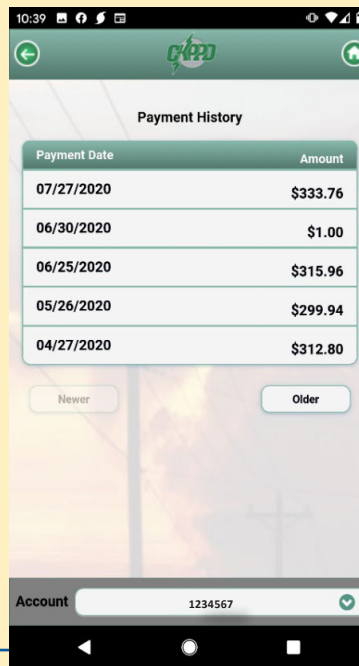
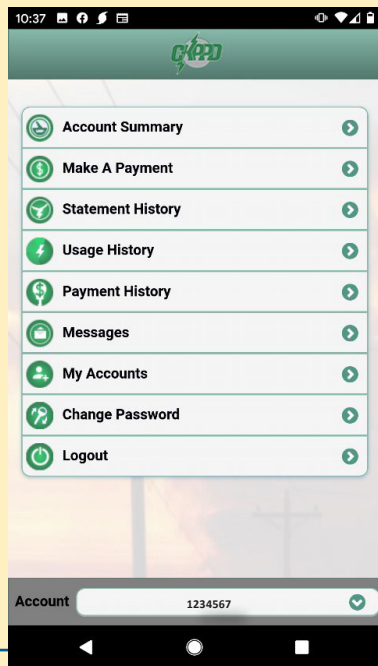
MOBILE APP

Cedar-Knox Public Power is now offering a free mobile app for your smart phone or device. You can access your account anytime with this convenient app that is available for download in your App Store. As a first-time user, you will need to register using a unique username/password. Then CKPPD accounts can be tied to the login information using your account numbers and either the meter number or phone number on file with us. If you already have an online account with us, you can use that same login/password.



- *Make payments*
- *View current & previous bills*
- *View current & previous usage history*
- *View current & previous payment history*
- *View account notifications*

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To those in uniform serving today and to those who have served in the past, we honor you.

Thank You Veterans!

CKPPD Calendars are Now Available

Please stop in and get your 2021 CKPPD calendar while supplies last. We are very pleased with the wonderful pictures we received from our customers. Thank you!!



Successful Strategic Planning Session & Updated Mission Statement

In August, the Board of Directors and management team at Cedar-Knox Public Power District took part in a two-day strategic planning session. This session was facilitated by the National Rural Utilities Cooperative Finance Corporation (CFC). CFC is a non-profit member owned cooperative association incorporated by and for rural electric cooperatives. They provide financing and industry expertise, including facilitating strategic planning sessions. Strategic planning is the process of documenting and establishing a direction for your business – by assessing both where you are currently and where you want to be in the future.

The purpose of the session was to facilitate conversations amongst board and staff on what strategic goals Cedar-Knox will focus on in the next 3-5 years. Prior to the session, all participants were sent a survey to complete. Once the meeting began, the key components included: An industry update; A discussion on the current mission statement; Discussion on the Strengths, Weaknesses, Opportunities,

and Threats of Cedar-Knox PPD; Review of strategic issues identified in the survey; and then coming to a consensus on the strategic goals CKPPD will concentrate on.

Part of the strategic planning session was taking a look at the CKPPD mission statement. After discussion, it was decided to update the mission statement. We are proud to announce the following mission statement was adopted at the September Board Meeting:

Dedicated to providing innovative, safe, reliable service to our customers.

With the updated mission statement, we reaffirm our commitment to our customers to continue the strong traditions set by our predecessors. The CKPPD team will continue to dedicate ourselves to the goals we have set for our future while continuing to always provide the service you have come to know and expect.

EXCITING NEWS ...Continued from front

NOTIFICATIONS

The notifications option allows customers to pick & choose messages that will be sent through text or email. Customers can sign up for these notifications by calling into the office or accessing your accounts online. If you call in, our employees can select whichever options you request. If you log into your account online at www.cedarknoxppd.com, you can select the alerts tab to make your selections.

In certain situations, these notifications may be particularly helpful, such as payment due now. This will alert you when the payment is due, so you can call in & make a payment. Notification options to pick from are:

- *Statement Available*
- *Payment Posted*
- *Payment Due Soon*
- *Payment Due Now*
- *Delinquent Notice*
- *Budget Amount Changes*
- *Credit Card Expiring Soon*
- *General Notifications*

Perhaps you are a customer interested in receiving a receipt of your payment. This process can now be automated thru email or text (see right). The email and text feature can be sent to multiple addresses and/or phone numbers.

The statement available email notification (see above right) can help you eliminate paper. This option will let you go to an electronic statement only. If you wish to have the convenience of electronic, yet still need the paper copy, we can select that option too.

A payment has been posted to your Cedar-Knox PPD account.
Account: 1234567
Post Date: 9/16/2020
Amount: \$123.23
Reply STOP to cancel.



Notifications could help customers avoid additional fees. For instance, a customer could sign up for the Payment Due Soon notification. That way if you prefer to wait until closer to the due date to pay, a reminder can be sent before it's too late.

For questions or more information, call into our office & personnel will be happy to go over the options with you. We're here to serve you!

Holiday Hours

Our office will be closed on the following days:

- Veterans Day • November 11
- Thanksgiving • November 26 & 27
- Christmas Eve • December 24 (afternoon only)
- Christmas • December 25
- New Years Day • January 1, 2021