

Be Wary of Third-Party Bill Payment Websites



MESSAGE FROM
GENERAL MANAGER ALAN LESLEY

A THIRD-PARTY BILL PAYMENT service recently has gained the unfavorable attention of

some Comanche Electric Cooperative Association members. These members felt misled—and rightly so—after unknowingly stumbling upon the service while searching for CECA's own bill-payment service. This payment page often features specific company logos and uses the CECA name in its header, giving it the appearance of an official payment site.

Third-party payment services make money by adding service fees to bill payments, which comes as a surprise to members who happen to miss the site's subtle notice of non-affiliation with the co-op. Often, payments made through these services are delayed or rejected due to incompatibility with CECA's own online bill-processing methods. The result is missed due dates, which not only makes it seem that the member simply didn't pay the bill in a timely manner but also incurs a late payment fee for the member.

Although services such as these may seem unethical, they are not illegal. Please know that CECA is not affiliated with any third-party bill-paying service. Online payments are accepted by accessing our company website at www.cecacoop.com. These payments are securely processed by our customer software



provider, Southeastern Data Cooperative. When logging on to your account, our system will notify you that you are leaving our site and entering the SEDC site. This is the **ONLY** site you should use when making online payments to CECA. Online payment processing through our website and affiliate SEDC is a secure and free service to our members.

If you choose to make online payments to CECA using any other service besides SEDC, please use caution. Investigate before paying to make sure the service is legitimate, and inquire about any additional fees you might be required to pay.

As an electric cooperative rooted in the communities it serves, and as a nonprofit organization, CECA places people—our members—first. Our members matter, and our promise is to continue to look out for you. That's why we've created options for paying your bill that are convenient, secure and trustworthy, and that's why we are asking our members to be alert about this issue.

If you have doubts or questions about whether you are on the correct site, call us before taking that risk! CECA employees are available to speak with you 5:30 a.m.–11 p.m., Monday–Friday. Weekend hours are 8 a.m.–7 p.m. These dedicated employees are happy to help you decide if you are using our site, or if you have inadvertently clicked on a third-party look-alike.

And as always, if you receive suspicious phone calls or emails from someone claiming to be a representative of CECA requesting payment, please call CECA at 1-800-915-2533 for verification.



CECA Payment Options

Bank Draft: For more convenience, use our bank draft option.

Recurring online payment with a credit/debit card: CECA accepts MasterCard and Visa as payment for electric service. Payment will be posted to your account as soon as the credit card company approves the transaction.

Pay Your Way: Pay for your power before you use it. Contact a customer service representative to learn how easy it is to take control of when and how much to pay for your electric service.

E-bill: CECA's convenient e-bill options can be accessed through the website or through our convenient app, available for Apple and Android products.

At any of our three offices: CECA has three locations—Comanche, Early and Eastland—to more conveniently serve our membership.

By phone: Payment can be made by phone by calling 1-800-915-2533.



By mail: When paying by mail, return the bottom portion of your bill with your check or money order and keep the top part for your records. **DO NOT** send cash. CECA is not responsible for cash sent through the mail.

Budget Billing: For those who want the convenience of consistent monthly budgeting, the Budget Billing plan may be an alternative just for you. This billing option provides predictable billing throughout a set period of time. It is calculated on a member's previous 12-month average bill amounts.

To get started using any of these services, contact a CECA customer service representative at 1-800-915-2533.



P.O. Box 729, Comanche, TX 76442

Operating in Brown, Callahan, Comanche, Eastland, Mills, Shackelford and Stephens counties

HEADQUARTERS

201 W. Wrights Ave.
Comanche, TX 76442

EARLY OFFICE

1801 CR 338
Early, TX 76801

EASTLAND OFFICE

1311 W. Main St.
Eastland, TX 76448

OFFICE HOURS

Comanche Office: Monday through Friday, 7:30 a.m.–4:30 p.m.

Early Office: Monday, Wednesday and Friday, 7:30 a.m.–4:30 p.m., closed from 1 to 2 p.m.

Eastland Office: Tuesday and Thursday, 8 a.m.–4 p.m.

General Manager

Alan Lesley

Board of Directors

Randy Denning, District 1
Pete McDougal, District 2
Ruby Solomon, District 3
Monty Carlisle, District 4
Troy Stewart, District 5
Loren Stroebel, District 6
Phil Taylor, District 7

Report an Outage

CECA crews are available 24/7 in the event of a power quality issue by calling 1-800-915-2533.

Contact Us

CALL US

1-800-915-2533 toll-free

FIND US ON THE WEB

www.cecacoop



facebook.com/CECA.coop



Happy Labor Day

CECA will be closed Monday, September 4, for Labor Day. Crews will be on standby in case of outages.

WWW.MASTERBBO | ISTOCK.COM

\$5,000 IN GRANTS AVAILABLE TO K-12 TEACHERS!

DO YOU HAVE A CLASSROOM PROJECT THAT CREATIVELY EDUCATES STUDENTS?

TEACHERS IN THE CECA SERVICE TERRITORY ARE ENCOURAGED TO APPLY FOR THE CECA OPERATION ROUND-UP CLASSROOM GRANT TO RECEIVE UP TO \$1,000 FOR A PROJECT.

WHO

Any public school teacher, grades K-12, in the CECA service territory, is eligible to apply.

WHAT

Grants of up to \$1,000 each will be awarded to teachers to support their projects. Requests may be made for classroom resources and materials, or educational field trips.

HOW

It's easy! Simply fill out the online application on our website at www.ceca.coop. You will find it under the Youth Opportunities tab.

WHEN

Accepting applications NOW!

**Deadline for entries:
September 30**



Eligible Schools:

Albany, Baird, Bangs, Blanket, Breckenridge, Brownwood, Cisco, Comanche, Cross Plains, De Leon, Dublin, Early, Eastland, Goldthwaite, Gorman, Gustine, May, Moran, Mullin, Priddy, Ranger, Rising Star, Sidney and Zephyr



This program is made possible with funding from the CECA Operation Round-Up Program.



Student Leadership Conference

CECA is looking for a group of high school juniors with strong leadership skills to attend the 2017–2018 Student Leadership Conference at the Lake Brownwood 4-H Center.

The purpose of this conference is to introduce high school students to different aspects of leadership and methods that will propel them to greater leadership roles, and to enhance those skills through hands-on activities, speaking opportunities and fun-filled events.

The students are mentored by individuals from area communities who guide them in their activities, and who also demonstrate and discuss the qualities required to be a leader.

Students from the following schools are eligible to apply:

Albany, Baird, Bangs, Blanket, Breckenridge, Brownwood, Cisco, Comanche, Cross Plains, De Leon, Dublin, Early, Eastland, Goldthwaite, Gorman, Gustine, May, Moran, Mullin, Priddy, Ranger, Rising Star, Sidney and Zephyr.

For more information, visit our website at www.ceca.coop, or contact our Member Services Department at 1-800-915-2533 or memberservices@ceca.coop.

Deadline to apply is October 27, 2017

To apply: www.ceca.coop/content/ceca-student-leadership-conference-0

THE TRIP OF A LIFETIME



GOVERNMENT-IN-ACTION

YOUTH TOUR

JUNE 6-15, 2018



You're a Texas high school student. You're smart; you have big dreams. Maybe you've never been out of the state, and maybe you've never flown on a plane, but you want to travel—experience a big city, visit historic landmarks and meet people. **Sound like you? Then the Government-in-Action Youth Tour is your tour.**

Start your adventure at TexasYouthTour.com

Visit [Facebook.com/TexasYouthTourAlumni](https://www.facebook.com/TexasYouthTourAlumni)

To apply, visit www.cea.coop/content/youth-tour-contest-guidelines-and-application



Apply by December 30. Sponsored by Comanche Electric Cooperative. For more information, call 1-800-915-2533, email sdukes@cea.coop or visit www.cea.coop.

ADULT AND NON-TRADITIONAL STUDENT SCHOLARSHIPS

Going back to school? CECA has a program just for you!



“An investment in knowledge
pays the best interest.”

Benjamin Franklin



Through the Operation Round-Up program, CECA is proud to offer a Non-Traditional Scholarship to adults attending college.

To qualify, applicants must be an active member of CECA and participate in the Operation Round-Up program.

To apply, visit the CECA website at www.ceca.coop. Go to the Operation Round-Up page under Member Benefits and fill out and submit the online Non-Traditional Scholarship application.

For questions concerning the program, contact CECA's Member Services Department at 1-800-915-2533 or memberservices@ceca.coop.

Applications must be received no later than 4:30 p.m., September 30.