

## Customers can now make payments in customer service offices with credit or debit cards using new self-service kiosks

Cleco has installed new self-service payment kiosks in its 13 customer service offices across the state to provide customers the option to pay their bill in-person with a credit or debit card.

The kiosks can only accept payments made with a credit or debit card or check. Customers cannot use the kiosks to pay with cash or perform other tasks such as starting, stopping or transferring electric service.

Cleco partnered with KUBRA, its online payment processor for credit and debit cards and bank payments, to install the kiosks. The standard processing fee of \$2.50 for online payments also will apply to payments made using the kiosks.

To make a payment, customers need their account number and service address zip code, both of which are located on the monthly bill.



Cleco's new payment option is secure, easy and convenient.

## 'Tis the season to save big on energy-efficient products for your home with Power Wise™

Residential customers can receive instant discounts on LED light bulbs, smart thermostats and water-saving shower heads and faucets at [clecomarketplace.com](http://clecomarketplace.com), the company's online store for energy-efficient products.

Residential customers also can receive a 50 percent bonus with their mail-in rebate when they upgrade a qualified device or appliance such as a HVAC system, smart thermostat, pool pump or room air conditioner. Rebate forms are available at [cleco.com](http://cleco.com).



The holiday savings end Dec. 31, 2020 and are part of Cleco's energy efficiency program, Power Wise™.

"We're excited to offer these energy-saving solutions to our customers, especially during the holidays," said Jaci Sewell, energy efficiency outreach specialist.

# Cleco in the Community

## Cleco honored for diversity and inclusion efforts

In November, Cleco was honored with the Procter & Gamble Diversity and Inclusion Award at the 2020 Bizzy Awards hosted by the Central Louisiana Chamber of Commerce. The Bizzy Awards recognize businesses, nonprofits and individuals in the region who imagine, design, invest, build and provide quality jobs.

Procter & Gamble established the award this year and chose Cleco as its first recipient.

"We're committed to hiring diverse employees and building an inclusive work environment because we believe this will lead to better employee engagement, more innovation and higher customer satisfaction, all of which will make Cleco an even stronger company," said Normanique Preston, chief human resources and diversity officer.



## Hurricane season 2020 wrap-up

As the 2020 hurricane season ends, Louisiana is now tied with Florida for the most landfalls in any state in a single hurricane season.

Three major hurricanes hit Cleco's service territory during the 2020 Atlantic Hurricane Season. Hurricane Laura made landfall Aug. 27, Hurricane Delta on Oct. 9 and Hurricane Zeta on Oct. 28.

After a record-setting hurricane season, we say, "Thank you" to our customers, employees, contractors and communities.

## A Note of Thanks!

*Dear Cleco Customers,*

*Hurricanes Laura, Delta and Zeta left a trail of destruction across Louisiana and hundreds of thousands of our customers without power. But the worst of storms brought out the best of people. To our customers for their support and patience, to our Cleco team here at home, to the workers from across the country who helped us repair our damaged system and restore power, and everyone in between, we say thank you.*

*Cleco's Executive Management Team*



For the latest on career opportunities, community events, safety tips and more, visit Cleco's website at [www.cleco.com](http://www.cleco.com) or follow the company on social media.



## SWEET POTATO PIE

2 cups mashed sweet potatoes, 1 cup sugar, 1 stick butter or margarine, 1/2 cup evaporated milk, 2 eggs (beaten), 1 tsp. vanilla extract, 1/4 tsp. salt, 1 unbaked 9-inch pie shell



Heat oven to 375 degrees. Cream butter or margarine and sugar together. Add sweet potatoes, eggs and mix well. Add milk, vanilla and salt and mix well. Pour into pie shell and bake 40 minutes. If using canned potatoes, do not use the ones packed in syrup.