

ABOUT **CLARK ENERGY**

Clark Energy Cooperative is a not-for-profit electric utility company headquartered in Winchester, KY. Founded in 1938 by farmers banding together to bring electrical service to rural areas, Clark Energy continues to be locally operated, and is owned by its member-customers, not stockholders.

Clark Energy serves roughly 19,000 customers and maintains 3,000 miles of line in 11 counties. They still face many of the same challenges they did in 1938: A large service area, far-flung customers, and a demanding environment for maintaining utility operations.



MEET HOLLY EADES
VP, FINANCE

Holly Eades, Vice President of Finance for Clark Energy, has been with the company for 32 years. She started her career working the front counters as a customer service representative, and continues to work with customers and service personnel on a daily basis.

THE **PROBLEM**

As every utility company employee is well aware, customers become upset when their service is disrupted. It's not uncommon for utility office visitors to become verbally abusive, or even aggressive.



In addition to their active main offices in Winchester, KY, Clark Energy maintains two small satellite offices. These are located in Powell and Menifee Counties, where they serve as hubs for linemen and as payment centers. Over a quarter of Clark's customers are in these two rural counties. Many still prefer to conduct their business and pay bills in person.

POINT OF ISSUE

Clark Energy needed to **increase security**, but didn't want to make their branch offices look like a frightening county lockup.

These small payment centers are relatively isolated and lightly staffed throughout much of the day, with only one or two counter workers on site. Worker safety is a constant worry for management, the workers themselves, and even customers—especially after a disgruntled customer assaulted a counter worker at the Winchester Municipal Utilities water offices (also headquartered in Winchester, KY).

CREATING THE **PLAN**



MEET BOB GEORGE
SALES MANAGER

Sales Manager Bob George came to Total Security Solutions with a background in sales, construction management, and general contracting. His experience as a builder helps him bridge the gaps between an architect's ideas, a client's needs, and the realities of the project.

Clark Energy realized that they needed to install custom bulletproof barriers in their branch offices. As Holly Eades, Clark Energy vice president of finance, explained,

"When a big man is standing at the counter, screaming and cussing at a female customer service rep who's five-foot-four, there's something wrong with him...You just don't know what's going to happen."

But none of the local contractors that Clark Energy contacted could build an acceptable system. Local glaziers can often source bulletproof materials, but they still lack the experience and tools to design and fabricate good bullet resistant barrier systems. The result is an "institutional-style" barrier: Solid sheets of dingy

laminated glass, with little consideration for day-to-day usability or aesthetics. Clark Energy wanted a professional-looking barrier, something that was both secure and attractive. According to Total Security Solutions' CEO Jim Richards, when it comes to professional bullet resistant barrier systems,

“The biggest thing is the elegance of the design - it’s bright, you can talk through it, and it’s not obtrusive.”



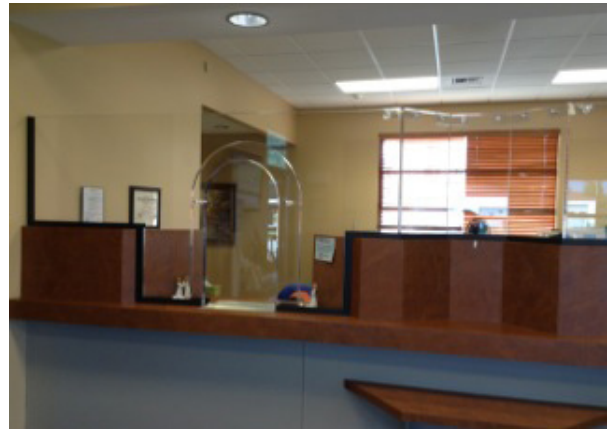
MEET JIM RICHARDS
CEO

Total Security Solutions CEO Jim Richards has worked in bulletproof design and fabrication for almost two decades. In contrast to many executives, Jim can personally perform every task that it takes to design, engineer, fabricate, and install a bullet resistant barrier system.

IMPLEMENTING THE **SOLUTION**

Total Security Solutions sales manager Bob George was Clark Energy's primary contact for this project. As he spoke with Holly Eades, it was immediately apparent that the top priorities for Clark Energy were an installation that integrated seamlessly with the existing interior, and one that was as unobtrusive as possible.

"Aesthetics were important," Bob George explains. "They didn't want people to think there's a security risk. They wanted something that looked nice, and didn't make everyone nervous every time they walked in."



Working closely with Clark Energy, Total Security Solutions designed a custom solution based on one of their existing UL-rated transaction window systems. This custom system combined two windows, minimizing the use of hardware and keeping the barrier itself low and visually understated. Integrating the existing angled dividers preserved counter space for customer convenience and created an inviting space. By significantly enlarging the arched voice ports and backdrops, Total Security Solutions ensured that customers and staff would be able to communicate effortlessly.

RESULTS

Holly Eades was pleased with every stage of the planning, design, and installation of these custom bulletproof barriers.

“The estimates and drawings were accurate and timely. They showed up when they were supposed to, and everything was just neat as a pin. We were really, really tickled with their work.”

More importantly, Clark Energy was pleased with the results. Holly Eades, her colleagues, and her staff immediately felt more at ease.

“It’s really amazing, just the sense of security the staff feel. This felt 10 times better, at least knowing the staff are behind locked doors and behind bullet resistant glass.... We [even] had some customers saying, ‘You know, y’all should have done that a long time ago.’”



FINAL THOUGHTS

Holly Eades, Clark Energy Vice President of Finance:

“I just returned from visiting the Stanton [Powell County] office to see the install and boy what nice work! Everything was neat as a pin and just really looks great! ... I just wanted to pass on what a great job your installers did and how pleased we are with the install.”

Jim Richards, Total Security Solutions CEO:

“We know we’ve done a good job if people say ‘Wow, this isn’t what I expected!’ People have a visual picture of what they’re expecting—something dark and ugly, like a county lockup. We are always looking for that Wow factor when we leave, where people are extremely excited.”

MORE ABOUT TSS

As an **industry leader**, three decades of experience goes into our bulletproof barrier systems. We bring that expertise to bear on your security challenges.

Everything we’ve learned in **thousands of installations** has been invested in how we assess security risks, how we select materials, how we craft those materials into bullet-resistant systems, and how we install those systems in the business environments of our customers.

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