

## The power in preparation

Preparation is the key to success in many things we do in life. Planning, practice and thoughtful assessment provide opportunities to work out potential problems in advance.

September is National Preparedness Month, and the Department of Homeland Security's Federal Emergency Management Agency is encouraging all of us to prepare for emergencies. But most of us do better when we prepare for the routine, the extraordinary and the unexpected.

For electric cooperatives, preparation plays a huge role in ensuring that our members have the electricity they need as soon as they flip a light switch or start an appliance.

When a co-op crew pulls a truck into a loading bay, warehouse workers have already pulled the parts and equipment needed for that crew's scheduled day's work. When a member services representative discusses balanced billing by telephone, they're helping a member with preparations to ease the impact of seasonal high bills.

When meteorologists call for exceptionally hot or cold weather, electric co-ops work closely with their generation and transmission cooperatives (G&Ts) to ensure adequate supplies of electricity are reserved to meet anticipated demand.

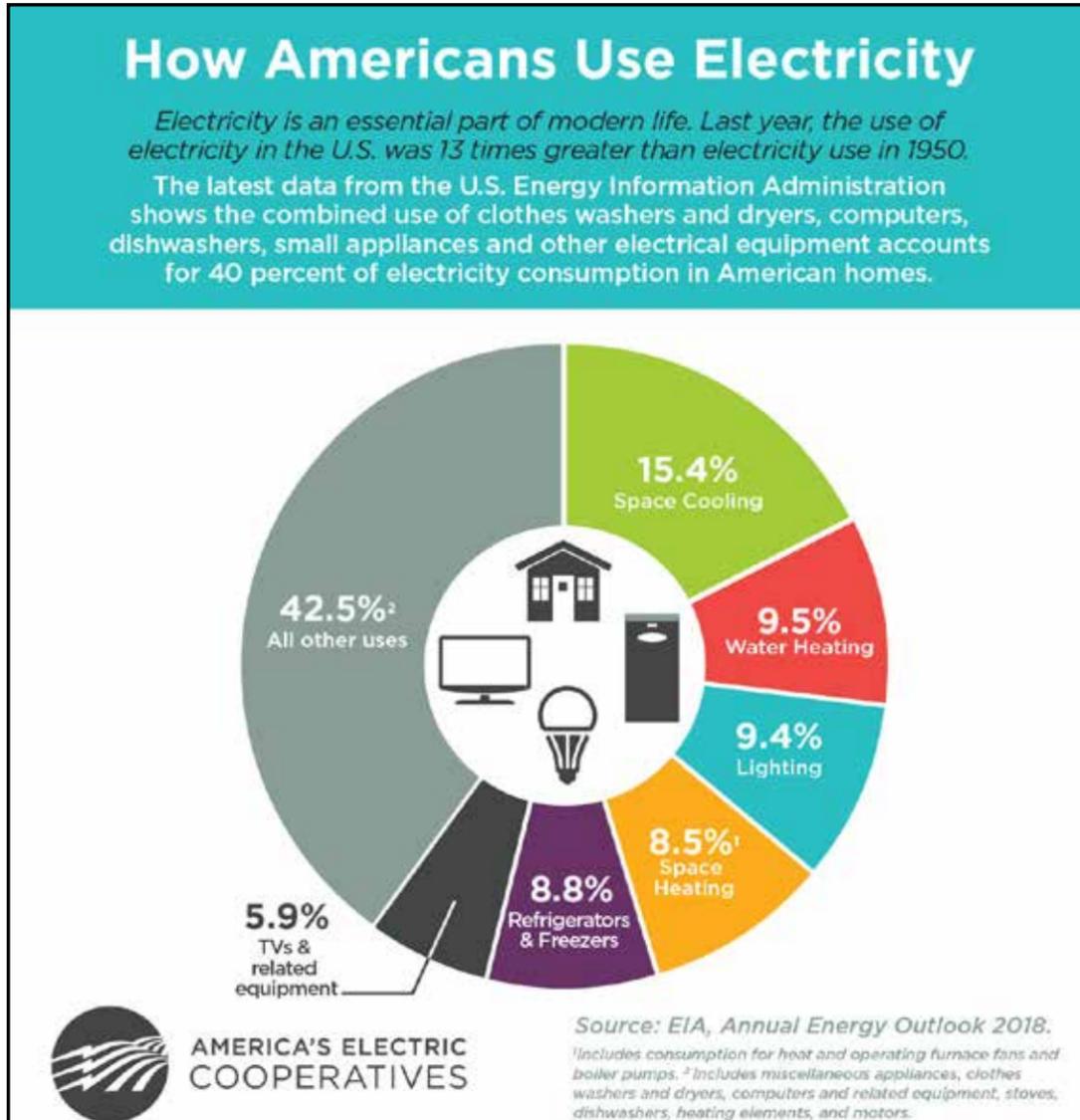
Arkansas' electric co-ops are constantly preparing for the future. Engineers and construction crews design, build and upgrade the electric system to move electricity from power plants and substations to farms, homes and businesses.

All of these actions prepare electric co-ops to deal with the daily challenges of meeting the electricity needs of their members. But working together, we put in just as much effort preparing for the uncertainties posed by flooding, tornadoes,

wildfires, hurricanes, high winds, blizzards and ice storms. Electric co-ops maintain and constantly update emergency response plans. Employees train for major events and know in advance what their primary and secondary roles would be. Electric co-ops also subscribe to mutual aid agreements. That's why you see trucks and crews from co-ops in other states in your communities when major power outages occur.

We also work with state and national officials to help ensure that crews can get to your communities when they are needed and have the lodging, food and support necessary to work effectively far from home.

September may be National Preparedness Month, but Arkansas' electric cooperatives are committed to preparedness every day — for the routine, the extraordinary and the unexpected.



## Know your options

To serve our customers more efficiently, C & L implemented a new telephone answering service in August of 2017. When customers call our Star City office, the call is no longer answered by an operator. Now when your call is answered, you are prompted to press 1 for **Account Inquiries** or 2 for **Electric Services**. The purpose in this automated system is to provide customers with a faster response time and knowing when to press 1 or to press 2 will streamline the process.

Below we have listed the automated options on our answering system, and the services provided for each option. If you are not sure which option best fits your needs you can always press "0" for the operator, however your call may be delayed.

### Press 1 for Account Inquiries:

- Making payment arrangements (extensions).
- Inquiries about levelized billing.
- Online payment inquiries (did my payment post, don't

know my account number, having trouble entering my payment options, etc.)

- Address/Telephone update.
- Disconnect Service.

Any question you have about your bill, or any changes that may affect your bill, you would use option #1.

### Press 2 for Electric Services:

- Outages during office hours.
- Security light repair or installation.
- To report issues with power lines.

To contact personnel about your power service with C&L Electric, you would use option #2.

Again, this automated system was added to C&L to better serve our customers in a timelier manner. Knowing the options that best fit your needs will help us to better serve you.

### Holiday Closing

The C & L Electric Cooperative office will be closed Monday, Sept. 3, in observance of Labor Day holiday.

- In case of an outage, you can reach us 24 hours a day at 870-628-4221.
- You may pay your bill in person, using our night deposit.
- You may also pay by phone by calling (870) 628-5522 or (870) 628-5492 and following the automated instructions. Payments must be made using a Visa, Mastercard, or Discover credit or debit card. There is a \$4.25 transaction fee for this service.
- Pay online at [www.clelectric.com](http://www.clelectric.com) using a Visa, Mastercard, or Discover credit or debit card. There is a \$4.25 transaction fee for this service.

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| (3) <b>Email:</b> | <b>program.intake@usda.gov.</b>   |

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