



DAVID VONDRAN
CEO/GENERAL MANAGER

Ways Cooperatives Grow

October is National Co-op Month, and C & L Electric Cooperative is joining cooperatives across the U.S. to celebrate. Co-ops come in all shapes and sizes, but they each have a common goal: to provide goods or services for the members of the co-op.

Electric co-ops exist to serve our members. Our priority is to provide reliable, affordable and responsible energy to our local communities. Because we are led by you, the members we serve, we can evolve to meet your needs.

This October, as we celebrate Co-op Month, we're focusing on the ways "Co-ops Grow" for our members.

Co-ops Grow Communities: Co-ops help communities grow by promoting economic empowerment, fostering community engagement and supporting the unique needs of co-op members. Concern for Community is one of our core principles, and being community-focused is essential to everything we do.



ARKANSAS ELECTRIC COOPERATIVES, INC.

Our priority is to provide affordable, reliable and responsible power for our members.

Co-ops Grow Together: Co-ops are all about cooperation, not competition. That's why electric co-ops work together to share lessons learned, successful strategies and better ways to serve our members. We're better when we grow together!

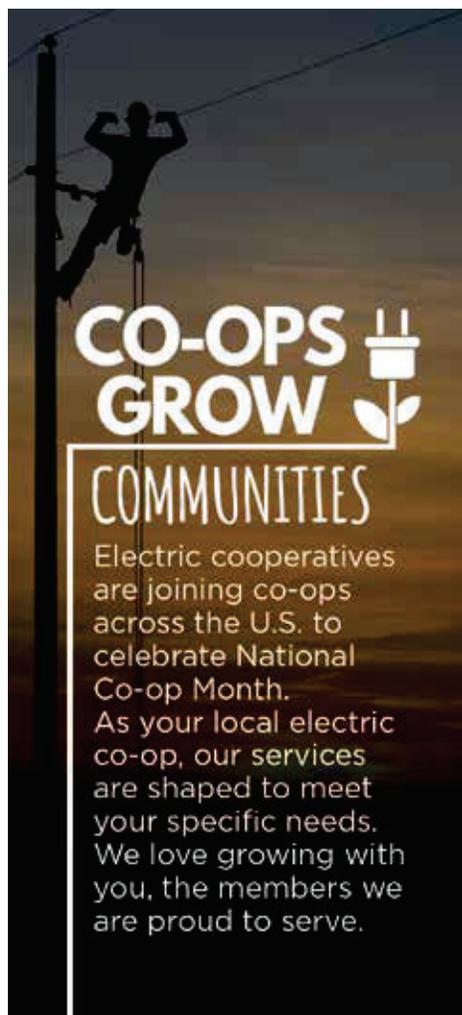
Co-ops Grow Tomorrow's Leaders: Electric co-ops serve as fertile ground for growing tomorrow's leaders through a variety of youth engagement programs. Whether through school demonstrations, community events or the Electric Cooperative of Arkansas Youth Tour program, we're committed to providing opportunities for local youth to learn and thrive in our community and beyond.

Co-ops Grow for You: Your satisfaction is our No. 1 goal. It's why we were formed many years ago to fulfill a uniquely local purpose. We've come a long way since then, and your needs continue to evolve. That's why we'll never stop growing for you!



ARKANSAS ELECTRIC COOPERATIVES, INC.

Electric co-ops exist to serve our members.



NRECA

Spooky Energy Savings

BY ABBY BERRY

This spooky season, we're sharing a few energy-saving tricks so you can treat yourself to lower energy bills. Here are four simple ways to summon the spirit of energy efficiency.

Conjure instant savings with a smart thermostat. One of the easiest ways to save energy is through thermostat control, since home heating and cooling account for a large portion of monthly energy use. Smart thermostats can help you manage heating and cooling costs by learning your daily routine and adjusting the temperature settings accordingly. You can control a smart thermostat from anywhere (through your smartphone), which allows you to prevent unnecessary energy consumption while you're away. Sorcery!

Get rid of goosebumps by eliminating ghostly drafts. The winter chill is just around the corner, so now is the time to seal air leaks around your home. Apply caulk and weatherstripping around drafty windows and doors to make your home more comfortable and lower energy use.

Illuminate your lair with energy-efficient lighting. LED bulbs use 75% less energy and last 25 times longer than incandescent light bulbs. Make the switch to reduce energy used for lighting. Remember to use LEDs when it's time to decorate for the upcoming holiday season. LED light strings offer an average of 88% energy savings compared to traditional incandescent light strings.

Stir up savings with countertop cauldrons. Cooler weather summons our favorite soup recipes. Small countertop appliances like slow cookers use less energy than cooking meals on the stovetop. Grab your book of spells (or recipes), and start stirring up savings in the kitchen.

When we look around our homes, there are many opportunities to save energy. So this spooky season, investigate your space, and unlock a different kind of magic — the kind that brings real energy savings.



HAUS AUTOMATION

LED bulbs use 75% less energy and last 25 times longer than incandescent light bulbs.



ABBY BERRY, NRECA

Smart thermostats can help you manage heating and cooling costs by learning your daily routine and adjusting the temperature settings accordingly.

Annual Meeting Prize Winners

The following C & L Electric Cooperative members received a \$50 credit toward their July electric bills. Their names were randomly drawn from the returned ballots during the Annual Meeting and Board of Directors elections. Congratulations to these winners:

Thomas Brown of Warren
Edgar L. Burke of Monticello
Barbara Cook of Star City
Leo Crouse of Sheridan
Rachael Dycus of Rison
Betty Evans of Pine Bluff
Lance Gasaway of Star City

Ruby C. Hurt of Sheridan
Billy Lloyd of Watson
Ronald Morgan of Star City
Pansy Hunting Club, Mack Gavin of Rison
Elton Robertson of Grady
Robertson Hunting Club of Pine Bluff
Drew & Ashley Steed of Star City

Rodger Stewart of Rison
Wesley Stocks of Rison
James R. Thompson of New Edinburg
Kenneth White of Star City
Roger Wynn of Star City
Bracy Young of Warren



STAR CITY OFFICE

900 Church St.
870-628-4221
Hours:
Monday-Friday
8 a.m.-5 p.m.

SHERIDAN OFFICE

1586 S. Rock St.
870-942-2732
Hours:
Monday-Friday
8 a.m.-11 a.m.,
12:30 p.m.-5 p.m.

BOARD MEMBERS

Frank Wilson
John Ed Ashcraft
Lawrence "Bubba"
Hudson, Jr.
Charles S. Searcy
Philip C. "Phil" Wilson
William "Bubba"
Humphrey
Robert Wilson Floyd
Keith Griffin
Tony Cathey

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C & L ELECTRIC
COOPERATIVE
CORPORATION

C & L Electric Cooperative Billing and Collection Procedures

Your directors have carefully set a policy for us to use in billing and collection. This policy has been approved as fair by the Arkansas Public Service Commission (PSC). The policy is printed here for your review and information:

BILLING AND COLLECTION PROCEDURES

Bills for electric service supplied are mailed to consumers at regular monthly intervals. The net rate shall apply up to the due date; the gross rate shall apply thereafter. Gross rates are 10% of the first \$30 of the bill and 2% of the remaining balance added to net rates.

In fairness to the majority of our members who pay their electric bill on time, our costs for past-due accounts are passed on to the members having the delinquent accounts. We urge you to pay your account before it becomes past due to avoid having extra charges added to your bill.

NON-PAYMENT

Accounts not paid by the due date shall receive a written notice giving five (5) days prior to disconnection of service. If the account is not paid at that time, the service may be disconnected.

If a check or bank draft is returned unpaid by the payee bank a returned check charge of \$30 will be added. If the check or bank draft is for a past-due balance, the electric service may be disconnected immediately. If a member has two (2) returned checks or bank drafts in 12 months for reasons other than bank error, payments must

be on a cash-only basis.

Electric service, disconnected for failure to pay a delinquent account, shall be restored upon payment of all past-due usage, plus a reconnect fee of \$50. **Payments must be received in our office BEFORE 5 p.m. to be reconnected.** If payments are not received by 5 p.m. services will not be restored until after 8 a.m. the next business day. An account that has been disconnected seven (7) days shall be closed, and all charges must be paid to reconnect it. A deposit may also be required.

DELAYED PAYMENT AGREEMENT FOR RESIDENTIAL CUSTOMERS:

When a consumer to whom service is rendered throughout the year is unable to pay an account in full, the cooperative shall not discontinue service if the consumer:

1. Requests the agreement on/before the final date to pay as printed on the shut-off notice.
2. Pays a reasonable portion of the account; and
3. Agrees in writing to pay the balance of the account in reasonable installments; and
4. Agrees in writing to pay in full all future bills during the period of the agreement by the due date.

The reasonableness of the terms of a particular delayed payment agreement shall be based on the consumer's ability to pay, the size of the unpaid account, the consumer's payment history, and the length of time and reasons the account has not been paid.

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BILL PAYMENT OPTIONS

Pay at one of our offices – (Star City or Sheridan) Monday-Friday between 8 a.m. and 5 p.m.

Pay by mail – P. O. Box 9, Star City, AR 71667

Pay by kiosk – Located at Star City Office (900 Church St., Star City); Sheridan Office (1586 S. Rock St., Sheridan); Meador Pharmacy (101 W. Waterman St., Dumas)

Pay by phone – Dial 1-888-548-5546, and follow the automated instructions. Payment must be made using a E-check, Visa, MasterCard, Discover, Amex, Google Pay, Apple Pay, PayPal or Venmo. There is a \$5.20 transaction fee per account for card and \$1.90 with E-check.

Pay online – Visit clelectric.com and use E-check, Visa, MasterCard, Discover, Amex, Google Pay, Apple Pay, PayPal or Venmo. There is a \$4.25 transaction fee per account for card and 95 cents with E-check.

Pay by text – Contact Customer Service at 870-628-4221 to sign up.

Pay by auto bank draft – Contact Customer Service at 870-628-4221 to sign up.