

By the community, for the community

October is National Co-op Month

When you think of October, pumpkins, Halloween and beautiful fall foliage naturally come to mind. But October is notable for another reason — it's National Co-op Month! This is the time of year when cooperatives across the country, including your electric co-op, celebrate who we are and more importantly, the members we serve.

Cooperatives are different from other types of businesses. When the market declines to offer a product or service, or does so at a very high price, co-ops intervene to fill the need.

Similar to how Arkansas' electric co-ops were built by members who came together to bring electricity to our community, cooperatives are conveners for the common good. Your electric co-op exists to provide safe, reliable and affordable energy to you, the members of the co-op. Equally important is our mission to enrich the lives of the members we serve.

As a co-op, we are well-suited to meet the needs of the community because we are locally governed. Your electric co-op's leadership team and employees live right here in the community. Our board of directors, who helps set long-term priorities for the co-op, live here as well and are your neighbors and friends. These board members have been elected to the position by you.

Our close connection to the community ensures we get a first-hand perspective on local priorities, thereby enabling us to make more informed decisions on long-term investments to help our community continue to grow.

Another feature that sets our co-op apart from a traditional utility is one of our core principles, "Concern for Community." We support local community programs and participate in the Electric Cooperative Youth Tour, where we take our community's brightest young people to Washington, D.C., for a week-long immersion to experience democracy in action.

Ultimately, the larger community benefits from these programs because of you and your neighbors. You empower the co-op through your membership and through your participation in and support of these programs.

We hope you will think of your local electric co-op as more than your energy provider, but instead as a local business that supports this community and powers economic development and prosperity for the people.

We will continue to learn from our members about their priorities so that we can better serve you — because your electric co-op was built by the community, for the community.



Bill payment options to fit any lifestyle

Pay by mail

Please include your bill stub and write your C & L account number(s) on your check or money order.

Pay in person during regular business hours

Please bring your payment and entire bill to either our Star City or Sheridan offices any weekday between the hours of 8 a.m. and 5 p.m.

Use our night deposit after regular business hours

Drop your payment in the night deposit at our Star City or Sheridan office after hours. Please include your bill stub and write your account number on your check or money order. NO CASH.

Pay at a bank

C & L payments are accepted at the following banks: Fordyce – Fordyce Bank and Trust including branches in Watson Chapel and White Hall; Monticello – Commercial and Union; Pine Bluff – all Simmons branches including Watson Chapel and White Hall; Rison – Fordyce Bank and Trust; Warren – 1st State, Warren Bank and Trust, and Union. Payments made at a bank are then mailed to C & L's main office and are not posted to your account until received by mail.

Pay by phone

Dial (870) 628-5522 or (870) 628-5492 and follow the automated instructions. Payment must be made using a Visa, Mastercard or Discover brand credit or debit card. There is a \$4.25 transaction fee per C & L account for this service. Payments by phone are posted to your C & L account immediately.

Pay online

You may go to <http://www.clelectric.com> using a Visa, Mastercard or Discover brand credit or debit card. You may pay all C & L accounts with the same member number for one \$4.25 transaction fee. Online payments are posted immediately to your C & L account.

Pay using Kiosk station

Customers in the Dumas area can pay their C & L electric bill using the Kiosk station located inside Meador Pharmacy at 101 West Waterman, Dumas, AR 71639. The Kiosk station will take cash, checks, credit or debit Visa, Mastercard or Discover. You MUST use your C & L account number when using the Kiosk station.



Know your options

To serve our customers more efficiently, C & L has implemented an automated telephone answering system to provide customers with a faster response time.

Listed below are the automated options when calling the C & L Star

City office 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.