

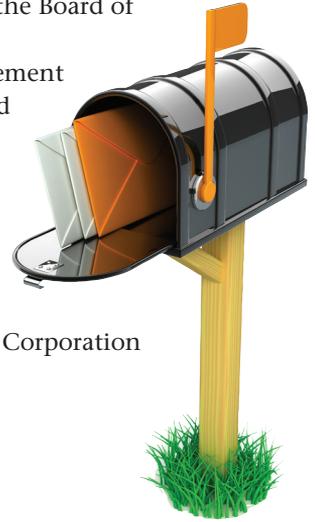
## C & L refunds over \$700,000 of Capital Credits to members

C & L Electric Cooperative's General Manager/CEO is pleased to announce that the Board of Directors has authorized the refund of 10% of 1997 capital credits and 40% of 2015 capital credits. The total amount of the refund is approximately \$729,022 and brings the total amount refunded to members since the beginning of the cooperative to over \$17,176,000. Any refund under \$10.00 will be credited to the member's electric bill. Checks will be mailed for amounts above \$10.00 prior to June 15.

Your capital credit is the amount you pay for electricity more than the cost to the cooperative in providing your service. The capital accumulates and when the financial

condition of the cooperative permits, the Board of Directors authorizes a refund.

The Board of Directors and management of C & L Electric Cooperative are proud of the fact that the Cooperative is able to return Capital Credits payments. They make every effort to continue furnishing dependable service at the lowest possible cost. This is another advantage of being a consumer member of C & L Electric Cooperative Corporation



Keith Griffin



Phil Wilson



Robert Wilson Floyd



Lawrence Hudson Jr.



William Humphrey



John Ed Ashcraft



Ray E. Morrison



Charles S. Searcy



Mr. Cathey



Greg Smith

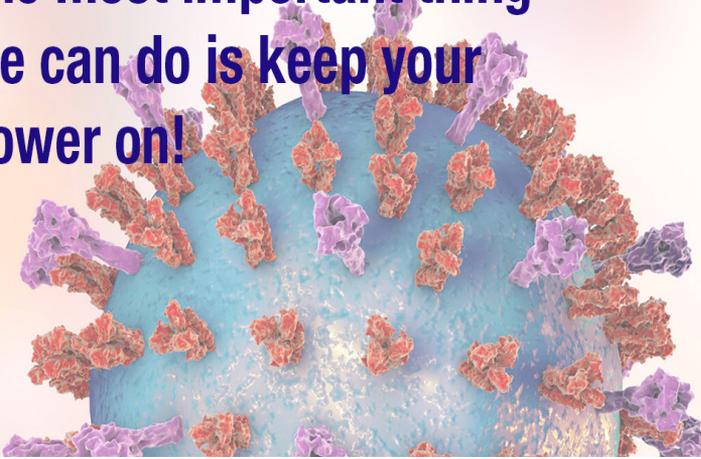


### Holiday Closing

The offices of C & L Electric Cooperative will be closed Monday, May 25, in observance of Memorial Day.

*Have a safe and happy Memorial Day.*

# The most important thing we can do is keep your power on!



## COVID-19 Response

As our nation responds to COVID-19, we want to assure you that we have plans in place for the **continued delivery of reliable power** to your homes, businesses, farms and families.

We are following CDC guidelines and are taking steps to reduce face-to-face contact to help **protect our community and keep our employees, linemen and member service representatives safe, healthy and on the job for you.**

**We will continue to provide the excellent service you expect!**

## C&L's social distancing procedures

C & L Electric is committed to the health and safety of our members, our employees and our communities. Like you, we are actively monitoring the Coronavirus (COVID-19) and closely following guidelines provided by the United States Centers for Disease Control (CDC) and coordinating with local and state officials and adapting as new information comes available.

Your safety and well-being are of the utmost importance to us. We are implementing new procedures to eliminate unnecessary touch points in our offices. Therefore, for the immediate future, our office lobbies will be closed. All member services are available on line at [www.clelectric.com](http://www.clelectric.com) or by calling 870-628-4221.

We remain committed to keeping your lights on while also offering flexible member service options during these complicated times and are taking the following actions to ensure we maintain our high level of service:

- We are asking members to conduct business online.
- If you wish to set up service, please call Member Service at 870-628-4221
- If you need more time to pay your electric bill, we will work with you, but you must contact the office(870-628-4221).

If you wish to make a payment, please do one of the following:

Use our online portal at <https://ebiz.clelectric.com>.

Mail your payment to C & L Electric Cooperative, P.O. Box 9, Star City, AR 71667.

Use the Star City Kiosk located in the foyer of the Star

City office. CASH (no change given back), CHECK, CREDIT OR DEBIT CARD.

Drop boxes located in the Star City and Sheridan office locations (Please include your account number with your payment).



Use the drive-thru (Sheridan office only)

Pay by Phone: 870-628-5522 or 870-628-5492

Auto Bank draft: <https://www.clelectric.com/autobankdraft>

- If you have other service needs, please call 870-628-4221.

This is not to spread panic. We are simply taking a safe approach to protect our members, employees and community. Our industry and the service we provide

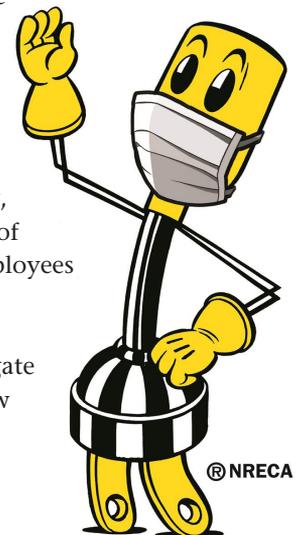
is considered a critical service, so extreme caution is warranted.

We are also taking precautions in our offices, including education about the virus and prevention through hand washing and intensified cleaning, heightened monitoring for symptoms of COVID-19 and telecommuting for employees when possible.

We will continue to monitor the situation and send updates as we navigate this situation one day at a time. Follow our social media accounts for updates.

Be safe and take care,

— C & L Electric Cooperative



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