

Stay in the know

As your local electricity provider, we are constantly striving to improve our operational efficiency so we can provide the most reliable electric service possible for our members.

We rely on data for nearly every aspect of our operations, which is why we need your help. By making sure we have your most accurate and complete contact information, we can continue to provide the high level of service that you expect and deserve. Accurate information enables us to improve customer service and enhance communications for reporting and repairing outages. It also allows co-op members to receive information about other important programs, events and activities.

Up-to-date contact information can potentially speed up the power restoration process during an outage. For example, the phone number you provide is linked to your service address to our outage management system. This means when you call to report an outage, our system recognizes your phone number and matches it with your account location. Accurate information helps our outage management system predict the location and possible cause of an outage, making it easier for our crews to correct the problem.

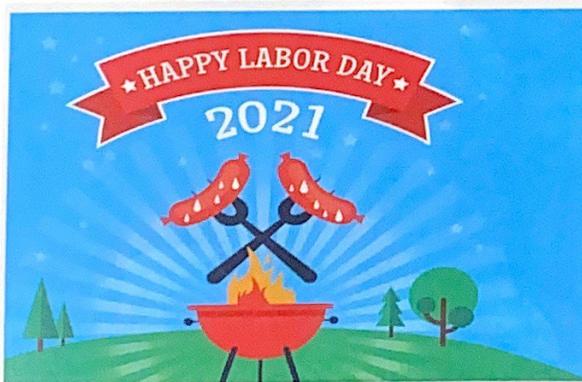
While we always do our best to maintain service, we occasionally plan outages to update, repair or replace

equipment. In these instances, we can provide advance notification to affected members through automated phone messages, text messages or email, if we have your updated contact information and communication preferences.

Keeping the co-op updated with your information also helps us when there's a question about energy use or billing. Emails and text messages are also used to notify registered members of any changes in co-op event details. In addition, discrepancies on your account can be taken care of promptly if we have accurate account information.

Many of you have been members of the co-op for years, and it's likely that your account information hasn't been updated for some time. We recognize that many members now use a cell phone as their primary phone service, and we might not have that number in our system.

I want to emphasize that in providing your contact information to the co-op, we will never share this information with any third parties. It is only used to send important information to you. Please take a moment to confirm or update your contact information by contacting our Member Services Department at: **870-628-4221 option 1**. By doing so, you will be helping us improve service and efficiency so we can better serve you and all members of the co-op.



Holiday Closing

The offices of C & L Electric Cooperative will be closed on Monday, Sept. 6, for Labor Day.

Have a safe and happy holiday.

Statement of Nondiscrimination

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

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1. Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
2. Fax: (202) 690-7442; or
3. Email: program.intake@usda.gov

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Retirement announcement



Carolyn Cox retired, in June, after working for the cooperative for 35 years. She worked as the Consumer Account Representative for the cooperative. Carolyn, daughter of Wallace and Arnell Morgan (deceased) graduated from Star City High School in 1977. She then graduated from University of Arkansas at Monticello. Carolyn worked in an attorney's office before coming to work at C & L in 1986.

Carolyn and her husband, Bobby, have two children, Christopher (Olivia) Cox of Little Rock, and Katie (Hunter) Hawkins of Pansy. They also have two precious grandchildren, Eva Kay Cox and Eli Morgan Cox. They are looking forward to the birth of their third grandchild, Henslee Kate Hawkins, in September. Carolyn and Bobby attend First Free Will Baptist Church in Star City, where Carolyn is the pianist and Bobby plays the bass guitar. Carolyn enjoys sewing and

reading. She is looking forward to spending time with her husband and grandchildren and being "on call" to babysit when needed.

C & L employees and directors wish Carolyn the very best in her retirement!

Tips for a safe harvest

Agriculture is the backbone of our country, and our livelihood greatly depends on the crops provided by American farmers. In addition to being one of the most labor-intensive professions, farming is also considered one of the most dangerous jobs in the U.S.

The hard work and exhaustive labor are tough but rushing the job to save time can be extremely dangerous—even deadly—when farming near electrical equipment.

Every year, we see collisions where tractors and other farming equipment accidentally collide with utility poles and power lines, causing injuries and power outages. These dangerous accidents can be avoided by looking up and around your surroundings when operating large farm machinery. If you're preparing for harvest season, please keep the following safety tips in mind:

- Maintain a 10-foot clearance around all utility equipment in all directions.
- Use a spotter and deployed flags to maintain safe distances from power lines and other electrical equipment when working in the field.
- If your equipment makes contact with an energized or downed power line, contact 9-1-1 immediately and remain inside the vehicle until the power line is de-energized. In case of smoke or fire, exit the cab by making a solid jump out of the cab (without touching it), and hop away to safety.



BOB NICHOLS, USDA

In addition to being one of the most labor-intensive professions, farming is also considered one of the most dangerous jobs in the U.S.

- Consider equipment and cargo extensions of your vehicle. Lumber, hay, tree limbs, irrigation pipes and even bulk materials can conduct electricity, so keep them out of contact with electrical equipment.

September 19-25 is National Farm Health and Safety Week but practicing safety on the farm year-round yields positive results. We hope you never find yourself in a situation where farming equipment contacts power lines or poles, but if you do, we hope you'll remember these safety tips.