



## C & L chosen as Business of the Year

On January 23, 2020, C&L Electric Cooperative Corporation had the distinct honors as being chosen for 2019 Business of the Year by the Star City Area Chamber of Commerce. GEO/General Manager Greg Smith accepted the plaque on behalf of the Co-op. Smith thanked C&L members who first organized the non-profit business that was incorporated on August 16, 1938 and the employees who are dedicated to the service supplied by C&L.

### NOTICE TO THOSE WHO PAY TENANT'S ELECTRIC BILLS

C & L Electric provides electric service to some families, called tenants, who live in houses provided for them by landlords. The tenant's electric bill may be paid for by the landlord with the account in the landlord's name. When this is the case, the tenant receives no correspondence from the Cooperative and may have his/her service disconnected without notice if the landlord fails to pay. To avoid this, C & L strongly advises that tenants receive electric service in their own names regardless of who pays the bill. However, if this is not possible, C & L Electric offers the following protection to registered tenants:

1. Electric service will not be discontinued until the tenant has been notified.
2. The tenant will be allowed up to 30 days after the due date to pay the bill.
3. When feasible, the tenant will be allowed to apply for service in his/her own name.

C & L Electric requests that landlords, who are paying the electric bills for a tenant who has no account with the Cooperative, please register the tenant by completing the following form: (Your tenant does not receive this magazine as it is sent to members only.)

**LANDLORD:**

I pay for electric service for a tenant and the account is in my name:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Account # \_\_\_\_\_ Telephone # \_\_\_\_\_

My TENANT who receives electric service in my name is:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone # \_\_\_\_\_

**MAIL FORM TO: C & L Electric Cooperative, P. O. Box 9, Star City, AR 71667**

*Don't forget to  
spring forward on  
Sunday, March 8th*



## 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.

**If you have questions concerning your bill, please call us at (870) 628-4221. Our business office is open Monday - Friday from 8 a.m. until 5 p.m. Please have your account number ready when you call.**

### 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 percent of the first \$30.00 of the bill and 2 percent 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.

**If you mail your electric bill, please mail it to:**

**C & L Electric Cooperative  
P. O. Box 9  
Star City, AR 71667**

**If you pay in person, please have your bill with you.**

disconnected immediately. If a member has 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. During regular working hours, the reconnect fee is \$50.00. An account that has been disconnected 7 days shall be closed and all charges must be paid in order to reconnect it. A deposit may also be required.

### SERVICE CHARGES

**Reconnect.....\$50.00  
Collection.....\$35.00  
Returned Check.....\$30.00**

### 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.

### OTHER BILL PAYMENT OPTIONS

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 credit or debit card. There is a \$4.25 transaction fee for this service.

Pay online: Go to <http://www.clelectric.com> using a Visa, Mastercard or Discover brand credit or debit card. You will need to set up an online account using your social security and C & L account numbers in order to use this service. There is a \$4.25 transaction fee for this service.