



**DAVID VONDRA**  
CEO/GENERAL MANAGER

## Restoring power safely and efficiently

We do our best to avoid them, but there's no way around it: power outages occasionally happen. Most of the time outages are rare and only last a few hours. But if major storms impact our area, extended outages can be unavoidable.

When the lights go out and it's safe for our crews to begin the restoration process, they start by repairing power lines and equipment that will restore power to the greatest number of people in the shortest time possible.

The process typically begins with inspecting and repairing any damages to transmission lines or substations. Next are repairs to the larger main distribution lines that service a great number of homes and businesses. After those repairs are made, crews work on tap lines, which deliver power to transformers, either mounted on utility poles (for above-ground service) or placed on pads (for underground service). Finally, individual service lines that run between the transformer and the homes are repaired.

**We can't control the weather, but we can prepare for it.** We keep a supply of equipment on hand so we can quickly get to work in the event of an outage. When widespread outages occur, multiple crews will be out in the field simultaneously working to repair damage at multiple locations. We also coordinate with nearby co-ops to bring in additional crews when necessary.

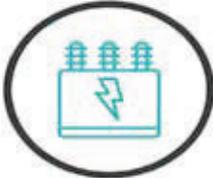
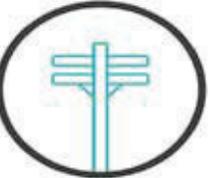
**A proactive approach to maintenance helps minimize the chance of prolonged outages.** This is why you see our crews and contractors periodically trimming trees and clearing vegetation near rights-of-way. We love trees too, but it only takes one overgrown limb to knock out power for an entire neighborhood. Trimming improves power reliability for our entire community. In addition to managing vegetation, we regularly inspect utility poles, power lines and other critical equipment to maintain a more reliable system.

**If you experience a power outage, don't assume a neighbor reported it.** It's best to report the outage yourself by calling (855) 881-8093. If you have a medical condition that requires electrical equipment, please let us know, and always have a backup plan in place. This plan could include a portable generator, extra medical supplies or moving to an alternate location until power is restored. If you plan to use a generator for backup power, read all safety information and instructions before use.

Mother Nature can be unpredictable, but as a member of C & L Electric Cooperative, you can feel confident knowing we're standing by, ready to restore power as quickly and safely as possible.

### The Steps to Restoring Power

When a major outage occurs, our crews restore service to the greatest number of people in the shortest time possible - until everyone has power.

 <p><b>1. High-Voltage Transmission Lines</b> These lines carry large amounts of electricity. They rarely fail but must be repaired first.</p>	 <p><b>2. Distribution Substations</b> Crews inspect substations, which can serve hundreds or thousands of people.</p>	 <p><b>3. Main Distribution Lines</b> Main lines serve essential facilities like hospitals and larger communities.</p>	 <p><b>4. Individual Homes and Businesses</b> After main line repairs are complete, we repair lines that serve individual homes and businesses.</p>
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As a co-op member, you can feel confident knowing that, while we can't control the weather, we're always standing by, ready to restore power as quickly and safely as possible.

# EMPLOYEE SPOTLIGHT: Dylan Rupe

PHOTOS BY JAMES PRATT

Meet Dylan Rupe. Dylan has worked for C & L Electric for 11 years. His career started on a right-of-way crew before becoming a member of the construction team where he is a journeyman lineman. Dylan's grandfather, Eugene, worked at C & L for 38 years. His father, Robert, also had a 33-year career with the cooperative.

As a third-generation lineman, Dylan said, "Since I was 4 years old, I've always wanted to be a lineman and work at C & L Electric."

Recently, Dylan represented Arkansas and C & L Electric when he participated in Operation Razorback, a 12-day mission to Guatemala to deliver electricity to 197 rural Guatemalans in 38 remote villages.

When asked to describe the highlight of his time on the mission trip, he said, "There wasn't a highlight, it was all great from start to finish. The fellowship with friends, and the joy received from seeing the people smiling and laughing. It just makes you appreciate everything you have."

Dylan resides in Star City with his wife, Rebecca, and his two sons, Robert Dayne and Roen Duke.



## 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

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Lawrence "Bubba"  
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## PAY BILL

clectric.com

## REPORT OUTAGES

(855) 881-8093

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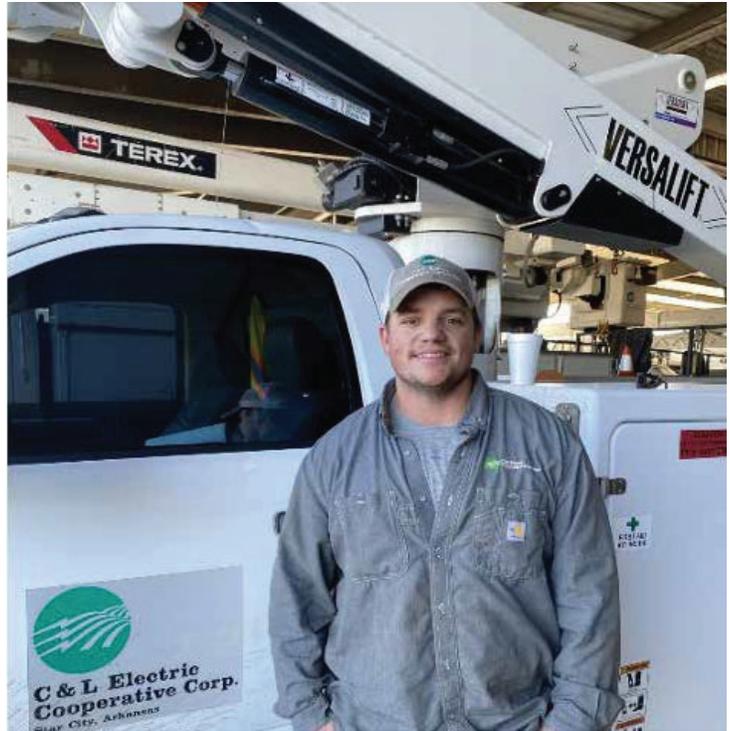
C & L ELECTRIC  
COOPERATIVE  
CORPORATION

# Carter promoted to foreman

C & L Electric Cooperative Corp. is pleased to announce the promotion of Tyler Carter to the position of line technician foreman. Tyler will be replacing Duke Hall, who retired after 44 years.

Tyler has been a journeyman lineman since 2021 and has been employed at C & L Electric since 2014.

Tyler lives in Star City with his wife, Dr. Hannah Gray; his daughter, Mary Tyler; and his son, Gray James.



## 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