

## C & L employees and director recognized

This year, eight C & L employees and three directors received awards for their service to the cooperative. Those recognized were:

### Employees

#### 5 Years of Service

Landon Burns  
Tyler Carter  
Carter Reynolds  
Shane Watson

#### 20 Years of Service

Isreal Mendoza  
Karen Rauls  
Jerry Tucker  
Shannon Weast

### Directors

#### 5 Years of Service

Robert Wilson Floyd  
Bubba Humphrey

#### 15 Years of Service

Bubba Hudson



The offices of C & L Electric Cooperative will be closed Thursday, Dec. 24, and Friday, Dec. 25, for the Christmas holiday.

We will also be closed on Friday, Jan. 1, for New Year's Day.

# 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 hour.** 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 & Trust including branches in Watson Chapel & White Hall, Monticello – Commercial & Union, Pine Bluff – all Simmons branches including Watson Chapel & White Hall, Rison – Fordyce Bank & Trust, Warren – 1st State, Warren Bank & Trust, & 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. You may also use the Kiosk station located in the lobby of the C & L main office in Star City. 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.

## 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.

### 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.

### NON-PAYMENT:

Accounts not paid by the due date shall receive a written notice giving five (5) days prior to disconnection of service. After the final date to pay on the shut-off notice, the cooperative shall have a representative call to collect the bill or disconnect, and there shall be a \$35.00 fee added to the gross bill, to help defray the cost of the trip, if payment is received at that time. If the account is not paid at that time, service may be disconnected.

If a check or bank draft is returned unpaid by the payee bank a returned check charge of \$30.00 will be added. If

the check or bank draft is for a past due balance, the electric service may be 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 of \$50.00. An account that has been disconnected 7 days shall be closed and all charges must be paid to reconnect it. A deposit may also be required.

### 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.