



Office Locations:	Jonesboro HQ	Paragould	Walnut Ridge
	4314 Stadium Blvd	7277 Hwy 69	477 Hwy 412
	P.O. Box 7503	Paragould, AR 72450	P.O. Box 868
	Jonesboro, AR 72403	870-239-2557	Walnut Ridge, AR 72476
	870-932-8301		870-886-1616

24-hour toll-free: 1-800-794-5012

Outage number: 1-888-771-7772

Requirements for Membership:

Any person, firm, association, corporation, or body politic or subdivision thereof may become a member of Craighead Electric Cooperative Corporation (CECC) by:

- a) Submitting an application for membership
- b) Agreeing to purchase electric energy from the Cooperative
- c) Agreeing to comply with and to be bound by the articles of incorporation and bylaws of CECC and any rules and regulations adopted by the board of directors and the Arkansas Public Service Commission
- d) Paying the refundable, non-transferable \$1.00 membership fee, \$10.00 connect fee, and any applicable deposit
- e) Having service connected

Billing Procedures:

Bills for electric service will be processed and mailed according to billing cycle. Each bill will reflect the essential facts by which the bill was prepared and will include the following information:

- a) Name of the member
- b) Both beginning and ending meter reading and meter reading dates
- c) Quantity (kWh) consumed and number of days in the billing period
- d) Charges for service, all taxes, and charges for non-utility merchandise or services purchased through the cooperative, and credits due to recovery of the deposit will be itemized
- e) Any previous unpaid balance due
- f) The date the bill was mailed
- g) The due date of the bill
- h) The designation of the applicable rate schedule for electric service
- i) Charges pursuant to automatic adjustment clauses
- j) Name, address and telephone number of the cooperative
- k) If service is estimated, it will be shown on the bill
- l) The net amount of any payments or credits during the billing period
- m) Any applicable late payment charge

In addition to basic rates, billing may be increased or decreased by the amount to be recovered (or credited) in accordance with Arkansas Public Service Commission approved automatic adjustment charges for the cost of energy and the cost of long-term debt (interest on long-term mortgages). These adjustments will reflect the variation in the cost of these charges to the amount embedded in the basic rates. Late payment charges will be assessed if payment is not made by the close of business on the cycle due date.

Billing and Payment Dates:

Bills for electric service shall not be mailed later than the mailing date shown on the bill. The due date of the bill is 22 calendar days after the mailing date of the bill. Bills may be paid only at any of the office locations listed above, to an area serviceman during business hours, online at www.craigheadelectric.coop, or by phone at 888-932-1961. There are no other authorized payment agents.

Deposit Requirements:

Under certain conditions, a deposit may be required from new applicants to guarantee payment for the service. If desired, the deposit may be paid in two installments. In lieu of a deposit, the cooperative will accept the written guarantee of a responsible third party or a good payment record for the most recent 12-month payment record from the previous electric utility. The amount of deposit will not exceed the estimated bill for two average billing periods. The cooperative shall pay simple interest on deposits at a rate set annually by Arkansas Public Service Commission, and such interest shall be credited to the member's account on the anniversary of the deposit date. For existing members, if you are late for two consecutive billing periods, or late three billing periods in the last 12 months you will be assessed a \$50 deposit. The total amount of a deposit will not exceed the amount of the member's two highest bills unless unauthorized use or tampering is involved. When final discontinuation of service is made by the cooperative, the amount of the deposit plus accrued interest will be credited to the member's account. A deposit shall automatically be refunded when the member, for a consecutive 12-month period, has paid all bills by the due date and when no insufficient funds checks have been rendered.

Meter Reading:

All meter readings shall be taken monthly by cooperative personnel, by contract meter readers or by an Automated Meter Reading (AMR) System. An AMR System using the Cannon Automated Meter Reading Meter Module, which will allow all electric meters to be read remotely. If a meter is inaccessible for reading, the member's account shall be billed according to the member's usage for the same time at that location the previous year. If this usage is unavailable, the class average will be used.

Voluntary Disconnection of Service:

Any member may request service disconnection at any time by submitting the request to the cooperative in writing, or by telephone request to any business office location. For completion of the request, the member should allow up to five working days after notice is received by the cooperative.

Shut-off and Reconnection Procedure:

Bills are considered delinquent after the due date of the bill. Any account, which is unpaid after the due date, will be mailed a Shut-off notice. This notice will allow three days mail time and five additional calendar days to pay the delinquent bill prior to suspension of service. When service has been suspended, the cooperative will reconnect service as soon as the reason for the suspension has been resolved. If the reason for the suspension is failure to pay a delinquent bill, the service will not be reconnected until the total delinquent bill and any reconnection fees have been paid. If the reason for suspension of services was the unlawful or fraudulent use of the service, the cooperative may suspend service without notice. The cooperative may, prior to reconnecting service, require a reasonable payment of estimated service rendered and a deposit equal to six (6) estimated billing periods or may refuse to reconnect service unless ordered to do so by Arkansas Public Service Commission.

Delayed Payment Agreement:

If a member is unable to pay a bill in full, the cooperative will not suspend service if the following arrangements are made on or before the last day to pay printed on the *Shut-off* notice:

- a) An agreement to pay at least 1/4 of his bill
- b) The member agrees in writing to pay the balance in reasonable installments over a period of three or more months, and
- c) The member agrees in writing to pay in full all future bills, during the period of the agreement, by the due date.

The Cooperative does not have to enter a second delayed payment agreement if the member is currently bound by an agreement and may suspend service if the member does not comply with the terms of the agreement. In arranging the installment payment agreement, the cooperative will consider the member's ability to pay, the size of the unpaid bill, the member's payment history, and the length of time and reasons the account has not been paid. If the cooperative bills a member for an amount to correct a previous under-billing, the member is permitted to pay the amount pursuant to a delayed payment agreement that provides for repayment over a period equal to

the period during which the under billing occurred. If the under billing is the fault of the cooperative, or if it is impossible to determine whether the previous under billing is the fault of the cooperative or the member, the cooperative will not impose a finance charge on the delayed payment.

Serious Medical Condition:

The cooperative will postpone the suspension of service to a residential member or reconnect service if the member presents a physician's certificate that suspension of service will cause a substantial risk of death or gravely impair the health of the member, a member of the family, or other permanent resident of the premises where service is rendered. The contents of the certificate must identify the serious medical condition, specify the effect of discontinuation of service, and specify the time during which discontinuation of service will aggravate the medical condition. Certificate forms are available through the Cooperative.

Protection Plans for Members 65 and over & Members with Disabilities:

- a) Service will not be shut-off in summer when the National Weather Service forecasts a temperature of 95 degrees or higher.
- b) Two attempts will be made to contact the member at least three (3) days prior to scheduled shut-off of services for a past due bill.
- c) Third party notification of any shut-off notice is available (see Third Party Notification below).
- d) Additional information about government assistance programs will be provided. Delayed payment agreements and levelized billing will be offered and explained.

If you qualify for this plan, contact Craighead Electric's business office.

Third Party Notification:

Third party notification will be offered which allows a member to designate a relative, friend or social agency (any third party) to receive a copy of the shut-off notice to remind the member that the bill is due. Simply call any office location and provide the name and address of the person whom you desire to receive a copy of the shut-off notice. Relatives of a disabled person may call and request this service on behalf of such person.

Tenant Protection Plan:

A special tenant protection plan is offered to all tenants who identify themselves and who request the protection offered by the plan. A tenant is any person who occupies premises owned or managed by another person or firm (landlord) and whose rent to the landlord include amounts for payment of electric service. This plan provides special consideration to the tenant before any shut-off of electric service. Service suspension is delayed if you are registered. Where possible, the tenant is allowed to apply for service in his or her name. Tenants are not responsible for amounts owed by the landlord. The cooperative requests that all landlords who are paying for a tenant's electric service and all tenants whose landlord are paying the bill for electric service, to identify them by a telephone call or visit to the cooperative's business office.

Member Inquiries:

A member may verify the accuracy of a bill by contacting any business office of the cooperative. The business offices may also be contacted if there is an inquiry or complaint about a bill or electric service. Any inquiry will be received courteously and will be given a prompt response. If a complaint is not resolved to member satisfaction, a review may be requested of the Office Manager or the General Manager, and then of the Arkansas Public Service Commission.

Arkansas Public Service Commission
1000 Center Street,
P.O. Box 400,
Little Rock, AR 72203-0400
(501) 682-1718 or toll-free 1-800-482-1164

The Arkansas Public Service Commission requires these FACTS be made available to each customer. A copy of the PSC General Service Rules is available at each office location of the Cooperative.

Other Services Available (must be requested):

Extended Absence Payment Plan:

- a) Bills may be paid in advance
- b) Pay by enrolling in the cooperative's Bank Draw Draft Plan
- c) Bills may be sent to a third party when authorized by the member.

Extended Due Date Plan:

Members, whose income checks from the following sources, if not received by the regular bill due date may apply for an extended due date:

- a) Aid to Families with Dependent Children (AFDC), or Aid to the Aged, Blind or Disabled (AABD),
- b) Supplemental Security Income,
- c) Social Security or Veterans Administration disability or retirement benefits.

Sales Tax Exemption:

Arkansas Act 304 of 1991 provides a sales tax exemption on the charges for the first 500 kWh/month of electrical use. To qualify, the combined family income (member and spouse) must not exceed \$12,000 a year. Applications may be requested from any business office locations of the Cooperative.

Approved Rates Available for each Class of Service Effective May 1, 2016:

Residential:

Service Availability charge: \$16.50/ month (no kWh)

All kWh \$0.08507/ kWh/month

General Service - Small (50 kVA or less of transformer capacity)

Service Availability Charge \$17.50/month (Single phase service)

Service Availability Charge \$24.50/month (Three phase service)

All kWh \$0.09206/ kWh/month

Monthly minimum: \$1.00 for each kVA of installed transformer capacity

Seasonal Power - Irrigation without Load Control

Irrigation Season: May-September

Service Availability Charge \$57.25/month (Single phase service)

Service Availability Charge \$59.75/month (Three phase service)

Horsepower \$8.08/hp

All kWh \$0.09826/kWh/month

The annual minimum is \$18.75 per rated horsepower.

Seasonal Power - Irrigation with Load Control

Irrigation Season: May-September

Service Availability Charge \$67.25/month (Single phase service)

Service Availability Charge \$79.75/month (Three phase service)

Horsepower \$3.20/hp

All kWh \$0.09222/kWh/month

The annual minimum is \$18.75 per rated horsepower.

General Service - Medium (services greater than 51kVA but no more than 125kVA)

Service Availability Charge \$55.00/month

\$8.35/kW of Demand during the Summer Season

\$5.00/kW of Demand during the Winter Season,

All kWh \$0.05384/kWh/month

(Monthly minimum shall be the highest of; (1) Charge specified in a contract for service, (2) \$1.00 per kVA of transformer capacity, or (3) all approved billing adjustments will be added to the monthly minimum charge.)

(Winter usage: November-April, Summer usage: All other months)

Seasonal Rate for services not operating in June, July and August: The monthly minimum shall not apply,

Off-peak Alternate: With the installation and use of load control devices, the winter demand charge shall be billed during the summer months.

General Service - Large (for services in excess of 125 kVA transformer capacity)

Service Availability Charge \$100.00/month

\$ 10.72/kW/month of demand during the summer months

\$ 6.40/kW/month of demand during the winter months

All kWh \$0.04796/kWh/month

(Winter usage: November-April, Summer usage: All other months)

(Monthly minimum shall be the highest of; (1) Charge specified in a contract for service, (2) \$1.00 per kVA of transformer capacity, or (3) all approved billing adjustments will be added to the monthly minimum charge.)

Seasonal Rate for services not operating in June, July and August: The monthly minimum shall not apply,

Off-peak Alternate: With the installation and use of load control devices, the winter demand charge shall be billed during the summer months.

Seasonal Power - Cotton Gin

For usage during the period September 20-December 20 only:

\$1.77/connected HP

All kWh \$0.06982/kWh/month

For usage from August 20-December 20:

\$4.22/connected HP for 4 months

All kWh \$0.06982/kWh/month

Usage after December 20:

Service Availability Charge \$23.50/month

All kWh \$0.06829/kWh/month.

Minimum charge for a ginning season shall be \$12.84 per horsepower prior to September 20 and \$9.63 per hp for loads connected after September 20. All approved billing adjustments will be added to the annual minimum bill.

Street Lighting & Security Lighting (on existing poles)

Fixture Type	Charge per month
175 Watt Mercury Vapor light*	\$7.48 per light/month
150 Watt Metal Halide*	\$7.48 per light/month
100 Watt High-Pressure Sodium*	\$7.48 per light/month
250 Watt Mercury Vapor light*	\$9.51 per light/month
400 Watt Mercury Vapor light*	\$12.57 per light/month
400 Watt Metal Halide*	\$15.48 per light/month
1000 Watt Metal Halide*	\$30.76 per light/month
SL 250 High Pressure Sodium*	\$16.34 per light/month
150w LED General Service	\$7.48 per light/month
250w LED Street Lighting	\$16.34 per light/month
400w LED Directional Security	\$15.48 per light/month

*No longer available for new installations

\$3.00/month per pole if additional poles are required,

\$10.00 trip charge will be applied if the Customer requests the Cooperative to change out an existing fixture that is not in need of maintenance.



Service Charges Related to Member Activity:

- Membership fee -\$1.00,
- Deposit -\$200 or as provided for in the PSC General Service Rules,
- Returned check fee -\$25.00,
- Meter Test fee -\$15.00,
- Connect fee (to connect additional services) -\$10.00,
- Reconnection fee during working hours 8am to 4am, Monday-Friday -\$50.00,
- Reconnection fee 4pm to 7pm Monday-Friday -\$75.00, (requests after 7pm will be reconnected the next scheduled business day)
- Meter Reseal fee -\$10.00,
- Bankruptcy Deposit -As provided for in the PSC General Service Rules,
- Late Payment Fee -Amount 10% of first \$30.00, 2% of any balance over \$30.00,
- Customer Charge - for service calls and the fault is on the member’s side of the meter, from 8am to 5pm, Monday-Friday -\$25.00, All other times -\$75.00.

Statement of Non-discrimination:

Craighead Electric Cooperative Corporation is the recipient of Federal financial assistance from Rural Utilities Service, an agency of the U.S. Department of Agriculture and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, and the Age Discrimination Act of 1975, and, the Americans with Disabilities Act of 1990, as amended and the rules and regulations of the US Department of Agriculture.

“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 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, audiotape, 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.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint form, AD-3027, found online at www.ascr.usda.gov/complaint-resolution and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

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

The person responsible for coordinating this organization’s nondiscrimination compliance efforts is Justin Etter, Vice President of Corporate Services. Any individual or specific class of individuals, who feels that this organization has subjected them to discrimination, may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington DC 20250; or the Administrator, Rural Utilities Services, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

Visit our website at www.craigheadelectric.coop. Like us on Facebook.com/CraigheadElectricCoop.

Follow us on Twitter@CraigheadCoop.