



# HOT LINES

Member Driven • Service Focused • It's What We Do Everyday

September // October 2019 CECC Newsletter

## Why Not Put it on Bank Draft?

When we ask our members why their account is not set up on bank draft, we get a variety of answers. "I didn't know about it. I've never got around to it. I don't like not knowing when my bank account will be drafted." etc. But when you look at how simple setting up and using auto-bank-draft is, you will see why it is the most convenient way to pay.



Auto-bank-draft can be set up at any of our three office locations. Simply fill out the bank draft authorization form and submit it with a voided check. On the form you can indicate what accounts you want to set up, useful if you pay for more than one. You also have a choice of when you would like to be drafted each month: the 8<sup>th</sup>, the 14<sup>th</sup> or the 20<sup>th</sup>. You will be drafted on this same day every month. By that point in the month you will know exactly how much will be drafted as you still receive a paper bill in the mail well before your draft date.

Like all payment options at Craighead Electric Cooperative, bank draft is a free service. It allows you to stop worrying about due dates, writing checks, snail-mailing envelopes, or being unable to pay while you're away. Give us a call if you have any questions about any of our payment options.



## HARVEST SAFETY TIPS FOR FARMWORKERS

- **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 equipment when doing field work.
- **If your equipment makes contact with an energized or downed power line, contact us immediately** by phone 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 at the same time, and hop away to safety.
- **Consider equipment and cargo extensions of your vehicle.** Lumber, hay, tree limbs, irrigation pipe and even bulk materials can conduct electricity, so keep them out of contact with electrical equipment.

Source: Safe Electricity



AMERICA'S ELECTRIC  
COOPERATIVES



## In the Dark? Send us a text.

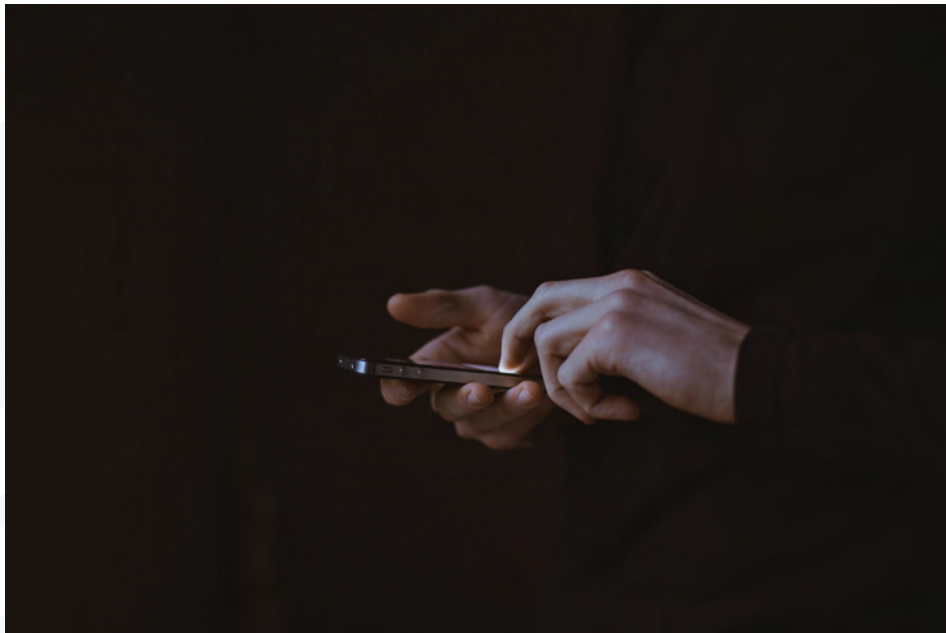
Upgrades to our dispatching and outage reporting systems allow Craighead Electric Cooperative Members a convenient new feature: phone outage notifications.

When an outage is planned in your area, we can send out a courtesy SMS text message and recorded phone call to alert you of the time and duration of the outage. Planned outages usually happen when there is a known issue with a piece of equipment, pole, or span of line that cannot be addressed safely while energized. Having this ability to alert you helps us minimize disruptions caused by planned outages.

Our SMS text message service is not just a one-way communications channel. If you are in the dark due to an outage and need to report it, simply text the word OUT to 85700. This is much quicker and more convenient than calling the automated outage number. Note that this will report an outage at the location of the account associated with your phone number, not the location of your cell phone. To associate a phone number with your electric account, update your contact information online at [ebiz.craigheadelectric.coop](http://ebiz.craigheadelectric.coop) or give us a call during business hours.

Say you are away from home during inclement weather and would like to know if an outage has been reported at your account's location. Text the word STATUS to receive a live update on the power status of your account. This is also useful if you are waiting for power to be restored before you return.

You can opt-in to the text message service online by going to [craigheadelectric.coop/outage-storm-center](http://craigheadelectric.coop/outage-storm-center) or by texting CECC to 85700. Remember that standard message and data rates apply. Text HELP to 85700 for more info or STOP to cancel.



Texting in the dark

## Member Appreciation Days

To celebrate National Co-op Month, Craighead Electric will be hosting three Member Appreciation Days in October. Join us on Tuesday, **October 8<sup>th</sup>, 15<sup>th</sup>, and 22<sup>nd</sup>** for refreshments and giveaways at all three of our office locations in Jonesboro,

Paragould, and Walnut Ridge. Follow #CoopMonth on Facebook and Twitter to see how co-ops across the country are celebrating National Co-op Month.



## Energy Efficiency Tip of the Month

**Cookware Tip:** Copper-bottomed pans heat faster on the stove. In the oven, ceramic and glass dishes are better than metal. With ceramic and glass dishes, you can turn the oven down about 25 degrees, and your meal will cook just as quickly.

Source: [energy.gov](http://energy.gov)

