



H O T L I N E S

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

March // April 2021 CECC Newsletter

NOTICE FROM ARKANSAS PUBLIC SERVICE COMMISSION ORDER NO. 15 – RELATING TO THE COVID-19 STATE OF EMERGENCY

The Arkansas Public Service Commission (APSC) has announced a target date of May 3rd, 2021 to lift the moratorium on disconnections for electric services. Craighead Electric Cooperative wants to provide this information early to allow members who have been affected by the Covid-19 pandemic and who may not be familiar with the disconnection process time to seek financial assistance or to enter into a payment agreement with Craighead Electric. Visit our website at craigheadelectric.coop for more information on this order from the APSC and a list of energy assistance providers. Members can also contact our offices at 870-932-8301 for more information.

Weather Balloon Causes Outage

In the middle of responding to a moderately severe regional ice storm in mid-February, a very different kind of weather-related power outage occurred. A weather balloon carried by the wind snagged in a three-phase powerline south of Trumann. Servicemen briefly opened the line to safely remove the white plastic sheeting and payload tangled at the top of the pole. This resulted in a brief outage for 52 members.



The National Weather Service in Little Rock advises that, Balloon Stuck in Powerlines

in the event you find one of their weather balloons, you should mail it back to them via the attached envelope and pre-paid postage. Unfortunately, there does not appear to be such a package attached to the balloon found in Trumann, just a GPS transponder (labeled "16") with a dead battery and little else. It is possible part of the balloon's payload was lost along the way.



Weather Balloon's Payload

If you have any information about this weather balloon or would like to claim it, please send an email to memberservice@craigheadelectric.coop. It would be interesting to know where it was launched from for it to land in South Trumann.



Don't make a bad situation worse

Help prevent any further damage to key utility services by always contacting 811 prior to digging during storm clean-up efforts.



Call or visit 811.com or your state 811 center's website.



Fuel Cost Adjustment: What is it?

The Fuel Cost Adjustment line item on your Craighead Electric bill usually does not get much attention, but it can make a big difference on your power bill during times of high fuel costs. This line item on your Craighead Electric bill fluctuates in response to the cost of fuel used to generate electricity (Coal, Natural Gas, Solar, Hydro, etc.).

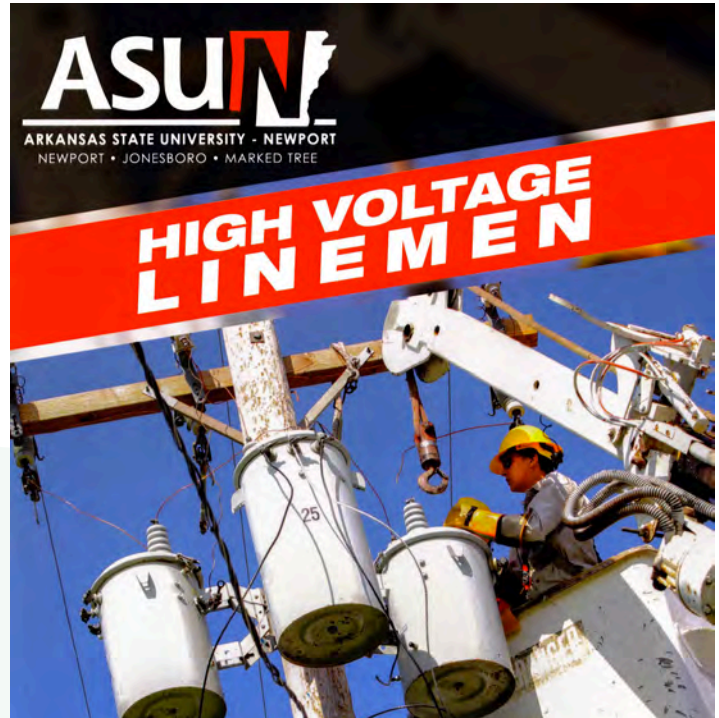
Craighead Electric does not generate its power, but rather purchases it wholesale from Arkansas Electric Cooperative Corporation (AECC). When their cost of fuel used to generate electricity goes up or down, usually in response to supply and demand, the difference is passed through the distribution cooperatives to their members as a positive or negative fuel cost adjustment.

None of the revenue collected from the fuel cost adjustment is retained by the cooperative. It all goes toward paying for wholesale electricity. Note that there is a weeks-long lag between fuel cost changes and when the difference is reflected on electric bills.

If you have any questions about a line item on your bill, please give your electric cooperative a call or visit our website.

Ice Storm 2021

Cold air brought ice and sleet into Northeast Arkansas in February. Many members remember the ice storms of 2009 and 2014 all too well. While all manner of plans were made and precautions were taken, this storm luckily amounted to just a few hundred outages of no more than a few hours. Thank you to all of our great linemen who braved the icy cold and to our members who showed them support.



Lineman Scholarship

Attention, prospective linemen! Each Spring, Craighead Electric awards one full academic scholarship to attend Arkansas State University Newport's High Voltage Lineman Program. The scholarship covers full tuition and books for all 42 credit hours of the course, valued at over \$8000.

Download an application from craigheadelectric.coop/lineman-scholarship and return it, along with a copy of your transcript and two letters of recommendation, to any of Craighead Electric's offices. Deadline for applications is April 19th, 2021. Before applying for this scholarship, you must contact Clay Fulton (870-512-7857) at ASU Newport for a pre-entrance pole-climbing exercise. For further questions about the scholarship, please call Craighead Electric at 870-932-8301 or ASU-Newport at 1-800-976-1676 or visit their website at asun.edu.

