



Craighead Electric
Cooperative Corporation



craigheadelectric.coop

H O T L I N E S

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

May // June 2022 CECC Newsletter

Craighead Electric holds Check-Pick-Up event for members

To celebrate our 85th year in business, we are getting back to the roots of what it means to be a cooperative: YOU, the member, and our promise to provide you with excellent electric service at-cost. The embodiment of this profit-free promise is the annual capital credits reimbursement, the time of year when we put our money where our mouth is and give our would-be profit back to our members directly.

WALNUT RIDGE **PARAGOULD**

JONESBORO

Meeting Dates:
June 8th Jonesboro
June 15th Paragould
June 22nd Walnut Ridge

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This year, we are giving back \$2.4 million to the membership and are giving you the opportunity to claim your cut in-person at one of three patronage capital events: 7:00 A.M. to 6:00 P.M. June 8th at the Jonesboro headquarters, June 15th at the Paragould district office, and June 22nd at the Walnut Ridge district office. Guests can pick up their capital credit check, chat face to face with a cooperative representative, explore the services available from the cooperative like empower

broadband and SmartHub, and learn more about the legacy of Craighead Electric and what it means to be a member.

How do you know if you will have a check to pick up at these events? Ask yourself this question: Did you have electric service from Craighead Electric at any time from July 2005 to December 2006 OR anytime during 2020? If so, congrats! You will receive a capital credits reimbursement this year! BUT, due to the expense of processing and mailing checks, if your refund amount is less than \$50 it will instead be credited to your June 2022 electric bill.

FAQ

Why is my electric company writing me a check?

You are a partial owner of the Electric cooperative, and your capital credits check represents your ownership stake in the company.

How do I know if I'll have a check available to pick up?

Give us a call if you are not sure if your capital credit check will be available for pick up or credited to your June bill.

What if I can't make it to an event?

If you do nothing, your capital credit check will be put in the mail like normal. You can expect it to be delivered by mid-July.

Didn't we use to get these in the fall?

Yes. Capital credit disbursement will occur in the Spring going forward.

The best way to ensure that you receive any money due to you is to keep your mailing address current. To check or update your mailing address with Craighead Electric, please call us toll-free at 1-800-794-5012 or update your information in SmartHub. Even if you are no longer a member of the cooperative, you are still entitled to receive your proportionate share of capital credits.

Prior to this year, the Co-op refunded all capital credits from its founding in 1937 through 50% of 2005. By paying these capital credits from the remainder of 2005, all of 2006, and all of 2020, Craighead Electric will have returned \$25,979,410.61 to current and former members in capital credit payments.



ON THE GO AND IN CONTROL. 

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SmartHub 101: Multiple users

Once you have enrolled in SmartHub it is easy to add a secondary user (spouse, business partner, roommate etc.) without sharing your credentials. Navigate to the browser version of smarthub at craigheadelectric.smarthub.coop an click on My Profile -> My Information -> Manage My Registered Accounts -> Manage Additional Users and add their email address.

FAQ

What information can additional users see?

Secondary users can see and take action on all screens and information for your specified accounts **EXCEPT**:

- Manage My Registered Accounts
- Update My Secret Hint Question

Why would I want to add additional users?

To allow another person access to your account with their own login credentials, without sharing your login credentials.

Can I modify my additional users?

As the primary user, only you have the ability to remove a secondary user or reset their login password.

What happens to additional users if I delete my SmartHub registration?

If you delete your SmartHub registration, all secondary users you add will also be deleted and will no longer have access to your account information.

What if a user is already a registered SmartHub user?

If that user is already registered, then that specific email address could not be used to add as an additional user.

Can I modify my additional users?

As the primary user, only you have the ability to remove a secondary user, disable their two-factor authentication method or reset their login password.

What happens to additional users if I delete my SmartHub registration?

If you delete your SmartHub registration, all secondary users you add will also be deleted, along with their two-factor authentication method and will no longer have access to your account information.

When you here the thunder it could be too late!!

Protect your valuable appliances and electronics.

When you here the loud thunder after a close lightning strike, it could be too late to protect your electrical equipment from an electric surge.

Over the years, the increased use of expensive electronic equipment has also increased the need for advanced surge protection or lightning protection devices. If left unprotected or under-protected, sensitive electric equipment are vulnerable to damage and are expensive to repair or replace.



Craighead Electric Cooperative can provide a top quality, affordable meter socket surge protector, which will protect your equipment from a lightning surge through the power lines.

Craighead Electric Cooperative recommends installing a meter socket surge protector at you meter base.

Meter Socket Surge Protector

- Installed by Craighead Electric Cooperative personnel
- Lifetime warranty
- Two diagnostic lights
- Defends against lightning strikes
- Only \$6 per month on electric bill

Call for more information or visit craigheadelectric.coop/surge-protection

When to hire an Electrician

Craighead Electric will always take care of any electrical issues all the way up to your meter box, but everything from that point on into your house (with the exception of your meter) is the responsibility of the home owner. If you have an issue in your meter box, breaker panel, or anywhere else in your home, it is time to call a licensed electrician. Follow these tips for finding a good quality contractor for the job.

Five Tips for Hiring an Electrician

A licensed electrician can help with a variety of home projects from lighting upgrades to full renovations. Keep the following tips in mind if you're looking to hire an electrician.



- 1. Hire a licensed, qualified electrician for the job.**
Look for a master electrician to manage the project. Master electricians have the most experience and will often oversee the work of a journey-level electrician or apprentice.
- 2. Make sure the electrician is insured.**
Seasoned electricians know the importance of protecting themselves in case of an accident.
- 3. Read all the reviews.**
Hire an electrician that has several positive reviews – not just one or two. Read reviews on different sites, like Nextdoor, Yelp and HomeAdvisor, and consider asking your neighbors for recommendations.
- 4. Determine your budget. Get two quotes.**
Knowing your budget upfront helps move the process along. Prices can greatly vary, so get multiple quotes (at least two).
- 5. Talk timeline.**
Some electricians accidentally overbook projects. If your job is time-sensitive, convey that early on and discuss a realistic timeline with the electrician.