



Craighead Electric
Cooperative Corporation



craigheadelectric.coop

HOT LINES

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

July // August 2022 CECC Newsletter

Members Pick Up Capital Credit Checks

To celebrate 85 years in business, we hosted three capital credit check pick up events in June and the members showed up in droves. Over 1200 members visited with coop and empower employees, grabbed a drink, talked about services available from the cooperative, and picked up their capital credit check. Over 500 members signed up for the SmartHub member portal during the events. Thank you to our 75+ employees who pitched in to make it happen and to the members who braved the heat to drop in.



How the proposed rate change could affect you

Craighead Electric Cooperative announced a proposal for rate change in the July edition of the Arkansas Living Magazine. If approved by the PSC, the new rates will go into effect in October. There has not been a rate change at CECC in over a decade. The new rates will affect each member differently. Here are some ways to minimize the impact of the proposed rates.

Kilowatt-Hour(kWh) Charge: The per-kWh charge will have a moderate increase for all rate classes. The best way to reduce your personal energy costs are to use fewer kWh, but that is easier said than done. There are two ways to use less energy: Energy Efficiency and Conservation. Investing in energy efficiency measures allows you to reap the same benefit (comfort, cooking, lighting, etc.) but use less energy to achieve it. For example, air sealing and re-insulating your attic could keep you just as comfortable without requiring your air conditioner to work as hard to maintain the temperature in your home. Conservation is simply requiring less energy in the first place. A penny saved is a penny earned, after all. Cleverly conserve energy by doing things like turning your thermostat up a few degrees in the summer but turn on your ceiling fans to maintain your comfort.

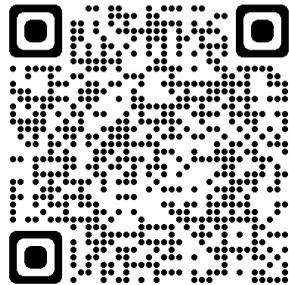
Service Availability Charge: Service Availability Charge: This fee (also known as “minimum bill” or “meter fee”) will impact the typical residential member, especially those who have multiple meters, the most. Members can expect to see the availability charge increase on a per meter basis, bringing the charge to the current market standard. Members with auxiliary meters, like on a shop or barn, should take time to reevaluate the cost of the secondary meters and consider tying



adjacent meters together. For example: A house with a nearby shop could get a quote (or three) from an electrician to run electrical service from the main breaker panel of the house to the shop's panel and retire the secondary meter. Suppose the availability charge of the shop's meter is \$360 a year and the quote from the electrician to do the work is, say, \$1200, then you divide the cost of the work by the annual cost of the meter to get your payback period. Retiring the secondary meter would pay for itself in 3.3 years.

Security Lighting: The monthly price of security lighting will have a small increase. Review how many streetlights you have, if any, and see if any of them can be replaced with floodlights on your house. Self-maintained area lighting must be installed and maintained by the member, but can be cheaper in the long run.

Scan this QR Code to learn more about the proposed rates and call Craighead Electric Cooperative if you have any questions.



ON THE GO AND IN CONTROL.



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Managing Notifications in SmartHub

Craighead Electric Cooperative's online member portal SmartHub is designed to keep you informed about your electric service in a timely manner while also keeping you in control. SmartHub gives you many options for what notifications you receive, who receives them, and in what format.

Login to SmartHub and head to Notifications -> Manage Notifications. There are several notification triggers listed for which you can activate either SMS Texts, Email notifications, or both.

If you have multiple contacts listed on your account like for a spouse, roommate, or business partner, you can customize what notifications each contact receives and in what format.

Some creative examples of alerts you can set up in the Manage Notifications menu:

- Multiple contacts (like spouses) each receive an email notification when the electric bill has posted each month; helpful for keeping up with household finances.
- A secondary contact (like a parent) receives an email notification only when the bill is past due; useful for a responsible third party who helps make sure the bill is paid on time.
- A contact (like a landlord) receives a text message only when daily energy use is very high. This could act as an early indication of a problem with the A/C unit.

Note: You cannot turn off notification triggers associated with management of your account, nor can you turn off the "bill available" notification.

Tip: Too many options? Switch to Condensed Mode!

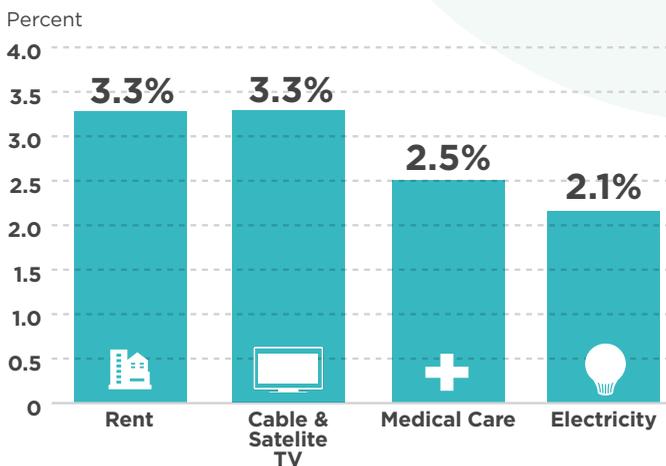
Have questions about smart hub? Give us a call or scan this code now to learn more.



ELECTRICITY REMAINS A GOOD VALUE

The cost of powering your home rises slowly when compared to other common expenses. Looking at price increases over the last five years, it's easy to see electricity remains a good value.

Average Annual Price Increase 2016-2021



Sources: U.S. Bureau of Labor Statistics Consumer Price Index