

HOT LINES

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

January // February 2023 CECC Newsletter



SMART PAYMENTS

MAKE A SMART PAYMENT IN PERSON WITH SMARTHUB

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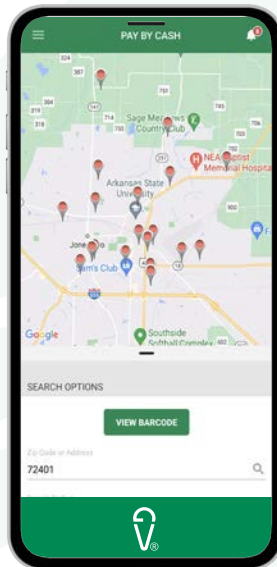
New in SmartHub: Pay by Cash

To better serve members in rural areas who would like to pay their electric bill with cash, Craighead Electric is launching a new Pay by Cash option allowing members to pay their electric bill with cold hard cash at local retailers like CVS, Dollar General, Walmart, Kum and Go, and more.

Pay by Cash, provided by Vanilla Direct, is launching January 2023 at dozens of local retailer locations. Members wishing to pay with cash provide a barcode at checkout, make their payment including a \$1.50 fee, and receive a receipt. Payment is posted to a member's account instantly. Each barcode is unique to individual accounts and can be scanned from the SmartHub app or pre-printed at home.

Find the new Pay by Cash screen in SmartHub by navigating to the Bill and Pay menu and click/tap on **Pay by Cash**. Input your zip code and distance filter to see locations near you that accept Pay by Cash. Click/tap on the **View Barcode** button to display your barcode on your screen.

We are excited to offer another service to make our members' lives more convenient. If you have any questions about Craighead Electric Cooperative's new Pay by Cash option, give us a call at 1-800-794-5012.



Youth Tour 2023

The Electric Cooperatives of Arkansas are gearing up for the 2023 Youth Tour to Washington DC on June 16th – 22nd. Only two lucky High School Juniors will be chosen from our service territory, so watch for the application to be posted at craigheadelectric.coop/youth-tour.

Check out aecc.com and youthtour.coop and follow us on Facebook for more information. Contact us with your questions at youthtour@craigheadelectric.coop.



5 Ways to Save During Winter

Winter weather typically means increased energy use at home. Keep your bills in check with these tips to save energy—and money!

Mind the thermostat. If you have a traditional heating and cooling system, set the thermostat to 68 degrees or lower. Consider a smart or programmable thermostat for additional savings.

Get cozy. Add layers of clothing for additional warmth, and snuggle up under your favorite heavyweight blanket.

Don't block the heat. If your air vents or heating elements (like radiators) are blocked by furniture or rugs, your home isn't being adequately heated.

Take advantage of sunlight. Open window coverings during the day to let natural sunlight in to warm your home. Close them at night to block the chilly night air.

Block air leaks. Seal windows and exterior doors with caulk and weather stripping to improve indoor comfort and decrease the amount of energy used to heat your home.

SMART MANAGEMENT. SMART LIFE. SMARTHUB.



feeling chilled?

HEAT YOUR SPACE SAFELY



Place on a flat, level surface



Keep flammable items at least 3 feet away



Make sure the cord is not frayed or cracked



Plug it directly into an outlet



Do not use an extension cord or power strip, which can overheat



Follow all instructions and use models endorsed by a reputable testing lab



Do not use around small children or pets



Do not use one with a damaged plug or prongs

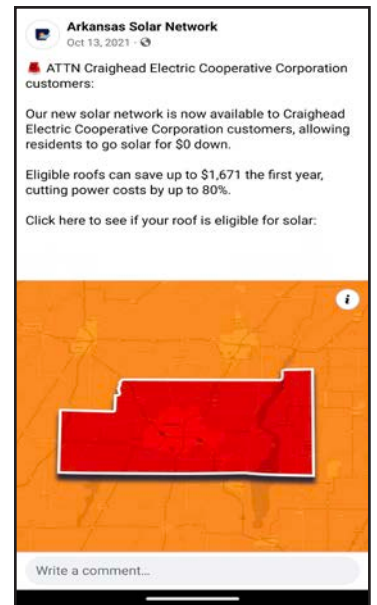
Safe Electricity.org

Have you seen solar ads like this?

Have you or someone you know mentioned seeing an advertisement on social media like the one on the right? Some mention Craighead Electric Members qualifying for a special program to get solar panels and even have a fancy form to fill out to find out if you qualify. Ads for solar on Facebook like the one here can promise many things: that the company is working with Craighead Electric Cooperative to install solar in the area, that they can install solar for \$0 down, or that you can get help to install solar through some unspecified “program”. Remember, if it sounds too good to be true, it likely is. Here are some facts about this kind of advertisement:

These companies are not affiliated with or endorsed by Craighead Electric Cooperative in any way. Most are not an ad from a solar company, but rather a marketing company looking to make money by selling your information to legitimate solar contractors. While you can get solar loans/leases that do not require a down-payment, loan terms are usually very long (10-20 years). The only county, state, or federal incentive or “program” to help residents get solar in our area is the 30% federal tax credit which you are often required to pay to the solar installer as a lump sum lest your promised low monthly payment go up.

If you are considering going solar, do your research and work with reputable, local solar companies to get multiple quotes. You can also contact Craighead Electric Cooperative and we will help you decide if going solar is right for you. As a not-for-profit electric company, we can answer questions about your options as your trusted energy partner. Learn more about how our net metering program works at craigheadelectric.coop/net-metering.



Need assistance paying your electric bill?

The Low-Income Home Energy Assistance Program (LIHEAP) provides help with paying heating costs in winter months to qualifying individuals and families.

Beginning Jan. 9, applications are accepted on a first-come, first-served basis, as long as funds are available. Businesses are excluded from receiving the benefit.

Call CRDC at 870-802-7100 or BRAD at 870-892-4547 to see if you qualify.

LIHEAP is not administered by your local cooperative, but rather through the U.S. Department of Health and Human Services (DHHS), and it is operated by community action agencies.

