

Beyond the lines

Carroll Electric exists to serve members with safe, reliable, and affordable electricity.

Taking Safety to the Highways



Carroll Electric is *takin' it to the streets* with safety. Well, at least those who patrol the streets and highways have a better idea about safety on the electric grid and how to respond in emergency situations involving electricity.

Carroll County Sergeant Chad Hippi of the Arkansas State Police attended a high voltage safety demonstration recently conducted by Carroll Electric's Safety Department. Sergeant Hippi identified the program

as a good fit for the students attending the Arkansas State Police Trooper School and helped to bring the organizations together at the Arkansas State Police headquarters located in Little Rock.

With assistance from Keith Brown, Arkansas Electric Cooperatives, and Devon Melbourne at First Electric Cooperative, Randy Hooten and Greg Motzko with Carroll Electric began the training with a classroom orientation. They described how a high voltage electric system operates and included a high voltage safety video for police/first responders. The thirty students enrolled in the Arkansas State Police Trooper School were also given field training to observe and learn the functions of each piece of equipment assembled on a high voltage demonstration trailer. Using the equipment on the trailer, Safety Coordinator Melbourne demonstrated how high voltage arcing would occur if accidental contact with a power line took place.

These future Arkansas State Troopers now have a very healthy respect for electricity and will be better equipped to handle emergencies involving power lines, keeping themselves and the public safe. Carroll Electric is proud to have been a key player in their disciplined training program.



What should I do when I can't pay my bill?

With summer winding down to a close, the electric bills being sent cover some of the hottest days of the season. Remember those weeks of continuous 90+ degree days? That means bills are likely going to be higher. When bills go up, sometimes the budget just doesn't stretch as far as it needs to.

If you find yourself in a position where you can't pay the entire amount of your bill, here is what to do:

1. Contact Carroll Electric Customer Service prior to the due date of the bill to discuss your payment options. (*This is the most important recommendation.*) Every month you have a minimum of 22 days from the time the bill is mailed until the due date to check the bill for accuracy, get any questions answered, or make payment arrangements.
2. Be prepared to pay as much as possible by the due date.
3. Ask about an extended due date if you just need a few extra days to make payment in full.
4. Ask about a delayed payment agreement if you need longer than a few extra days.
5. Ask if you qualify for Levelized Billing which can possibly go into effect immediately, lowering the amount needed to pay the current bill. Once enrolled, the monthly amount for future bills will be approximately the same each month.
6. Ask about the many types of payment options (cash, check, money order, or electronic payments.)



Unfortunately, some members may wait too long to contact Customer Service and find that payment options are no longer available and the account is subject to disconnection. Early communication is the key to avoiding disconnection and the extra fees associated with it. Call 800-432-9720 to receive helpful guidance for those months when you simply don't have enough to pay your bill. Customer service is available between 8:00 a.m. and 4:30 p.m.

CUSTOMER SERVICE
MONDAY-FRIDAY
8:00 A.M. - 4:30 P.M.
800-432-9720

Annual Disclosure

Carroll Electric maintains physical and procedural safeguards that comply with federal regulations to protect members' non-public personal information. The Cooperative is extremely sensitive to protecting the privacy of our members. We cannot take action on an electric account without verifying the identification of the account holder's name to ensure proper authority is being provided for the action requested. We cannot provide usage information on an account without written consent of the member using the service at the location being requested. Our members' names and addresses are not provided to any other third-party entities. We can provide you a written statement of Carroll Electric's disclosure notice at your request. This notice states Carroll Electric does not disclose any non-public personal information about its members to anyone except as required by law or authorized by specific members. Carroll Electric restricts access to non-public personal information about its members to its employees, contractors, or agents who need to know the information in order to perform their jobs.

Blueberry Cream Cheese French Toast

1 loaf French bread, cubed
8 ounces cream cheese, cubed
1 cup blueberries, fresh or frozen
1/3 cup confectioners' sugar
3 eggs
1 cup milk
2 tablespoons brown sugar
1 teaspoon vanilla extract
1/2 teaspoon ground cinnamon
Pinch of nutmeg
Maple syrup
Fresh whip cream
Fresh blueberries

1. Grease a 9x13 inch baking pan. Arrange the bread cubes evenly on pan.
2. In a large bowl, beat the cream cheese until smooth.
3. Beat in blueberries and confectioners' sugar. In a separate bowl, beat eggs, milk, brown sugar, vanilla, cinnamon, and nutmeg together until well combined. Slowly whisk into the cream cheese mixture until completely combined.
4. Pour over the bread cubes. Cover and refrigerate at least one hour or overnight.
5. Preheat oven to 400° F. Bake 20-30 minutes until golden brown and set in center. Serve warm with maple syrup, whip cream, and fresh blueberries.



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