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Owned by the Citizens of Jonesboro

September 27, 2019

Scott Springer
North Little Rock Electric
P O. Box 159
North Little Rock, AR 72115-0159

Dear Mr. Springer,

A disastrous wind storm struck parts of Jonesboro on the evening of August 6th that caused major damage to our electric system and left our customers in a dire situation. Assistance from North Little Rock Electric was instrumental in helping to restore power for our customers in an expedited manner.

As a result of the strong winds, both transmission lines feeding our Tech Park Substation were severed. Several of CWL's major industries are fed from this station and were left without power. Also, CWL experienced outages in other areas of the City. In total, CWL lost 30 transmission poles and associated distribution lines. This resulted in numerous customers without power. Considering the significance of this outage and the criticality of restoring power quickly, we realized the need for assistance with the restoration efforts.

CWL was very fortunate to have North Little Rock Electric to respond and assist with crews and equipment so rapidly. Your crews worked long hours to safely, competently and quickly restore power to our customers. We are very grateful for their remarkable efforts to restore power in this catastrophe. They helped make a small miracle happen. Without their assistance, it would have taken weeks to restore power.

To recognize your employees, CWL's Board of Directors passed Resolution 19-04 on Tuesday, September 24, 2019 commending their remarkable efforts during this disaster. As stated in the Resolution, they demonstrated a level of competency, professionalism and concern that simply cannot be matched. A copy of this Resolution is attached for your records.

On behalf of the citizen's of Jonesboro, employees and board members of CWL, thank you for your selfless efforts to help us restore power to our customers in such an expeditious manner. We are truly blessed to enjoy such a great friendship and partnership with North Little Rock Electric.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jake Rice III", is written over a blue horizontal line.

Jake Rice III, PE

Attachment: CWL Res. No. 19-04

Resolution No. 19-04

WHEREAS, a sudden, disastrous wind storm struck the City of Jonesboro on Tuesday, August 6, 2019 causing significant damage to the electric system creating power outages to numerous residents and industries.

WHEREAS, faced with this substantial destruction, the employees of City Water and Light responded safely, swiftly and efficiently to restore power to the affected customers.


WHEREAS, City Water and Light requested support through existing mutual aid agreements with Conway Corporation, Craighead Electric Cooperative, North Little Rock Electric, and Paragould Light Water and Cable. These utility companies worked safely, competently, professionally and long hours to efficiently restore power to CWL's customers.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of City Water and Light, speaking for all the citizens of Jonesboro, that the employees of City Water and Light and employees of the utility companies that aided City Water and Light be highly commended for their remarkable effort to restore power in this catastrophe. They have demonstrated a level of competency and concern that simply cannot be matched, and our appreciation is boundless and sincere.

Adopted this 24th day of September, 2019.


Chairman

Attest:


Secretary