

North Little Rock Neighborhood News



2015 Volume 20 / Number 5 September/October

Office of Neighborhood Services / P.O. Box 5757 / No. Little Rock, AR 72119

Office: (501) 791-8500 / Email: NLRNeighborhoodServ@nlr.ar.gov



Photo provided by NLR History Commission.

How North Little Rock Electric Restores Power

When an outage occurs, our top priority is to restore our customers' power quickly and as safely as possible. NLRED will first mobilize all our available crews and equipment, and will then ask for assistance from other municipal utilities or hire outside contractors if necessary.



During the restoration of electrical equipment due to damage, NLRED works to restore power to equipment that feeds the largest number of our customers first and will continue until all customers have power. This could include high-voltage lines (1) and structures, substations (2) or switch station equipment. After this damage is repaired, we work to restore the greatest number of customers by repairing main feeders/circuits in communities (3), neighborhood lateral lines (4), and then work to restore individual customer's transformers and service lines (5).

- 1. High voltage transmission lines** - These lines deliver power from the power plants to the substations.

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NLR Electric continued from page 1.

2. **NLRED Substation/Switch equipment** - Transforms voltage so it can be routed to the main distribution lines/circuits.
3. **Main feeder lines/circuits** - Delivers power to large subdivisions and large businesses.
4. **Lateral lines** - Most neighborhoods and streets are served with lateral power lines feeding off the main circuit which are protected with a fuse. These lateral power lines are usually located in the rear easements of the subdivisions. If there is a fault on your lateral, it will blow the fuse causing an outage to your home but protecting the electric lines of the neighbors across and/or down the street.
5. **Transformers/service lines** - Delivers power to individual customer locations either overhead or underground. All customers are served by transformers that are also protected by a fuse link. If your transformer fuse detects a fault and blows, it only affects your home and possibly four or five of your neighbors.

How to report an outage:

Your power outage report is important to us. While we do have equipment installed that indicates general areas that are without power, we rely on customer outage reports to help pinpoint specific areas without power. Your report helps us determine the full extent of an outage so we can more efficiently restore power. **1-888-728-4004 or online at www.nltrelectric.com**

When you report an outage online or by phone, your report is fed into our automated outage reporting system. We use the data from this system to help prioritize your outage report. Your report is then routed to our dispatch center, where it is assigned to a crew for repair. There is no need to report your outage multiple times.

Why are my neighbor's lights on and mine are not?

Many times a neighbor will have power restored while others in the same block are still without. This happens when separate circuits or lateral lines are used for areas within the same neighborhood. Depending on the extent of damage to your circuit or lateral line, the power may be on immediately or take longer to restore.

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Neighborhood News is a
bi-monthly publication.
Please note the
following deadlines
for information to be
published:**

Issue	Deadline Date
Nov/Dec 2015	October 1

2016

Jan/February 2016	Dec. 1
Mar/Apr 2016	Feb. 1
May/June 2016	April 1
July/August 2016	June 1
Sept/Oct 2016	Aug. 1
Nov/December	Oct. 1

Comments? We would like to hear from you. If you have neighborhood meetings or activities to be placed in the newsletter, please mail, fax, email or call the information to us. Are you reading someone else's copy? If you would like to be placed on our mailing list, contact our office.



**To Report
Electrical Outages In
North Little Rock**

**Call
1-888-728-4004.**

**This is a
toll free number.**





Welcome to My Account



All your North Little Rock Electric information at your fingertips

Simply log in to www.nlrelectric.com and look for the **My Account** tab. Enter your NLRED account number and the phone number associated with your account and you're on your way to a wealth of information designed to help you manage your electric use.

- **Interactive Online Tools** let you compare past bills, update your account, and more.
- **Home Energy Reports** help you understand your electric usage.
- **Receive email or text alerts** if you're trending towards a bill that is higher than what you typically receive.
- **Electronic Payment Options** for one-time payments, pre-authorized payment, and paperless billing.

Don't miss out -- We invite you to start today at www.nlrelectric.com

For Questions about My Account, contact NLRED Customer Service at [\(501\) 975-8888](tel:(501)975-8888) or custserv@nlr.ar.gov.

Find us on:



Ways to Pay

Online & Auto Payment - Pay Your Bill Online at nlrelectric.com

- Make a one-time payment
 - From your checking account, debit card, or credit card.

Note: This is for residential customers only. There is a \$3.45 fee for this service, which is provided by a third party.

Pay Your Bill Online through Your Bank - Automatic Bill Pay

- Automatic Bill Pay is one of the most convenient ways to pay your monthly NLRED bill. When you sign up for "My Account", choose to automatically pay your NLRED bill each month through a transfer of funds from your bank account to NLRED on your due date.

By Phone - Call (501) 975-8889

You may pay your NLRED bill over the phone using one of the following:

- Your checking account, debit card, or credit card
 - This option is available 24 hours a day.
 - Customers requiring TTY assistance can call (501) 975-8866.

Note: This is for residential customers only. There is a \$3.45 fee for this service, which is provided by a third party.

In Person - 120 Main Street, North Little Rock, AR 72114

(Just west of Verizon Arena)

- Make payments inside or use the convenient drive-thru service.
- Office hours are from 8 a.m. to 4:30 p.m. Monday - Friday, excluding holidays.

Mail - If you would like to mail a check or money order, send your payment to:

North Little Rock Electric Customer Service
Atten: Utility Payments
P.O. Box 936
North Little Rock, AR 72115

To report potholes or street damage in your neighborhood.
Call North Little Rock Street Department at 340-5356,
or use the new City of North Little Rock Report & Repair App!



Questions? Contact the Following

All meetings are evening meetings unless otherwise noted.

Amboy Crime Watch

Every 1st Thursday, 6:00
Amboy Methodist Church
311 Military/Mary Ann Conley 758-1208

Amboy Neighborhood Assn.

Every 3rd Monday, 6:30
Burns Park Hospitality House
corner of Military Drive & Joe Poch Rd.
Jim Baker, 590-4635
jimbob47@att.net

Argenta Community Development Corporation Board

Every 4th Thursday, 5:30
500 West 13th Street, 374-0622.

Argenta Neighborhood Boosters

Every 1st Thursday, 6:00
History Commission, 506 Main Street
Michael Carpenter, 379-8101
mcarpenter@churchargenta.org

Baring Cross Neighborhood Assn.

Every 3rd Monday, 6:00
ACTS Church, 13th & Franklin Sts.
Harlan Hunter, 541-1591

Dark Hollow Community Development Corporation

Every 3rd Tuesday, 6:30
1400 Pine Street
Belinda Burney, 376-8144

Dixie Addition Community Development Corporation

Every 3rd Monday, 6:00 p.m.
914 "H" Street
Lee A. (Buck) Jeffrey, 240-5376
buckj@att.net

Glenview Neighborhood Association

Every 1st Tuesday, 7:00
Glenview Rec. Ctr, 4800 E 19th St.
Ronald Hollis, Jr., 993-7170

Hillview Village Apartments Neighborhood Watch

Every 2nd Tuesday, 5:30
Hillview Village Apt. Clubhouse
Lynn Goodson, 758-0011

HOLT Neighborhood Association

Every 3rd Monday, 6:30
Gardner Memorial United Methodist Church
Joy Cameron, 374-9520

Indian Hills Neighborhood Association

Every 2nd Tuesday, 6:30
Indian Hills Church, 6801 JFK Blvd.
Stephen Whiting, 425-1942

Keep North Little Rock Beautiful

Every 2nd Tuesday, 5:30
NLR Visitors Bureau, Burns Park
Randy Naylor, 350-8775 or
Lisa Smith, 791-2568; KNLRB@aol.com
or www.Facebook.com/KNLRB

Lakewood Community Watch

Lakewood United Methodist Church
Topf & Fairway, Room W 2
Tap Pace, 416-0747

Meadow Park Neighborhood Assn.

Every 2nd Tuesday, 7:00
Bethany Baptist Church
308 Eureka Gardens Road
Evelyn Creal, 945-2870

Melrose Outreach

Every 3rd Wednesday, 7:00
Melrose Grocery, 807 Willow St.
Margo Tenner, 372-3810 or 374-7842

Military Heights

Every 2nd Thursday, 6:30
North Little Rock Community Center

NAACP

Every 1st Tuesday, 6:00
1418 Main Street
Deborah Rhodes

Neighbors United for Levy

Every 1st Monday, 6:30
North Heights Recreation Ctr, 4801 Allen
Jennifer Johansen, 771-0520

North Little Rock CPA Alumni

3rd Tuesday in February, May, August
& November, 6:30
Downtown Police St., 8th & Main Streets
Curtis Gatewood, Jr., 258-1821

North Little Rock Friends of Animals

Every 2nd Tuesday, 6:30
North Little Rock Community Center
Joy Stevens, 758-5482

North Little Rock Landlords Assn.

Every 3rd Monday, 7:00
NLR Community Ctr, 2700 Willow St.
Gail Blucker, 835-6679

Park Hill Neighborhood

1st Tuesday, 6:00
Location: Idlewild Park Historic Building
Intersection of D, North Cedar & Plainview
John Gregan, 758-7159
johnngregan@att.net
<http://www.historicparkhill.com>
<http://groups.google.com/group/parkhill>

Ridge Road Village Neighborhood Watch

Every 4th Thursday, 5:00
4748 Ridge Road
Michelle Johnson, 771-7500

Rose City Neighborhood Association

Every 3rd Monday, 7:00
Rose City Police Substation
Dennis Fisk, 519-2789

Scenic Hill Neighborhood Association

2nd Thursday, 7:00
January, March, June & September
Alice Kunce, (573) 353-2270 or
Carol Crow, 753-9044

Sertoma Club of North Little Rock

Every Wednesday, 12:00 noon
Newk's on Warden Road

Stone Links Neighborhood Association

Every 3rd Tuesday, 7:00
Stone Links Golf Course Clubhouse
Shannon Armand, 218-3277

Willow Beach Neighborhood Association

2nd Tuesday in March & October, 6:30
Church at Willow Beach
John Santoro, 607-1755

Follow NLR Neighborhood Services on Facebook or at www.nlr.ar.gov



Elected Officials

Mayor Joe Smith 975-8601
 City Clerk, Diane Whitbey 975-8617
 City Attorney, Jason Carter ... 975-3755

Aldermen

Ward 1

Debi Ross 753-0733
 Beth White 758-2738

Ward 2

Linda Robinson 945-8820
 Maurice Taylor 690-6444

Ward 3

Steve Baxter 804-0928
 Bruce Foutch 658-9714

Ward 4

Murry Witcher 835-0009
 Charlie Hight 758-8396

NLR Neighborhood News

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 North Little Rock, AR 72116

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Office Hours-

Monday-Friday
 8:00 a.m. to 4:30 p.m.

Comments? We would like to hear from you. If you have neighborhood meetings or activities to be placed in the newsletter, please mail, fax, email or call the information to us. Are you reading someone else's copy? If you would like to be placed on our mailing list, contact our office.

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What is NLRED doing to speed up outage response?

When you call or report an outage online, NLRED can use your telephone number or account number to access your address information and automatically generate a ticket. If your telephone number has changed since you first established an account, or if you are uncertain what number is associated with your account, please call 975-8888 to update your account information.

North Little Rock City Meetings

City Council Meetings

2nd & 4th Monday, 6:00 p.m.
 NLR City Hall, 300 Main Street

Parks & Recreation Commission

3rd Monday, 5:00 pm/2700 Willow St.

Planning Commission Sign Board

2nd Tuesday, 9:30 a.m.
 120 Main Street, 2nd floor, west end

City Beautiful Commission

3rd Monday, 6:00 p.m.
 4601 Fairway Avenue

Planning Commission

2nd Tuesday, 4:45 pm/300 Main St.

Senior Citizen Commission

Every 4th Monday, 3:00 p.m.
 401 West Pershing

History Commission

2nd Tuesday, 6:00 pm/506 Main St.

Planning Commission

Board of Adjustment & Appeal
 Last Thursday of each month, 1:30 p.m.
 120 Main Street, 2nd floor, west end

Historic District Commission

2nd Thursday, 6:00 pm/506 Main St.

**Follow North Little Rock
 Neighborhoods on Facebook.
 The following neighborhoods
 currently have pages:**

- Amboy
- Argenta
- Dark Hollow
- Dixie Addition
- Glenview
- Holt
- Indian Hills



- Lakewood
- Levy
- Meadow Park
- Park Hill
- Rose City
- Scenic Hill
- Stone Links

Check out the Rose City Neighborhood Association on YouTube at:

http://www.youtube.com/watch?v=uQx6EerS_Gg

or search for Rose City Neighborhood Association



North Little Rock Has Gone Mobile!



We are excited to launch NLR Report and Repair, a new tool for residents to submit service requests through their smartphones, online, via phone, and SMS. Residents can also access important North Little Rock information through in-app tools. NLR staff will have the ability to comment on service requests, and provide residents real-time updates through the PublicStuff platform.

By using the NLR Report and Repair platform, NLR will be able to engage the community more effectively than ever before. To get started, download NLR Report and Repair today by visiting www.nlr.ar.gov or search Google Play and the Apple App Store for NLR Report and Repair To access the NLR online reporting option, visit nlr.ar.gov

We encourage you to start using NLR Report and Repair to submit service requests, and spread the word among your neighbors!

Please send all questions and feedback to nhamilton@nlr.ar.gov.



2015 Recycling Weeks

September 6 & 20
October 4 & 18
November 1, 15 & 29
December 13 & 27

2016
January 10 & 24
February 7 & 21
March 6 & 20

Put your bins to the curb by 7:30 a.m. the day of your regular household garbage pick up. Put them away that evening.

**Visit the NEW North Little Rock Website
at www.nlr.ar.gov**

**Please notify Neighborhood Services of any address change.
Bulk rate mail will not be forwarded.**



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Department of Neighborhood Services
P.O. Box 5757
North Little Rock, AR 72119-5757

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