

Meet Your Cooperative Directors

This month, we are excited to continue the series that invites you to learn more about each of the nine members who serve on the Woodruff Electric Cooperative Board of Directors. The Board of Directors is the representative body of the member-owners and acts on their behalf. This month's feature is on the Board member that represents District 8, Jimmy Neal Bickerstaff.

MEET YOUR DIRECTOR

In 1979, Jimmy Neal Bickerstaff started his service on the Woodruff Electric Cooperative Board of Directors. While serving as a director, he has held positions as Woodruff Electric's vice-chairman and chairman. He is currently the secretary-treasurer.

Jimmy Neal is a lifelong resident of Lee County and a graduate of Moro High School and Arkansas State University. He farmed rice, soybeans, wheat, corn and cotton in Lee County until his retirement. Jimmy Neal and his wife, Shirley, were married in 1953 and have two children and three grandchildren. He is a 32nd degree Mason and a Shriner.

Jimmy Neal received the Arkansas Pioneer Wall of Fame Award from Arkansas Electric Cooperative Corporation in 2014. This award is given in recognition of directors with a minimum of 35 years of service on their local distribution cooperative board. Jimmy Neal has obtained the Credentialed Cooperative Director Certificate through the NRECA director education program.



Help Us Stop Power Theft

When someone steals electricity from their electric cooperative, all members pay for it

Stealing electricity is a crime that can be punishable by hefty fines and jail time. At a minimum, the thief can be charged penalties and large deposits to receive service from the utility.

Your electric cooperative must pay for the energy it provides to its members. In addition to the purchase of wholesale electric power, Woodruff Electric must pay for building and maintaining the poles, wires, transformers, substations, and other components of the electric system. When someone gets by without paying their fair share, those costs must be passed on to everyone else.



Theft of electricity can also be dangerous. A short circuit could produce an arc flash bright enough to cause blindness or launch fragments of hot debris.

If you know of someone who is stealing electric power, let us know. We will send someone to investigate and we will keep your information confidential.

When someone steals electricity, we all pay for it.

PROTECTED CUSTOMER PLAN

(IN COMPLIANCE WITH A.P.S.C. GENERAL SERVICE RULE 6.18)

Woodruff Electric Cooperative Corporation's Protected Customer Plan establishes conditions under which qualifying **elderly and/or disabled customers** will be given special attention. To ensure protection, procedures for these special customers include:

1. The right to third party notification before termination of service. The designated third party will have the right to receive and provide information regarding the customer's personal circumstances, but will not be responsible for payment of customer's bill. The right to third party notification is completely voluntary.

2. At least two attempts to contact in person or by phone at least 72 hours before termination of service.

3. Service will not be terminated when National Weather Service forecasts a minimum daily temperature of 32° F or below and 95° F or above.

4. Upon request Woodruff personnel can offer assistance to qualifying elderly or disabled members wishing to make arrangements with social services agencies for payment of service.

Qualifications may require you to disclose information and furnish documents in connection with the status claimed, and it may be necessary to re-establish eligibility on an annual basis.

Please inquire with a Woodruff Electric customer service representative about registering for our Protected Customer Plan at any of our four offices listed below:

| | | |
|--------------|-------------------------|--------------|
| Forrest City | 3201 Highway 1 North | 870-633-2262 |
| Augusta | 779 Highway 64 East | 870-347-2431 |
| Moro | 300 North Edrington Rd. | 870-768-4821 |
| Barton | 6011 Highway 49 | 870-572-2800 |

EXTENDED DUE DATE POLICY

Woodruff Electric offers an extended due date for consumers whose receipt of certain types of fixed income occurs **outside the period** between the mail date of the bill and the due date of the bill (usually the 1st through the 22nd of each month). Qualifying consumers may request an extended due date that coincides with your receipt of:

1. Aid to Families with Dependent Children (AFDC) or Aid to the Aged, Blind and Disabled (AABD)
2. Social Security Income
3. Social Security or Veterans Administration disability or retirement benefits.

Woodruff Electric requires verification of these income sources and dates received.

Please contact a customer service representative at one of the following locations for more information on the extended due date:

| | | |
|--------------|-------------------------|--------------|
| Forrest City | 3201 Highway 1 North | 870-633-2262 |
| Augusta | 779 Highway 64 East | 870-347-2431 |
| Moro | 300 North Edrington Rd. | 870-768-4821 |
| Barton | 6011 Highway 49 | 870-572-2800 |

my co-op



**Woodruff Electric
Cooperative Corporation**

3201 Highway 1 North,
Forrest City, Arkansas 72335
(870) 633-2262

Outages: (888) 559-6400

www.woodruffelectric.coop



©NBCEA

Don't post it

Attaching signs, items to power poles is illegal, safety threat

Signs promoting garage sales or rewards for lost pets are often placed on utility poles and some folks have even attached balloons for a birthday party. While it may seem like a good place to post such information, such items can further raise the danger risk of working on utility poles for lineworkers.

It is also illegal as Arkansas law and the National Electric Safety Code prohibit the attachment of items to utility poles without approval from the owner/operator. Posting items to utility poles is usually a violation of local ordinances as well.

The clamped safety boots used by lineworkers to climb poles are vulnerable to becoming snagged on staples and nails embedded in posts. Foreign objects can also tear utility workers' protective clothing, which is the first line of protection from an electric shock. They can also injure workers despite the safety gear they wear to avoid contact with rough surfaces.

Posting items to power poles can also be a public safety hazard. The materials posted on the poles not only distract people as they drive, but they also degrade the quality, effectiveness and stability of the wood.

It is also just as important to avoid tampering with or disrupting the guy wires that surround utility poles. Please inform children not to play or swing on them. Also maintain your distance when performing yard work. If you see the poles or guy wires are disrupted in some way, please call your local utility company immediately.

Source: Safe Electricity



The dreaded vampire loads

Vampire loads come from devices that use electricity even when they appear to be off. The primary culprits are chargers, set-top television boxes, instant-on televisions and gaming systems. There are others, but these four represent the major offenders, approaching 10 percent of average household electric use according to the Environmental Protection Agency (EPA).

Chargers take the 120 VAC (volts alternating current) power at the outlet and reduce it down to the voltage required by the connected device, usually 5 to 12 VDC (volts direct current). Obviously, when your device is charging, the charger is using electricity, but you might be surprised to learn that chargers are still using small amounts of energy even when they're not connected to a device.

Television set-top boxes also consume energy when they appear to be inactive. Anytime the set-top box's lights are on, it is using power. Like chargers, they use more when the television is on, but they are always working – even when the TV is off.

The instant-on television is another culprit. The intention of the "instant-on" feature is instant gratification for the viewer, meaning no waiting for the TV to turn on and warm up. Unfortunately, for that convenience, the TV must be on at nearly full power. So, in this mode, it can be a real energy drain.

The typical gaming console can use as much energy as a regular refrigerator even when it's not being used. Make sure to check the console settings and disable automatic updates, which is where the energy drain comes from. Games on the console are frequently updated, which requires a lot of electricity.

So how does the average family combat these dreaded vampire loads?

Here are a few suggestions.

- Unplug chargers when not in use.
- Invest in smart power strips. These look like normal power strips but have a twist; one of the outlets is the "master" that receives power all the time. The others are off. When the device connected to the master outlet turns on, the rest of the outlets receive power too. Have the television in the master outlet and when you turn it on, the set-top box, speakers, streaming devices, etc. will turn on too.
- Turn off the instant-on function on your TV. Turn off set-top boxes that do not contain the DVR functionality or use a smart power strip.
- Disable automatic updates in gaming consoles and turn the console completely off when you finish using it.

