



ENROLL IN OUTAGE TEXT MESSAGING ALERTS

POWER-UP!
SUPERCHARGE YOUR MEMBERSHIP



Enroll in Outage Text Messaging

Visit: www.woodruffelectric.com

Click: Member Services > Text Alerts > Click Here

WECC offers a text messaging alert service to help keep members better informed during power outages. When enrolled for Text Message Alerts, members will generally receive notifications when: an outage ticket is reported at the service address or if a member entered a ticket, a text with the ticket number.

FREQUENTLY ASKED QUESTIONS

- Q. What are Text Message Alerts?**
A: Woodruff Electric will deliver text message alerts to your cell phone to confirm your outage.
- Q. When will I receive a text message alert?**
A: When you enter an outage for your account OR if an outage has been declared for an account that is tied to your cell phone number.
- Q. Will I receive a text message alert every time I lose power?**
A: No. You will receive a text message only if you have reported the power out on your account or an account that you manage. Also, any time that power has been reported by someone else for your account or during large scale outages that affect your account.
- Q. Why am I no longer getting text alerts?**
A: If you replied STOP to a text message you will no longer get outage alerts. To receive text message alerts again, you may text UNSTOP to 888-559-6400.
- Q. How do I sign up for the text message alerts?**
A: To sign-up go to www.woodruffelectric.com and click *Text Notifications* button and click on the "Sign Up For Our Text Notifications" button. If you do not already have an online account, please create one. Once you are logged in follow the prompts to complete the sign-up process for alerts. You will receive a message explaining that you have opted in for the service.
- Q. How do I change my cell phone number for text message alerts?**
A: Go to www.woodruffelectric.com and click *Text Notification* button and click on the "Sign Up For Our Text Notifications" button then click on the "Manage Existing Opt In Notifications" button. Provide your WECC account number and cell phone number. Then you can add/delete cell phone numbers. You can then test it by texting STATUS to 888-559-6400.
- Q. How many cell phone numbers can receive a text message alert for the same account?**
A: You may sign up as many cell phone numbers as you wish for one account.
- Q. Can I cancel outage text alerts?**
A: Yes, you may cancel the service at any time. You may text "STOP" to 888-559-6400.

STARTING A NEW PROJECT?

Here are 5 steps for safe digging!



1. **Notify**, call 811 or make a request online two to three days before you plan to start your project. **Know what's below. Call before you dig.**
2. **Wait** two to three days for a response to your request. Affected utilities will mark underground lines.
3. **Confirm** that all affected utilities have responded by comparing the markers to the list of utilities the 811 call center notified.
4. **Respect** the markers and use them as a guide for the duration of your project.
5. **Dig Carefully** and if you can't avoid digging near the provided markers, consider moving your project.

ENERGY EFFICIENCY

Some manufacturers set water heater thermostats at 140 degrees, but most households usually only require them to be set at 120 degrees.

Consider lowering your water heater's temperature to save energy and slow mineral buildup heater and pipe Source: www.energy.gov



LEVELIZED BILLING

With Levelized Billing, you will know what to expect on your electric bill because the amount will be approximately the same month after month—even throughout peak cooling and heating periods. Give us a call to learn more!



To our heroes in hard hats, thank you for keeping the lights on.

Lineworker Appreciation Day is April 12, 2021. Be sure to #thankALINEWORKER

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OUTAGE REPORTING

Call our automated outage reporting number at:

Call 870-633-7100 or
1-888-559-6400