



UNDERSTANDING POWER SURGES AND BLINKS

Have you ever noticed your lights blink during a thunderstorm? Or perhaps you've noticed a blinking microwave clock when you arrive home. When this happens, you've likely experienced a brief disruption to your electric service, which could result from a power surge or blink. While the symptoms of surges and blinks can appear similar, what's happening behind the scenes can be quite different.



What's a power surge?

Power surges are brief overvoltage spikes or disturbances of a power waveform that can damage, degrade or destroy electronic equipment within your home or business. Most electronics are designed to handle small variations in voltage; however, power surges can reach amplitudes of tens of thousands of volts—this can be extremely damaging to your electronic equipment.

Surges can be caused by internal sources, like HVAC systems with variable frequency drives, or external sources, like lightning and damage to power lines and transformers.

Woodruff Electric encourages all members to install surge protective devices (such as surge protector power strips) to safeguard your sensitive electronics. If you're experiencing frequent surges in your home or business and you believe the cause is internal, contact a qualified electrician to inspect your electrical system.

What's a power blink?

Power blinks are also brief service interruptions, but they're typically caused by a fault (short circuit) on a power line or a protective device that's working in reaction to the fault. Faults can occur through a variety of instances, like squirrels, birds or other small animals contacting an energized power line; tree branches touching a power line; or lightning and other similar events. In fact, when it comes to power disruptions caused by critters, squirrels reign supreme.



Any of the events noted above can cause your power to blink, but you may also experience a brief interruption when protective devices that act like circuit breakers are working to detect the fault. Believe it or not, these brief power blinks caused by protective devices are actually good because that means the equipment is working as it should to prevent a prolonged outage.

Regardless of the cause, Woodruff Electric crews will be on their way to inspect the damage and make necessary repairs after a power outage. And you can help too! Any time you experience repeated disruptions to your electric service, please let us know by calling (870) 633-7100 or 1-888-0559-6400, visit www.woodruffelectric.com or e-mail us at info@woodruffelectric.com.



WOODRUFF ELECTRIC PREPAY

Woodruff Electric is excited to offer another way to pay your electric bill through the WE EZPay Program! Prepay Program is a new prepay billing service that allows members to pay for electricity how and when you choose. Purchasing electricity before you use it means that you control your budget and pay how much you want, when you want. And there are no security deposits or late fees. Instead of a monthly billing statement, your usage and balance are calculated daily.



- CHOOSE YOUR OWN PAYMENT SCHEDULE
- PURCHASE ELECTRICITY WHEN CONVENIENT
- MONITOR ELECTRICAL USAGE
- CUSTOMIZE THE PLAN THAT IS BEST FOR YOU
- NO DEPOSITS
- NO LATE FEES
- NO MONTHLY BILLS
- YOU CONTROL YOUR ELECTRICITY BUDGET

ENERGY EFFICIENCY

When shopping for new light bulbs, know the difference between lumens and watts. Lumens measure the amount of light produced by the bulb. Watts measures energy consumption. Energy-saving LEDs come in a variety of colors and brightness levels and last 15-25 times longer than incandescent bulbs.



Source: energy.gov

NEW WECC MEMBER APP AVAILABLE

Members may use the new app to make payments, report a problem, view current outages, view daily usage, view daily costs, view current balance and view announcements. Members can manage multiple accounts by using the app. The app is available on Apple or Android devices!

Woodruff Electric Offers Paperless Billing

Sign up for **Paperless Billing** and reduce your monthly paper usage – and mailbox clutter – by reviewing and paying your monthly electric bill online. It's free, convenient and secure! Once you enroll in **Paperless Billing**, you'll receive an email each month alerting that your bill is available for online viewing.

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OUTAGE REPORTING

Call our automated outage reporting number at:

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