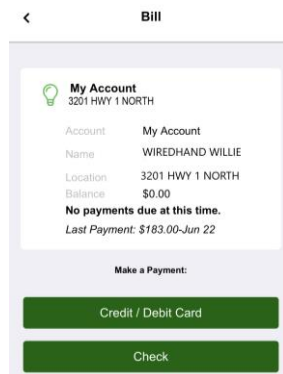
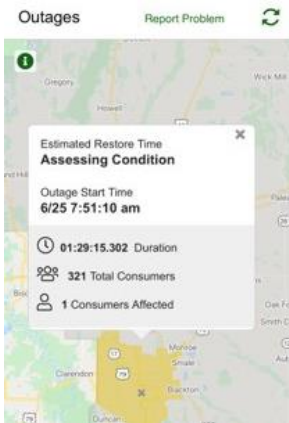
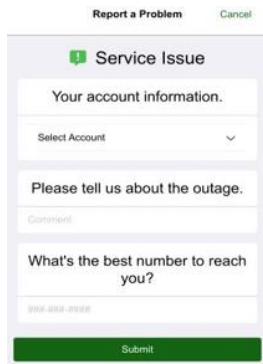
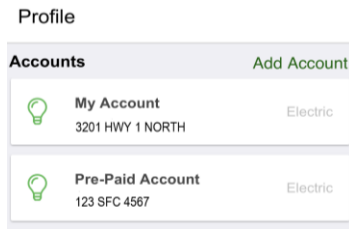
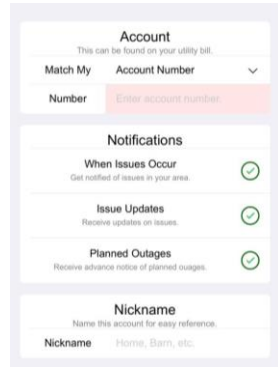




DOWNLOAD THE NEW WECC MEMBER APP TODAY!



HOW DO I FIND THE APP? You can find the app in both the App Store on Apple devices or the Google Play Store on other devices. Type “Woodruff Electric” in the search bar and hit search.

HOW DO I ADD MY ACCOUNT? Once the app is downloaded, this will be the first screen that you will see. Click add an account button. You can add your account by your account number, the phone number tied to your account or meter number. You must give your account a nickname.

CAN I ADD MORE THAN ONE ACCOUNT? Yes! You must go to the profile tab located in the bottom right corner. Then, you will see in the top right corner a button, “Add Account.” You will add an account in the same manner that you added your first account.

CAN I REPORT A PROBLEM USING THE APP? Yes, members may select “report a problem” and they will be prompted to select from a list of options for the nature of the problem. If a member has multiple accounts, they must select the affected account before reporting the problem. Member comments are optional to further explain the problem.

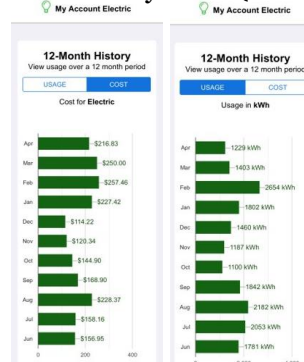
WHAT DETAILS ARE INCLUDED IN THE OUTAGE MAP? The map will list the number of members affected by outages and the outage area will be shaded. You may click on the shaded area for more details about the outage.

CAN YOU VIEW ENERGY USAGE INFORMATION?

- *Non-prepay accounts* – On the usage tab, you select the account, and you can view your usage in kWh or the dollar amount. You may view your usage and cost on a month-to-month basis, going back up to one year.
- *Prepay accounts* – On the usage tab, will be able to view your daily usage going back up to 30 days. This helps members to determine how much money they need to add to keep their electric service on.

CAN I MAKE A PAYMENT USING THE APP? Yes, you may pay with card or e-check using the app.

Non-prepay Account
12 Month History View (cost or usage)



Prepay Account
Monthly History View (cost or usage)

