

It's a matter of (Co-op!) principles

ACE Hardware, State Farm, REI, Land O'Lakes and your electric co-op all share something in common: We're all cooperatives.

We may be in different industries, but we all share a passion for serving our members and helping our communities to thrive. In fact, all cooperatives adhere to the same set of seven principles that reflect our core values of honesty, transparency, equity, inclusiveness and service to the greater community good. October is National Co-op Month, so this is the perfect time to reflect on these principles that have stood the test of time but also provide a framework for the future.

1. Open and Voluntary Membership

Membership in a cooperative is open to all people who can reasonably use its services and stand willing to accept the responsibilities of membership, regardless of race, religion, gender, or economic circumstances.

2. Democratic Member Control

Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions. Representatives (directors/trustees) are elected among the membership and are accountable to them.

3. Members' Economic Participation

Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital remains the common property of the cooperative. Members allocate surpluses for any or all of the following purposes: developing the cooperative; setting up reserves; benefiting members in proportion to their transactions with the cooperative; and supporting other activities approved by the membership.

4. Autonomy and Independence

Cooperatives are autonomous organizations controlled by their members. If they enter into agreements with other



organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control as well as their unique identity.

5. Education, Training, and Information

Education and training for members, elected representatives (directors/trustees), CEOs, and employees help them effectively contribute to the development of their cooperatives. Communications about the nature and benefits of cooperatives, particularly with the general public and opinion leaders, help boost cooperative understanding.

6. Cooperation Among Cooperatives

By working together through local, national, regional and international structures, cooperatives improve services, bolster local economies, and deal more effectively with social and community needs.

7. Concern for Community

Cooperatives work for the sustainable development of their communities through policies supported by the membership.



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Cooperative Corporation**

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Get familiar with cybersecurity basics

At a time when we are more connected than ever, being “cyber smart” is of the utmost importance. This year has already seen more than a fair share of cyber attacks and breaches, including the high-profile attacks on the Colonial Pipeline and other critical infrastructure. Furthermore, as has been underlined by these recent breaches, cyber attacks are becoming more sophisticated with more evolved bad actors cropping up each day. Luckily, there are several steps that we can take on a daily basis to mitigate risks and stay one step ahead of malefactors. Here are a few quick tips:

- Enable multi-factor authentication.
- Multi-factor authentication (MFA) adds that necessary second check to verify your identity when logging in to one of your accounts. By requiring multiple methods of authentication, your account is further protected from being compromised, even if a bad actor hijacks your password. In this way, MFAs make it more difficult for password cracking tools to enable attackers to break into accounts.

Use strong passphrases/password manager

This may seem obvious, but all too often securing strong passphrases/password managers is overlooked. People spending more time online during the pandemic has certainly contributed to more bad actors prowling for accounts to attack. Using long, complex and unique passwords is a good way to stop your account from being hacked, and an easy way of keeping track and remembering your passwords is by using a password manager.

Perform software updates

When a device prompts that it’s time to update the software,

it may be tempting to simply click postpone, and ignore the message. However, having the latest security software, web browser, and operating system on devices is one of the best defenses against online threats. So, don’t wait - update.

Do your research

Common sense is a crucial part of maintaining good online hygiene, and an intuitive step to stay safe online is to do some research before downloading anything new to your device, such as apps. Before downloading any new learning app on your device, make sure that it’s safe by checking who created the app, what the user reviews say, and if there are any articles published online about the app’s privacy and security features.

Check your settings

Be diligent to double check your privacy and security settings and be aware who can access your documents. This extends from Google docs, to Zoom calls, and beyond. For meetings on Zoom, for example, create passwords so only those invited to the session can attend, and restrict who can share their screen or files with the rest of the attendees.

Being cyber smart and maintaining stellar online hygiene is the best way to protect yourself and others from cyber attacks. No single tip is foolproof but taken together they can make a real difference for taking control of your online presence. Following these tips is also easy, and free. By taking preventive measures and making a habit of practicing online safety, you can decrease your odds of being hacked exponentially - and prevent lost time and money, as well as annoyance.

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
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my co-op

Behind the lines at Woodruff Electric

Employee Spotlight: Eric Jones

Title: *Journeyman Lineman*

Department: *District III - Moro*

What does a normal day at work look like for you? *My normal day consists of working service calls, trouble-shooting outages, disconnecting and connecting wells, and assisting crews on construction projects.*

How long have you been working at WECC? *I have worked eight years at Woodruff Electric.*

Did you work in other positions or at other companies before this position? *I have worked several other jobs before coming to Woodruff Electric. I worked on a row-crop farm and worked as an electrician. I also did carpentry and landscaping work.*

What is the best part of your job? *There are several great things about my job. I enjoy experiencing new problems and figuring out the solutions, getting to explore new places and getting to see new things every day. It is great to help keep the lights on for our consumers, too. I enjoy hanging out with my co-workers, who feel more like family to me.*

What is the biggest challenge you face in your job? *The biggest challenge in my job is knowing that one mistake could be the last for myself or my co-workers.*

Who is your family? *My wife, Kayla, and I have been married 12 years, and we have two children, Eva Grace and Mason. We also have two dogs, Trig and Mister Fluff.*

What are some of your favorite hobbies? *I enjoy fishing, hunting, riding and caring for my horses, and hanging out with my family and friends.*

What is your favorite food? *My favorite meal is my mama's homemade beans, smoked links and cinnamon rolls.*

What will you absolutely not eat? *I will not eat mushrooms.*

What is your trademark cliché or expression? *A co-worker once told me, "You're a pencil with no eraser – all it takes is one mistake. You can't erase it."*

What would you like to learn how to do? *I would like to learn more about woodworking.*

What are a few items that you collect? *I enjoy collecting coins and deer sheds.*

One thing on my bucket list is: *I want to travel more around the United States.*

