

## 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.

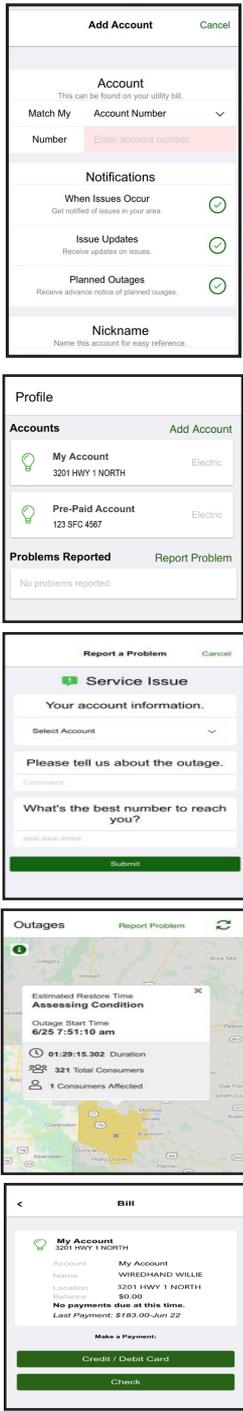
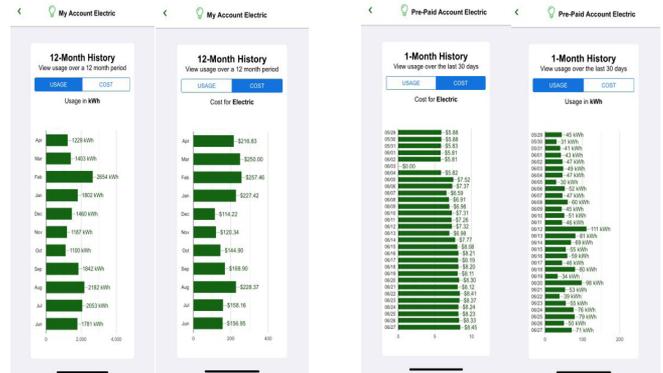
### CAN YOU VIEW ENERGY USAGE INFORMATION?

- 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, you will be able to view your daily usage and charges 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)



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# Fall into energy savings

## SAVE ENERGY AND LOWER YOUR ELECTRIC BILL

*Fall is the perfect time to prep your home for the upcoming winter chill. Follow these low-cost or no-cost energy savings tips to make your home more energy-efficient and lower your electric bill.*



### Seal air leaks

One of the best ways you can save energy and stay comfortable is to caulk and weatherstrip areas that typically need sealing. Start by sealing around windows and doors. Seal plumbing, ducting and areas where electrical wiring comes through walls, floors and

ceilings for additional energy savings.

### Maintain your heating system

Your heating and cooling system accounts for the majority of your home's energy use. Schedule professional maintenance service for your heating system. Keep your outdoor unit clean and free of debris. A clean heating system will run more efficiently.

### Replace your filter

Replace your HVAC filter regularly. Check it monthly to make sure it's not too dirty, and replace when needed. A clean filter will keep your air cleaner and will prolong the life of your HVAC system.

### Get a smart thermostat

Using a smart thermostat, you can program the times you turn on the heat according to a pre-set schedule. According to [energy.gov](http://energy.gov), you can easily save energy

Replacing filters regularly will prolong the life of your HVAC system.

in the winter by setting the thermostat to 68° degrees while you're awake and setting it lower while you're asleep or away from home.

### Reduce hot water use

Hot water heaters are second to heating and cooling systems in energy consumption. Install a low-flow shower head to save energy and water. Run dishwashers and washing machines on full loads and not at the same time. And use cold water as much as possible when washing clothes.

### Save energy when cooking

When cooking this holiday season, keep the oven door closed as much as possible. Every time the oven door opens, the temperature inside decreases, and the oven uses more energy to get back to the desired temperature. Use small appliances like slow cookers and toaster ovens when possible.

To maximize your stove's efficiency, clean burners regularly and match the pan size to the pan you're using. The less contact your pan has with the burner, the more energy the stovetop will have to expend to heat the pan.

### Let the sunlight in

Open blinds and other window coverings to let natural light in to warm your home. At night, close them to reduce the chill from cold windows.



Open the blinds to help warm your home in the winter.

### Holiday energy savings

Consider using LED lights during the holiday season when decorating. LEDs use 98 percent less electricity than conventional painted or ceramic bulbs.

### Start saving energy now

For more energy savings ideas, visit [energy.gov](http://energy.gov) or [aecc.com/energy-efficiency](http://aecc.com/energy-efficiency). Your help with energy savings now can result in savings for you later.

## Behind the lines at Woodruff Electric

### Employee Spotlight: Norma Hawkins

**Title:** *Human Resources Manager*

**Department:** *Office Services - District II*

**How would you explain your job to someone else?** *As Human Resources Manager, I oversee Woodruff Electric's recruitment, interview, selection and hiring processes. Responsibilities include overseeing benefit programs, securing regulatory compliance, and administering employee-related services such as payroll and training.*

**What does a normal day at work look like for you?** *It changes every day with different priorities. Each day presents challenges whether it is reporting to regulatory agencies, entering payroll information, enrolling new employees in benefits or assisting employees with various issues regarding benefits.*

**How long have you been working at WECC?** *I have worked at WECC for 33 years.*

**Did you work in other positions at WECC?** *I started as a part-time clerk in the accounting department working mainly with memberships and capital credits. I have worked in the data processing department where I was responsible for system operations, billing, and records management, the accounting department as Financial Systems Analyst, and in my current position as Human Resources Manager.*

**What is the best part of your job?** *I enjoy meeting new employees and assisting employees with benefits.*

**Is there something you would like people in other departments or people outside WECC to know about your job?**

*I love my job and my work family. Woodruff is constantly striving to provide affordable and reliable electricity to members and their communities. I am proud of our workforce and their goals, and I try to make sure the employees have everything they need to be successful each day.*

**Who is your family?** *I have two children, Alan and Amy (Pat), a cat, a sister and her family in Alabama, nieces in Texas and Georgia, church family, and past and present work family.*

**What are some of your favorite hobbies?** *My hobbies include yardwork, traveling, exercise, and refinishing furniture.*

**What is your favorite food?** *My favorite food is four-layer chocolate dessert!*

**What will you absolutely not eat?** *I will not eat Gizzards, Escargot, Raw Oysters or Chitterlings.*

**What is your trademark cliché or expression?** *The battle is not mine, but God's.*

**What would you like to learn how to do?** *I would like to grow orchids or tropical plants.*

**What are a few items that you collect?** *I collect dishes and plants.*

**If I've learned one thing in life, it's:** *That God is my strength and my refuge.*

**One thing on my bucket list is:** *I would like to visit Niagara Falls.*

