



DOWNLOAD THE NEW 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.

The screenshot shows the 'Account' setup screen. It has a title 'Account' and a subtitle 'This can be found on your utility bill.' Below this is a 'Match My' section with a dropdown menu currently set to 'Account Number'. Underneath is a text input field labeled 'Enter account number.' with a red border. Below this is a 'Notifications' section with three toggle switches, all of which are turned on: 'When Issues Occur' (Get notified of issues in your area.), 'Issue Updates' (Receive updates on issues.), and 'Planned Outages' (Receive advance notice of planned outages.). At the bottom is a 'Nickname' section with a subtitle 'Name this account for easy reference.' and a text input field containing 'Home, Barn, etc.'

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 and charges going back up to 30 days. This helps members to determine how much money they need to add to their account to keep their electric service on.

CAN I MAKE A PAYMENT USING THE APP?

Yes, you may pay with a card or e-check using the app and save payment type details for future payments.

The screenshot shows the 'Profile' screen. At the top is a header 'Accounts' with a green 'Add Account' button. Below this is a list of accounts. The first account is 'My Account' with address '3201 HWY 1 NORTH' and service type 'Electric'. The second account is 'Pre-Paid Account' with address '123 SFC 4567' and service type 'Electric'. Below the accounts list is a detailed view for 'My Account' (3201 HWY 1 NORTH). It shows fields for 'Account' (My Account), 'Name' (WIREDHAND WILLIE), 'Location' (3201 HWY 1 NORTH), and 'Balance' (\$0.00). It also states 'No payments due at this time.' and 'Last Payment: \$183.00-Jun 22'. At the bottom is a 'Make a Payment:' section with two buttons: 'Credit / Debit Card' and 'Check'.



SAFETY TIPS FOR HUNTERS

This hunting season, we encourage all members to be aware of electrical equipment and take necessary precautions while hunting. Keep these safety tips in mind as you enjoy the great outdoors.

- **Take notice** of posted warning signs and keep clear of electrical equipment.
- **Do not** shoot at or near power lines and insulators.
- **Know** where power lines and equipment are located on the land where you hunt.
- **Be especially careful** in wooded areas where power lines may not be as visible.
- **Do not** place deer stands on utility poles or climb poles. Energized lines and equipment can conduct electricity to anyone who comes into contact with them, causing shock or electrocution.
- **Do not** place decoys on power lines or other utility equipment. Any non-electrical equipment attached to a pole can pose an obstruction and serious hazards to our line crews.

ENERGY EFFICIENCY

Fall is the perfect time to prep your home for the upcoming winter chill. 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.

Source: energy.gov



HAPPY THANKSGIVING!

COOK UP ENERGY SAVINGS THIS HOLIDAY SEASON

- Clean oven burners regularly.
- Match the pan size to the burner you're using.
- Use small appliances like slow cookers and toaster ovens when possible.

WECC Text Alerts

Scan this code or use your camera to scan and sign up for text alerts.



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www.woodruffelectric.coop



Veterans Day

- Honoring all who served •
November 11th

OUTAGE REPORTING

Call our automated outage reporting number at:

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