



## RESTORING POWER SAFELY AND EFFICIENTLY

We do our best to avoid them, but there's no way around it: power outages occasionally happen. For most Woodruff Electric members, outages are rare and only last a few hours. But when major storms, like Winter Storm Oaklee (February 23, 2022), impact our area, extended outages are unavoidable.

So, when the power goes out, how do Woodruff Electric crews know where to start working? How do you know if your outage has been reported? We've got answers to these questions and more, and it all starts with a safe, efficient plan for power restoration.

When the lights go out and it's safe for our crews to begin the restoration process, they start by repairing power lines and equipment that will restore power to the greatest number of people in the shortest time possible.

This process typically begins with repairs to the larger main distribution lines that service a great number of homes and businesses. After those repairs are made, crews work on tap lines, which deliver power to transformers, either mounted on utility poles (for above-ground service) or placed on pads (for underground service). Finally, individual service lines that run between the transformer and the home are repaired.

We can't control the weather, but we can prepare for it. Woodruff Electric keeps a supply of extra utility poles, transformers, and other equipment on hand so we can quickly get to work in the event of an outage. When widespread outages occur, multiple crews will be out in the field simultaneously working to repair damage at multiple locations. We also coordinate with nearby co-ops to bring in additional crews when necessary.

A proactive approach to maintenance helps minimize the chance of prolonged outages; this is why you see Woodruff Electric crews periodically trimming trees and clearing vegetation near rights-of-way. We love trees too, but it only takes one overgrown limb to knock out power for an entire neighborhood. Trimming improves power reliability for our entire community. In addition to managing vegetation, we regularly inspect utility poles, power lines and other critical equipment to maintain a more reliable system.

If you experience a power outage, don't assume a neighbor reported it. It's best to report the outage yourself, and we make it easy to do. The quickest way to report an outage is through our mobile app, texting the outage alert number or by visiting our website ([www.woodruffelectric.com](http://www.woodruffelectric.com)); you can also call our outage reporting number at 1-888-559-6400 or 870-633-7100.

If you have a medical condition that requires electrical equipment, please let us know, and always have a backup plan in place. This plan could include a portable generator, extra medical supplies or moving to an alternate location until power is restored. If you plan to use a generator for backup power, read all safety information and instructions before use.

Mother Nature can be unpredictable, but as a member of Woodruff Electric, you can feel confident knowing we're standing by, ready to restore power as quickly and safely as possible.

Remember to **LOOK UP** when operating large equipment.

## PAPERLESS BILLING – SIGN UP!

Paperless billing is a free, convenient, and secure way to pay your monthly bill. Sign up for Paperless Billing and reduce your monthly paper usage – and mailbox clutter – by reviewing and paying your monthly electric bill online. Once you enroll in Paperless Billing, you'll receive an email each month alerting that your bill is available for online viewing. It allows you to view your bill online – any time, from any internet connection.



**Woodruff Electric Cooperative Corporation**  
Your Local Energy Partner

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Forrest City Arkansas 72336-1619  
870-633-2262



Pay at [www.woodruffelectric.com](http://www.woodruffelectric.com)  
Pay by Phone at 1-888-559-6400 or 870-633-7100  
We show your Home Phone # as  
and your email address as  
Please make any necessary corrections below

Power Outages - dial 1-888-559-6400 or 633-7100 \$154.47

Current Due Date Does Not Apply to Past Due Balances  
DUE DATE AMOUNT DUE  
02/22/2022 \$154.47  
AFTER DUE DATE \$159.96

\*\*\*\*\*SINGLP  
FORREST CITY AR 72335

Service Address  
ACCOUNT NUMBER DATE MAILED  
01/31/2022  
PLEASE RETURN THIS PORTION WITH PAYMENT!

### CUSTOMER BILL

BILLING PERIOD	DAYS	PREV READING	PRES READING	KWH USED	THIS MONTH LAST YEAR
12/28/2021 to 01/28/2022	31	20069	20836	767	186
ACCOUNT NUMBER	METER #	RATE	MULTIPLIER	MAP LOCATION #	DATE MAILED
	191		1		01/31/2022

**View PDF Attachment of the Bill (example)**

## ENERGY EFFICIENCY

Even in summer months, adding insulation to your attic can keep your home more comfortable and save energy used by your cooling system. If your attic insulation is level with or below your floor joists (meaning you can easily see your joists), you should add more. If you can't see any of the floor joists because the insulation is well above them, you likely have enough insulation. Attic insulation should be evenly distributed with no low spots. Make sure the areas along the eaves are adequately covered.

Source: [energystar.gov](http://energystar.gov)

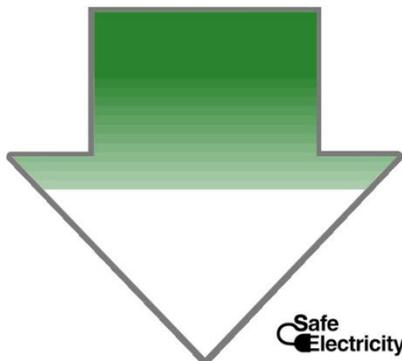


## ON TIME. EVERY TIME.

### AUTO BILL PAY- "Set it and forget it!"

Want to eliminate buying stamps or the risk of late payments? Sign up for automatic bank or credit card draft to have your bill drafted out of your checking account or charged to your credit card each month. It's that simple.

A high efficiency A/C unit could reduce the energy used to cool your home by **20 to 50%**



Information collected from the U.S. Department of Energy.

## Woodruff Electric Cooperative Corporation

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### Office Hours:

8:00am to 5:00pm  
Monday through Friday

### Contact Numbers:

Augusta: (870) 347-2431  
Forrest City: (870) 633-2262  
Moro: (870) 768-4821  
Barton: (870) 572-2800

[www.woodruffelectric.coop](http://www.woodruffelectric.coop)



**Woodruff Electric offices will be closed Monday, May 30th to observe Memorial Day.**

### OUTAGE REPORTING

Call our automated outage reporting number at:

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