

Meet Your Cooperative Directors

SHELIA BANKS

We invite you to learn more about our newly elected District 4 Director, Shelia Banks, who will be serving on the Woodruff Electric Board of Directors.

A lifelong resident of Arkansas, Sheila has called Cotton Plant home for over 35 years. She graduated from Osceola High School before pursuing a career in nursing. She completed the Registered Nursing Program at East Arkansas Community College in Forrest City. She later became a Certified Nurse of the Operating Room at Forrest City Medical Center. Shelia spent many years assisting and supporting her late husband, Kevin, a third-generation farmer on their family farm. They farmed cotton, soybeans and wheat in Woodruff and Monroe counties.

In 2018, Shelia and her daughter, LaCarol, established The Cotton Halo Company, a small business in Cotton Plant specializing in scented bath bombs. Shelia continued to work in the medical field until her retirement in 2020 from the Forrest City Medical Center to focus on her new business. Shelia is a member of the Rusty Nails Cowboy Church in Forrest City and the Hyspion Literary Club in Cotton Plant. She enjoys spending time with her daughter and family, especially her two grandsons, Brian, Jr. and Alex Shipman.



Shelia Banks

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 reestablish 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 Road	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 first 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
Augusta	779 Highway 64 East	870-347-2431
Moro	300 North Edrington Road	870-768-4821
Barton	6011 Highway 49	870-572-2800

2022 Annual Meeting Prize Winners Announced

Each member who responded to the Annual Meeting mail-in balloting was eligible for the prize drawing. The names of 12 winners were drawn, with the first three names drawn being for an electric Masterbuilt® smoker. Those winners were Kimberly Peeler of Wynne, Anne Ellen Robins of Cotton Plant and Steve Horton of Forrest City. The remaining prizes were energy-efficiency weatherization kits and digital oscillating fans. Those winners were:

Danielle Deere of Forrest City
Gum Flat Bio Hunting Club of McCrory
Jerry Wayne Williams of West Helena
Jimmy Walter Smith of Wynne
John David Brown of Marianna

Karen A. Wilson of Haynes
Robert A. Brown of Cotton Plant
Rose Ann Qualls of Forrest City
William Frierson Hughes, III of Marianna



Woodruff Electric serviceman, Joe Myers (left) delivered the Masterbuilt® electric smoker grand prize to Kimberly Peeler of Wynne.



Steve Horton (left) of Forrest City accepts the Masterbuilt® electric smoker grand prize from President/CEO Michael Swan.



Danielle Deere (right) with Member Service Manager BJ Lane.



Jerry Wayne Williams (left) with Serviceman Brian White.



Jimmy Walter Smith (left) with Serviceman Joe Myers.



John David Brown (left) with Member Service Specialist Cindy Holland.



Karen Wilson (left) with Serviceman Willie Coleman.



Robert Brown (right) with Receptionist Jasmine Gordon.

my co-op

Turning your home into a smart home

BY MITCH ROSS, ENERGY EFFICIENCY MANAGER,
ELECTRIC COOPERATIVES OF ARKANSAS
PHOTOS BY CHANCE ALLMON

“Hey, Google” was such a common refrain in our home, that “Googoo” was among the first five words that my son had in his vocabulary. “Hey, Google, what does a lion sound like?” would elicit a roar from the smart speaker to the fascination of my 4-year-old daughter and 1-year-old son. Since then, we’ve added a full line of smart devices to our home.

Here, I will cover a few devices that I have implemented, which have added smarts, efficiency and greater control of my home.

Smart Thermostats – Smart thermostats are no-brainers IF you have a heat pump system, as they have some great features that maximize the efficiency of heat pumps. Even if you don’t have a heat pump, the added convenience of control makes them worthwhile purchases. Make sure to use the efficiency settings when installed, and enjoy the reporting features by checking your unit’s daily run time.

Smart Speakers and Displays – These products have become such a useful tool for our home. They can entertain the kids (check out the animal sounds, jokes and trivia!), play music, remind you of tasks and appointments, set timers and so much more! Devices with screens can also be used to make video calls, watch video clips and access other media.

Smart Security – There are four different categories of smart security we use in our home. We have a system with door and motion sensors to serve as our security system (all wirelessly). We have cameras that notify us when motion is detected, or that we can check anytime from our phones with a mobile app or smart display. The smart door lock has been a welcome feature, as it has saved us from getting locked out of our home on multiple occasions! It also allows us to give someone a temporary passcode to enter the house just once or at certain days/times. Finally, we have smart smoke detectors, which alert us audibly and on our phones, if smoke or excessive carbon monoxide (CO) is detected in the home.

The quantity and variety of smart home devices available today can be intimidating. For people interested in making your home a smart home, I would recommend starting with one or two products, and keep adding additional products as your comfort grows.



ABOVE Energy Efficiency Manager Mitch Ross recommends smart security systems with cameras, door locks and motion sensors to monitor and protect homes.



LEFT Smart thermostats, speakers and security systems will add smarts, efficiency and greater control of your home.



LEFT Smart cameras send smartphone notifications when motion is detected, or can be checked anytime from mobile apps or smart speaker displays.



ABOVE Smart smoke detectors give audible alerts and sent notifications on smartphones if smoke or excessive carbon monoxide is detected in homes.