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RURAL ELECTRIC NEWS

MEMBER NEWSLETTER

SEPTEMBER 2022

Manager's Message

Know the Signs of a Scam

by Darick Eisenbraun



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September 5th—Labor Day

Back to school! Slow down, watch for kids, watch for busses, stop at crosswalks and be safe in school zones!

It's no secret that consumers with a water, gas or electricity connection have long been targets for utility scams, but fraudsters have changed their tactics since the Covid-19 pandemic. As consumers became more reliant on technology for work, school and commerce, scammers noted these shifts and adapted their tactics to this changed environment.

Imposter scams are the number one type of fraud reported to the Federal Trade Commission. While scam artists may come to your door posing as a utility worker who works for the "power company," in today's more connected world, attempts are more likely to come through an electronic device, via email, phone or text.

Common Types of Scams

A scammer may claim you are overdue on your electric bill and threaten to disconnect your service if you don't pay immediately. Whether this is done in-person, by phone, text or email, the scammers want to scare you into immediate payment, so you don't have time to think clearly.

If this happens over the phone, simply hang up. If you're concerned about your bill, call us at 307-856-9426. Our phone number can also be found on your monthly bill and on our website, www.highplainspower.org. If the scam is by email or text, delete it before taking any action. If you're unsure,

you can always contact us at 1-800-445-0613, or use SmartHub to check the status of your account. Remember, High Plains Power will never attempt to demand immediate payment after just one notice.

Some scammers may falsely claim you have been overcharged on your bill and say they want to give a refund. It sounds easy. All you have to do is click or press a button to initiate the process. If you proceed, you will be prompted to provide banking or other personal information. Instead of money going into your bank account, the scammers can drain your account and use personal information such as a social security number for identity theft.

If this "refund" scam happens over the phone, just hang up and block the phone number to prevent future robocalls. If this scam attempt occurs via email (known as a "phishing" attempt) or by text ("smishing"), do not click any links. Instead, delete it, and if possible, block the sender. If you do overpay on your energy bill, High Plains Power will automatically apply the credit to your next billing cycle. When in doubt, contact us.

Defend Yourself Against Scams

Be wary of call or texts from unknown numbers. Be suspicious of an unknown person claiming to be a utility worker who requests banking or other personal information.

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23RD ANNUAL MEETING

We would like to thank all of the member/owners that attended the 23rd Annual Meeting in July, and also those that sent in their proxies.

We began with registration on Friday evening at the Friday Night Cruise on Main Street in Riverton and continued with registration and the business meeting on Saturday at the Fremont Center. Saturday began with registration and was followed with the invocation by Board Director Jeff Milton, followed by the Pledge of Allegiance, and then was followed up by the National Anthem performed by staking technician, Josh McFarland.

The meeting continued the declaration of a quorum, nominating committee reports, reports from the candidates and then voting. While the votes were being tallied there were reports from Board President Jim Miller, CEO-Darick Eisenbraun,

Board Treasurer-Matt Brown, Tri-State Generation and Transmission CEO-Duane Highley, and Wyoming Rural Electric Association Executive Director-Shawn Taylor.

Raffle tickets, food vouchers, and \$10 energy credits were given to members during registration on both Friday and Saturday. We had some great door prizes again this year such as cash, gift cards, a ceramic knife set, and a chainsaw. Members only needed to be present to win the grand prize which consisted of a Pelican cooler, BBQ grill, and a BBQ meet bundle.

A huge thank you to the Rocky Mountain Rebels Car Club for letting us be a part of your great event! Also thank you to Bunk's BBQ, Phil's Dog Shak, Rojo o Verde, Trailhead, and Starting Gate for participating in our food vouchers. By using these food vouchers we were able

to support more of our business owners and at the same time let our Members enjoy the events that were taking place that weekend.

There will be a couple changes next year with raffle tickets and a few other things so watch for the details.

See you next year!



Above: Future member of High Plains Power supervises the annual meeting registration at the Friday Night Cruise.



Above: Representative Laursen asks Tri-State CEO Duane Highley some questions.



Manager's Message

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Never let anyone into your home that you don't know unless you have a scheduled appointment

or reported a problem. High Plains Power employees wear logoed shirts, hats, or outerwear. When we perform work on our members' property or come into your home, our employees are professionals and will always identify themselves.

We want to help protect our

community against utility scams, and you can help create the first line of defense. Please report any potential scams to us so we can spread the word to prevent others in the community from falling victim.

Thermopolis crew participates in the Pageant Days Parade in Thermopolis.



SUPPLEMENTAL RETIREMENT

HIGH PLAINS POWER is excited to announce that based on your 2021 High Plains Power Margin, your Board of Directors has authorized a Supplemental Retirement of our Capital Credits! This is an extra retirement as we typically do our retirements towards the end of the year; based on members' contributions from 15-20 years ago. We still are planning on a general retirement later this year, pending Board approval.

This SUPPLEMENTAL retirement is based on 25% of your share of the High Plains Power Margin. This amount will either be a check (over \$50) or applied to your current bill. The basis for this retirement was sent out on an allocation notice mailed earlier this summer. This supplemental

retirement is based on the financial stability of our cooperative and is a way that High Plains Power gets to share some of this with you.

We appreciate YOU, one of the members of High Plains Power.



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This is a monthly publication made available by High Plains Power, Inc., with the Wyoming Rural Electric News. Ideas, questions and comments are welcome.

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