

CONTACT US

Office: 765-473-6668 / 800-844-6668

WEBSITE

www.mcremc.coop

EMAIL

mcremc@mcremc.coop

OFFICE HOURS

7:30 a.m.-4 p.m., Monday-Friday

STREET ADDRESS

3086 W. 100 N.
Peru, IN 46970

MAILING ADDRESS

P.O. Box 168
Peru, IN 46970

POWER OUTAGES

To report a power outage, call 844-473-6668. We are available 24 hours a day, 7 days a week.

BOARD OF DIRECTORS

Dennis "Jim" Savage, *President*

Todd Smith, *Vice President*

Cindy Scott, *Secretary-Treasurer*

Tony Caldwell

Mark B. Hahn

Scott Marschand

Donald E. Willson

STAFF

Robert Schwartz
CEO

Mike Barron
Director of Member Services

Lora Goodman
Human Resources Director

Matt Mavrick
Director of Information Technology

Liz Vance
Office Manager

Brandon Williams
Director of Operations

UNMASKING *scams*

Consumers with water, gas, and electricity connections have long been targets for utility scams. But in today's digital world, every swipe and click increases the risk of potential scams.

Scammers are more sophisticated than ever, and they understand our increasing reliance on technology. With their sharpened digital knives, scammers have adapted their tactics to trick unsuspecting consumers through a variety of methods.

Miami-Cass REMC wants to help you avoid energy scams, whether a financial loss or a leak of your personal information. This month, I would like to share updates on some of the latest utility scams and tips to help you stay safe from even the craftiest scammers.

RECENT UTILITY SCAMS

Scammers typically disguise themselves physically or digitally as utility employees or representatives to steal consumers' money or personal information. A common trick is to claim a consumer's bill is past due and threaten to disconnect service if payment isn't received immediately. Scammers approach consumers through various means, including phone calls, text messages, emails, and even in-person visits. However, the digital line of attack is increasingly more common.

For example, new capabilities disguising caller ID or "spoofing" can make the phone number you see on caller ID appear to be from a trusted source. Spoofing makes it easier for scammers to deceive you because it's more difficult to verify the call immediately. Another recent scam uses fraudulent websites that are identical to a utility payment webpage — and what's worse, these pages are

often promoted on search engines to trick consumers into clicking and making a payment.

Another recent scam involves phone calls, text messages, or emails claiming you overpaid your electric bill and will receive a cash or banking refund. This offer may seem too good to be true, and it is — it's likely a scam aimed at stealing your personal information.

SPOTTING A SCAM

There are several red flags you can watch for to identify an energy scam.

Scammers often use high-pressure tactics to create a sense of urgency, like claiming your electricity or other services will be disconnected if a payment isn't made immediately.

Additionally, scammers may ask for unusual payment methods such as gift cards or cryptocurrency. If someone pushes for an unusual payment method, it's likely a scam.

You've probably noticed many digital scams, such as emails or text messages, include poor grammar, spelling errors, and odd email addresses. These are red flags, so when you see these dodgy forms of communication, consider it a potential scam.

WHAT MIAMI-CASS WILL (AND WON'T) DO

We will never demand an instant, immediate payment and threaten to disconnect your service without prior notices or warnings. We strive to resolve challenging situations and work with our members to avoid disconnects.

Miami-Cass REMC will never ask for your Social Security number or banking details over the phone

CONTINUED ON PAGE 6



Like us on Facebook
www.facebook.com/mcremc



Follow us on Instagram
www.instagram.com/miamicassremc



Follow us on LinkedIn
[www.instagram.com/search for Miami-Cass REMC](http://www.instagram.com/search/Miami-Cass%20REMC)

co-op news

CONTINUED FROM PAGE 5

or through email. We offer several secure payment options, including in-person, **mcremc.coop**, scheduled payments, SmartHub, and a 24-hour drive through night drop.

AVOIDING SCAMS

Whether in person, over the phone, or online, always be suspicious of an unknown individual claiming to be a Miami-Cass REMC employee

requesting banking or other personal information. We will only send you text messages if you have opted in for important alerts, such as outage alerts, from our SmartHub app.

If you're ever in doubt about a potential energy scam, just give us a quick call at 800-844-6668 so we can assist. Miami Cass REMC wants to help protect you and our community against utility frauds, and by notifying

us about potential scams, you can create the first line of defense. We encourage you to report any possible scams so we can spread the word and prevent others in our community from falling victim.



ROB SCHWARTZ
CEO



STUDENT BOARD GIVES BACK

Last month, the Miami Cass REMC Student Board planned and completed its first community service project. As a group, they put together a family movie night to raise awareness for suicide prevention awareness.

Board members passed out flyers and goody bags and paid for popcorn and soda for all who attended the

event. We are very grateful to the local movie theater for working with the students to complete the event.

The board also had to raise funds to put on this event earlier in the year to fulfill the cooperative principle of Commitment to Community.



Connecting
people together

Call To Find Out More
888-620-3322

Visit Our Website For More
broadwaybroadband.net



APRIL BOARD MEETING

1. Counted seven board members attending. Attorney J. Michael Deweese also attended via teleconference.
2. Jim Savage presented the WVPA monthly report.
3. Todd Smith presented the IEC report.
4. J. Michael Deweese presented monthly legal report.
5. Rob Schwartz presented monthly CEO report.
6. Minutes from previous board meeting were approved.
7. Financial reports reviewed and approved.
8. March monthly operating, member services, human resources, and safety reports were reviewed and approved.
9. Set next board meeting for Wednesday, May 29, 6 p.m. at the REMC headquarters.



FAMILIARIZE YOURSELF WITH YOUR HOME'S ELECTRICAL SYSTEM

IT IS IMPORTANT TO UNDERSTAND HOW TO SAFELY OPERATE YOUR HOME'S ELECTRICAL SYSTEM.

The electric cooperative handles the line portion of a consumer's service, which includes everything up to and including the meter on the side of the house. Everything beyond that point is called the "load side." Everything on the load side is the consumer's responsibility.

The meter measures the amount of electricity your home uses and determines your bill each month. ***Tampering with it is both extremely dangerous and illegal.***

You'll find your electrical service panel inside your home. It keeps everything inside running. The service panel sends electricity to the light switches, outlets and appliances. If your electricity short circuits or an overload shuts down power, your service panel is where you will go to restore the flow.


Circuit breakers help your home's electrical system from overloading, thus preventing an electrical fire. (Homes built before 1965 may still use fuses.) The main breaker will cut all power to the home, and the individual circuit breakers administer power to individual parts of the home. If you look in your service panel, all of the circuits and what they power should be labeled. A couple times a year, try turning each breaker on and off. This helps familiarize you with each component of the box and will keep them from getting stuck.

SIGN UP TODAY

High Speed Fiber

- ✓ **Fast**
- ✓ **Reliable**
- ✓ **Affordable**
- ✓ **Unlimited**



 broadwaybroadband.net

 **888-620-3322**

