



# ELEC-O-NEWS

Your monthly information source from URECC.

July 2018

**Our offices will be closed on Wednesday, July 4<sup>th</sup> in honor of Independence Day!**



## Capital Credits

Upshur Rural Electric is a Cooperative and a non-profit organization. One of the benefits of being a member-owner is Capital Credits! Since we cannot make a profit, monies left over after expenses (which are called margins) are allocated for the previous year using capital credit factors determined by our Board of Directors. These factors, when multiplied by your total billing during 2017 will determine the amount of capital credit assigned to your capital credit account. The capital credit factors for the year 2017 are as follows:

<u>Type of Service</u>	<u>Factor</u>
Residential	3.019%
Small Commercial	3.074%
Security Lights	5.216%



**PROTECTING YOUR  
PRIVACY**

**FOR YOUR PROTECTION  
OUR MEMBER SERVICE  
REPRESENTATIVES ARE NOT  
ALLOWED TO DISCUSS ANY  
DETAILS OF YOUR ACCOUNT  
WITH ANYONE NOT LISTED  
ON THE ACCOUNT.**

**IF YOU NEED SOMEONE ELSE TO HAVE  
ACCESS TO YOUR ACCOUNT, YOU MUST  
CONTACT MEMBER SERVICES TO  
ENSURE YOU HAVE THE NECESSARY  
PAPERWORK ON FILE.**

**Capital Credit refunds are normally processed each December.**

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## Dead, Diseased or Dying Trees

Do you have a dead, diseased or dying tree that could fall across one of our power lines? If so, please call our member service department and report it so we can have a Right of Way employee come out and evaluate the situation. If we deem the dead or diseased tree could be a hazard to our system, we will cover the cost of getting the tree down; however, we do not clean up the debris. If you have a tree that you suspect might need to be cut, please call and report it. **903.843.2536 or 800.259.2536**

## Stay Safe from Scams

Our member service department has received several calls from members lately reported scams. Most of the scam reports we receive are of phone scams. Usually these calls consist of "an old bill that was never paid" demanding payment over the phone or else "service would be terminated immediately". URECC will not ask nor accept payment over the phone. If your account is overdue you may receive a recorded reminder call, but payment can not be accepted over the phone. This is to protect our members from scam calls.

We have received another scam report in which two men in a truck insisted a member leave his gate unlocked so URECC would have access to power lines on his property. If URECC needs access to your property, the representatives you speak with will be wearing URECC shirts with their names on them, and they will be driving a white vehicle with the URECC logo on the door. Furthermore, we will never ask you to leave a gate unlocked.

If you have any suspicion that someone is attempting to make you the victim of a scam, please do not hesitate to call URECC and verify that the person you are dealing with is an actual representative of URECC.

**Be safe! Do not be a victim!**

## Budget Billing

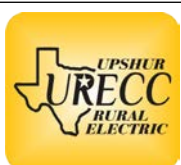
With temperatures already soaring, Budget Billing could be a way for our members to budget for their electric bills by averaging their monthly payments. It helps absorb the highs and lows of summer and winter. More information about Budget Billing can be found on our website at [urecc.coop](http://urecc.coop) or by calling one of our Member Service Representatives at **903.843.2536 or 800.259.2536**

## ENERGY SAVING TIP OF THE MONTH

**Close windows and shades during the heat of the day.**

*Use ceiling fans when possible. Ceiling fans can make you feel about 4 degrees cooler than the actual temperature by moving air across your skin. Just be sure and turn them off when leaving the room.*

The URECC *SmartHub* App Puts the Power at Your Fingertips



**YOU CAN REPORT AN OUTAGE, TRACK YOUR POWER USAGE, PAY YOUR BILL, OR CHAT WITH A MEMBER SERVICE REPRESENTATIVE RIGHT FROM YOUR CELL PHONE, COMPUTER OR PORTABLE DEVICE WITH INTERNET CONNECTION.**

