

# DISCOVERING SOUTH KENTUCKY

www.skrecc.com • JULY 2024

## Don't fall victim to utility scams

Every day, millions of Americans are targeted by scammers through phone calls, emails or text messages, online or in person. Scammers' tactics can change daily, which is why it's important to stay on top of the latest scam reports from local and national news outlets, as well as your local utility companies. 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.

We often get reports from South Kentucky RECC members who are targeted through phone scams. Scammers may demand immediate payment and threaten to shut off power if money is not received. Please remember, South Kentucky RECC will never call you and demand immediate payment without notice. Some scammers may also 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, South Kentucky RECC will automatically apply the credit to your next billing cycle. If you're unsure, you can always contact us.

These are just a couple of examples of trending scams, so it's important to watch for any red flags. Here are a few reminders on how to take control of the situation when you've been targeted by a scammer:

- **Take your time.** Utility scammers try to create a sense of urgency so that you'll act fast and hand over personal information, especially over the phone. Take a moment to think about the situation before acting.
- **Be suspicious.** Scammers typically request immediate payments through prepaid debit cards or third-party apps. Unusual requests like this



should raise red flags. Remember, if the request seems strange and out of the ordinary, you're likely being targeted by a scammer.

- **Confirm before you act.** If you're contacted by someone claiming to represent South Kentucky RECC or another utility but you're unsure, just hang up the phone and call us directly at (800) 264-5112 to verify the situation.

Our increasingly connected world provides scammers with more opportunities to connect with unsuspecting consumers. **Be vigilant, and please report any utility scams to South Kentucky RECC so we can let others in our community know.** Together, we can help prevent our friends and neighbors from being victimized.

# Stock the shelves

South Kentucky RECC is rallying our members and employees to help us collect items to stock the pantry shelves at the Ronald McDonald House in Lexington. These items help provide comfort and support to families of critically ill children who are receiving care at an area hospital.

By stocking the items needed most by the Ronald McDonald House, you give families essential resources and provide them a home away from home. You'll also help to provide what a sick or injured child may need most: family.

Our annual Wish List drive runs throughout this month. We're collecting food pantry items such as individually packaged snacks (cookies, crackers, chips, nuts), breakfast cereal (gluten-free needed), single-serve salad dressing packets, plastic sandwich bags, paper lunch bags and take-out food containers. Also needed are cleaning products, laundry supplies, paper towels and trash bags. Travel-size personal hygiene items are also on this year's wish list.

In the past, Kentucky's Touchstone Energy Cooperatives have raised more than \$12,000 worth of items for the two houses in the state.

All donated items must be new and unopened. A detailed wish list can be viewed at [rmhclxington.com](http://rmhclxington.com) or [www.skrecc.com](http://www.skrecc.com).

Bring your donated items to your local SKRECC office by Wednesday, July 31.



From back left, Lindsey Warren, Bobbie Coggins, Robin Pendergrass and Justin Mayfield. From front left, Ashley Anderson, Kim Parks and Missy Johnson. Photo: Tim Webb



## GOING CAMPING?

### Don't forget electrical safety

Happy camping means keeping electrical safety in mind. Here are some tips to keep yourself and your family safe.

**Be prepared.** Pack a fire extinguisher. A general ABC fire extinguisher will cover ordinary combustibles, like wood and grass, and fires involving electrical current.

**Be aware and observant.** Inspect the electrical hookup at your campsite for any damage. Make sure the extension cord to your tent isn't a trip hazard and keep it away from any fires.

**Don't be a statistic.** Every year, people die in tents and campers from carbon monoxide poisoning. Make sure your RV is equipped with fire and carbon monoxide detectors. If using a generator, keep it outside and far away from doors and openings.



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# Don't let warmer temps heat up your electric bill

The air conditioning is most likely on at your house in July. This is Kentucky, after all, and July is one of the warmest months of the year. All of the extra work by your cooling system to keep your home comfortable adds up and shows up on your monthly utility bill.

Extreme temperatures put a strain on your HVAC equipment, causing it to run longer and at maximum capacity. When you use more electricity, your bill will be higher.

So, what can you do? South Kentucky RECC offers programs and resources for controlling your summertime power bill to the extent possible.

- **Monitor your energy use.** Sign up for South Kentucky RECC's SmartHub app, a free resource for tracking your electricity consumption. Use the information to customize energy-saving strategies for your home.
- **Take a home energy audit.** Visit [www.skrecc.com](http://www.skrecc.com) and click on the Virtual Energy Assessment link to learn how your home's using energy. We'll make suggestions on how to reduce your energy use.
- **Set an alert.** Tap into SmartHub's alerts option to be notified via email or text messages when your summertime power consumption climbs, so you can take proactive steps to control costs.
- **Sign up your A/C.** Allow South Kentucky RECC to install energy-managing switches on your



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central air conditioner and receive \$20 annually for each unit enrolled. To sign up, call (800) 305-5493 or visit [simplesaver.coop](http://simplesaver.coop).

- **Buy and enroll a smart thermostat.** Purchase a qualifying smart thermostat and you may be eligible for a \$100 rebate when you enroll it in our SimpleSaver program. Participants also receive a \$20 bill credit per thermostat at the end of each summer season. Visit [simplesaver.coop](http://simplesaver.coop) to enroll.
- **Hit the library.** Visit our Residential Energy Library at [togetherwesaveky.com/energy-tips](http://togetherwesaveky.com/energy-tips) for step-by-step guides and easy DIY projects to save energy and money on your power bills.



SKRPC

This summer, take advantage of these programs and resources to control your energy consumption and save money while staying cool.

**South Kentucky RECC will be closed Thursday, July 4, in observance of the holiday.**

**In case of emergency or to report an outage, please call (800) 264-5112**

ROMOLO TAVANI/ADOBE STOCK

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Visit [www.skrecc.applicantpro.com/jobs/](http://www.skrecc.applicantpro.com/jobs/) to explore exciting career opportunities with the South Kentucky RECC Team.

South Kentucky RECC is an equal opportunity employer and provider.

Visit [www.skrecc.com](http://www.skrecc.com) to pay your bill online, to visit our outage center, or for more information about the Co-op Connections Program.

To report an outage 24/7/365, please call your local office, (800) 264-5112, or set up your account to be able to text outages. Please do not report outages via social media.

Plug into South Kentucky RECC. Follow us on social media:



# UNDERSTANDING THE SEVEN COOPERATIVE PRINCIPLES

Cooperatives around the world operate according to the same set of core principles and values, adopted by the International Co-operative Alliance.

These principles are a key reason why America's electric cooperatives operate differently from other electric utilities, putting the needs of our members first.



## VOLUNTARY AND OPEN MEMBERSHIP

Membership in a cooperative is open to all people who can reasonably use its services and stand willing to accept the responsibilities of membership, regardless of race, religion, gender or economic circumstances.



## DEMOCRATIC MEMBER CONTROL

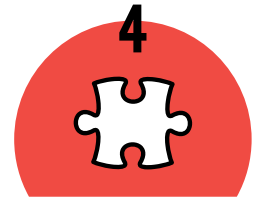
Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions.

Representatives (directors/trustees) are elected among members and are accountable to them. In primary cooperatives, members have equal voting rights (one member, one vote); cooperatives at other levels are organized in a democratic manner.



## MEMBERS' ECONOMIC PARTICIPATION

Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital remains the common property of the cooperative. Members allocate surpluses for any or all of the following purposes: developing the cooperative; setting up reserves; benefiting members in proportion to their transactions with the cooperative; and supporting other activities approved by the membership.



## AUTONOMY AND INDEPENDENCE

Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control as well as their unique identity.



## EDUCATION, TRAINING AND INFORMATION

Education and training for members, elected representatives (directors/trustees), CEOs and employees help them effectively contribute to the development of their cooperatives. Communications about the nature and benefits of cooperatives, particularly with the general public and opinion leaders, help boost cooperative understanding.



## COOPERATION AMONG COOPERATIVES

By working together through local, national, regional and international structures, cooperatives improve services, bolster local economies and deal more effectively with social and community needs.



## CONCERN FOR COMMUNITY

Cooperatives work for the sustainable development of their communities through policies supported by the membership.



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America's Electric Cooperatives