

NORA News



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BEWARE

Protect Yourself from Utility and Other Scams

BEWARE



In recent years, it has been brought to our attention that many of our consumers have become the target of an unlawful utility scam. Unfortunately, this has become an increasingly popular way for criminals to lure unsuspecting, trusting individuals into disclosing confidential financial information with the intent to steal from their target.

Often times, the thief will call an unsuspecting victim posing as a collector stating that the victim's account is past due and that their services will be disconnected if payment is not immediately rendered often by remitting gift cards, money order or wire transfer.

Please be advised that NORA Electric Cooperative will **never call or demand payment** on any past due accounts. There is an established proper procedure that NORA follows for past due accounts and notice will always be delivered in writing by mail. Our consumer members are given ample opportunity to rectify any outstanding balances, and we highly encourage anyone facing hardship or difficulty paying their utility bills to contact our office at 575-756-2181 to establish a payment plan or with help seeking services to assist with their utilities.



Other ways that scammers target individuals is through email or voice messages, again, demanding immediate payment and the threat of some sort of punishment such as the immediate termination of their service or with some sort of legal action or arrest. We strongly encourage our members to be aware of these sorts of scams and **never give out any personal or financial information to any individual or entity that contacts you requesting or demanding it from you.** A legitimate business will already have your personal information on file without the need to collect it from you.

Warning signs of possible scams:

Many scams begin when an unsuspecting recipient gets an email, call, or text containing information similar to what is listed below. Making yourself aware of these tactics can prevent you from becoming a victim to an unlawful scam.

- Sender/caller claims to be from a government office, utility company, or other entity and asks/demands the recipient pay money.
- Recipient is asked to pay taxes or a percentage of a monetary award upfront in order to receive a prize or a gift.
- Recipient is asked to wire money, send money by Western Union, or put money on a prepaid card or gift card and send it to the sender/caller.
- Sender/caller asks for access to credit cards, ATM cards, bank accounts, or investment accounts.
- Pressure on the recipient to act immediately or else the deal will go away, or if the sender/caller seems to be trying hard to give you a "great deal" yet refusing to answer questions.

Always remember, if an online or telephone offer sounds too good to be true, it probably is not true. Discuss this with your family members that may be more trusting and vulnerable to scams such as elderly parents or your children who spend time online or have their own phone.

If you or anyone you may know has been a victim or target of a scam, please contact your local law enforcement, state attorney general's office and/or the Federal Trade Commission as soon as possible.



Discovering Ways to Become Energy Efficient



At the beginning of the year, now is the perfect time to evaluate your home and/or business for energy efficiency. NORA Electric Co-op can assist you with this by providing a free energy use analysis. Having such an analysis will enable you to identify ways to become more energy efficient. This will lead to long term savings on all your energy bills, and it will help you become more environmentally friendly as well.

To schedule an analysis today, contact the NORA office at 575-756-2181, or you can access information on your own by visiting our website at www.noraelectric.org. Click on the Energy Efficiency tab and choose: Energy Audit. There you can link to the Energy Library online, or you can link to the Touchstone Home Energy Saver website. Both of these links will provide you with a wealth of information and resources you can utilize in making your home or office space the most energy efficient.

In addition, NORA offers consumers ways to conserve energy through their Time of Use (TOU) program which takes advantage of off peak hours in which overall demand is lower, and therefore less expensive. Electric Thermal Storage (ETS) heaters, offered with the TOU program can lead to dramatic long term savings as they store energy during the off peak hours.

Regardless of how you choose to make your home more efficient, it's always a great time to look for ways to save energy.



The NORA office will close at noon Friday December 31, 2021, & closed all day Monday January 3, 2022 in observance of New Year's Day



Touchstone Energy

Our linemen are on call 24 hrs/day, 7 days a week. Please call 575-756-2181 to report power outages.



Enroll in Sure Pay For On Time Auto Payments

Sure Pay is a convenient and easy way to make sure your payment gets paid on time each month. It is an automatic debit set up between NORA and your bank account. This service is provided free of charge by NORA on a voluntary basis by the customer. To enroll, you can visit our office and fill out an application or you can download it online at www.noraelectric.org. Once enrolled, your bank account will be charged the minimum amount due ten days following the statement date. You can terminate this agreement at any time by contacting our office. In the event that your bank account should ever have non-sufficient funds for covering your minimum amount, the SurePay account will be automatically terminated as well as be subject to returned item fees from both NORA and your financial institution.



If you are experiencing financial difficulty or are in a low income status and having difficulty paying your utility bills, please contact the NORA office for options on setting up payment arrangements.

Billing Schedule January 2022

Bill Due Date	25-Jan
Usage From	30-Nov
Usage To	31-Dec
SEDC Pickup @11:59pm	2-Jan
Bill Sent	2-Jan
Late Notice Sent	26-Jan
Disconnects/Cut Off	9-Feb
Contact/Follow Up	3-Feb

January

