



SECONEWS

WYNN'S WIRE

STOPPING SCAMS BEFORE THEY STRIKE

DEAR MEMBERS,

Recently, there has been a concerning rise in scams. According to a 2023 report from the Federal Bureau of Investigation's Internet Crime Complaint Center, Florida ranks second in the nation for the number of reported scam victims. Thousands of these scams lead to significant financial losses of more than \$90 million to investment schemes, \$51 million to tech support scams, and over \$40 million to romance scams.

Scams are becoming increasingly prevalent, and it's important to recognize that SECO Energy members have not been exempt. As part of our ongoing commitment to your safety and security, I want to bring your attention to the growing number of scam concerns reported by members.

Scams Affecting Members:

- Phone Scams
- Phishing Texts and Emails
- Door-to-Door Impersonators
- Fake Utility Apps

Scammers create a false sense of urgency or fear to manipulate you. They may pressure you to make immediate payments, threaten service disconnection, or offer unsolicited services like solar panel installations. Their mission is to exploit your trust and fears to extract personal information or money.

Avoid a potential scam, ask yourself:

1. **WHO** is this communication from? Is it someone you usually interact with?
2. **WHAT** are they asking for? Is this request reasonable or unusually urgent?
3. **WHEN** did you receive this message, and does the timing make sense in context?
4. **WHERE** is the message coming from? Does the source seem legitimate or suspicious? Is this the usual method of communication for this type of request?
5. **WHY** are you receiving this message—does it have a valid reason, or does it seem out of the blue?

If answers to these questions don't make sense, it's likely a scam, and you should avoid engaging any further. If you are ever in doubt of the identity of someone claiming to be with SECO Energy, contact us directly.

Contact SECO Energy:

(352) 793-3801

customerservice@secoenergy.com

SECOEnergy.com

We also encourage you to report any suspicious apps, reoccurring phone numbers, or video footage of scammers captured by you or your neighbor's home security camera or Ring doorbell to SECO Energy.

If you encounter suspicious activity or feel threatened, exercise caution, stay safe, and contact local law enforcement.

Your cooperation helps us in our ongoing efforts to combat fraud and protect our members.

Sincerely,

CURTIS WYNN
CHIEF EXECUTIVE OFFICER



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COMMON SCAMS



SCAMMERS AT YOUR DOOR

Imposters have appeared on members' doorsteps and businesses, claiming to be SECO Energy employees or contractors. They may demand payment or travel door-to-door trying to sell residential solar or useless energy-efficiency products. Con artists have even dressed like SECO employees and pretended to be assigned to assess projects to upgrade lines or transformers, using this as a distraction to lure residents to another part of the property while an accomplice commits a crime.

SECO Energy has not partnered with any solar installers. Our representatives do not go door-to-door to promote products or services; we do not use coercion or demand immediate payments. If someone claims to be a SECO employee or contractor, ask for their SECO ID badge. All SECO-issued ID badges should prominently display our logo, and our employee and contractor vehicles are also required to display the SECO Energy logo.

If you are ever in doubt about the identity of someone claiming to be with SECO Energy, contact us directly. If you encounter suspicious activity or feel threatened, exercise caution, stay safe, and contact local law enforcement.

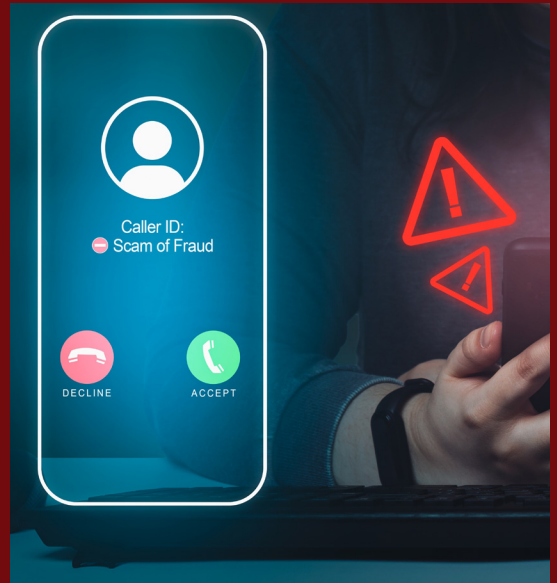
SCAM CALLS

The most common scams are those made over the phone, where scammers use a spoofed or blocked number to call you while pretending to be a representative of SECO Energy. The scammer often tries to sound believable by providing a name and employee identification number. They claim your account is overdue and threaten to disconnect your power if payment isn't immediately rendered.

BEWARE! The scammer may pretend to know your account details - don't fall for this or reveal any financial or account information. SECO will never demand immediate payment over the phone.

In some instances, scammers will ask individuals to purchase gift cards or other means of payment. SECO does not accept payment through PayPal, Zelle, Cash App, Venmo, or gift cards. A SECO employee will never ask to meet you at a private location or your home to accept payment.

If you believe a phone call may be a scam, ask if you can return the call. Ask for the company name, the caller's name, phone number, and an explanation of why they are calling; then hang up. Look up the company's phone number and call the organization directly.



EMAILS & TEXTS

Scammers often use emails and texts to obtain your personal or financial information. They then use this information for illegal activities, such as creating accounts in your name or compromising existing accounts, damaging your identity and financial standing.

Always verify the sender's authenticity before clicking on any links. SECO follows its established method of verifying identity and does not ask for account or credit card numbers via email or text. SmartHub is SECO Energy's only authorized online account manager.

A Message from

MIKE MUFFETT

SMARTHUB OFFERS PEACE OF MIND



District 6 Trustee

As a Trustee and fellow member of SECO Energy, I emphasize the benefits of using SmartHub for online account management. SmartHub allows you to securely access your account through a safe and reliable site 24 hours a day, seven days a week, from the comfort of your home or on the go.

With SmartHub, you can:

- Pay your bill
- Set up ongoing automatic payments
- View your account history
- Manage account details
- Monitor your home's energy usage

BEWARE OF FAKE APPS

Fake apps are designed to mimic credible organizations to steal personal and financial information. SmartHub is SECO Energy's only authorized web and mobile account management app. Always verify before entering your information. If something seems off or you need clarification, do not enter your personal or financial details. Visit SECOEnergy.com or contact Member Services for verification.

GET STARTED WITH SMARTHUB:

Getting started is easy – you just need to install the app and log in. SmartHub is available for both iPhone and Android users. Download the app to your tablet or mobile device by scanning the QR code or bookmark SmartHub to your home computer by going to SECOEnergy.com > My Account > Access My Account.

Stay informed by reading *SECO News*, or follow SECO Energy on Facebook, Instagram, and X/Twitter to receive updates, and the latest news from SECO Energy.



SCAN QR
CODE

WINNING ACCOUNT NUMBERS!

Are the last six digits of your account number below? Email customerservice@secoenergy.com if your number appears. Winners receive a \$25 bill credit.

324100	298403	353511
068802	460015	687502

BOARD MEETING DATES

The Board of Trustees will meet on **Monday, July 29, 2024**, at 2:30 p.m. in the Corporate Offices at 330 South US HWY 301 in Sumterville.

A Trustees' meeting will also be held on **Monday, August 26, 2024**.

Report an Outage:
stormcenter.secoenergy.com

24/7 Job Hotline:
secoenergyjobs.com

