

# NEW FACILITY

Facility costs will not drive rate increases



NEW FACILITY CONSTRUCTION SITE ON AUGUST 12

As TCEC's new facility takes shape northeast of Dollar General on Highway 54 near Hooker, members may wonder how it will impact their electric bills or service. The simple answer from CEO Jack Perkins is that it won't.

"The new building will not drive rate increases," Perkins said. "We are making an investment in the cooperative's future. Just as with our current building, we need to build the new facility so it will meet the cooperative's needs for the next 50 years."

"It is important to note this does not mean rates will not go up regardless of the new facility. Significant regulatory, generation and transmission strains are being put on the retail rates. That's one reason we stress our Action.coop grassroots efforts to members."

He went on to say that the cooperative will continue to invest in the maintenance and improvement of its system infrastructure to ensure TCEC members receive reliable service.

In August, portions of the slab and foundation for the new facility were completed and the framework started.

Visit [www.tcec.coop](http://www.tcec.coop) for more new facility details and to see live photos of the action at the construction site. Email any questions to [info@tcec.coop](mailto:info@tcec.coop). ■

# Members targeted by scams

BY JULIANN GRAHAM, CCC, *communications coordinator*

**S**ome TCEC members have reported receiving phone calls claiming their electricity will be turned off within hours unless they make an immediate payment. Impersonating a utility is common tactic used by scammers nationwide to try to gain access to a person's bank account or obtain funds through a third-party vendor or a prepaid card. It's important all members are aware of the possibility they may be contacted and what action to take if they are.

"TCEC never contacts members to demand immediate payment prior to disconnection," said Amanda Huxman, member services supervisor for TCEC. "Anyone receiving such a call should hang up and call us directly."

Some tips from the Better Business Bureau to avoid scams targeting utility customers:

- **Beware of giving personal information over the phone.** Never provide your social security number, credit card number or banking information to anyone requesting it over the phone or at your home unless you initiated the contact and feel confident with whom you are speaking.
- **Do your research.** If you receive a call claiming to be your utility company and feel pressured for immediate payment or personal information, hang up the phone and call the customer service number on your utility bill.
- **Beware of the door-to-door sales approach.** Never allow anyone into your home to check electrical wiring, natural gas pipes or appliances unless you have scheduled an appointment or have reported a utility problem. Also, ask utility employees for proper identification.
- **Be proactive.** If you have already provided information to someone claiming to offer this service, contact your bank immediately.
- **Inform others.** Share this information with friends and family so they do not become victims. Report suspicious calls to the utility and local authorities.

Members can check their account's status at [www.tcec.coop](http://www.tcec.coop), through the cooperative's mobile TCEC Mobile app, or by calling TCEC anytime at 580-652-2418. ■



IF A MEMBER RECEIVES A SUSPICIOUS CALL, THEY SHOULD HANG UP AND CALL TCEC. SOURCE: ISTOCK.