



**SUSSEX  
RURAL ELECTRIC COOPERATIVE**

A Touchstone Energy® Partner   
The power of human connections

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Phone Scam  
Press Release*

FOR IMMEDIATE RELEASE

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## **Utility Warns Of Phone Scam**

Unfortunately, in today's world, scams are prevalent. Even the wariest consumers can be duped, however, and scammers are developing new tactics every day. Sussex Rural Electric Cooperative was made aware of a phone scam today when a community member received a message from someone claiming to be SREC and the caller ID said *Sussex Rural Electric*. They were told that if they did not pay their bill in 30 minutes their power would be disconnected. Luckily this community member was very savvy, and even though they were not a SREC member, they called our office to report the call. Our office investigated the number and they answered the phone "Sussex Rural Electric Cooperative". This phone call is a SCAM and was reported to the NJ State Police, The FBI and The Federal Trade Commission. The person who was called knew the call to be fraudulent because they are a First Energy/JCP&L customer. Unfortunately, these scams are hitting all utilities and, whether you're a customer of First Energy/JCP&L or a SREC member, you need to be alert. If you receive a call that sounds like it may be a scam, or if you believe the call is a scam, hang up, call the police, or the Federal Trade Commission (877-382-4357) and report the incident to your local utility.

Here are some tips on how to protect yourself:

- Government agencies like the IRS will never call to inform you that you have unpaid taxes

or other leans against you. You will always receive this type of information in the mail. If someone calls claiming to be the IRS, hang-up immediately.

- If someone calls your home claiming to have discovered a virus on your computer, hang-up. This caller's intent is to access personal information you may be keeping on your computer.
- Do not assume the name and number on your caller ID are legitimate. Caller IDs can be spoofed.
- Never share your personal information, including date of birth, Social Security number or banking account information unless you are sure of the company receiving the information.
- Never click links or call numbers in unexpected emails or texts – especially those asking for your account information.
- If you receive a call that sounds like it may be a scam, or if you believe the call is a scam, hang up, call the police and report the incident to your local utility.

Sussex Rural Electric Cooperative is the only Rural Electric Cooperative in the State of New Jersey. A locally owned and managed, tax exempt electric utility incorporated in the State of New Jersey in April of 1937. Under those articles of incorporation Sussex Rural Electric is owned by the members it serves.

Providing reliable electrical service to our members at the lowest possible cost for over 80 years, SREC's service territory represents over 11,000 members in the Northwestern portion of Sussex County, New Jersey and a small portion of Orange County in New York State. SREC has a fifty year utility service contract with the U.S. Army to provide utility service at Picatinny Arsenal.

Sussex Rural Electric Cooperative was recently ranked one of the top Cooperatives in the United States of America with an American Customer Satisfaction Index score of 95.

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