



A Touchstone Energy® Cooperative 

16755 Finley Butte Road
P.O. Box 127
La Pine, OR 97739

www.midstateelectric.coop
info@midstateelectric.coop
541-536-2126 • 800-722-7219

Departments

Member Service Option 3
Engineering Option 4
Marketing Option 5
Operations Option 6

After-Hours Outage and Emergencies:
541-536-2165 or 800-752-5935

OFFICE HOURS

Monday through Thursday
7 a.m. to 5:30 p.m.
Closed Fridays and holidays

BOARD OF DIRECTORS

President

Vic Russell, Fall River

Vice President

Dick Luebke, Sunriver

Secretary/Treasurer

Tanna King, Chemult

Daniel Jansen, Christmas Valley

Alan Parks, Fort Rock

Bud Kendall, La Pine

Ron Cass, La Pine

Garry Journey, Crescent

Gil Ernst, Gilchrist

Board meets the fourth Monday
of each month at the co-op office.

STAFF

General Manager

James "Jim" Anderson

Engineering Manager

Tom Weller

Operations Manager

Terry Dunn

CFO/Accounting Manager

Jami Steinhauer

Information Services Manager

J.D. Powers

Human Resources Manager

Sina Streeter

Attorney

Raymond Kindley

OR-23

Know the Signs of a Scam

It's no secret that consumers with a water, gas or electricity connection have long been targets for utility scams, but fraudsters have changed their tactics since the COVID-19 pandemic began. As consumers became more reliant on technology for work, school and commerce, scammers noted these shifts and adapted their tactics to this changed environment.

Imposter scams are the No. 1 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.

Common Types of Scams

A scammer may claim you are overdue on your electric bill and threaten to disconnect your service if you don't pay immediately. Whether this is done in person, by phone, text or email, the scammers want to scare you into immediate payment so you don't have time think clearly.

If this happens over the phone, hang up. If you're concerned about your bill, call us at 541-536-2126. Our phone number can also be found on your monthly bill and on at <https://midstateelectric.coop>.

If the scam is by email or text, delete it before taking any action. If you're unsure, use the SmartHub application to check the status of your account. Remember, Midstate Electric Cooperative will never attempt to demand immediate payment after just one notice.

Some scammers may falsely claim you have been overcharged on your bill and say they want to give you 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, hang up and block the phone number to prevent future robocalls. If this scam attempt occurs via email (known as "phishing") or by text ("smishing"), do not click any links. Instead, delete them and, if possible, block the sender. If you do overpay on your energy bill, Midstate will automatically apply the credit to your next billing cycle.

When in doubt, contact us.

Defend Yourself Against Scams

Be wary of call or texts from unknown numbers. Be suspicious of an unknown person claiming to be a utility worker who requests banking or other personal information.

Never let anyone you don't know into your home unless you have a scheduled appointment or reported a problem. Midstate Electric Cooperative employees have marked vehicles, branded clothing and carry ID badges. When we perform work on our members' properties or come into your home, our employees are professionals and always identify themselves.

We want to help protect our community against utility scams, and you can help create the first line of defense. Please report any potential scams to us so we can spread the word to prevent others in the community from falling victim.

Jim Anderson
General Manager