



MESSAGE FROM GENERAL MANAGER/CEO
JILL SADBERRY

Energy Scams Unmasked

CONSUMERS HAVE LONG been targets for utility scams, but in today’s digital world, every swipe and click increases the risk.

Scammers are more sophisticated than ever before, and with their sharpened digital knives, criminals have adapted their tactics to trick unsuspecting consumers to bleed your wallet dry.

Navarro County Electric Cooperative wants to help you avoid energy scams, whether a financial loss or leak of personal information. This month, I’d like to share updates on some of the latest utility scams we’re seeing as well as tips to help you avoid getting ripped off.

Recent Ripoffs

Scammers typically disguise themselves—either physically or digitally—as utility employees or representatives to steal consumers’ money or personal information. A common trick is to claim a consumer’s bill is past due and threaten to disconnect service if payment isn’t received immediately.

Scammers approach consumers through a variety of means, including phone calls, text messages, emails and even in-person visits.



EVA-KATALIN | ISTOCK.COM

Spooing can make the phone number you see on caller ID appear to be from a trusted source, making it difficult to immediately verify the call.

Another scam uses fraudulent websites that are identical to a utility payment site—and these pages are often promoted on search engines to trick consumers into clicking and making a payment.

Posing as a contact who claims you overpaid your bill and that you’ll receive a cash or banking refund is another approach. This offer may seem too good

to be true, and it is—it’s likely a scam aimed to steal your personal information.

Spotting a Scam

Scammers often use high-pressure tactics to create a sense of urgency, like claiming your electricity or other services will be disconnected if a payment isn’t made immediately.

Additionally, scammers may ask for unusual payment methods such as gift cards or cryptocurrency. If someone is pushing for such a payment method, it’s likely a scam.

You’ve probably noticed that many digital scams, like emails or text messages, include poor grammar, misspellings and odd email addresses. These are red flags, so when you see these dodgy forms of communication, consider it a potential scam.

What We Won’t Do

Navarro County EC will never demand an instant, immediate payment or threaten to disconnect your service without prior notices or warnings. We strive to resolve challenging situations and work with our members to avoid disconnects.

Navarro County EC will never ask for your banking details over the phone or through email. We offer several secure payment options, including in-person, through navarroec.com and SmartHub, and by calling (903) 874-7411.

Avoiding Scams

Whether in person, over the phone or online, always be suspicious of anyone who claims to be a Navarro County EC employee and asks for banking or other personal information.

If you’re ever in doubt about a potential energy scam, just give us a quick call at (903) 874-7411. We want to help protect you from utility frauds, and by notifying us about potential scams, you can create the first line of defense. Then we can spread the word and prevent others in our community from falling victim. ■

Andrews and Johnson Complete Apprenticeship Training

NAVARRO COUNTY ELECTRIC COOPERATIVE would like to congratulate Brendan Andrews for completing apprentice level III and Kaden Johnson



for completing apprentice level I in the co-op's lineman apprenticeship program.

To complete these levels, Andrews and Johnson attended training classes about basic electrical theory, transformer connections and using rubber gloves to work on energized power lines. They have worked on the overhead and underground construction

crews building new lines and services to members and have also worked on the service buckets to maintain existing power lines.

The apprenticeship program takes at least five years to complete. Both men will continue to learn through on-the-job and classroom training to eventually become a lineman at NCEC, where they will do their part to provide reliable and affordable electrical service to the cooperative's members. ■

Navarro County Electric Cooperative

CONTACT US

3800 W. Highway 22, Corsicana, TX 75110

P.O. Box 616, Corsicana, TX 75151

Local (903) 874-7411

Toll-Free 1-800-771-9095

Email msdept@navarroec.com

Web navarroec.com

General Manager/CEO

Jill Sadberry

Board of Directors

Ron L. Buckley, President, District 2

Kent Sheffield, Vice President, District 1

George Smith, Secretary-Treasurer, District 6

Benny Melton, District 5

Julie Mraz, District 7

Gary Murphy, District 3

Bill Southard, District 4

24/7

Outage Hotline Numbers

For information and to report outages, please call us.

LOCAL
(903) 874-7411

TOLL-FREE
1-800-771-9095



MARK YOUR CALENDAR

Independence Day

Thursday, July 4

Our offices will be closed for the holiday.

Get Out of the Doghouse Day

Monday, July 15

Ice Cream Day

Sunday, July 21

Korean War Veterans Armistice Day

Saturday, July 27

CHOREOGRAPH | ISTOCK.COM

ABOUT NAVARRO COUNTY EC

NCEC owns and maintains more than 3,000 miles of line to provide electric service to more than 14,000 members in Ellis, Freestone, Hill, Limestone and Navarro counties.

OFFICE HOURS

Monday–Friday, 8 a.m.–5 p.m.

BILL PAYMENT OPTIONS

- Online at navarroec.com
- Through the SmartHub app
- By phone at 1-855-385-9975
(Phone payments are not accepted on the NCEC office line.)

TEXAS CO-OP POWER

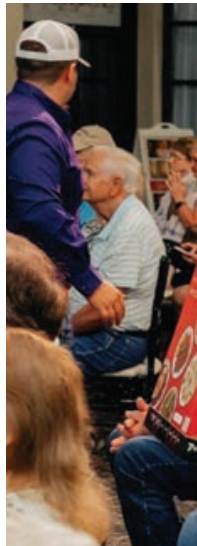
NCEC provides *Texas Co-op Power* and TexasCoopPower.com to give you information about events, safety, special programs and other activities of your cooperative. If you have any comments or suggestions, please contact the co-op office.

VISIT US ONLINE

navarroec.com



Check us out at
TexasCoopPower.com/navarro



Annual Meeting Celebrates Safety and Scholars

NAVARRO COUNTY ELECTRIC COOPERATIVE hosted its 82nd annual member meeting May 11 at the Cook Center at Navarro College. The meeting was attended by 141 members who came out to hear the business report, engage in fellowship, vote for directors and hopefully win a door prize.

Employees at the registration table welcomed attendees to the event, while others handed welcome gifts to each member. Lineworkers and the meter and staking departments served coffee, soft drinks and water. A slideshow presentation featuring pictures from past annual meetings played as members visited.

The business meeting began at 10 a.m. with a warm welcome from Ron Buckley, board president, who welcomed special

guests Billy Jones, retired general manger and CEO, and Wade Snider, senior economist at Brazos Electric Power Cooperative.

Lineman Breezy Elder gave the invocation, and cooperative attorney Kevin Haney of McGinnis Lochridge led the business session.

George Smith, the board's secretary-treasurer, gave a brief summary of the co-op's financial information for 2023. Operating revenues were \$67.5 million with expenses hitting \$65 million, most of which was power cost, resulting in operating margins of \$3 million. Smith said the cooperative was operated on about 24 cents out of every dollar.

Jill Sadberry, NCEC general manager, reported the coopera-



tive has achieved its 15th consecutive year without an employee injury. The employees of Navarro County EC received the esteemed GE Safety Award for the fourth consecutive year.

Sadberry said NCEC grew by 567 meters and added 112 miles of line to its system in 2023, continuing the growth pattern seen in recent years.

In December 2023, the co-op returned more than \$1 million in capital credits to current and former members for the 19th consecutive year. “Capital credits are a return on your investment in the cooperative and demonstrate how your electric cooperative is united with, and committed to, its members,” Sadberry said.

After the general manager’s report, Haney oversaw the reelection of directors Ron Buckley, District 2, and George Smith, District 6. Both directors ran unopposed and will serve another three-year term on the board.

Members upheld the cooperative principle of Concern for Community in 2023 with just over \$92,000 donated through

Operation Round Up. Members opt in to contribute to the fund by having their electric bills rounded up to the nearest dollar. Those small amounts add up, and the funds, overseen by a volunteer committee, are distributed to charitable causes in the co-op’s service area.

Another way the co-op gives back to its members is with the annual scholarship awards. Sadberry announced that the board of directors approved \$6,000 in scholarships for the 2024–25 school year. The recipients were Ellysa Crouch, Thania Davila, Drestan Honza, Troy Hunt Jr., Bayli Ann Leingang and Tanner Williams.

And then came everyone’s favorite part of the meeting: door prizes. Mark Rash, member services manager, manned the hopper, and Jerad Taylor, line superintendent, announced the winners.

“We would like to thank everyone that came out and hope to see you again next year,” Buckley said as he closed the meeting. ■