

Payment Scam

June - July 2013

Douglas County PUD customers have reported fraudulent phone calls from someone claiming to be from the power utility threatening to shut off their power if they don't pay. Customers have been asked to wire money, give out banking information or to buy a pre-paid card and call back with the card information. Douglas County PUD never asks customers for this type of payment.

Local law enforcement authorities urge customers to not give out any personal information. If you get a suspicious call, hang up and call Douglas County PUD at 509-884-7191 to verify your account status.

Estafa de pago de cuenta de utilidades

Los clientes del PUD del Condado de Douglas han reportado llamadas fraudulentas de alguien que dice ser de la utilidad y amenaza con apagar su luz si no pagan. Las personas que llaman han solicitado dinero por transferencia electrónica, dar información bancaria o comprar una tarjeta pre-pagada y regresar la llamada con la información de la tarjeta. PUD del Condado de Douglas nunca le pide a sus clientes estos tipos de pagos.

Autoridades locales insisten a los clientes a no dar ninguna información personal. Si recibe una llamada sospechosa, cuelgue y llame al PUD del Condado de Douglas al 509- 884-7191 para verificar su estado de cuenta.

We always like to hear what you have to say. Please, if you have any comments or questions write them down and send this back with your payment. Thanks~

Reliable Provider

Douglas County PUD is one of 184 of the nation's more than 2,000 public power utilities to earn Reliable Public Power Provider (RP3) recognition from the American Public Power Association for providing consumers with the highest degree of reliable and safe electric service.



Reliable Public
Power Provider

The RP3 designation recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development and system improvement. Criteria within each category are based on sound business practices and represent a utility-wide commitment to safe and reliable delivery of electricity.

Conservation

The Wells Hydroelectric Project is a tremendous asset for Douglas County PUD customers. It provides clean, renewable, low-cost hydropower to our area. Even though the power enjoyed in Douglas County is among the least expensive in the nation, it should not be wasted. Here are some things you can do to reduce your consumption of this precious resource.

- ☑ Raise your thermostat by two degrees to reduce your cooling system load.
- ☑ Clean or change air conditioning filters regularly. Dirty filters cause air conditioners to work harder and use more energy.
- ☑ Remove dust from the coils of your refrigerator and freezer so they operate more efficiently.
- ☑ Close your blinds during the heat of the day and open your window during the cool evening to give your air conditioner a rest.
- ☑ Turn off heat producing indoor lights and home computers when not in use. Turn off unnecessary outdoor lights.
- ☑ Fire up the barbecue grill to move cooking outdoors.
- ☑ Adjust your dishwasher so dishes dry without heat.



Public Utility District **No.1 of Douglas County**

1151 Valley Mall Parkway · East Wenatchee, WA 98802-4497 · 509/884-7191
P.O. Box 1119 · Bridgeport, Washington 98813 · 509/686-4501
www.douglaspubd.org