



MARCH 2025



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877-WYRULEC

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**May through September**  
Office hrs: 6:30–5:00, Mon.-Fri.

**October through April**  
Office hrs: 7:30–4:00, Mon.-Fri.

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Your cooperative is a proud member of these fine organizations



## LINeworkERS ARE WIRED FOR SERVICE

In the quiet hours before dawn breaks, while many of us are still in our beds, lineworkers begin their day, usually wearing flame-resistant clothing, safety goggles, rubber gloves and thick, heavy boots.

They are the individuals who represent dedication to service in its purest form. As we celebrate Lineworker Appreciation Day on April 14, this is a good opportunity to reflect on the essential role they play in our daily lives.

Among towering utility poles and power lines, lineworkers exhibit a strength that goes far beyond the physical. Whether battling inclement weather, troubleshooting technical problems or navigating treacherous heights, lineworkers demonstrate resilience and a quiet determination to keep our lights on, our homes comfortable, and our communities connected.

Wyrulec crews travel across our six-county service territory, building, maintaining and repairing parts of our local system. Their extraordinary skills ensure our homes remain connected to the grid, businesses stay operational, and emergency services remain accessible—a lifeline that connects us all.

In moments of crisis, when the lights go out and we find ourselves in the dark, lineworkers emerge as beacons of hope. Their swift response restores normalcy, offering



## continued . . . Lineworkers are Wired for Service

reassurance in times of uncertainty. Whether repairing storm-ravaged power lines or ensuring continuity during emergencies, their unwavering commitment illuminates life when we need it most.

Wyrulec lineworkers also answer the call beyond the boundaries of home. Our crews travel to fellow co-ops when widespread outages occur and additional support is needed. Cooperation among cooperatives is one of our seven guiding principles, and no one embodies this core commitment better than lineworkers.

This month, as we celebrate the remarkable men and women who ensure reliable power, let's recognize their unwavering dedication to the local communities they serve.

The next time you flip a switch, please take a moment to remember those who make it possible - lineworkers, who are wired for service and dedicated to illuminating life.



*Wyrulec crew members provided First Responder safety information to the members of the Torrington Volunteer Fire Department in February.*

**The following names  
have been drawn for a**

**\$25 bill credit.**

**Contact Wyrulec  
Company at  
877-WYRULEC to claim  
your credit!**

Tim Lackey  
Bailey Orr  
Gerald Tomayer  
Justin & Shalane Bright  
Jayme Worley

### Efficiency Tip

About 30% of your home's heating energy escapes through windows. Use window coverings to minimize energy loss in cold weather and consider smart blinds that automatically adjust based on sunlight and temperature. This helps regulate indoor climate and keeps your heater from kicking on, saving energy.



Safe  
Electricity.org®



## Utility scams in this age of AI: How to spot and avoid fraud

Someone calls claiming to be from your utility company. They say your service will be cut off if you don't pay them immediately. Real utility companies don't do this. But scammers want to scare you into paying before you have time to confirm what they're telling you. And scammers are now using Artificial Intelligence (AI) to craft frauds that are difficult for consumers to detect. Learn how to protect yourself.

### Beware of these common scam tactics

- Disconnection threats: Scammers claim your service will be cut off without immediate payment.
- Caller ID spoofing: Fraudsters use software to make their calls appear legitimate.
- Overpayment claims: They may say you've overpaid and ask for personal or banking information to issue a refund.
- Smishing: Scammers send fake text messages that seem to come from your utility company.
- Phishing attempts: Beware of emails that look like bills; always verify the sender's email before clicking links.

If you have any doubt about the status of your electric service, call your utility company using the customer service phone number on their website.

### Watch for the following red flags

- High-pressure tactics that demand urgent action.
- Unusual payment method requests (wire transfer, gift cards, reloadable cards or cryptocurrency).
- Poor grammar, misspellings and suspicious email addresses.

### AI use enhances utility scams

By leveraging AI-powered techniques, utility scammers can create sophisticated and convincing frauds that are hard for consumers to recognize and avoid.

- AI helps scammers craft convincing emails that appear to be from legitimate utility companies and include the use of company colors and logos.

- Scammers use AI to create realistic-looking utility company websites that are nearly indistinguishable from legitimate ones.
- AI technology can clone the voices of utility company representatives, making phone scams convincing.
- AI analyzes victims' online presence and social media to create highly personalized spam related to your utility services.
- Scammers create geographically targeted online ads that appear when users search for keywords related to their energy bills.
- Scammers use AI to launch large-scale utility scam campaigns quickly and efficiently.

According to Kathy Stokes, AARP Director of Fraud Prevention Programs, "the ability of AI to improve and scale scam tactics is the equivalent of the Industrial Revolution for fraud criminals."

### Protect yourself

- Take your time: Don't rush into payments or action.
- Verify any communication by calling your utility company directly using the number on your bill.
- Never share personal information. Legitimate companies won't ask for sensitive details over the phone.
- If someone claims to be a utility worker, request official identification.

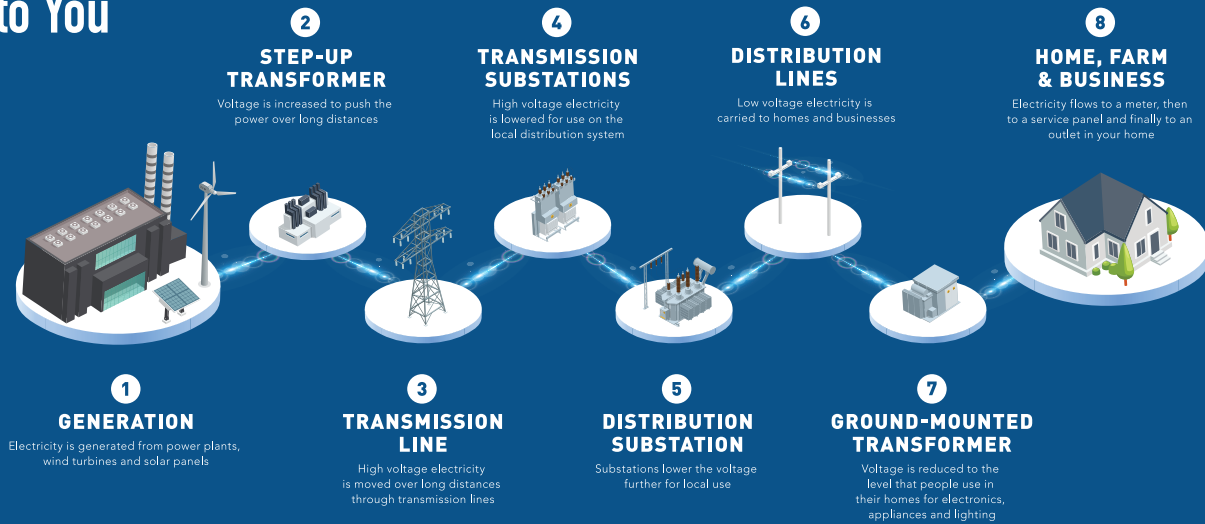
If you suspect a scam, report it to your utility company and the FTC at [ReportFraud.ftc.gov](https://www.ftc.gov/ReportFraud).

Remember, legitimate utilities will provide multiple notices before disconnection and will not pressure you for immediate payment. If you are in doubt, let your utility company know so they can take proactive measures to both protect you and others from becoming victims.

Learn more at:



# How Electricity Gets to You



# ANNUAL MEETING



Hey kids - join us at this year's Annual Meeting for games and fun activities!

