



# Electric Line Newsletter

## **CWEC LOBBY DOORS OPEN TO THE PUBLIC ON JUNE 1**

Central Wisconsin Electric Cooperative is scheduled to open its lobby doors to the public on Monday, June 1.

The lobby doors were originally closed to the public in late-March when the country went on lockdown to help “flatten the curve” in an effort to prevent the spread of COVID-19.

When the CWEC lobby doors are opened to our members, we will be practicing social distancing and have hand sanitizer available in the entryway for members to use. Those visiting our office can wear a facemask if they choose to.

We also want to remind members that they can continue to use one of our convenient online payment options to pay their electric bill each month.

For the safety of our employees and members, if you are feeling sick, please use one of the online payment options, or call our office at 715-677-2211 with questions or other concerns.

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## **ECONOMIC EMERGENCY RELIEF LOANS AVAILABLE**

The Board of Directors for Central Wisconsin Electric Cooperative has allocated \$24,000 from its Revolving Loan Fund to be used for COVID-19 Economic Emergency Relief Loans for area small businesses.

To be eligible for an Economic Emergency Relief Loan, the business must be an existing business, have 10 or fewer full-time equivalent employees, be located within the CWEC service area (do not need to be a CWEC member), and have a Data Universal Numbering System (DUNS) number. Qualifying farms and existing CWEC Revolving Loan Fund businesses are also eligible.

The maximum loan amount is \$2,000, with a loan term of 3 years at 0% interest. Application deadline is June 1.

For more information, visit: <https://www.cwecoop.com/economic-emergency-relief-loan-program>

### **Contact Us:**

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10401 Lystul Road  
Rosholt, WI 54473  
cwec@cwecoop.com  
Phone: 715-677-2211

Toll Free:

800-377-2932

Fax: 715-677-4333

Office Hours: Monday thru  
Friday; 7:30 a.m.—4 p.m.

### **Important Dates:**

June: National Dairy Month

June 4: Electric Bill Due

June 6: D-Day, WWII

June 7-13: Right of Way  
Professionals Week

June 14: American Flag Day

June 21: Father's Day

June 21-27: Lightning Safety  
Awareness Week



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## LET'S TALK

The energy industry is undergoing rapid change, and technology is paving the way for innovation in the way energy is used, produced, stored and shared. Consumers are interested in more green energy alternatives while smart homes and apps make managing energy use and paying your electric bill more convenient than ever.

While the changing energy market has created more options for consumers, it has also resulted in more utility scams and misleading information surrounding solar installations in particular. That's because of two factors.

Utility scams are common because of the vast number of utilities that exist, and consumers are understandably anxious with the threat of disruption to their electric, heating or water service. Second, new products and services in the energy industry provide an opening for scammers and pop-up companies to provide misleading information or shoddy products and services.

### **Avoid Phone Scams**

A common phone scam typically begins with a phone number that appears to be from a valid utility company. The scammer will claim you have a past due account and threaten to disconnect service or take legal action. The scammer will typically demand that you use a prepaid debit card or money order, often within a very short, urgent time frame to pay the "past due" amount.

You can combat this scam by being aware of the status of your account. Never give your banking or personal information over the phone to someone you did not call. If you have a question or concern about your energy bill, call us directly at 1-800-377-2932.

Do not use the phone number given by the scammer.

### **Avoid Solar Scams**

Another scam we see from time to time is connected to rooftop solar. Homeowners with rooftop solar may receive a sales call offering an accessory, upgrade or extended warranty to their solar array. The calls could be from crooks claiming to represent a solar company, promising to replace faulty or broken parts or improve efficiency. Again, if you are not expecting the call, don't be fooled. These calls offering misleading information are likely a scam. Call Central Wisconsin Electric Cooperative (CWEC) or the company that installed the solar array if you think there may be a problem. Other than occasional cleaning, rooftop solar (if installed correctly) is virtually maintenance-free.

### **Use Trusted Sources**

If you're considering solar for your home, make sure you are working with a reputable company. Because this is still an emerging industry with evolving technology, there has been a proliferation of pop-up companies in the market to make a quick buck. Representatives of rooftop solar companies may have more sales experience than knowledge of the energy industry, and their primary goal could be making a sale and moving on to the next prospect.

CWEC can offer a candid assessment to determine whether rooftop solar is right for you. After all, CWEC has a different "bottom line" that is not directly tied to the sale of a product or service. We take a more holistic, objective view of how to achieve energy and cost savings for our members, and that may or may not include rooftop solar.