

# HIGHLINE ELECTRIC ASSOCIATION

*The Beacon*

JULY 2024



## MAILING ADDRESS

P.O. Box 57  
Holyoke, CO 80734-0057



## STREET ADDRESS

1300 S. Interocean  
Holyoke, CO 80734



**ph** 970-854-2236  
**tf** 800-816-2236  
**fax** 844-996-1318  
**email** info@hea.coop  
**web** hea.coop



facebook.com/HighlineElectric

**Our mission** is to provide our members with reliable, high-quality electricity and other needed services, which will improve their economic and social well-being and provide significant long-range benefits for our communities, our state and our nation.



HIGHLINE ELECTRIC ASSOCIATION  
IS AN EQUAL OPPORTUNITY  
PROVIDER AND EMPLOYER



Touchstone Energy®

# ENERGY SCAMS UNMASKED

BY DENNIS HERMAN GENERAL MANAGER



DENNIS HERMAN

Consumers with water, gas, and electricity connections have long been targets for utility scams. But in today's digital world, every swipe and click increases the risk of potential scams.

Scammers are more sophisticated than ever before, and they understand our increasing reliance on technology. With their sharpened digital knives, scammers have adapted their tactics to trick unsuspecting consumers through a variety of methods.

Highline Electric Association wants to help you avoid energy scams, whether a financial loss or leak of your personal information. This month, I'd like to share updates on some of the latest utility scams, as well as tips to help you stay safe from even the craftiest scammers.

## RECENT UTILITY SCAMS

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. However, the digital line of attack is increasingly more common.

For example, new capabilities disguising caller ID or "spoofing" can make the phone number you see on caller ID appear to be from a trusted source. Spoofing makes it easier for scammers to deceive you because it's more difficult to immediately verify the call. Another recent scam uses fraudulent websites that are identical to a utility

payment web site — and what's worse, these pages are often promoted on search engines to trick consumers into clicking and making a payment.

Another recent scam involves phone calls, text messages or emails claiming you overpaid your electric bill and will receive a cash or banking refund. This offer may seem too good to be true, and it is—it's likely a scam aimed at stealing your personal information.

## SPOTTING A SCAM

There are several red flags you can watch for to identify an energy 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 an unusual payment method, it's likely a scam.

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

## WHAT HIGHLINE ELECTRIC ASSOCIATION WILL (AND WON'T) DO

Highline will never demand an instant, immediate payment and threaten to disconnect your service without prior notices or warnings. We strive to resolve challenging

situations and work with our members to avoid disconnects.

Highline will never ask for your Social Security number or banking details over the phone or through email. We offer several secure payment options, including in-person, over the phone, automated scheduled payments, and through your online account via our website at [www.hea.coop](http://www.hea.coop) or our mobile app.

**AVOIDING SCAMS**

Whether in-person, over the phone or online, always be suspicious of an unknown individual claiming to be a Highline employee requesting banking or other personal information. For those members who

have opted in, Highline will occasionally send text messages with important alerts, as well informational emails

If you're ever in doubt about a potential energy scam, just give us a quick call at 970-854-2236 so we can assist. Highline wants to help protect you and our community against utility frauds, and by notifying us about potential scams, you can create the first line of defense. We encourage you to report any potential scams so we can spread the word and prevent others in our community from falling victim.

# SIGNS OF AN ENERGY SCAM

**High-Pressure Tactics**  
Scammers will pressure you, creating a sense of urgency. Claims that your power will be disconnected without immediate payment are common with utility scams.

**Sketchy Payment Methods**  
Scammers may ask for unusual payment methods like gift cards or cryptocurrency. In these cases, it's likely a scam.

**Dodgy Communication**  
Whether an email, text message or letter, utility scams typically include poor grammar, spelling errors or unusual email addresses. These are common warning signs of a scam.

# HAPPY 4th of JULY!

Highline Electric offices will be closed July 4.

CONGRATULATIONS TO THE FOLLOWING EMPLOYEES WHO CELEBRATE A WORK ANNIVERSARY IN JULY

Nick Saylor.....	34 years
Dennis Herman.....	32 years
Jeff Blochowitz.....	22 years
Imer Rodriguez.....	9 years
Benjamin Kafka.....	9 years
Dustin Carrick.....	4 years



▲ Emeri Blochowitz of Revere High School



▲ Leah Struckmeyer of Holyoke High School

## Youth Leadership Camp

Highline Electric Association is proud to announce that Emeri Blochowitz and Leah Struckmeyer have been selected to represent the cooperative at Youth Leadership Camp near Clark, CO July 13-18. Highline will cover all expenses — transportation, accommodations, meals, and admission fees — for Emeri and Leah. There are a ton of great activities planned for Youth Leadership Camp! Students from Colorado, Kansas, Oklahoma and Wyoming will learn about cooperative governance, hear an amazing leadership speaker, ride a gondola to the top of Mt. Werner, play volleyball, watch a high-voltage display, float down the Colorado River, and dance under the mountain stars plus more!

### COUNTY FAIR DATES:

Perkins: July 14-20  
 Eastern Colorado Round-up  
 (Washington): July 22-27  
 Phillips: July 23-27  
 Dundy: July 24-28  
 Sedgwick: July 24-28  
 Logan: July 25-Aug 4  
 Yuma: August 2-5  
 Deuel: August 8-10  
 Chase: August 11-17



## ENERGY EFFICIENCY

### TIP OF THE MONTH

Electricity used to operate major appliances accounts for a significant portion of your home energy use.

Here's an easy way to lighten the load on your clothes dryer. Before you dry a load of damp clothing, toss in a clean, dry towel. The towel will absorb excess water, shortening the drying time. If your dryer does not include an autosense feature to determine drying time, remember to reduce the timer to about half of what you normally would. Remove the towel about 15 minutes after the cycle begins. Shorter drying times will extend the life of your dryer and save energy.

Source:  
[homesandgardens.com](http://homesandgardens.com)

## KEEP HEA EMPLOYEES SAFE FROM EXPOSURE TO CHEMICALS



Our employees face serious health risks when they unknowingly enter a field that was sprayed or chemigated with any chemical. Just as you would not subject your family or employees to risk, we do not want to subject our employees to risk. Please consider the following:

- If you used any chemicals on a field, please notify Highline. You may call the office or you can place a flag at the entrance to the field. Please note the day when it is safe to enter the field and what chemical was used.
- Notification signs or flags are available free of charge at any Highline office. If calling during in an outage, please notify Highline if the field was sprayed.

The initial and long-term effects of absorbing chemicals in the body are extremely hazardous to one's health. Please do not subject our employees to these dangers.

# 2024 Rebate Product Guide

- Eligible rebates must be submitted within **90 days** of purchase.
- Rebate amounts under \$50 will be issued as a credit on the Highline account. All rebate requests must include itemized payment receipts (including product model number) and ENERGY STAR® verification documentation where stated.

Product	Eligible Rebate <span style="float: right;">*updated 1.1.24</span>
Electric Outdoor Power Equipment	<b>25% of cost up to:</b> \$150 for walk-behind mower, bicycles or electric snow blowers, up to \$250 for 2-stage electric snow blower, up to \$50 for electric leaf blower, pruner, trimmer and power washer, up to \$100 for electric chainsaws and up to \$1,000 for electric riding mowers. <b>50% of cost up to \$25</b> for additional batteries purchased with or for qualifying equipment must be included with original purchase rebate application. Maximum yearly outdoor equipment rebate of \$300 per account, except riding lawn mowers (stand-alone \$1,000 cap per member account). One rebate per product type per year, excluding bicycles.
ENERGY STAR® LED Bulbs (500 lumens or greater)	50% of lamp/bulb cost up to \$8 per lamp/bulb. Yearly cap of 50 lamps/bulbs per account.
Refrigerator/Freezer Recycling Only (7.75 cu ft. or greater)	\$120 if old unit is recycled. Proof of retailer haul away and/or itemized invoice is required to receive recycling credit. Freezer/refrigerator rebates are limited to a max of two recycles per member, per year.
Induction Cooktops/Ranges (measuring 30" or larger)	\$100 per unit for electric-to-induction. \$350 per unit for gas-to-induction or new construction. Replacement of gas units with induction require verification of gas cooktop/range.
ENERGY STAR® Dryer	\$60 per unit. \$180 heat pump unit.
Ground Source Heat Pump System	\$850 per ton for new installation. \$425 per ton for existing unit replacements. ENERGY STAR® rated. \$100 per unit for ground source heat pump powered water heaters (a.k.a. desuperheater).
Evaporative Cooler	\$200 per unit. Minimum 2500 CFM, no window or portable units.
Air Conditioners - Split System	\$100 per unit. Minimum 16 SEER or 15.2 SEER2. ENERGY STAR® rated. 1 ton minimum. No window units.
Air Source Heat Pump System (AHRI Certificates required)	<b>Ductless - Base Tier:</b> 7.8 HSPF2 min. rating \$250/ton, up to 5 tons + 125/ton over 5 tons. <b>Cold Climate Tier:</b> 8.5 HSPF2 \$500/ton, up to 5 tons + \$250/ton over 5 tons <b>Ducted - Base Tier:</b> 7.8 HSPF2 min. rating \$250/ton, up to 5 tons + 125/ton over 5 tons. \$500 bonus for dual-fuel propane. <b>Cold Climate Tier:</b> 8.1 HSPF2 \$500/ton, up to 5 tons + \$250/ton over 5 tons. \$500 bonus for dual-fuel propane.
Air-to-Water Heat Pump	\$500/ton, up to 5 tons + \$250/ton over 5 tons.
Whole House Fans	\$100 per unit. Replacement or new installations qualify.
Smart Thermostats	\$50 per unit. Must be WiFi and have learning capabilities. Limit 2 smart thermostats per member account.
Electric Water Heater	\$50 per unit for new construction. \$100 per unit for gas conversion. \$375 per unit for ENERGY STAR® heat pump water heater. 30 gallon minimum.
Electric Commercial, Industrial and Irrigation Motors (10-1500 hp)	\$10/HP up to 500HP and \$8/HP for motors above 500HP. \$1.50/HP wiring assistance if motor replaces fossil fuel or is a new install. Contact HEA for form or go online.
Variable Speed Drive (VSD)	Contact HEA for details. Soft start kits added to existing motors are not eligible.
Irrigation & Industrial/Agricultural Auditing	Irrigation: 75%-100% up to \$1,500. Industrial/Agricultural: Contact HEA for details.
Energy Assessments	Commercial and Industrial building Energy Assessments – 75%-100% of assessment cost up to \$25,000 Oil and Gas Assessments – Free to member, overall program cap of \$500k.
EV Level 2 Charging Station	50% up to \$250 non-managed or \$1,000 for member system managed chargers.
DC Fast Charger	50% up to \$3,000 for 50-75kW peak output or \$5,000 for 763-149kW & \$7,500 for 150kW+.
<b>Commercial Lighting (all commercial fixtures must be DLC listed)</b>	
Pole Mounted LED Lighting	25% of total LED head cost. Project cap of \$20,000.
Commercial Lighting New / Retrofit	Contact HEA for details. One project per member account per year. Project cap of \$20,000.