

THE TIDINGS

OCTOBER 2021



TIPS FOR AVOIDING SCAMS
Avoid Mail Delays



BEACHES | ENERGY
S E R V I C E S

AVOID THIS TOP UTILITY SCAM

Utility customers throughout the country are targeted by impostor utility scams each day. Unfortunately, it happens to our customers at the Beaches, too. Here is one of the top scams and how to avoid it.

THREATENING TO DISCONNECT POWER

The Scam:

Scammers call threatening disconnection of your utility service, demanding immediate payment by prepaid cards purchased at a local retail store (or credit card, debit card, bank draft, wiring money, etc.), and insisting you call them back with the card information to make payment. *The call may even look like it is coming from Beaches Energy's phone number, a tactic named caller ID spoofing.*

Reality:

Beaches Energy will send you a disconnection notice in the mail before shutting off service and will offer several bill payment options without specifying the type of payment you need to make.

WHAT TO DO IF YOU SUSPECT A SCAM:

1. Do not send money or gift cards
2. Try to get the caller's name and number
3. Report scam calls to the police
4. Contact Beaches Energy at 904-247-6241
5. If a person calls or arrives at your door without an appointment and identifies themselves as a Beaches Energy employee, ask for identification.

Learn how to protect yourself from scams at www.beachesenergy.com/scam-alerts.

UPDATE YOUR CONTACT INFO

Now is a great time to review your contact information on file with Beaches Energy. New phone number or email? Let us know by emailing customerservice@beachesenergy.com or visiting our office with your new information.



Mail Late Again?

It's time to go paperless!

The USPS is expecting slowdowns starting this fall.

Good thing you don't have to wait on the mailman! Here are steps you can take to avoid mail delays and late payments:

- Sign up to get your **utility bill delivered to your email** at BeachesEnergy.com/ebill
- Set up **automatic payments** so you never miss a due date
- Make online payments by **electronic check or credit card**

Get started at BeachesEnergy.com/PaymentOptions

Celebrate Customer Service Week!

Oct. 4-8

Stop by the utility billing office Oct. 4-8 for small giveaways in celebration of our customer service team who support our customers every day!



ELECTRIC PRICE FOR 1,000 KILOWATT-HOURS

Rate Component	September	October
Residential Base Charge	\$4.50	\$4.50
KWH base charge	\$83.57	\$83.57
Bulk Power Cost Adjustment	\$21.84	\$21.84
Total Rate Billed per 1,000 kwh	\$109.91	\$109.91