

October is Cybersecurity Awareness Month

Scammers use websites, emails, text messages and phone calls to obtain your personal information. These attempts to steal information are called phishing attacks. The individuals behind the attacks pose as a member of a trusted business or organization.

They regularly contact Cleco customers claiming to be representatives of the company and threaten service disconnection if customers don't make an immediate payment with a prepaid card. When customers don't answer the phone, they leave a call-back number.

Remember, Cleco will never initiate calls to demand immediate payment, and Cleco customer service representatives will never ask customers to pay with a prepaid card.

Common utility scams:

- *Disconnection Deception:* Scammers call threatening disconnection of service unless an immediate payment is made with a prepaid card or another form of payment.
- *Overpayment Tactic:* Scammers call claiming a bill overpayment, and request personal bank account information or a credit card number to facilitate a refund.
- *Vacate Your Home:* Scammers claim there is a need to replace a meter or other equipment, and the home must be vacated for 72 hours.
- *Power Restoration Charge:* Scammers call offering to restore your electricity more quickly for a fee after a severe storm.
- *Identification Attack:* Rather than directing victims to call a 1-800 number, the scammers direct callers to press 1 to collect data in an attempt to get additional personal information.

#BeCyberSmart

Customers can visit a customer service office, call 1-800-622-6537, use the Contact Us form on cleco.com, direct message Cleco on Facebook @ClecoPower, or verify account information through Cleco's online customer account management service, MyAccount, at cleco.com.



Emergency rental assistance program expanded to include utilities

Customers can get help with housing and utility bills

Cleco customers who need assistance paying utility bills can apply for funds from the U.S. Treasury Emergency Rental & Utility Assistance Program being administered by the State of Louisiana.

The state program, which launched in March of this year, helps renters and landlords experiencing homelessness or housing instability due to the COVID-19 pandemic. The program was expanded in May to include utility assistance for renters.

State of Louisiana's
U.S. Treasury

Emergency
Rental
Assistance
Program

Struggling to pay rent and utilities due to COVID-19?

Program expanded to include utilities

Apply now: [LStateRent.com](https://www.lastaterent.com)

For additional questions,
call (877) 459-6555

Both landlords and renters may apply.



Cleco in the Community

Cleco donated LED bulbs to Councils on Aging across the state



Shanese Lewis, director of St. Martin Parish Council on Aging, and Willie Bergeron, Cleco governmental services representative, display the LED bulbs donated by Cleco to help elderly customers make their homes more energy efficient.



Tina Tucker, executive director of Beauregard Council on Aging, and Marilyn Crosley, Cleco customer service lead in the DeRidder customer service office, display the LEDs.

For the latest on career opportunities, community events, safety tips and more, visit cleco.com or follow the company on social media.



Back to school safety



As children return to school, it's important to slow down and be alert. Below are some tips to help keep children safe throughout the school year.

- Go to the bus stop with children to teach them the proper way to get on and off the bus.
- Obey school zone speed limits.
- Follow the school's drop-off and pick-up procedures.
- Never pass a bus loading or unloading children.

First day of fall is Sept. 22



Although it still feels like summer, the first day of fall is Sept. 22. With each new season, there are changes in the weather and activities. Below are some reminders to help keep everyone safe during the fall season.

- Check the power cords of cold-weather tools for unusual wear and tear and replace worn tools or parts before using.
- Keep dry leaves away from outdoor lighting, outlets and power cords.
- Test smoke and carbon monoxide detectors.

COCOA BROWNIES

3/4 cup flour, 1 cup sugar,
1 teaspoon salt, 1/4 cup
cocoa, 1/2 cup soft butter,
2 eggs, 1/2 cup chopped
nuts (optional)



Mix all ingredients together in a large bowl, except for the nuts. After well mixed, add nuts and mix for a few more minutes. Pour into a greased 8 x 8 biscuit pan and bake at 400 degrees until a knife inserted in the center comes out clean, 20 to 25 minutes.