

# Security Response to Phishing Attacks

In response to the growing threat of phishing attacks targeting members in the utility and broadband industries, Niobrara Electric Association is taking proactive steps to enhance the security of its SmartHub billing and payment system. Today, the company announced the implementation of two-factor authentication (2FA) as an added layer of protection for your account.

“Phishing attacks are a common tactic used by cybercriminals to get you into revealing your personal information, such as login credentials or financial details,” said Shawna Glendy, Niobrara Electric Association General Manager. “These are not system breaches or applications being hacked but social engineering attempts. These attacks often involve fraudulent emails or text messages that appear to be from a legitimate organization, enticing you to click on a malicious link or provide sensitive information.”

Recognizing the importance of safeguarding your account information, Niobrara Electric Association is committed to providing a secure online experience. Implementing 2FA adds an extra layer of security to help prevent unauthorized access to your SmartHub account.

Glendy said, “With 2FA, you must provide two forms of identification before gaining access to your account. This typically involves entering a unique code sent to your mobile device or email address and your username and password. This added security measure makes it significantly more difficult for cybercriminals to compromise your account, even if they have obtained login credentials through phishing or other means.”

Niobrara Electric Association encourages all its customers to enroll in 2FA to further protect their accounts from unauthorized access. Glendy adds, “This will allow us to satisfy our commitment to protecting your account while giving you the trusted confidence of secure transactions.”

Customers with questions or concerns about phishing attacks or 2FA are encouraged to contact Niobrara Electric Association for assistance.

To learn more about SmartHub, go to [domain.com/security](https://domain.com/security).



### Office Hours

Monday—Thursday

7:00 a.m.— 5:00 p.m.

Closed Fridays and Holidays

(New Years Day, Memorial Day,  
Independence Day, Labor Day, Vet-  
erans Day, Thanksgiving and  
Christmas)

Phones numbers for outages.

After hours:

SRS Dispatch

1-800-322-0544

During Business Hours

307-334-3221

Niobrara Electric Assn.

3951 US HWY 20

PO Box 697

Lusk, WY 82225

# NO CHARGE ZONE

Charging your phone  
while it's on or under  
a pillow or blanket can  
cause it to overheat  
and catch fire.

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**Have you been on the NEA website?** <https://www.niobrara-electric.org>

Under the **Services tab**, rebate information is available.

Our members have been receiving rebates for refrigerator re-cycling, heat pumps, commercial and industrial electric motors, Variable Speed Drives, and outdoor power equipment.

The application process is simple. Supply us with your purchase information (receipts) and verify a few details. We submit the application to our power supplier, Tri-State G&T, and they approve the rebate.

Call and visit with us for more information.

