

Storm Outage Strategies



MESSAGE FROM GENERAL MANAGER/CEO STEVE YOUNG

TEXAS WEATHER IS FULL OF SURPRISES—SUNNY, 75-DEGREE DAYS IN February, 40-degree chills in April or rain at any given moment.

Hamilton County Electric Cooperative does our best to be prepared for every situation, but outages are sometimes unavoidable. Power disruptions are often caused by lightning and downed limbs and trees.

We hate to think of our members having to go through a power outage, but we know that in a severe storm, it's possible. In that case, your co-op wants to remind you of a few things:

First, give us a call at 1-800-595-3401. Don't rely on your neighbor to let us know the power is out. The more people who report outages, the better idea we'll have of the outage location. The sooner we can pinpoint the outage, the more quickly we can restore service.



Avoid a power surge when service is restored by turning off everything in the house except a porch light.

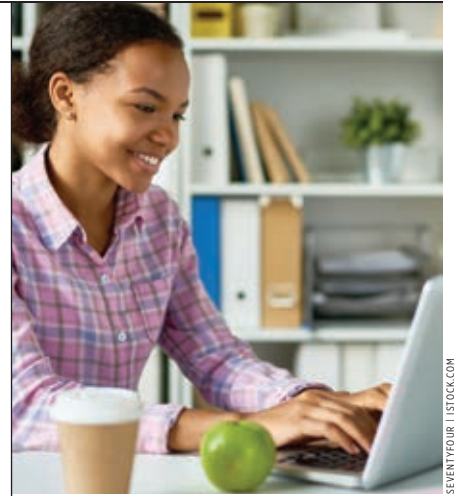
Also, turn off all of your major appliances and leave a porch light on, if possible. That way, when power is restored, a power surge won't damage sensitive equipment. The porch light also helps our employees see when your power has come back on. Once the lights are back on, you can turn on needed appliances, one by one.

We send repair crews as soon as possible, and they work until the lights are back on. Depending on the outage's severity, restoration could take several hours, so make sure you keep supplies on hand like flashlights or lanterns, as well as water, nonperishable food and blankets.

Please, above all, be safe. If you see downed power lines, stay away from them. Call the co-op and 911 to let public safety authorities know so they can help keep the area clear.

If the outage is a long one, and you decide to use a portable generator, know how to operate it safely. Don't plug it directly into your home's wiring. This can cause a dangerous condition known as "backfeeding" that can send electricity onto power lines, injuring or killing the linemen working to restore your service.

Instead, plug individual appliances into the generator. Also, make sure to operate it in a well-ventilated area outside to avoid a buildup of deadly carbon monoxide gas. At Hamilton County EC, we take pride in delivering the best possible service at an affordable price. That includes prompt service whenever an outage strikes. Rest assured that we are prepared to do whatever it takes to restore your service.



Hamilton County EC Scholarship Program

WILL YOUR HIGH SCHOOL GRADUATE need college money? Hamilton County Electric Cooperative Association will be awarding several scholarships of \$1,000 each for the 2018-2019 school year, divided into \$500 for each semester.

To be eligible, your student must:

- ▶ Be a senior attending a high school within the Hamilton County EC service area and graduating in May.
- ▶ Be a dependent of an active Hamilton County EC member.
- ▶ Reside full time in the home of a parent or guardian who is a full-time resident in Hamilton County EC's service area.
- ▶ Have applied for admission as a full-time student at a state university, junior college or technical school.

Each winner must use the scholarship awarded within one year of issuance. Scholarship applications are now available and will be accepted until March 30. Scholarship winners will be chosen by a committee independent of Hamilton County Electric Cooperative Association. For more information and an application, please contact Keela Payne by phone at (254) 386-9428 or by email at keela.payne@hamiltonelectric.coop.



Hamilton County Electric Cooperative Association

420 N. Rice St. • P.O. Box 753
Hamilton, TX 76531

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Steve Young

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Contact Us

*For general information
or to report an outage*

CALL US

(254) 386-3123 local or
1-800-595-3401 toll-free

PAYMENT LOCATIONS

Hamilton County EC Office

420 N. Rice St., Hamilton

Brown & Wesson Insurance

915 Third St., Goldthwaite

Fort Gates Water Corporation

103 Gateway Circle, Gatesville

Kempner Water Supply

11986 E. Highway 190, Kempner

Lometa City Hall

109 W. San Saba St., Lometa

Online

hamiltonelectric.coop

Telephone

Call 1-877-833-4031 to pay using our automated phone system (credit/debit card or check).

Bill payments can be set up to be bank drafted or charged to a debit or credit card monthly.

Traveling? Let Electricity Keep Your House Safe

IF YOU RESOLVED TO TRAVEL MORE THIS YEAR, IT'S HIGH TIME TO GET YOUR HOUSE ready before you go.

Traveling is more fun and relaxing when you don't have to worry about whether your home is safe and secure. Here are five ways to prevent mishaps—and save some energy—during your absence.

1. Create the illusion that someone is home. Ask a trusted neighbor to pick up newspapers, mail and deliveries that might arrive while you're away. A pile of newspapers in the driveway is an invitation to an intruder looking for an empty house to break into.

2. Connect your outdoor lights to timers. Instead of leaving them on day and night while you're gone, install a timer that will switch the lights on when it gets dark and off when the sun comes up each day.

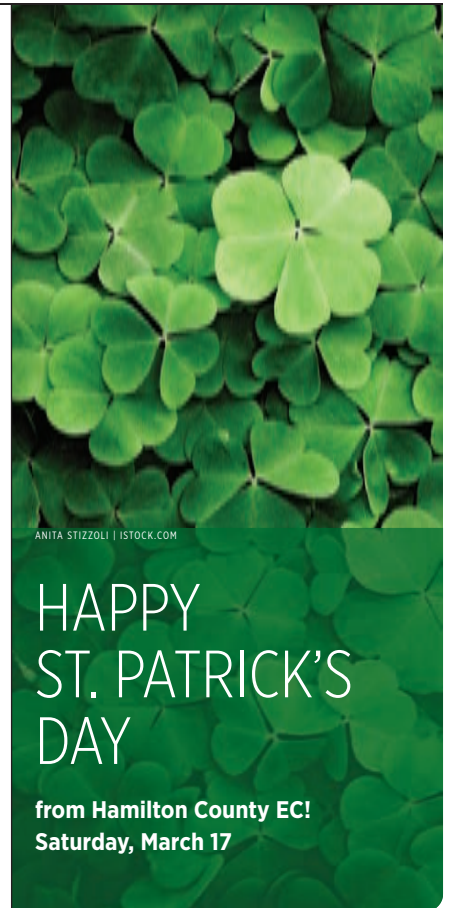
3. Plug indoor lamps into programmable timers set to "random" so the lights turn on and off throughout the day and evening. That will make your home look lived-in. You also can plug a TV or stereo into a timer so your house sounds lived-in, too.

4. Motion detectors not only light your property when your neighbor stops by to check on it but also serve to deter intruders. They save energy because you won't have to pay for light that no one is around to benefit from.

5. Unplug electronic devices such as your TV, computer, printer and small kitchen appliances before you leave. Left plugged into a wall socket, those items continue to draw small amounts of electricity that show up on your energy bill.



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ANITA STIZZOLI | ISTOCK.COM

HAPPY
ST. PATRICK'S
DAY

from Hamilton County EC!
Saturday, March 17

Warning Signs of an Electrical Malfunction

WHEN ELECTRIC SERVICE WORKS PROPERLY, WE NEVER NOTICE IT. MOST OF THE TIME, we flip a switch, the lights go on and all is right with the world. It's only when things go wrong that we start paying attention. Here are five warning signs that can indicate an electrical malfunction.

1. Flickering lights. If an electrical circuit in your house is overloaded, it could cause the lights to dim or flicker. This usually happens when you have too many energy-intensive appliances or fixtures wired to the same circuit. For example, your lights may flicker when your washing machine is running if the two are on the same circuit. The solution: Ask a licensed electrician to move the lights to a different circuit or install a dedicated line for the washing machine.

2. Suspicious odors. It's not unusual for a new appliance to smell a little bit bad the first time or two you use it. But if outlets, the breaker box or other appliances emit a foul odor, that could signal a problem with the wiring. Switch off and unplug anything that doesn't smell right, and call an electrician.

3. Sparks. An appliance that sends off a spark could be damaged. Sparks from a breaker panel or fuse box could signal something more serious and should be inspected by a qualified electrician as soon as possible.

4. Tripped breakers. A breaker tripping more often than occasionally isn't normal, and it's probably not safe. Circuit breakers that trip signal an overloaded circuit.

If the same appliance, such as a hair dryer or vacuum cleaner, trips the circuit every time, chances are that the appliance is the culprit. But if the same outlet trips the circuit no matter what you plug into it, it's likely an overload on the system. This is a job for a professional.

5. A buzz. Electric appliances should not buzz. They shouldn't make any sounds. If they do, you might have a problem with an outlet or some wiring. An electrician can fix this.



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DAYLIGHT
SAVING TIME

begins at 2 a.m., Sunday, March 11.
Remember to "spring forward" by
setting all clocks an hour ahead.

Don't Fall Victim to a Hack Attack

Keep your identity, money and information safe

MORE AND MORE HAMILTON COUNTY ELECTRIC

Cooperative members have smart devices that require Wi-Fi. Controlling garage doors remotely, turning on air conditioners from afar and recording TV shows from the dentist's office are just a few conveniences our members enjoy thanks to the "internet of things."

Remotely turning on your lights may sound like a tempting upgrade, but have you considered the potential drawbacks? An experienced hacker could view your daily habits through your internet-connected security cameras and look in on your spouse, children or grandchildren. They could identify times when you're away from home and let themselves in through remote-access door locks. Hackers also could monitor your online habits, bypass your passwords and log in to your private accounts. **YIKES!** These are scary thoughts.

There are a few ways to thwart hackers before they even have a chance. No method offers 100 percent guaranteed protection against criminals, but there are a few things you can do to protect yourself from hack attacks.

First, secure your Wi-Fi. If it doesn't require a password, change the settings and implement one immediately. If you aren't sure how to do this, do a quick internet search or call your internet service provider and ask. Without a password, any average Joe driving by could hop on your connection and inflict damage.

Second, keep your devices up to date. Yes, required updates can take forever to download, install and reconcile with your previous settings—but they really do help. Not only do they provide fixes for bugs and other issues discovered over time, they also repair security and hacking vulnerabilities that a hacker could use to get into your system and wreak havoc.

Third, ensure anti-virus software protects your computer. This software functions as an immune system for your computer. Just like your body's immune system, it won't catch every infection or virus, but it will greatly improve your defenses against hackers.

Fourth, use common sense. A prince from Nigeria doesn't need your help in smuggling money out of his country. You didn't magically win that contest you never entered, and you didn't get that job you didn't apply for. **DO NOT** give out your bank account information carelessly.

Also, don't click on links or open email attachments that



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look the slightest bit suspicious, or even unfamiliar. A "Trojan" virus can sneak onto your computer through an email purporting to be from a reputable company—your bank or a familiar shipping service, let's say.

When you open an attachment in the email to see a "statement" or "shipping details," the virus begins to download to your computer. It overtakes your email account, sending bogus emails to your friends and family. If they click the links or download the attachments, the virus spreads like wildfire.

Lastly, use strong passwords—not your dog's name and your anniversary date; anyone can find that out by looking at your Facebook page! Instead use a sequence of letters, numbers and characters that is difficult to guess. A password with more than eight letters and numbers that includes special characters (such as @, \$, * or &) is typically a strong one. The more critical the information you are trying to protect, the sturdier your password should be.

Hackers are typically after one thing: data. They want your passwords, files and personal information. If a hacker learns enough about you, they could steal your identity. Smart devices are fun and convenient, but only if you know the risks when connecting your life to Wi-Fi and take the necessary precautions.

Community Calendar



Comanche

Texas Independence Celebration & Spring Benefit, March 11, Comanche Community Center, 100 Indian Creek Drive. For more information, contact the Comanche County Historical Museum at (325) 356-5115.

Historic Tour of Oakwood Cemetery, March 24, 1 p.m., Oakwood Cemetery. For more information, contact the Comanche County Historical Museum at (325) 356-5115.

The Ark 5K, March 24, Comanche City Park, 1200 Comanche Trail.

Comanche City Wide Garage Sale, April 7.

TMRA Motorcycle Parade, April 13, historic downtown and around.

Texas Motorcycle RoadRiders Association State Rally, April 13-15, Comanche City Park, 1200 Comanche Trail. For more information, visit tmra.org.

Gospel Music Jamboree, April 22, Comanche City Park, 1200 Comanche Trail.

American Cancer Society Relay for Life, April 27, Comanche City Park, 1200 Comanche Trail.

Mother's Day Celebration and Fundraiser Luncheon, May 13, Comanche Community Center, 100 Indian Creek Drive. Admission by donation only.

Gustine Homecoming and Rodeo, May 26, Gustine Rodeo Grounds, Main Street.

For more information about Comanche County events, contact the Comanche Chamber of Commerce at (325) 356-3233 or email comanchetxchamber@gmail.com.

Copperas Cove

Jackrabbit Run 4 Hope, May 6, 8 a.m., Ogle-tree Gap Park, 1876 Post Office Road. 5K and 10K race through the scenic Hill Country. A percentage of the proceeds will be contributed to the Hope Pregnancy Center. Awards will be given to the top three finishers in each age

group. This race is part of the Centex series.

38th Annual Rabbit Fest, May 17, Copperas Cove City Park, 1206 W. Avenue B. Food and craft vendors, carnival rides, live entertainment, a car show and much more. For more information, visit rabbitfest.com.

Rabbit Fest Parade, May 19. For more information, visit rabbitfest.com.

For more information about Copperas Cove events, contact the Copperas Cove Chamber of Commerce at (254) 547-7571 or email chamber@copperascove.com.

Evant

281 Trade Days, March 31, May 5, June 2, 9 a.m.-6 p.m., 203 W. Brooks St. Vendor spots available. Call (254) 404-5487 or (254) 471-3698.

Book Signing/Reading, March 31, 10 a.m.-noon, Evant Chamber of Commerce. Featuring J. Arthur Eidson's *Last Old Bear* and *Orphans Afield*, a novel of the Civil War on the Texas Frontier.

Community Easter Egg Hunt, March 31, 3-5 p.m., City Park.

Evant Spring Fling BBQ Cook-Off With Tamale Cooking Contest, April 6-7, City Park. Cook-off sanctioned by Lone Star Barbecue Society. Kickoff party April 6, with music, dancing and Cajun food. Featured performer Clayton Landua. For more information, contact Vernon at (254) 248-2585 or Jennifer at (254) 386-7395.

For more information about Evant events, contact Mary Ann Davison at evantchamber@gmail.com or (254) 404-5487.

Gatesville

Chamber Market Days, second Saturday of each month in the parking lot of the historic Cotton Belt Depot, 2307 S. Highway 36. Vendors display unique merchandise and farm-fresh foods.

Gatesville Country Music Hall of Fame Show/Jamboree, third Friday of each month, 7-8 p.m., City Auditorium, 110 N. Eighth St. A family-friendly event. There is no admission fee, but donations are accepted for the performers. For more information, visit gatesvillecountrymusicshalloffame.com or call Roger Vierser at (254) 547-6834.

Ed Leonard Band, every Thursday, 6:30-9:30 p.m., Junction on Route 36, 1216 Texas 36.

Run to Remember, every Saturday, 8-9 a.m., Faunt Le Roy Park.

Junk & Disorderly City Wide Garage Sale, March 3, 8 a.m.-5 p.m. Shop for treasures at rummage sales across Gatesville and at an indoor/outdoor vendor market at the Gatesville Civic Center (vendor spaces available). For more information and a map of sale locations, see visitgatesvilletx.com.

Mystery Book Club, March 6, April 3, May 1, 6-7 p.m., Gatesville Public Library, 111 N. Eighth St. Join us as we explore a different mystery book each month. For more details, call the library at (254) 865-5367.

Cowboy and Indian Artifact Show, April 7, 8 a.m.-4 p.m., Gatesville Civic Center, 301 Veteran's Memorial Drive (just off Highway 84). Indian artifacts, cowboy collectibles, coins, fossils, knives, jewelry and more. Admission \$5, 12 and under free. Concession stand, breakfast and lunch available. To reserve a table (6 feet wide at \$35) or for more information, contact Rusty Lilljedahl at (254) 865-3921.

For more information about Gatesville events, visit gatesvilletx.info, call the Gatesville Chamber of Commerce at (254) 865-2617 or the Gatesville Convention and Visitors Bureau at (254) 865-8951.

Goldthwaite

Goldthwaite State Championship BBQ & Goat Cook-Off, April 27-28, Goldthwaite City Park. For more information, contact the Mill County Chamber of Commerce at (325) 648-3619 or gcc@centex.net.

Native American Heritage Lunch & Learn, April 28, 10 a.m.-3 p.m., Legacy Plaza Gardens. For more information, visit legacyplaza.org or contact the Goldthwaite Welcome Center at (325) 648-2750.

Hamilton

Spring Fling Comes Home Again, March 12, 8:30 a.m.-3 p.m., St. John Lutheran Church fellowship hall, 611 S. College St. Features engaging speakers, entertainment, silent auction, vendors, door prizes and salad lunch buffet, all for only \$10. Sponsored by Hamilton Extension Education Association. A limited number of vendor spaces are available (8x8 for \$25). To secure a booth, contact Linda Waggener at (254) 386-5259 or kwaggener1936@hotmail.com. For more information about HEEA or the Spring Fling, contact Mary Lambert at (254) 386-8396 or malambert65@gmail.com.

Life Line Screening, March 21, Fair Park.

281 Trade Days Junk in the Trunk, March 31, 9 a.m.-4 pm., downtown square.

John Deere Day, April 7, Lawson Implement.

Friends of the Library Annual "Books and Butt" event, April 20, 11 a.m.-2:30 p.m., Hamilton Public Library, 201 North Pecan Books for \$5 a bag and Wenzel's "Bite My Butt" pulled pork sandwiches for \$8 a plate. For to-go orders, contact the library at hamiltonpubliclibrary.texas@gmail.com or (254) 386-3474 the day before the event. All funds raised benefit the Hamilton Public Library.

Durty Spur 10K/30K Trail Run, April 21, Circle T Arena and Little Bear Creek Ranch. The course is a 10K loop. You'll see a multitude of exotic animals as you run through tough terrain and altitude changes. For more information, contact Sara Ensor at saraensor80@gmail.com or (254) 784-0855, or visit the website at durtyspurtrailrun.com.

Slide Into Summer 1 Mile and 5K Fun Run, May 26, downtown square. Come celebrate the start of summer break with some family fun. Participate in the 1-mile or 5K and take a slide down a couple HUGE water slides! For registration information, call (254) 386-3216.

For more information about Hamilton events, visit hamilontexas.com or contact the Hamilton Chamber of Commerce at (254) 386-3216 or hamiltonchambertx@gmail.com.

Hico

Billy the Kid Rides Again Open Car Show, April 7. Typically, over 100 cars show up for

this popular annual event. A wide variety of street vendors, DJ music and a lively awards ceremony make this an exciting family event.

Annual Texas Steak Cook-Off and Wine Festival, May 19, historic downtown. Backyard chefs from all over the Southwest come to Hico to see who can cook the best steak in Texas. For more information, visit texassteakcookoff.com.

For more information about Hico events, visit hicochamber.com.

Kempner

Memorial Day Ceremony, May 28, 10 a.m., Sylvia Tucker Memorial Park, 12641 E. U.S. Highway 190.

Lampasas

Free guided tours of the historic Lampasas County Courthouse, Saturdays, 11 a.m. and 2 p.m., historic downtown courthouse square. The 30-minute tours visit each floor of the courthouse, including the second-floor courtroom as well as the third floor, which houses the tower clockworks. The Lampasas County Courthouse is the third-oldest courthouse in continuous use in Texas. For more information, contact Jim Rutland at (512) 556-5302 during regular business hours.

Lampasas County Museum, Fridays and Saturdays, 10 a.m.-4 p.m., 303 South Western Ave., between Second and Third Streets. Learn about the history of Lampasas County through permanent displays and special exhibitions. Free of charge.



HAMILTON
March 12
Spring Fling Comes Home Again

WE WELCOME YOUR EVENT SUBMISSIONS

Hamilton County EC welcomes your local event submissions. If you have any events that you would like listed in the Community Calendar, please contact Donna Harris. Information must be submitted two months in advance for the magazine. The calendar will be published monthly and will contain events scheduled in the month of publication and the following two months. HCEC reserves the right to edit and exclude events based on space available and other considerations. We do not certify the accuracy or reliability of any information posted in any listing in this Community Calendar. Please contact the event source directly to confirm event details. Email donna.harris@hamiltonelectric.coop, write to HCEC at P.O. Box 753, Hamilton, TX 76531, or call 1-800-595-3401.

Lampasas Trade Days, March 3, April 7, May 5, 9 a.m.–4 p.m., 2646 E. Highway 190. For information, contact Barbara Postel at (512) 734-1294.

For more information about Lampasas County events, contact the Lampasas County Chamber of Commerce at (512) 556-5172 or visit lampasaschamber.org.

Lometa

Carnival, March 29–31, 6–11 p.m., Regional Park.

Rodeo, March 30–31, 7:30 p.m., Arena at



LOMETA
March 31
Diamond Jubilee
Rattlesnake Roundup

Regional Park, Junction U.S. 183 and U.S. 190. Admission is \$10 for adults, \$5 for kids (with 6 and under free), and free for active military with ID. Sponsored by the Lometa Lions Club.

Diamondback Jubilee Rattlesnake Roundup, March 31, 9 a.m.–5 p.m., Regional Park. For vendor booth information, contact Amanda Tower at (512) 540-1857.

For more information about Lometa events, contact the city of Lometa at (512) 752-3331.

Pearl

Bluegrass Festival, March 3, April 7, May 5, 11 a.m. Stage show, jam rooms, home-cooked food and bookstore. For more information, visit pearlbluegrass.com.

Pearl Book Cottage, March 3, April 7, May 5, 10 a.m.–6 p.m. All kinds of books and resale items. Payment by donation with all proceeds going to charity. For information, call (254) 865-9282 or (254) 865-5864.

Community Meal, third Thursday of each month, 11:30 a.m., Pearl Baptist Church, Highway 183. Contact Connie at (254) 223-0621.

Annual Pearl Community Center Garage Sale and Flea Market, March 9, 8 a.m.–5 p.m. and March 10, 8 a.m.–3 p.m. Giant building full of great bargains. There will also be booths under the outside awning and a special section in the

The Big Feed, May 5, 5:30 p.m. Texas BBQ and fish fry prepared by men's group. Donation proceeds go to food banks in Coryell and Lampasas counties. Contact W.B. Maples at (512) 768-3356 or Lori Maples at (254) 415-5620.

For more information about Pidcoke United Methodist Church events, call (254) 760-2288 or visit pidcoke-umc.org.

San Saba

Pecan Capital Trade Days, March 3, April 7, May 5, 9 a.m.–2 p.m., courthouse square. For more information, contact JoAnne at (325) 372-4029.

A Night at the Museum—Texas Independence Day Celebration, March 3, 6–8 p.m., Mill Pond Park. Evening program includes food, music, storytellers and fireworks. For more information, contact Lynn at (325) 372-8807.

Pecan Capital Street Dance XVIII With Jason Boland, April 14, 8–11:45 p.m., courthouse square. The 2018 San Saba Music Series kicks off with Jason Boland and The Stragglers at this street dance benefiting the San Saba Youth Sports Association. For information, contact the visitor center at (325) 372-5200.

4-Person Scramble Golf Tournament, April 21–22, San Saba River Golf Course. For information, call (325) 372-3212 or go to golfsansaba.com.

Catkins Ball, April 28, 5:30 p.m., Risien Park. For more information, email contact@catkinsball.com.

2018 San Saba Music Series Presents Gary P. Nunn, May 5, 6:30–11:45 p.m., Digg's Restaurant. Gary P. Nunn with John Bauman will be LIVE to benefit the Juston Sanderson Memorial Fund. For information, contact the visitor center at (325) 372-5200 or sansabatexas.com/calendar.

3-Person Scramble Golf Tournament, May 19–20, San Saba River Golf Course. For more information, call (325) 372-3212 or go to golfsansaba.com.

Farmers Market, May 23, May 30, 8 a.m., courthouse square. San Saba-grown produce and other food items will be sold every Wednesday through mid-August.

For more information about San Saba County events, contact the San Saba County Chamber of Commerce at (325) 372-5141 or visit sansabachamber.com, and the city at (325) 372-5144 or visit sansabatexas.com/calendar.

front parking lot for Junk in the Trunk sales. The event will also feature a plant sale with succulents, tropicals and other plants. The Pearl Book Cottage and Flea Market will be open and breakfast and lunch will be available for purchase. All proceeds go to the Pearl Community Fellowship outreach program. For information or booth space, please call (254) 865-5864.

Pidcoke

Celebrate Good Friday Service With Tenebrae Choir, March 30, 6 p.m., Pidcoke United Methodist Church, 11230 FM 116 North.

Easter Sunrise Service, April 1, 8 a.m. Breakfast and egg hunt follow. Bring a potluck breakfast dish to share.



Don't Go Out on a Limb

Your safety is a top priority at your electric co-op. And it's even more important when it comes to our kids. They don't always know—or remember—what can be dangerous, so it's up to all of us to watch out for their safety.

Safety rules for power lines:

- ▶ Don't plant trees or install tall playground equipment under or near power lines.
- ▶ Don't build treehouses in trees near electric lines.
- ▶ Don't allow children to climb trees growing near electric lines.
- ▶ Teach your children to always look up to check for power lines before climbing trees or any tall objects.
- ▶ Keep children away from ladders, poles or work equipment that may be near power lines.

And the No. 1 safety rule for everyone to remember is this: Don't touch a power line or anything that's touching a power line. No one can tell simply by looking at a line whether it is energized or not, and contact with a power line can be deadly. Remember, electricity always seeks the easiest path to reach the ground, and, unfortunately, human beings are good conductors of electricity. Look up and live!

WHAT IS



SMARTHUB IS HAMILTON COUNTY

EC's innovative tool for account management. SmartHub can help you take control of your electricity and your account like never before!

▶ Register with SmartHub, and you will be able to view your current bill, the previous months' bills or even previous year's bills to compare costs. You can also view your daily or monthly electricity usage. You can see how your use is trending over time and take steps to reduce your consumption.

▶ Making payments through SmartHub is fast and easy. You can store your payment information for future payments or set up automatic payments. SmartHub provides a safe and secure environment for transactions between HCEC and your financial institution.

▶ Go paperless and manage your account via SmartHub! By registering with SmartHub, you can receive bill notifications by email or text.

▶ Register now at hamiltonelectric.coop! Click the Pay Online button to begin registration. You may also download the app, SmartHub, for free with your smartphone or tablet.

WHAT IS SMARTHUB?



Be in the Know Secure Customer Support Pay Bill Check Usage