

HIGH WEST ENERGY SPARKS

SEPTEMBER
2026

KEEPING YOUR ACCOUNT SAFE: NEW MEMBER VERIFICATION STEP

PROTECTING YOUR PERSONAL information and account data is one of our top priorities. As cyber threats and identity theft attempts continue to rise, we are implementing security improvements as part of our strategic plan initiatives to better protect our members.

These enhancements are being rolled out in phases. The first step was adding a two-factor authentication (2FA) option for SmartHub accounts this spring. The next step is strengthening identity verification when you contact our office.



Starting on August 17, when you call into our office, our member service team will ask you to verify your identity using a few secure verification questions before we can discuss or make changes to your account.

Why are we doing this?

- ◆ Identity Theft Prevention: Fraudsters often try to call utilities pretending to be a member to steal personal data or alter account details.
- ◆ Enhanced Peace of Mind: Just like your bank, we want to ensure your financial and personal history with us remains entirely confidential.

We appreciate your cooperation and understanding as we take these necessary steps to protect our cooperative community!

GARDEN PASTA SALAD

INGREDIENTS:

- ❑ 3 cups cooked pasta (cooled)
- ❑ 1 cup cherry tomatoes, halved
- ❑ 1 cucumber, diced
- ❑ ½ red onion, thinly sliced
- ❑ ½ cup shredded cheese
- ❑ ½ cup Italian dressing
- ❑ Salt & pepper

DIRECTIONS:

1. Cook pasta according to package and let cool
2. Combine pasta, tomatoes, cucumber, onion, and cheese
3. Pour dressing over the top and toss to coat
4. Season with salt and pepper
5. Chill for at least 30 minutes before serving



HAVE A FAVORITE FAMILY RECIPE? WE'D LOVE TO FEATURE IT IN A FUTURE ISSUE. PLEASE SUBMIT YOUR RECIPE TO: SPARKS@HIGHWEST.COOP

WHEN SECONDS COUNT, TRAINING MATTERS

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OUR MISSION

TO SERVE OUR MEMBERS
AND COMMUNITIES BY
PROVIDING SAFE, RELIABLE,
AND REASONABLY PRICED
ENERGY AND SERVICES.

POLE TOP RESCUE is designed to prepare crews to respond quickly if a lineworker experiences an emergency while working in an elevated position. In those situations, every second matters. The ability to safely bring a coworker to the ground and begin care, including CPR the use of an AED, can make a critical difference.

Regular training ensures these steps are practiced, precise, and ready when needed. It reinforces the importance of clear communication, quick action, and working safely at all times.

We are proud of our crews for taking this responsibility seriously. Their dedication to training reflects the same commitment they bring to serving our members every day.



**Safety is not just a
priority. It's a practice.**



ABOUT TOUCHSTONE ENERGY®

HIGH WEST ENERGY is proud to be part of the Touchstone Energy® cooperative network. Touchstone Energy is a national alliance of electric cooperatives that helps co-ops like ours share resources, strengthen communication, and highlight the cooperative difference.

While Touchstone provides tools and support, High West Energy remains locally owned and operated by the members we serve. Decisions are made here, with your best interests in mind.

A Touchstone Energy® Cooperative



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