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ReedsburgUtility.com
"Community Powered Services"

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Dear Valued Customer:

Spring is here, and this May issue is designed to help you "spring forward" in your Internet knowledge. We start with an overview of the Internet Crime Complaint Center's recently released 2009 Annual Report, which reveals significant increases in both complaints and dollar losses linked to online fraud—a good reminder to remain vigilant with your security precautions. You'll also learn how to write e-mail messages that won't annoy or confuse recipients, and how to rename your Favorites/Bookmarks to streamline your browser's list. Just for fun, check out Great Sites for cures for spring fever from gardening and outdoor recreation resources.

The goal of each of our monthly eNewsletters is to keep our subscribers informed regarding their Internet connection and to improve their Internet experience. We think you'll find this information interesting. If, however, you'd prefer not to receive these bulletins on a monthly basis, please see the links at the bottom of this e-mail to manage your preferences.

To see what's inside this issue, simply scroll down the eNewsletter or click on the links within the index to the left. Thanks for reading!

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Warning! - Online Fraud Loss More Than Doubles

The Internet Crime Complaint Center (IC3), a partnership between the FBI and the National White Collar Crime Center, recently released its 2009 Annual Report about fraudulent activity on the Internet. Online crime complaints increased substantially in 2009, according to the report. The IC3 received a total of 336,655 complaints, a 22.3% increase over 2008. And the total dollar loss linked to online fraud was \$559.7 million, up from \$265 million the previous year.

Although the complaints consisted of a variety of fraud types, the top five scams were:

- E-mail scams using FBI name
- Non-delivered merchandise and/or payment
- Advance fee fraud
- Identity theft
- Overpayment fraud



Peter Trahon, Section Chief of the FBI's Cyber Division, says, "Computer users are encouraged to have up-to-date security protection on their devices and evaluate e-mail solicitations they receive with a healthy skepticism—if something seems too good to be true, it likely is." In addition, be suspicious of any unsolicited e-mail that asks for personal information, and do not follow unsolicited links or respond to unsolicited e-mails.

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Give Mom The Star Treatment With Digital Cable TV

This Mother's Day, roll out the red carpet and give Mom star-studded entertainment with digital cable TV from Reedsburg Utility.

She'll love the crystal clear picture and sound. She'll love having access to more than 120 popular channels including local programming, news, movies, sports, music, and FREE HD. And she'll love the option of adding premium channels as well as renting blockbuster movies.

Digital cable TV also lets Mom enjoy the role of director thanks to the DVR (Digital Video Recorder). She can pause and rewind during live telecasts, as well as record episodes or whole seasons of her favorite programs.



Set the stage for lots of fun for Mom with digital cable TV. For more details on our packages, call us at 768-1000.

Remember To Pay Tribute On Memorial Day

Memorial Day is a time of remembrance for those who have died while defending our nation, giving the ultimate sacrifice for the common good. While these American heroes deserve to be honored every day, they certainly deserve our attention and gratitude on that Monday.

The management and employees of Reedsburg Utility encourage you to pay tribute to these fallen soldiers on Memorial Day and reflect on their profound contributions. Some of these soldiers may have been family members, neighbors, or friends. Most are people we never met. But they all gave their lives for us, whether recently or many years ago.



In observance of Memorial Day, our offices will be closed on, Monday, May 31st.

2010 Telephone Directories are now available! Please contact our office if you have not received your 2010 Directory at: 768-1000



AC Tune-up...find out how you can receive a **\$25 bill credit** by tuning up your homes Air Conditioning unit. [Read More Here...](#)

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This Month's FAQ - Is It Considered Rude To Use Excessive Punctuation In E-mail Messages?

Question: Is it considered rude to use excessive punctuation, such as ????? or !!!!!, in e-mail messages?

Answer: Yes, most "netiquette" experts recommend not over-punctuating since it may seem as though you are shouting or frustrated with the recipient. Depending on the circumstances, communicating in this manner can also come off as demanding and condescending. (Plus, people are busy enough without having to wade through a dozen exclamation marks at the end of a sentence.)

Keep in mind that since e-mail messages lack the clarity and expressiveness of the human voice, they can easily be misinterpreted. For the sake of effective communication, it's best to follow normal punctuation rules when you write e-mail messages, and use the text itself to express emphasis rather than excessive punctuation. Also avoid using no punctuation or capitalization at all (habits you may have developed from instant messaging) as well as acronyms that the recipient might not understand.



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Sites Of The Month - Great Sites To Check Out In May

Explore the Outdoors

<http://wildernet.com/index.cfm> - With spring comes many more outdoor recreational opportunities. If you're looking for new adventures, look no further than this site for all the details. Pick a state on the U.S. map, and you'll find dozens of ideas for trails, state parks, lakes, rivers, scenic byways, and more. You'll get thorough descriptions, trip reports, trip planning resources, and contact information. The site also features a gift center, gear store, bookstore, and custom map service.

20-Minute Meal Recipes

<http://cookinglight.com/food/quick-healthy/> - What's better than fast meals? Superfast meals! If you're looking for great food that can be prepared in 20 minutes or less, check out the wide variety of superfast suppers on the *Cooking Light* magazine site. Each category (pasta, sides, comfort food, pork, summer, seafood, Asian, and more) includes 20 recipes that get changed every two weeks.

Stop Bullying Now

<http://stopbullyingnow.hrsa.gov/adults/default.aspx> - Bullying is more than just a nuisance for kids. It's a serious social problem that can produce troubling, or even tragic, results. The Stop Bullying Now site is a resource for learning what constitutes bullying and cyberbullying, the consequences of this behavior, and what kids and adults can do to prevent it. Based on the work of researchers from around the world, the site includes games, webisodes, quizzes, articles, and tip sheets.

Grow a Gorgeous Garden

<http://weekendgardener.net/index.html> - As the weather warms up, are you gearing up for gardening season? If so, the Weekend Gardener may be for you. This comprehensive site offers feature articles, Q&As, how-tos, video tips, and climate zone maps. You'll find monthly to-do lists, gardening club listings, and suggestions for growing specific plants. Still want more? There are landscaping ideas, gardening resource lists, and instructions for controlling pesky garden pests.

Listen to Real-life Stories

<http://storycorps.org> - StoryCorps is a nonprofit organization that helps people share their life stories with friends, family, and the community. Their site features touching tales that have been recorded through the program, as well as instructions for producing your own. Listen to stories in such categories as Angels & Mentors, Friendship, and Wisdom. Or learn how to create a keepsake for Mother's or Father's Day that will be cherished for years to come.

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Short Tutorial - Renaming Your Favorites/Bookmarks

There are times when "short and sweet" is best, and this may apply to the names of your Favorites/Bookmarks. Their names come from webpage titles; if the author gave it a crazy long title, you end up with a crazy long name in your browser's list of Favorites/Bookmarks. You can use a shorter name when you create a new Favorite/Bookmark or you can rename it later by following the steps below.

Renaming Your Favorites/Bookmarks Using ...

Internet Browser: Firefox 3.5

Operating System: Windows XP, Windows Vista, Windows 7, and Mac OS X

1. With Firefox open, click your cursor arrow on the "Bookmarks" menu and select "Organize Bookmarks..." from the resulting drop-down menu.
2. When the Library window opens, you will find a list of bookmark collections in the sidebar along the left side. Select "Bookmarks Menu" and a list of bookmarks will be listed in the larger pane to the right.
3. Select a bookmark you want to rename by clicking on it. The name will now appear in a field at the bottom of the pane.
4. Click in the "Name" field and change its name. Do not change the information in the "Location" field.
5. You can keep changing names of bookmarks by clicking on them and renaming them in the "Name" field. Close the window when you are finished.

Renaming Your Favorites/Bookmarks Using ...

Internet Browser: Safari 4.0

Operating System: Windows XP, Windows Vista, Windows 7, and Mac OS X

1. With Safari open, click your cursor arrow on the "Bookmarks" menu and select "Show All Bookmarks" from the resulting drop-down menu.
2. When the Bookmarks Menu window opens, you will find a list of bookmark collections in the sidebar on the left side. Select "Bookmarks Bar" and the bookmarks in that collection will appear in the main window on the right.
3. Select a bookmark you want to rename by clicking on it. Click on the bookmark name again and type the new name.
4. Rename other bookmarks in the same manner.

Renaming Your Favorites/Bookmarks Using ...

Internet Browser: Internet Explorer 8

Operating System: Windows XP, Windows Vista, and Windows 7

1. With Internet Explorer open, click your cursor arrow on the "Favorites" button located in the upper left corner.
2. When the list of favorites opens, click the down arrow next to "Add to Favorites..." and then select "Organize Favorites..." from the resulting drop-down menu.
3. When the Organize Favorites window opens, select the favorite you want to rename and click on the "Rename" button.
4. The name will now be highlighted in blue. Begin typing the new name for your favorite and press the "Enter" key when you are finished.
5. Rename other favorites in the same manner. Close the window when you are finished.

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We hope you found this newsletter to be informative. It's our way of keeping you posted on the happenings here. If, however, you'd prefer not to receive these bulletins on a monthly basis, please see the links at the bottom of this e-mail to manage your preferences.

Thanks for your business!

Best regards,

Catherine Rice

Director of Marketing

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