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**Dear Valued Customer:**

The spotlight is on connections with family and friends in this December issue. You'll learn how to make the most of your tweets to them on Twitter, and get instructions on uploading videos to YouTube. In Great Sites, we feature resources to help you manage family finances, bake sweets with North Pole recipes, navigate the rules of etiquette, build a family medical record, and reminisce about the Sesame Street gang. Of course, there are foes online as well as family and friends. So we begin with a warning about phony IRS e-mails that attempt to steal personal information from recipients. Stay alert this season, and have a wonderful time with those you care about.

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! - Phony IRS E-mail Lands In Many Inboxes**

According to IRS.gov, a phony e-mail claiming to come from the IRS has recently been circulating in large numbers. The subject line is typically "Notice of Underreported Income," and the e-mail may contain an attachment or link to a bogus webpage directing taxpayers to their "tax statement." In either case, when the recipient opens the attachment or clicks on the link, they download malware including the hard-to-detect Zeus Trojan.

This malicious code can take over the hard drive, giving someone remote access to the computer, or it could look for passwords and other information and send them to the scammer to gain access to bank accounts. Researchers estimate that



the Zeus criminals are emptying more than a million dollars per day out of victims' bank accounts with the software, and it's the most prominent spam-delivered virus in the world right now.

Please remember that the IRS does not send unsolicited e-mails to taxpayers about their tax accounts. If you receive an unsolicited e-mail claiming to come from the IRS, do not open any attachments or click on any links. Those who believe they may already be victims of identity theft should find out what to do by going to the U.S. Federal Trade Commission's website, [OnGuardOnline.gov](http://OnGuardOnline.gov).

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## Holiday Schedule At Reedsburg Utility Commission

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We hope you enjoy a wonderful holiday season with family and friends. Please note that our office will be closed on the following days to allow our employees time to celebrate.

- Closed on Thursday & Friday, December 24 & 25
- Closed on Thursday & Friday, December 31 & January 1

In case of a service emergency, please call us at 768-1000.

Thank you

### Community Contributions

Every year Reedsburg Utility Commission presents donations to various organizations throughout the community through their community contributions fund. Community involvement is a large goal of Reedsburg Utility Commission and it's important for us to see our local organizations flourish and stay strong.. This year's recipients of community contributions dollars went to the [Reedsburg Area Food Pantry](#) and the [Ozanam House](#). To read more about these donations visit our website at: [www.rucls.net](http://www.rucls.net).

### We Have The Perfect Package For You

It's a money-saving package of communications services from Reedsburg Utility and it's filled with things we think you'll like - including long distance, high speed Internet access, and calling features. Named the Blaze Bundle, it costs less than buying these services separately from different companies, so you can save as much as \$200 per year. Plus, you'll appreciate the ease of dealing with just one company and one monthly bill.

For as little as \$124.99 per month, you'll enjoy:

- [Unlimited Long Distance](#) - Call whomever you want, wherever you want, whenever you want.
- [5Mbps High Speed Internet Access](#) - downloads music and video files with exhilarating speed.



- [Calling Features](#) - Manage your phone calls more efficiently with handy calling features like Call Waiting, Call Forwarding, Caller ID, and more.

Unwrap the savings of our [Blaze Bundle](#), and put more money in your wallet in the coming year. For details, call 768-1000.

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## Ask The Help Desk - Must Tweets Only Talk About What I'm Doing?

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**Question:** The typing box at Twitter.com is labeled: "What are you doing?" Am I limited to answering that question in my tweets?

**Answer:** No, you are certainly not limited to answering the "What are you doing?" question on Twitter. (Especially if that results in tweets that contain just the mundane details of your everyday life, like the fact that you're now eating a bowl of cereal.) You can use those 140 characters for other things, and doing so often makes tweets more interesting and valuable to others. For example, you can pose questions to your followers such as, "What's got your attention and why?" or "What do you think about \_\_\_\_\_?" You can also send links to neat stuff you've found online, or spread the word about breaking news events.



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## Sites Of The Month - Great Sites To Check Out In December

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### Money Made Easy

<http://money.cnn.com/magazines/moneymag/money101/index.html> - Is 2010 the year you'll finally start saving more? Reallocate your investments? Get out of debt? If your New Year's resolutions are financial in nature, some lessons in money management may be in order. Here you'll find Money 101 featuring 23 lessons from Setting Priorities to 401(k)s-all designed to help you make smarter financial decisions.

### Christmas Cookbook

<http://northpole.com/Kitchen/Cookbook> - If you're not already in the Christmas spirit, cooking up some delicious holiday treats just might get you there. At this site, you can download recipes from Mrs. Claus herself! Recipes are available for cookies, fudge, candy, cakes, pies, and more. And, don't forget to check out other areas of the site to see Disco Dancing Santa, write Santa a letter, or track his travels on Christmas Eve.

### Holiday Hiccups

[http://emilypost.com/everyday/holiday\\_FAQs\\_entertaining.htm](http://emilypost.com/everyday/holiday_FAQs_entertaining.htm) - A lot of holiday stress can be attributed to wondering about appropriate behavior: "Is it acceptable to bring an extra guest to dinner?" "How elaborate a gift should I give my new boyfriend/girlfriend?" "Should my tipping habits change during the holiday season?" The Emily Post Institute site offers gracious suggestions to address these and other tricky holiday situations.

### Family (Medical) Tree

<http://mayoclinic.com/health/medical-history/HQ01707> - This site covers an important topic you may not have given much thought to: your family medical history. Such a history can

provide useful information to your doctor in assessing your disease risk, recommending treatments or prevention steps, and ordering tests. The site discusses what information to get, and how to gather it in a way that's comfortable for family members. The holidays are a great time to start collecting this vital data.

### **Sesame Street Turns 40**

<http://sesamestreet.org/onair/history> - On November 10, 1969, television history was made as the first episode of *Sesame Street* aired. This year, the show's website is celebrating the program's 40th anniversary with history, trivia, and fun videos. Vote for your favorite videos, watch rare clips, download character computer wallpaper, and read behind-the-scenes stories. Those who watched the show from the beginning will be happy to know some of the original characters still live on Sesame Street!

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### **Short Tutorial - Uploading A Video On YouTube**

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Want to unleash your creativity and broadcast your talents to a global audience? YouTube makes it pretty simple for anyone to upload a video to the site. They accept video files from most digital cameras, camcorders, web cams, and cell phones in the .WMV, .AVI, .MOV, and .MPG file formats. Once you've finished editing your video, make sure it's less than 10 minutes and smaller than 100MB.

**YouTube recommends using the following settings to upload a video of high quality:**

- MPEG4 (Divx, Xvid) format
- 320x240 resolution
- MP3 audio
- 30 frames per second

Resizing your video to these specifications before uploading will help your videos look better on YouTube.

**To upload a video on YouTube:**

1. Create a YouTube account by clicking on the "Create Account" link in the upper right corner of any YouTube page and then log in to your account.
2. Click "Upload Videos" in the upper right corner of any YouTube page. The "Video File Upload" page will appear.
3. Click on the "Upload Video" button. The "Select File" dialog box will appear.
4. Navigate to the file you would like to upload and click on the "Select" button. Your upload will begin.
5. While your video is uploading, enter as much information about your video as possible, including Title, Description, Tags, and Category. The more information you include, the easier it is for users to find your video. Make your tags as descriptive as you can. For example, if you took a video of your friends at the beach, you might want to tag it like this: party beach surfing. Each tag is separated from the others by a space.
6. Determine if you want your video set to Public (so anyone can access it) or Private (so only your friends and family can view it). You also have the options to prevent people

from posting comments or to filter comments yourself.

7. Click the "Save Changes" button.
8. To see your video, click on the "Go to My Videos" link towards the bottom of the page.

Depending on your Internet connection speed and the size of the video, it can take anywhere from a few minutes to several hours to upload a video. If you have a high speed connection, you can generally expect the upload to take somewhere between 1-5 minutes for every 1MB.

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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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