



# Nichols Hills E-News

September 2009

## POLICE DEPARTMENT

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### Upcoming Meetings

- Planning Commission Meeting October 6th 5:30 pm at City Hall
- City Council Meeting October 13th 5:30 pm at City Hall
- Regular Meeting of the Nichols Hills Municipal Authority Oct. 13th 5:45 pm at City Hall
- Environment, Health, & Sustainability Committee October 28th 8:30 am at City Hall

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Nichols Hills, OK 73116

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Protecting yourself from fraud has never been more challenging. Safeguarding your personal information is the first step in protecting yourself from being a victim of fraud. But with so many of us leading busy and hectic lives, it is easy to forget the simple (and not-so-simple) steps you can take to prevent yourself from being a victim.

This article will deal with internet fraud. Cyber-crimes are happening more frequently every day. The best way to protect yourself from becoming a victim is to learn about the various schemes used to defraud unsuspecting citizens. Here are some of the most common schemes:

### PHISHING

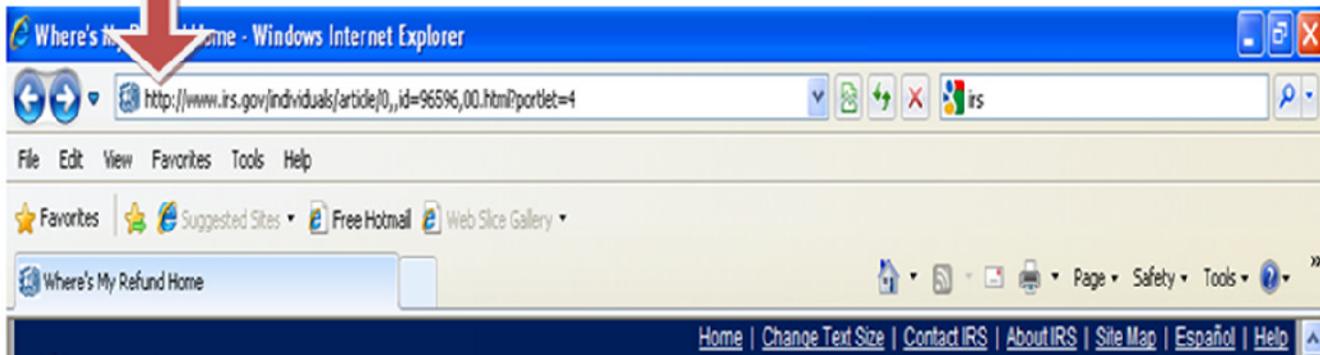
You are sent an authentic looking email that convinces you to enter personal, financial, or password data. These emails appear to have been sent by a reputable company with a legitimate email address, but instead will lead the victim into visiting a fraudulent website. The proper logo associated with the company is inserted into the email giving it the appearance of legitimacy. Many times the emails use scare tactics to get you to respond. Some examples of common phishing emails are "Your account has been closed", "Someone has tried to access your account. Click on this link to confirm your password", or "During our regular verification of accounts, we couldn't verify your information. Please click here to update and verify your information." These emails can be very confusing, but there are a few ways you can tell if the email is a scam.

- Phishing emails will ask you for personal information. Any genuine email from a reputable firm will never ask you for your password or social security number.

## POLICE DEPARTMENT

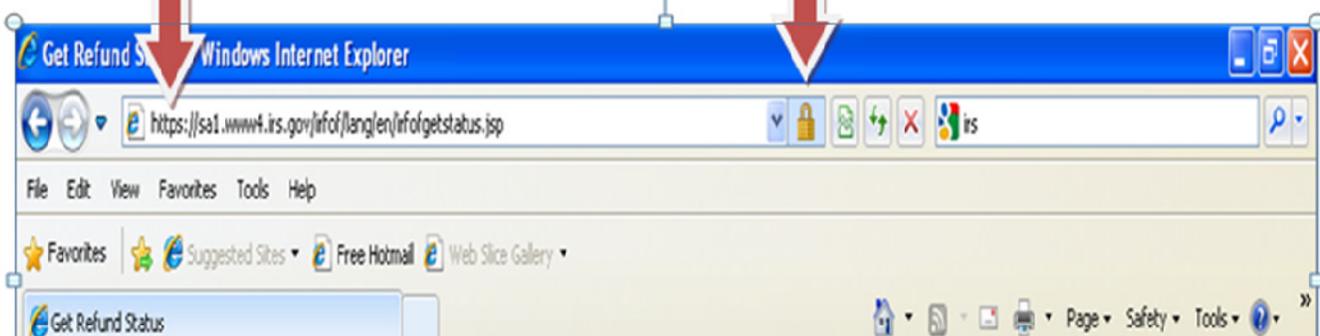
- Many phishing emails have misspellings in the text. Most commonly, the misspelled word will be in the URL, or site's address. For example, if I wanted to misdirect the reader to think they are getting a legitimate link to the City of Nichols Hills website, I might show the URL as [www.nicholhills.net](http://www.nicholhills.net) (notice the missing 's'). Pressing this link will redirect you to a fraudulent site.
- Every site that uses security encryption will have the **HTTPS** protocol at the beginning of the URL. The 'S' at the end of HTTP stands for secure. If you are going to enter financial or personal information into a webpage, make sure the beginning of the URL has HTTPS. If the site does not have HTTPS at the beginning of the URL, it is not secure, and might well be a scam. You can see from the following diagrams where to check for the proper URL.

There is no 's' at the end of http.  
This is not a secure website.



The 's' at the end of https  
indicates a secure site

The lock icon also is indicative of a  
secure site. You can click on the lock  
to display the website identification



## POLICE DEPARTMENT

### TROJANS

Also known as Trojan Horses. A Trojan is a code that is disguised or hidden within another program. Trojans are commonly distributed through email attachments and internet downloads. A malicious Trojan is a “keystroke logger” which captures users’ keystrokes in order to obtain personal information such as passwords or account numbers. It is very important before opening any email attachment to verify the authenticity.

### SPYWARE

A type of program that tracks where you go on the web, and sends the information to its web site. Most often spyware is installed when you download free software on the internet. Spyware is also occasionally installed just by visiting a website. Most computer protection programs will advise the user when spyware is detected.

### PHARMING

Pharming redirects users to false websites without them even knowing it. The user types in a valid web address and is redirected to a website designed to ask for your personal information such as credit card numbers, social security numbers and bank account information. If you visit a certain website and it appears to be significantly different than what you expected, don’t put in your personal information.

### VIRUS

A program or code that is loaded onto your computer without your knowledge. Some viruses are harmless, but many are designed to damage, delete or steal information from your computer.

### WORM

A computer worm is a type of virus that replicates itself, but does not need to attach itself to other programs. Worms cause havoc by multiplying so many times that they take up all your computer's available memory or hard disk space.

## POLICE DEPARTMENT

Those are just some of the ways your personal computer can be compromised. The FBI has a site with information to help protect your computer.

[http://www.fbi.gov/cyberinvest/protect\\_online.htm](http://www.fbi.gov/cyberinvest/protect_online.htm)

In the coming months, other types of fraud will be explored and explained. If you have any comments, questions, or suggestions, please feel free to contact me at 843-6170, or you can email me at [rmurray@nicholshills.net](mailto:rmurray@nicholshills.net). Also, if you would like to be added to our email list, just send me an email at the address listed above, and I will make sure you are included in all the notifications the police department sends out by email.

Robin Murray  
Communications Director



# CITY HALL

## New Utility Billing Statements

Watch for newly designed “Letter Style” utility billing statements next month. The new letter style statements will replace the old postcard statements you currently receive. The new statements will be easier to read and will have an informational “message to residents” box that will contain up-to-date information on important news items, special events, or other customer related information. Statements will be enclosed in an envelope to provide better privacy and will include a return envelope for your convenience.



**CITY OF NICHOLS HILLS**  
 6407 Avondale Drive  
 Nichols Hills, OK 73116  
 (405) 843-6637  
 www.nicholshills.net

**Customer Name**  
**Customer Address**  
**City, State, Zip**

/// Postal Barcode Here ///

### UTILITIES SERVICE BILL

Billing Date	
Service Address	
Past Due Balance	
Payments	
Credit Adjustments	
Current Charges	
Total Amount Due	

FINAL

BILL FROM	BILL TO	ACCOUNT NUMBER	DUE DATE

SERVICE	USAGE	PREVIOUS READING	CURRENT READING	CHARGE
---------	-------	------------------	-----------------	--------


A 5% Penalty If Not Paid By Due Date  
 For Service, Bill Inquiries or Assistance, Call (405) 843-6637

(Custom Message Text Here)

Please Return This Section With Your Payment

ACCOUNT NUMBER	CUSTOMER	SERVICE ADDRESS

**CITY OF NICHOLS HILLS**  
 6407 Avondale Drive  
 Nichols Hills, OK 73116

/// Postal Barcode Here ///

Due Date	
Current Amount Due	
After Due Date	*[Draft-Do not Pay]*
Payments	
Amount Paid	

/// Customer Account Barcode Here ///

## FIRE DEPARTMENT



In past articles I have described various procedures, operations, and types of training we do throughout the year. In this article I would like to talk about the hose we use. Fire hose comes in many sizes. The size is the diameter of the hose. At NHFD we use 1.75 inch and 2 inch handlines meaning this is the hose we take inside a burning structure to extinguish the fire. They will flow from 100 gallons per minute (GPM) to over 200 GPM. By comparison the garden hose you use at your home is usually .5 inch and flows about 3 GPM. We also use 2.5 and 4 inch hose which are called LDH for large diameter hose or feeder lines or sometimes supply lines. A feeder line is used to move water from its source, usually a fire hydrant, to the engine that is pumping water to the handlines. A 2.5 inch hose can flow up to 400 GPM and a 4 inch hose can flow well over 1000 GPM. A 2.5 inch hose is sometimes used for a handline but it takes a minimum of three fire fighters to effectively handle a line of that size and we rarely have enough fire fighters on a scene to assign three to one handline.

It usually takes a lot of hose to work a structure fire. If conditions are right and nothing goes wrong we can put a fire out quickly with one or two handlines and one feeder line but if we are unable to extinguish it quickly many more handlines and more feeder lines will be needed before the incident is over. On our fire engine we carry 1300 feet of 4 inch feeder line, 200 feet of 2.5 inch line, one pre-connected 1.75 inch handline 150 feet long, another 1.75 inch pre-connected handline 200 feet long, a 2 inch pre-connected handline 250 feet long, one 150 foot long bundle load of 1.75 inch handline we can remove and carry to a remote location, and one bundle load of 2 inch handline 150 feet long. If you do the math you will see that is 2400 feet of hose we carry in various sizes and configurations in an effort to be prepared for whatever type fire we may face.

## FIRE DEPARTMENT

We also test every foot of hose every year for two reasons; one is we operate them at relatively high pressures so we want know they are safe to use; and two the Insurance Services Office (ISO) awards points for testing hose annually. For those of you who don't know the ISO gives every city in the country a rating which insurance companies use to determine the rates they charge for homeowners insurance and insuring businesses. Testing all that hose takes a significant amount of time and a special piece of equipment. Each one of our three shifts tests approximately one third of the hose. We have a hose testing machine with an electrical pump we can connect 150 feet of hose at a time to and charge it to 250 pounds per square inch and let it sit for five minutes under pressure. If it doesn't leak and the couplings don't slip after five minutes it passed the test. We then test another 150 feet and repeat the process until it's all done. We enter the test date and results for each individual section of hose (a section is 50 feet) on the computer which is backed up daily so we have documentation for each hose test and everything else we do.

Terry Hamilton  
Assistant Fire Chief



## EHS

The City of Nichols Hills Environment, Health, and Sustainability Commission (EHSC) would like to involve the citizens of Nichols Hills in a series of dialogs scheduled every Thursday evening from 5:30-7:00 PM at your Town Hall. These meetings will address focus areas suggested to the Commission by citizens interested in the environment and in making their community a healthier and better place to live. The EHS Commission needs significant input from a broad resident base to accurately reflect citizen values.

### Focus area meeting dates through December 2009

#### **COMMUNITY AWARENESS & EDUCATION**

First Thursday of the Month:

October 1, November 5, December 3.

#### **HEALTH/LOCAL FOOD**

#### **WILDLIFE CONSERVATION**

#### **RECREATIONAL HARDSCAPE/BIKING AND WALKING**

Second Thursday of the Month:

October 8, November 12, December 10.

#### **RECYCLING/SOLID WASTE**

#### **WATER**

#### **LANDSCAPING**

Third Thursday of the month:

October 15, November 19, December 17.

#### **ENERGY/POWER**

#### **SUSTAINABLE CONSTRUCTION**

#### **AIR QUALITY & NOISE POLLUTION**

Fourth Thursday of the month:

September 24, October 22.

## EHS



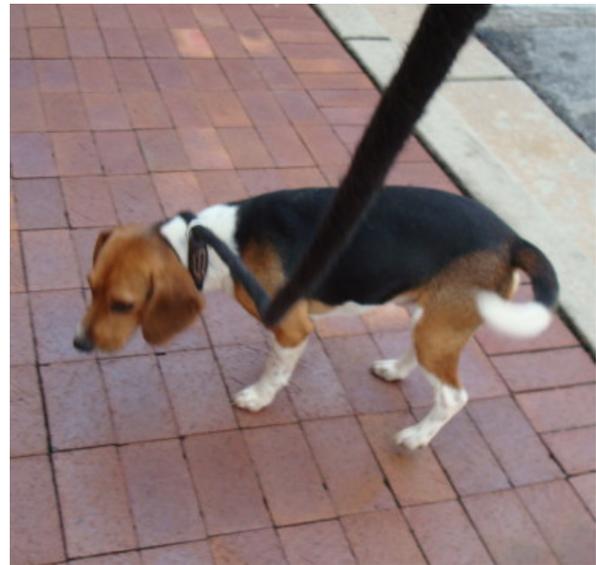
Mayor Peter Hoffman and City Manager David Poole are pictured with University of Oklahoma Professor and Architect Jay Yowell and his OU architecture graduate students, as they prepare to tour the City of Nichols Hills.

The students are beginning an in depth study and review of all housing related ordinances, as approved by the City Council.

## ANIMAL RESCUE FRIENDS

If anyone wants to assist ARF in it's mission of saving unclaimed, impounded pets in Nichols Hills, they can donate time, old collars, leashes, crates, dog beds, food, treats, toys and, of course, money by mailing checks to Animal Rescue Friends, Inc of Nichols Hills, C/O Public Works, 1009 N.W. 75th Street, Nichols Hills, OK 73116 or by calling 843-4222 about donating items. ARF will respond by sending a 501 c 3 tax deduction letter (and offering a cat or a dog!).

### **September's Featured Pets**



#### **Abbott & Costello**

Abbott #13319 & Costello #13320 are about 3 years old - probably brothers and weigh 24 & 22 pounds respectively. Both are now neutered, fully vaccinated and tested negative for heartworms. They are very good natured and housetrained.