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UUAS Educates Customers During FTC's National Consumer Protection Week

WASHINGTON (March 3, 2025) – Utilities United Against Scams (UUAS) this week is supporting the Federal Trade Commission's (FTC's) annual [National Consumer Protection Week](#) along with more than 100 federal, state, and local agencies, consumer groups, and national advocacy organizations.

UUAS is a coalition of more than 150 U.S. and Canadian electric, water, and natural gas utilities and their respective trade associations that work together and with regulators, law enforcement, and telecommunications partners to educate customers on utility scams.

Utility impostor scammers often pose as utility workers and threaten customers with service interruptions unless an immediate payment is made with a prepaid debit card, a gift card, cryptocurrency, or through third-party digital payment mobile applications. These scammers usually contact customers in person, by phone, or by email or text. Customers who suspect they have been contacted by a utility scammer should contact their local utility and also report the attempted scam to local law enforcement.

“National Consumer Protection Week is an important reminder for utility customers to stay vigilant against scams,” said UUAS Executive Director Monica Martinez. “Scammer tactics continue to grow more sophisticated in this digital age. UUAS and our members are committed to educating residential and small business customers about the warning signs of a scam. We will continue to work closely with the FTC and other key partners to raise awareness of scams, track scam trends, and remove toll-free numbers used by scammers.”

Here are general tips to avoid utility impostor scams:

- **Protect personal information.** Never provide or confirm personal information, including your date of birth, to anyone who initiates contact with you—whether in person, by phone, or by email or text—and claims to be a utility company representative.
- **Take your time.** If someone calls, appears, or emails or texts saying you have to pay your bill immediately to avoid disconnection, end the conversation and/or contact your utility using the verified phone number on a recent bill or the utility's website to check the true status of your account.
- **Always ask questions.** Ask the person contacting you or visiting in person to provide you with your account number, last payment amount, and their identification number. If the information is not readily available, hang up, shut the door, do not engage, and call your utility using the number on your bill.

For more information and tips on how to protect against utility scams, please visit [utilitiesunited.org](https://www.utilitiesunited.org). The [FTC's website](#) provides additional information about protecting personal information and other information regarding impostor scams.

Follow along on social media and join the conversation by using #StopScams and #NCPW2025.

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Utilities United Against Scams (UUAS) is a consortium of more than 150 U.S. and Canadian electric, water, and natural gas utilities (and their respective trade associations). UUAS is dedicated to combating impostor utility scams by providing a forum for utilities and trade associations to share data and best practices, in addition to working together to implement initiatives to inform and protect customers.