

## Watch Out for These Online Utility Scams

As scammer tactics become more advanced, scammers are turning to popular digital tools and channels to target utility customers. Know the signs. Together, we can **#StopScams**.



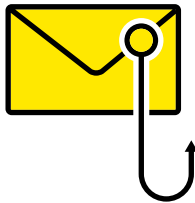
### ■ Search engine scams

Scammers create fake sponsored utility payment pages on search engines like Google to trick customers. If you need to pay your utility bill and want to do so online, be sure to only visit the website listed on your utility bill. Check the URL and make sure it matches the URL on the bill.



### ■ Mobile Payment app scams

Scammers tell customers to pay their utility bill through an instant mobile payment app like Zelle or Venmo. Remember that utilities will never ask you to pay your bill through a third-party app.



### ■ Phishing/smishing

Scammers use phishing and smishing tactics over email and phone calls to trick customers. Phishing is when scammers send fraudulent emails disguised as utility emails to gain customers' personal information or steal money. Smishing is short for SMS phishing, when fraudulent texts are sent. Always verify emails and texts are actually from your utility.



If you suspect you are being targeted by a scammer, hang up the phone or ignore the text or email. Contact your utility at the number provided on your bill or on the company's website to verify whether there are any issues with your account.