

# UTILITIES UNITED

## AGAINST SCAMS

**Utilities United Against Scams (UUAS)** is a consortium of more than 140 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.

### Scams Impacting Customers Nationwide

Many electric, water, and natural gas customers throughout the country are being targeted by impostor utility scams each day. Scammers typically use phone, in-person, and online tactics to target customers.

One of the most common types of utility scams involves customers receiving unsolicited telephone, electronic, or in-person communications from an individual claiming to be a utility company representative. The scammer warns that the customer's electric, water, or natural gas service will be disconnected or suspended if the customer fails to make an immediate payment—typically using a prepaid debit card or another nonrefundable form of payment.

Scammers often use phone numbers, graphics, uniforms, and forms of fraudulent identification that appear to be valid.

#### Below are a few scams we are seeing during the COVID-19 crisis:

- **Threat to disconnect:** The utility or government representative impostor aggressively tells the customer his or her account is overdue and service will be disconnected if immediate payment is not made.
- **Payment due for meter:** The caller or in-person scammer instructs the customer to pay with cash or a prepaid debit card to cover the costs of a new meter or a meter upgrade.
- **Request for info:** The caller insists that a recent payment was not completed and asks the customer to make a false payment using a prepaid debit card or by providing personal account information.
- **Door-to-door impostors:** The impostor poses as a utility worker at the door asking for access to the home and for payment to inspect utility equipment.



Visit [www.utilitiesunited.org](http://www.utilitiesunited.org) for more information and tips about how customers can protect themselves from scams or follow along on social media: **Twitter** @U\_U\_A\_S and **Facebook** @UtilitiesUnited