

UTILITIES UNITED

AGAINST SCAMS

Utilities United Against Scams (UUAS) is a consortium of more than 100 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 shut off if the customer fails to make an immediate payment—typically using a reloadable prepaid debit card or other non-traceable form of payment.

Scammers often use valid-looking phone numbers, graphics, uniforms, and other forms of fraudulent identification.



Below are a few common signs of potential scam activity:

- **Threat to disconnect:** The impostor utility representative aggressively tells the customer his or her account is past due and service will be disconnected if a large payment is not made.
- **Request for immediate payment:** The caller instructs the customer to quickly purchase a prepaid debit card—widely available at retail stores.
- **Request for prepaid debit card info:** The caller asks the customer for the prepaid debit card's number, which grants the caller instant access to the card's funds.

Visit 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



Mark Your Calendar: **Utility Scam Awareness Day**

The second annual Utility Scam Awareness Day will be held on **Wednesday, November 15, 2017**, and it will be supported by a **week-long advocacy and awareness campaign—Utility Scam Awareness Week**—focused on exposing the tactics scammers use to steal money from utility customers and on educating customers on how to protect themselves.