

Scams Are Impacting Customers Nationwide

Many electric, water, and natural gas customers throughout the country are being targeted by impostor utility scams each day. Scammers often use fraudulent phone numbers, graphics, uniforms, and forms of identification that appear to be valid. During the pandemic, scammers have been using several unique tactics to target customers. Below are the most common tactics and scams being used:

TACTICS:

- **Fraudulent phone numbers:** Scammers are claiming the phone number is different than the number listed on the utility bill due to telework status.
- **Fraudulent emails and texts:** Scammers are using written correspondence to portray themselves as the utility.
- **Door-to-door impostors:** Scammers are claiming they are “responding to reports that scammers are in the neighborhood.”



SCAMS:

- **Disconnection threat:** The utility or government representative impostor aggressively tells the customer his or her account is past due and service will be disconnected if immediate payment is not made—typically using a prepaid debit card or another non-refundable form of payment.
- **Meter payment:** 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.
- **Information request:** The caller insists that a recent payment encountered a system glitch and was not completed—the scammer then asks the customer to make a false payment using a prepaid debit card or by providing personal account information.



If you suspect you are being targeted by a scammer, hang up, shut the door, or ignore the text or email. You then can 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.