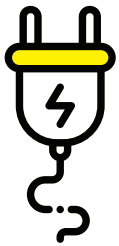
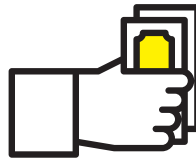


## It's Utility Scam Awareness Week!

### BE AWARE OF THESE COMMON SCAMS



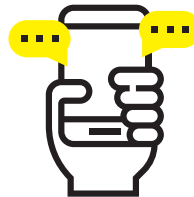
- **Disconnection Deception**  
Scammers call threatening disconnection of your utility service, demanding immediate payment by prepaid cards.



- **Power Restoration Charge**  
Scammers call offering to restore power more quickly for a fee in the aftermath of severe storms causing widespread power outages.



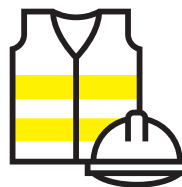
- **Overpayment Tactic**  
Scammers call claiming you have overpaid your utility bill, and you need to provide personal bank account information or a credit card number to facilitate a refund.



- **Identification Attack**  
Rather than directing victims to call a 1-800 number, the scammers direct the caller to press 1 to collect more data in an effort to get personally identifiable information.



- **Vacate Your Home**  
Scammers claim there is a need to replace metering or other equipment and you must leave your home for 72 hours.



- **Door Knocking Impostor**  
Door-to-door impostors pose as utility workers to gain entry or access into unsuspecting victims' homes.



- **Facebook Charity Scam**  
Social media posts are telling customers that a charity will pay for their utility bills if the customer first makes a partial payment by money transfer. This new scam is still under investigation by authorities, and it is unclear if the scammers are seeking money, personally identifiable information, or both.