



EACH YEAR SCAMS
COST CUSTOMERS
\$ BILLIONS



J-66960

PROTECT YOURSELF FROM SCAMS

UTILITIES UNITED
AGAINST SCAMS

THE SCAM

Utility phone scams typically involve callers claiming to represent a utility company attempting to trick people into paying them money by threatening to turn off their service. The scammer usually insists the victim pay immediately with a pre-paid debit card (i.e. Green Dot Moneypak card), which provides them easy access to your money.

WHAT YOU CAN DO



HANG UP

If there's any doubt about the authenticity of a caller, hang up and call your utility provider directly to verify your billing and payment status.



REPORT IT

Contact your local authorities and utility provider to report theft or attempted theft due to scams. Quickly fill out a Green Dot Moneypak refund request to try and stop your money from being transferred (<https://www.moneypak.com/refundrequest.aspx>).



BEWARE

Never give out personal information, debit/credit card numbers or wire money as a result of an unexpected or unsolicited call if you cannot validate the caller's authenticity.



GET IT IN WRITING

Customers will typically be contacted several times via U.S. Mail about past due bills before their service is turned off.



KNOW YOUR OPTIONS

Utilities provide many options for payment and never require the use of a pre-paid debit card.