

AVOID UTILITY SCAMS



Learn how to avoid common phone utility scams

According to the FTC, fraud complaints were received from more than 2.8 million people in 2021, showing a total loss of \$5.8 billion, \$2.3 billion of which were from impostor scams. Many of these scams are utility scams where scammers pretend to be representatives of utility companies and demand immediate payment to avoid service disconnects.

LEARN HOW TO SPOT A UTILITY SCAM WITH THESE TIPS:

-  Utility companies **do not request payment, or other personal information, over the phone or through email**
-  Utilities **do not ask for gift cards, prepaid cards, or money transfers as forms of payment**
-  Utilities **will not contact you threatening to disconnect service or ask for immediate payment over the phone or email**
-  Scammers can fake emails or phone numbers. If you have any questions about your account, **contact the utility directly** using the phone number or email listed on your bill
-  Have you noticed a scam? **Let your utility know. This can happen to you, your loved ones, and your neighbors.**

Please **share this resource** with **vulnerable populations** as they are likely to be **targeted as victims**