

# UTILITY CUSTOMERS: DON'T BE FOOLED!

## A QUICK GUIDE TO STOP SCAMS

Too many utility customers have been bilked out of hundreds, sometimes thousands of dollars by scam artists in recent years. Please keep these tips on the fridge or by the phone!

### Types of Scams

- (1) **In Person:** Imposters at your door pose as utility workers checking on your meter or a gas leak. Make sure they have photo ID and a badge number you can verify by calling the utility.
- (2) **Phone:** A caller whose phone number matches your utility aggressively says your account is overdue and service will be disconnected if a large payment is not made ASAP. They instruct you to quickly buy a prepaid debit card and call back with the debit card number.
- (3) **Email:** Suspicious emails appearing to be from your utility may seek account or personal information. Utilities won't ask for bill payment info via email. Check the sender's email address: It may be slightly, or markedly, different from the one your utility uses.

### Stop Scams by Using Common Sense

- ✓ Don't get rattled by an aggressive phone call asking you to pay up or the lights will go out. Hang up the phone. If they call back let them leave a message, which you can share with law enforcement.
- ✓ Know your account balance. If you don't, call your utility. Chances are you do not owe the amount the scammers claim.
- ✓ Utilities will contact you by mail if your account is overdue. They may also call if you face a risk of shut-off but won't demand immediate payment by phone.

#### SUSPECT YOU'VE BEEN SCAMMED?

Verify your account info by contacting your utility directly using the appropriate number below. Then report the incident to the police and DATCP at [datcp.wi.gov](http://datcp.wi.gov) or 800-422-7128.

#### WHOM TO CALL

We Energies .....	800-242-9137
Wisconsin Public Service.....	800-450-7260
Xcel Energy .....	800-895-4999
Alliant Energy .....	800-255-4268
Madison Gas & Electric.....	608-252-7222



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