

# HOW TO SPOT A SCAM

## Be aware of a growing phone scam targeting utility customers.

Phone scammers posing as your utility provider call and insist you are delinquent on your bill. They may also threaten to turn off your power, rig caller ID to make it look like the call is from your utility provider or tell you to put the money on a prepaid debit card and ask for the card number. Don't believe it.

Visit [duke-energy.com/StopScams](http://duke-energy.com/StopScams) to learn more.

### Some common scams include:



#### **CALLS THAT APPEAR TO BE FROM YOUR UTILITY**

Your caller ID may even display your utility's name.



#### **POWER DISCONNECTION**

You may receive threats to turn off your power, water or natural gas service to your home or business within an hour.



#### **IMMEDIATE PAYMENT REQUESTS**

If someone requests immediate payment – especially by prepaid debit card – it is a scam.



### Suspect a scammer? Here's what to do:

Hang up the phone. Then, call your utility provider by using the phone number provided on your bill, followed by a call to the police. DO NOT pay over the phone if immediate payment is demanded to avoid a disconnection.

