



SCAM
ALERT

UTILITY COMPANY SCAMS

Reports of scam predators impersonating utility, cable and internet representatives are on the rise! Be aware!

Scam predators may call you to offer a reduced rate, rebate on your utility, cable or other monthly bill or claim that you need to pay the bill immediately or the utility will be shut off. It may be convincing, as they claim to be from a well-known company, even using the same style of hold music, and the representative may be very professional. They may offer you a great deal if you pay in advance today or tell you that you are entitled to a rebate. This sounds okay until they do not just credit your account or bill you, but ask you to purchase a prepaid debit card to make the payment or give them your bank account information so that they can transfer the rebate. Do not fall for these tricks!

The Federal Trade Commission (FTC), the Federal Bureau of Investigation (FBI) and the Better Business Bureau recommend the following if you receive this type of call:

- **Never make payments with prepaid cards.** Scam predators prefer this payment method as there is nothing you can do to get your money back.
- **Ask for identification from everyone who comes to your door.** If you were not expecting a visit, ask for photo identification and call the company to verify if someone is an employee.
- **Verify special deals with the company before committing.** Contact the company directly from your most current bill and ask customer service for details on any specials.
- **Hang up!** If you feel pressured or unsure, take down the representative's information and hang up.

Note: You may report scam predators to the FTC, Adult Protective Services (APS) and the FBI Internet Crime Complaint Center.

If you think you may be a victim of a scam, contact
San Bernardino County APS at 1 (877) 565-2020
or your local police department.