

## FIRST ENERGY UTILITIES – TIPS TO AVOID SCAMS AND FRAUD

- Customers who are behind on their accounts receive written notices of a possible disconnection and how to prevent it. Representatives will not call or e-mail to demand immediate payment or threaten imminent shutoff.
- Scammers often use Caller ID spoofing software to misrepresent the source of a phone call to further mislead and confuse their targets. Call-back numbers provided by these criminals often use greetings and hold messages that mimic legitimate businesses. If you have any doubts about the status of your electric service, call your utility company using the numbers on their website to ask about your account.
- FirstEnergy employees do not contact customers to request sensitive information such as social security numbers or bank account information.
- While FirstEnergy representatives oftentimes make courtesy calls to customers reminding them of an outstanding balance, they would explain how a payment can be made using the established payment options. They will not demand payment over the phone or at a particular physical location.
- Do not allow anyone claiming to be a utility employee into your home unless you have scheduled an appointment and the employee has provided proper identification. Utility employees typically visit a home only in response to a service request or after providing prior notification.
- FirstEnergy utility employees always carry photo identification, and many field employees wear uniforms and drive clearly marked company vehicles.
- **Customers who suspect a scam should hang up the phone/close the door, and call 911, then notify FirstEnergy. Never dial the phone number the scammers provide.**