

# UTILITY SCAMS 101



**Never give out social security numbers, credit card or banking information to anyone who calls, regardless of who they claim to represent.**

30062-l-0301

Utility phone scams typically involve callers claiming to represent a utility company attempting to trick people into paying them money by threatening to turn off their service.

Dakota Electric reminds members to beware of any suspicious phone calls demanding credit card or personal financial information. Dakota Electric does not ask for this type of information. If you receive a call like this, hang up immediately and call Dakota Electric at 651-463-6212 to verify your account status.

## DID YOU KNOW?

Dakota Electric will always try to make payment arrangements with members if their account is past due. Call us for assistance.



Your Touchstone Energy® Cooperative 

[www.dakotaelectric.com](http://www.dakotaelectric.com)

651-463-6212



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## What to do if you think a scammer has contacted you:

- If you are contacted by phone, hang up immediately and call Dakota Electric at 651-463-6212 to verify your account status.
- If someone is at your door requesting payment, ask to see a Dakota Electric photo ID and have the person wait outside while you call us at 651-463-6212 to verify your account status.
- If you believe you were targeted for a scam, report it to your local police department.

## If your account is past-due, Dakota Electric will:

- Send a Disconnection Notice by U.S. Mail before taking further action.
- Never instruct you to purchase a pre-paid credit card.

## If you have any doubts, “slam” the scam

If you have any doubts about the authenticity of a caller or person at your door, hang up immediately or ask the person to wait outside, and call Dakota Electric at 651-463-6212 – **DO NOT use a phone number given to you** – to verify your account status. Dakota Electric provides many options for payment and never requires a pre-paid credit card.