

A Note on Utility Scams

FirstEnergy's utility companies are seeing an increase in fraudulent (scam) calls to customers across its service areas. The calls have become increasingly sophisticated, sometimes spoofing actual company phone numbers or using genuine audio from our automated calling system. Recently, scammers have been offering refunds or discounts on electric bills to get access to private information.

Some things to note:

- 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 customer service phone number on our website](#) to ask about your account.
- If a caller threatens to shut off your power unless immediate payment is received, hang up. If you wish to verify your account status, call [customer service](#) using the numbers listed on our website or [log in](#) to your account.
- FirstEnergy employees do not contact customers to request sensitive information such as social security numbers or bank account information.
- Customers who are behind on their accounts receive written notices of a possible disconnection and how to prevent it. Our representatives will not call or email to demand immediate payment to avoid a same-day shutoff.
- While FirstEnergy representatives oftentimes make courtesy calls to customers to remind them about an outstanding balance, they would explain how a payment can be made using the established payment options. We never require you to purchase a pre-paid money card as the only acceptable means of payment.
- FirstEnergy field collectors working in New Jersey, Maryland and Ohio – carrying company-issued photo identification – will offer customers with past-due accounts the opportunity to pay their bill in person before shutting them off.
- Our utilities offer a wide array of approved [billing and payment options](#). Only send your payments to your FirstEnergy operating company, and never use a payment account provided to you by an unknown individual.
- Do not allow anyone claiming to be a utility employee into your home unless you scheduled an appointment *and* the employee has provided proper identification.
- Our [alert services](#) can help you keep track of the amount and timing of your bill, and our [eBill](#) payment option can help ensure your account is always paid on time.

Again, please note that FirstEnergy employees do not contact customers to request sensitive information such as electricity account numbers, social security numbers, or bank account or credit card information. If you ever have questions about your account or the legitimacy of a utility company service or offer, call [customer service](#) using the numbers listed on our website.

For more information on scams and how to avoid being victimized, please visit <https://firstenergycorp.com/help/safety/scam-info.html>.