



**DON'T GET  
TRICKED**

# Remember these tips

Payment scams have become more prevalent and SMECO wants to prevent phone scammers from victimizing customers. To protect yourself, remember these tips.

- Unknown callers who give short deadlines and threaten to cut off service within an hour or two are probably running a scam.
- Scammers frequently prey on the elderly and people who speak English as a second language.
- Scammers target businesses. Businesses usually have higher monthly bills and scammers will take advantage of that, claiming the business customer owes \$1,500 rather than just \$200. Businesses may have more than one person authorized to pay bills, and scammers exploit the lack of communication between employees and business owners.
- Scammers can make SMECO's name appear on a customer's caller ID.
- Scammers can trick people by duplicating voice recordings and imitating utility phone systems.

If you receive a phone call from someone threatening to disconnect your power, you may hang up. If you want to verify account information, you can call SMECO directly. Our contact center is open 24 hours a day, every day. Follow these basic guidelines.

- Use the phone number printed on your monthly bill; if you use the phone number an unknown caller provides, it could be a fake.
- Only give payment information over the phone if you initiate the contact.
- Do not provide personal, financial, or account information to unauthorized callers.
- Do not provide Green Dot, Western Union, or Moneygram payments to unauthorized callers.
- Never agree to meet a caller at a local store or bank to make a payment—your personal safety could be at risk.

**1-888-440-3311**

**[smeco.coop/stop-scams](https://smeco.coop/stop-scams)**

