

How to Spot Utility Scams

AUDIO DESCRIPTION

Jeanette Pavini, a woman with long dark hair is sitting at a home desk. Talking directly to camera regarding utility scams, she holds up a phone and shows how to hang up and call PG&E directly at 1(800)743-5000 if you are the recipient of a scam.

TRANSCRIPT

Hi, I'm consumer expert Jeanette Pavini with advice to help you spot utility scams. Don't rely on caller ID. Some scammers are able to make their call appear as if it's coming from PG&E. Know that PG&E will never ask for financial information over the phone or demand payment via prepaid card or money order. Legitimate callers will not use high pressure tactics or threaten to immediately disconnect your power. In some cases, the caller may say you're entitled to a refund and that they need your bank information. If you hear any of these red flags, hang up and call PG&E directly. A typical e-mail scam demands immediate payment for a fake bill. If you are suspicious of an e-mail, do not click on any links or open attachments. PG&E will always ask you to sign into your My Energy account before entering personal account information online. Always ask for identification before allowing someone into your home. All PG&E employees carry ID and will be willing to show you. If you want to verify, call PG&E directly. Scammers often prey on the elderly, so warn your family members of these tactics. If you are suspicious in any way, call PG&E to report the issue. However, if you feel threatened, notify law enforcement immediately. For more information, go to pge.com/fraudalerts or call PG&E at 1-800-743-5000.