UTILITY SCAM ALERT DETECTOR



Identify

A utility company will not...

- Request personal or financial information, such as utility account #.
- Ask for unusual forms of payment such as Bitcoin or gift cards.
- Show up unannounced at your house to inspect or repair equipment, a leak or perform a free audit for energy efficiency.
- Claim you are entitled to a refund or rebate but needs your bank account or credit card information.
- Use aggressive tactics to collect a bill, threaten shutoff, or get into your home.
- Solicit personal information for a government program to reduce energy bills.

Respond



Do not...

- Answer calls from unknown numbers.
- Provide sensitive data to unknown callers.
- Follow instructions like “Press 1 to get off the call list”.

Report



If it still feels wrong...

- File a report with the Attorney General’s Consumer Protection Division at Michigan.gov/ag.
- Call the Federal Trade Commission at 877-382-4357.

MPSC
MICHIGAN PUBLIC SERVICE COMMISSION

Individuals with disabilities may contact the Commission’s Executive Secretary at (517) 284-8090 to request an alternative format to these materials.

1-800-292-9555 | Michigan.gov/MPSC

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