

New Jersey Utilities Join Atlantic City Electric to Protect Customers from Phone Scammers

Dear Government Official:

Beware of On-going Phone Scams: Scammers continue to target Atlantic City Electric customers by falsely claiming they represent our company. Many demand immediate electronic payments to avoid shut-off. Please share the following tips with your residents and constituents:

Red flags for scam activity

- The thief becomes angry and tells the customer his or her account is past due and service will be disconnected if a large payment isn't made – usually within less than an hour.
- The thief instructs the customer to purchase a pre-paid debit or credit card – widely available at retail stores – then call him or her back to supposedly make a payment.
- The scammer asks the customer for the prepaid card's receipt number and PIN number, which grants instant access to the card's funds.

How to protect customers

- Utility representatives will never ask or require a customer with a delinquent account to purchase a prepaid debit card to avoid disconnection.
- Customers can make payments online, by phone, automatic bank draft, mail or in person.

- Customers with delinquent accounts receive an advance disconnection notification with the regular monthly billing – never a single notification one hour before disconnection.

- If you suspect someone is trying to scam you, hang up and call the local police then Atlantic City Electric at 1-800-642-3780. Never dial the phone number the scammers provide.

Don't Get Scammed: Customers can avoid being scammed by taking a few precautions:

- Never provide social security or personal information to anyone initiating contact with you claiming to be a utility representative or requesting you to send money to another person or entity other than your local utility providers.

- Always ask to see a company photo ID before allowing any utility worker into your home or business.

- When in doubt, check it out. Be skeptical of individuals wearing clothing with old or defaced company logos. If you have any doubts, ask to see a company photo ID.

- Never make payment for services to anyone coming to the door.

- If customers have concerns about the status of their account, they can contact Atlantic City Electric