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HOW TO AVOID UTILITY-RELATED SCAMS AND FRAUD

Scams targeting consumers are a widespread problem. There are hundreds of known scams, and new ones are always emerging.

Avoid being scammed

Protect personal information. Utilities will not contact you to ask for your personal or account information. Be wary about sharing or verifying sensitive information and do not show your utility bill to anyone claiming to need to check or verify charges. Always read your utility bill every month.

Be cautious. Be wary of anyone threatening disconnection and demanding immediate payment. Be cautious of calling unfamiliar numbers. Hang up on callers who ask you to press a number or dial a toll-free phone number.

Take your time. Scammers often use high-pressure tactics and want you to act fast, so you cannot verify their claims. Review your bills monthly, question unfamiliar charges, and do your research before signing a contract. Check ID and verify with your utility if someone wants access to your home.

LEARN MORE AT: www.occ.ohio.gov/factsheet/how-avoid-utility-related-scams-and-fraud



Office of the Ohio Consumers' Counsel

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