



End the call. End the scam.

TIPS FOR AVOIDING UTILITY SCAMS

You get a call. The caller ID says it's Duke Energy. When you answer, an urgent voice insists that your electric service is being disconnected in 30 minutes unless you pay over the phone right now.

If you get a call like this, hang up immediately. Why? Because it's very likely a scam. And the best way to stop the scam is to simply hang up. Here are a few more tips to help protect you from utility scammers.

- **Don't rely on Caller ID.** Today's scammers are so sophisticated, they can easily make it appear that they are calling from Duke Energy. If you have doubts, hang up and call your utility back.
- **Don't give out personal information.** Duke Energy will never call and ask you for personal information such as account numbers, banking information or credit card numbers.
- **Don't fall for promises.** Some scammers may claim you're due a reward or refund...But first you need to provide your personal banking information or pay for some other service. Remember, when in doubt, hang up and call your utility back.
- **Don't panic.** Scammers' best weapon is fear. They may threaten you with disconnection or legal action if you do not pay immediately over the phone or by prepaid card. Remember, Duke Energy does not ever disconnect customers like this.
- **Don't use unauthorized apps.** Duke Energy does not accept payments through the Cash App, Venmo or Zelle. Instead, customer can make payments directly on Duke Energy's app or website.

Remember, customers with past-due accounts receive multiple advance notices, plus Duke Energy offers numerous ways to pay bills, including online payments, phone, mail and automatic bank drafts. If you have any doubts or concerns about a call, hang up. It's the best way to stop a scam.

Learn more about how to protect yourself from scams at duke-energy.com/stopscams.



BUILDING A SMARTER ENERGY FUTURE®