




# Protect yourself from utility scams.

With all of the confusion and uncertainty in our world today, scammers are taking advantage of these circumstances to target consumers by phone, email and text.

If you receive a suspicious communication threatening immediate disconnection, please contact our office directly at 888-267-2726.



**Butler County REC**

Your Touchstone Energy® Cooperative 





## Beware of utility scams this summer.

*The best defense against a utility scammer is an educated consumer. Follow these tips from [UtilitiesUnited.org](http://UtilitiesUnited.org) to protect yourself from a potential scam.*

- **Protect your personal information.** Never provide or confirm personal information (Social Security number, date of birth) or financial information (banking account information, debit or credit card information) to anyone initiating contact with you and claiming to be from your local electric co-op.

- **Take your time.** Do not be rushed. If you receive a call, text, email or visitor saying you have to pay your bill immediately to avoid disconnection, tell them you would like to verify that they are a legitimate co-op representative by calling a verified number for the local co-op office.
- **Always ask questions.** Ask the person contacting you to provide you with your account number, your last payment amount, date of payment, and their employee identification number. If he/she is a legitimate utility representative, this information will be readily accessible.
- **Contact your utility directly.** If you receive a suspicious call or visit, please contact the local police and your electric co-op immediately. Share details that the scammer told you which might aid in a possible criminal investigation.