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## **ENERGYUNITED WARNS MEMBERS OF UTILITY SCAM**

### **STATESVILLE, N.C.**

EnergyUnited is warning members to be aware of a utility bill scam where the scammers are posing as EnergyUnited employees to collect a payment from our members.

Consumers across the nation, including some of our local EnergyUnited members, have received phone calls from persons claiming to be a representative of their electric company and demanding payment for a late bill. Often scammers ask for personal account information or threaten to disconnect service if immediate payment is not made by prepaid credit or debit card. In some cases, scammers allow the member to verify their information with a fake '800' number to call. This '800' number usually reflects EnergyUnited's real number. The scammers have also recorded EnergyUnited's front end of the phone system and placed the recording on their system. Once the front end menu plays, the member is directly transferred to a fake customer care representative to fraud them. This is a way for scammers to take payment without any association to the member's Energy United electric bill.

"If someone calls you or comes to your door claiming to work for EnergyUnited, ask for company identification or contact us immediately for further verification," said Kathleen Hart, Chief Information Officer for EnergyUnited. "The majority of our work is done outside the home and all of our service personnel have ID badges, wear branded uniforms and drive EnergyUnited vehicles."

EnergyUnited will never call members to demand immediate payment or to ask for account or personal information. Members are urged not to give out social security numbers, account numbers, banking or credit card information to someone who has called regarding an EnergyUnited account. If you receive a suspicious call from someone claiming to represent EnergyUnited, hang up and call EnergyUnited at 1-800-522-3793 to verify. Do not call the number that appears on your caller ID as it may be fake. Members should also inform their local law enforcement agencies if they think that they have become a victim of a scam or a potential scam.

### **About EnergyUnited**

EnergyUnited Electric Membership Corporation (EMC) is the largest electric cooperative in North Carolina serving nearly 130,000 metering points. Headquartered in Statesville, EnergyUnited provides electric service in portions of nineteen counties in west central North Carolina which include Alexander, Cabarrus, Caldwell, Catawba, Davidson, Davie, Forsyth, Gaston, Guilford, Iredell, Lincoln, Mecklenburg, Montgomery, Randolph, Rockingham, Rowan, Stokes, Wilkes and Yadkin. EnergyUnited Propane provides products and services to more than 25,000 residential, commercial and industrial customers in 74 counties across North and South Carolina. Visit EnergyUnited online at [www.energyunited.com](http://www.energyunited.com) to learn more about our electric and propane businesses.