

***The information below is taken from AEP SWEPCO as a reminder for our customers to beware of increases in scam attempts...especially during the holidays. We are sharing this with our customers to help you protect your information...over the holidays, and every day. If you have concerns with your Bank account regarding suspicions of attempted fraud on your Bank account do not hesitate to call our customer service department. If you have concerns over fraud on your SWEPCO account call them at the number noted below.***

## **AEP SWEPCO Scam Alert**

Be aware of telephone, mail, email, door-to-door, and other in-person scams that involve criminals posing as representatives of SWEPCO and demanding immediate payment or personal information.

Thieves often threaten to shut off power unless an immediate payment is made. SWEPCO never asks for pre-paid cards for payment.

Utilities United Against Scams

SWEPCO is joining forces with gas and electric utility companies across the United States and Canada to fight the scourge of scams targeting our customers.

Together, we've seen an uptick in the number of scam attempts. Hundreds of customers have lost thousands of dollars to these scammers. The scam attempts increase during the holidays.

The criminals' tactics are becoming increasingly sophisticated.

What are the scammers doing?

Thieves are calling SWEPCO customers and:

- Threatening to shut off power unless an immediate payment is made;
- Telling customers they need a new electric meter, but must make a payment before the new meter is installed;
- Offering a discount on their SWEPCO bill if they sign up for auto-pay;
- Demanding a deposit is paid immediately.

How can you protect yourself?

Know SWEPCO will never:

- Demand an immediate payment
- Insist a payment be made with a prepaid credit card, or
- Ask a customer to meet us in a parking lot, at a store or other location to make a make a payment.

***If you suspect you are being targeted by a scammer, hang up and call the local police and then SWEPCO at 1-888-216-3523. Never dial the phone number the scammers provide. For more information visit [SWEPCO.com/StopScams](http://SWEPCO.com/StopScams).***

## Report Fraud and Scams

Be aware of scammers who pose as utility employees and demand immediate payment or personal information under the false threat of service disconnection. Criminals' tactics are becoming increasingly sophisticated and tend to intensify during the holiday season.

Thieves typically attempt to steal money by phone or in person but be on the lookout for falsified mail and email as well.

**SWEPCO never asks customers for pre-paid debit cards for payment.**

# 4 COMMON SIGNS of a SWEPCO IMPOSTER



Calling to demand payment within a couple of hours



Asking for Personal or account information



Insisting on a specific form of payment, such as a pre-paid credit card from a convenience store



Providing an unfamiliar 800 or 888 phone number