

Nov 15, 2023

Contact Kylie Mason

Phone (850) 245-0150



OFFICE OF THE
ATTORNEY GENERAL
STATE OF FLORIDA

Florida Attorney General's Office News Release

VIDEO: Attorney General Moody Releases New Scams at a Glance: Power-Off Fraud on Utility Scam Awareness Day



TALLAHASSEE, Fla.—On National Utility Scam Awareness Day, Attorney General Ashley Moody is releasing *Scams at a Glance: Power-Off Fraud*. [Reports show](#) a rise in utility scams in Florida. This new edition to the Scams at a Glance series will help educate Floridians about warning signs and red flags to watch out for when setting up, paying and managing utilities.

Attorney General Ashley Moody said, “Scammers know that receiving a text message or email threatening to cut off your utilities can be alarming, prompting people to send money or financial information immediately. That’s why, on National Utility Scam Awareness Day, I want to ensure everyone knows how to spot and avoid these schemes. *Scams at a Glance: Power-Off Fraud* is a new resource that will help Floridians stay informed and vigilant, safeguarding their finances and peace of mind from scammers.”

Scams at a Glance: Power-Off Fraud includes information about common utility scams such as identity theft, false refunds or discounts, threats to ‘shut off utilities’ and utility worker imposters. The brochure highlights warning signs and red flags to watch out for, offering practical tips on how to protect oneself from these deceptive practices.

Tips to avoid utility scams listed in Scams at a Glance: Power-Off Fraud include:

- Understand that scammers pressure consumers to act fast, so do not be rushed during a transaction;
- Verify information given by the purported utility representatives by checking the latest bill;
- Never provide personal information to an unknown solicitor;
- Know that legitimate utility companies will not threaten immediate service disruption; and
- Refunds will appear directly on a customer's account and a credit card or debit card will not be required to obtain the refund.

For more tips and information, download Scams at a Glance: Power-Off Fraud in English by clicking [here](#).

To report a utility scam, contact the Florida Attorney General's Office at 1(866) 9NO-SCAM or file a complaint online at MyFloridaLegal.com.

Scams at a Glance is an outreach program with information about common and emerging scams. The downloadable brochures are designed to teach consumers how to avoid falling victim to fraudulent schemes. To learn more, click [here](#).

#