

Date November 22, 2019

Attorney General Moody's Week In Review - Nov. 22, 2019



This week is National Utility Scam Awareness Week. Utility scammers prey on unsuspecting consumers' emotions and scare them into giving up personal and financial information. I don't want any Floridian to feel helpless against these fraudsters, so I issued tips directly to consumers this week through social media to arm them with information needed to not fall for these scams.

There are three main ways that utility scammers try to exploit consumers. First, they call threatening disconnection of utility services unless payment is made immediately using prepaid cards. Second, they claim that a utility bill was overpaid, and bank account information is needed to facilitate a refund. Finally, they could come to the door impersonating a utility worker to gain entry into your home.

While this is not an exhaustive list of all the methods these fraudsters use, the following tips will help you discern if you are speaking with a legitimate utility company or a scammer.

Remember, utility representatives will never call to demand payment over the phone or request prepaid debit cards for bill payment. If you receive a call that you believe is from a utility company and want to confirm the validity, hang up and then call the company directly to see if it is a legitimate request.

It is also a good rule of thumb to never give out or confirm personal information to anyone initiating contact, whether by phone, in-person or email, claiming to be a utility representative. Additionally, never let someone you do not personally know into your home.

My office is here to help you. Report fraud to my office by calling 1(866) 9NO-SCAM or visiting MyFloridaLegal.com.

By working together and reporting scams, you help us build a safer, stronger Florida.



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