



Contact: Pacific Power media hotline,
1-800-570-5838

April 3, 2017
FOR IMMEDIATE RELEASE

Mid-Valley electricity customers: beware of phone scam

*Pacific Power urges customers to verify any phone calls about their account by calling **1-888-221-7070**.*

Stayton, OR – Pacific Power is warning its customers and the public of a phone scam targeting customers in the Stayton area where criminals posing as utility customer service agents are trying to get money and steal personal information.

The fraud calls are pestering people nationwide, and have been a concern for years, but recent days have seen an upsurge in the Mid-Valley and Santiam Canyon areas.

In order to help customers recognize the fraudulent calls, in general, the scam goes like this:

Scammers call residential or business customers demanding payment for overdue bills. Sometimes, the caller tells the intended victim that they owe a specific amount of money. The thief advises the customer to make a payment in one of two ways: either immediately on the phone via credit card, or by going to a local store to purchase a pre-paid card and calling back a special toll-free number.

Pacific Power wants customers to be aware that this is a scam and not a legitimate request. Pacific Power does not use these methods. If such a call is received, hang up and call 1-888-221-7070 to inquire about the call with Pacific Power.

When Pacific Power contacts a customer, **the representative will always already have the customer's account number**. Even then, if you are contacted by phone and have **any concerns** about the validity of the call, it is always appropriate to let the caller know you prefer to call them back at the utility's published customer service number—**1-888-221-7070**.

Pacific Power cautions that customers should never provide unsolicited callers or visitors with credit card numbers or any other information that may compromise their financial security.

Anyone receiving such calls or other contact regarding their utility account or bill is encouraged to pay close attention to any information – such as the phone number they are asked to call, a number that appears on caller ID, an address where they're told to send money– and then call **1-888-221-7070** to report the incident to local police and Pacific Power.

###