

Beware of Phone Scams

Scammers call threatening disconnection of your utility service, demanding immediate payment by prepaid cards purchased at a local retail store, and insisting you call them back with the card information to make payment. They often use caller ID spoofing, and their call-back numbers may even include recorded replicas of utility company greetings.



Know the signs to **#StopScams**

UTILITIES UNITED
AGAINST SCAMS

PSE&G Issues Scam Alert - *PSE&G phone number spoofed by scammers*

(NEWARK, N.J. – Aug. 9, 2019) Public Service Electric & Gas is warning New Jersey residents that Scammers have spoofed one of its phone numbers in attempts to obtain personal information. On Thursday, PSE&G started receiving a small number of inquiries, with calls escalating during business hours today. Many of the callers were returning missed calls that appear to have been made from a PSE&G phone number.

“If you receive an unexpected call from PSE&G in the next few days, particularly if you are not a PSE&G customer, we encourage you to hang up as it may be a scammer,” said Fred Daum, PSE&G’s executive director of customer operations. “If you have pending business with us, such as an appointment or collection notice, call us back on the number provided on your bill or call our customer service line, 800-436-PSEG (7734) or contact us on our website through MyAccount.”

When a scammer pretends to work for PSE&G, they will often request personal data such as credit card information or account passwords. No one should give out this type of personal information. When a customer calls PSE&G to conduct account business, PSE&G has numerous secure methods for verifying customer information.

Callers reported that today’s scammers have asked for personal information to conduct a meter reading or to add discounts on the PSE&G bill, or for information related to debit and credit cards on file. Such tactics are known utility [scams](#), the most popular of which is a demand for immediate payment to avoid service termination. Before terminating service, PSE&G alerts customers in a number of ways: messages on their bill, letters and phone calls. **PSE&G would never demand a specific type of payment nor threaten immediate service termination.** While there are many ways to pay a PSE&G bill, the utility only accepts credit card and prepaid card payments through Western Union *Speedpay*, which charges a \$3.95 processing fee.

Report all scam attempts by calling your utility and local police department, and file a complaint with the Federal Trade Commission at www.ftc.gov/complaint. More information about scams is available at www.utilitiesunited.org and www.pseg.com/home/customer_service/bill/scam/index.jsp.

PSE&G

Public Service Electric and Gas Co. (PSE&G) is New Jersey’s oldest and largest gas and electric delivery public utility, serving nearly three-quarters of the state’s population. PSE&G is the winner of the ReliabilityOne Award for superior electric system reliability as well as the 2018 Outstanding Customer Reliability Experience Award. PSE&G is a subsidiary of Public Service Enterprise Group Inc. (PSEG) (NYSE:PEG), a diversified energy company. PSEG has been named to the Dow Jones Sustainability Index for North America for 11 consecutive years.

Click [here](#) to visit the PSE&G website and [here](#) to visit the PSE&G blog.