



## **PUBLIC SERVICE ANNOUNCEMENT**

May 19, 2020

### **FOR IMMEDIATE RELEASE**

SCAM targets members of Kit Carson Electric Cooperative Inc.

Kit Carson Electric Cooperative, Inc. was notified that an individual called in regards to an electric account. The caller number was from 407-629-9439 Winterpark, FL at 7:00 pm and 9:00 pm advising that there was a truck on the way to their home to disconnect them and they would need to pay in full over the phone. Consumer was concerned that they had both their numbers and knew that they were delinquent.

This is a **SCAM!** Please be aware that under no circumstance should you pay via MoneyGram, Greendot or any other form of prepaid cards. During this COVID -19 pandemic, KCEC is not disconnecting residential customers. We urge our members to contact our Customer Service Department for questions regarding electric service; or visit us at our main office which is located at 118 Cruz Alta Road; Taos, NM 87571.

Keep in mind that all Kit Carson Electric Cooperative personnel have authorized employee photo identification badges. KCEC encourages members to ask for this verification if applicable.

Always call Kit Carson Electric Cooperative if you are not 100% positive.

Please call KCEC at 575-751-9064 or 800-944-8159 if you have any questions.

Thank you

The facts:

If your account is past due, you will receive a written notice of your account status, with instructions on how to avoid disconnection of service.

While our representative may call a customer whose bill is in arrears in order to remind them that a payment is due, the representative would explain how a payment can be made using our established payment options. For residential accounts during COVID period CSR will not demand payment over the phone, in person, or at a particular physical location.

Our utilities do not accept prepaid debit cards or wire transfers as payment, and our representatives will not demand your bank information or credit card number over the phone.

What should you do:

If you receive a suspicious call, hang up immediately.

Be aware that scammers often use Caller ID spoofing software to misrepresent the source of a phone call, or provide you with a fake "verification" phone number. These call-back numbers may even include exact replicas of company greetings and hold messaging. If you would like to verify your account status, always call our Customer Service department using the numbers on our website, or log in to your account on our website.

If a person appears at your door demanding payment, do not allow them into your home, and do not provide them any personal information.

If you believe you have been a victim of this scam, please contact your local police department or your state attorney general's office, and report telephone scams to the Federal Trade Commission at [www.ftc.gov](http://www.ftc.gov).