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OFFICE OF THE
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Florida Attorney General's Office News Release

VIDEO: Attorney General Moody Issues Tips to Help Floridians Avoid Falling Victim to Fraudulent Schemes on Utility Scam Awareness Day



TALLAHASSEE, Fla.—Attorney General Ashley Moody is recognizing Utility Scam Awareness Day by issuing tips to help Floridians avoid falling victim to fraudulent schemes. Utility scams occur when scammers impersonate utility companies and pressure ratepayers to make an immediate payment under the threat of having their power terminated. [According to one report last year](#), more than 500 Tampa Electric and Peoples Gas customers and more than 1,300 Duke Energy customers reported utility scam attempts. Attorney General Moody's *Scams at a Glance: Power-Off Fraud* contains tips and information about these schemes to help Floridians avoid falling victim.

Attorney General Ashley Moody said, "Utility scams are a threat to Floridians, with scammers constantly finding new ways to trick ratepayers out of their money. Utility Scam Awareness Day serves as an important reminder for all Floridians to stay vigilant against these schemes. Our *Scams at a Glance: Power-Off Fraud* resource can help Floridians recognize the signs of utility fraud, and I encourage ratepayers to use this tool to stay informed and avoid falling victim."

Attorney General Moody's *Scams at a Glance: Power-Off Fraud* lists several ways to recognize a possible utility scam. Consumers should look out for:

- **Urgent Payment Demands:** Scammers often claim that immediate payment is necessary to prevent disconnection;
- **Unusual Payment Requests:** Requests for gift cards, prepaid debit cards or cryptocurrency are common red flags;
- **Spoofed Caller IDs:** Scammers may manipulate caller IDs to make it appear as if a call is from a utility company; and
- **False Refunds:** Bad actors may promise false refunds, free products or services but have stipulations hidden in a contract.

The resource offers the following tips to avoid these schemes, including:

- Verify the authenticity of a caller that purports to be from a utility company by contacting the company directly using a trusted phone number found on its official website or utility bill;
- Never provide personal or financial information over the phone to a solicitor; and
- Refuse to make payments through unconventional methods like gift cards or cryptocurrency.

For more tips and information, download *Scams at a Glance: Power-Off Fraud* in English by clicking [here](#). To view the guide in Spanish, click [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](https://www.myfloridallegal.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](#).

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