

# BEWARE OF THESE COMMON UTILITY SCAMS

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- **Disconnection Deception**

Scammers call threatening disconnection of your utility service, demanding immediate payment by prepaid cards.



- **Overpayment Tactic**

Scammers call claiming you have overpaid your utility bill, and you need to provide personal bank account information or a credit card number to facilitate a refund.



- **Number Spoofing**

Scammers will spoof a callback number that closely resembles the utility's number.



- **Identification Attack**

Rather than directing victims to call a 1-800 number, the scammers direct the caller to press 1 to collect more data in an effort to get personally identifiable information.



- **Door Knocking Impostor**

Door-to-door impostors pose as utility workers to gain entry or access into unsuspecting victims' homes.

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Cascade Natural Gas and other utility customers can be targeted by scammers via telephone calls and emails. It is important to be aware of common tactics and skeptical if such contact is received. Scammers typically claim to be from the utility company and will tell you that an account is past due and immediate payment is necessary or service will be disconnected.

**Cascade Natural Gas does not operate in that manner. Be wary of fraudulent emails and phone calls.**

- If you receive one of these phone calls, hang up and notify us.
- Do not provide any personal information over the phone or in an email.
- Do not respond to these emails or click on any links.
- Do not open any email attachments.

**If you are in doubt about the legitimacy of the contact, please take one of the following actions:**

- Log in to your account directly at our website, **www.cngc.com** instead of clicking on any links within an email.
- Call us at **888-522-1130** to access our electronic account service to verify your account balance. This service is available 24/7—be sure to have your account number ready.
- Speak to a customer service representative, available 7:30a.m.-6:30p.m. Monday-Friday (excluding holidays) at **888-522-1130**.

**Cascade Customer Service Representatives will be able to verify your utility account number and will never insist that a prepaid debit card be used to make a payment.**

Cascade sends reminders and notices prior to disconnections and sends disconnection notices only by U.S. mail. Company personnel in the field can be recognized by their uniforms and identification when coming to a home for various reasons or to carry out a disconnection for nonpayment.



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