How to protect you and your family from utility scams

PPL Electric Utilities provides useful tips and information during National Consumer Protection Week.

ALLENTOWN, Pa. (March 3, 2026) – Utility scammers never take a day off, always looking for the next opportunity to scam you out of your hard-earned money. This National Consumer Protection Week, PPL Electric Utilities is sharing simple ways customers can avoid scams, report suspicious activity and protect their information.

Customers have reported nearly 200 scam attempts to PPL Electric through the first two months of 2026, which doesn't include unreported scam attempts taking place year-round throughout the company's 29 counties it serves. PPL Electric also sees reports of heightened scam activity through the spring months, making these tips even more timely.

Signs of a potential scam
Scammers use sophisticated tactics to fool unsuspecting customers. Here are some common signs to look for to spot and stop scams:

- **Threat to disconnect:** Scammers may call or show up at your door saying that your bill is past due and will threaten to disconnect service if a payment is not made immediately.
- **Request for prepaid card:** You may be asked to pay with a prepaid debit card or with funds through a mobile app.
- **Suspicious texts:** Calls aren't the only form of phone scams. You may also receive text messages requesting personal information.

What to expect from your utility
PPL Electric Utilities will never:

- Demand immediate payment over the phone.
- Ask for payments using gift cards, prepaid cards or cryptocurrency.
- Show up at your door and demand cash.
- Ask for personal financial information through an unexpected call, text or email.

Scammers act quickly to put pressure on their victims. Always remember:

- **Slow down.** Take your time and respond at your own pace. Reach out directly to PPL Electric Utilities to confirm any details mentioned during your conversation.
- **Verify.** Scammers can spoof phone numbers, making a call look like it is coming from PPL Electric, trick you with emails or pose as real employees in person. The best way to verify a claim is to log on to your account so you can check your bill status directly.
- **Stop** before you act.

If customers sense suspicious activity, call PPL Electric at 1-800-342-5775 or contact the local authorities. More information can also be found at pplelectric.com/scams.

About PPL Electric Utilities
PPL Electric Utilities delivers safe, reliable and affordable electricity to about 1.5 million homes and businesses in eastern and central Pennsylvania. It regularly ranks among the country's best utility companies for reliability and customer satisfaction. PPL Electric Utilities is a major employer and an active supporter of the communities it serves. It is a part of the PPL Corporation (NYSE: PPL) family of companies. Visit pplelectric.com or connect on social media via Facebook, X and Instagram for energy efficiency tips, bill help information, guidance on shopping for an electricity supplier, storm updates and more.
