

PPL Electric Utilities offers tips to help customers hang up on scammers

Company gives guidance on common fraud tactics during National Consumer Protection Week

ALLENTOWN, Pa. (March 4, 2024) – PPL Electric is serious about looking out for its customers and protecting them from scams. According to the Federal Trade Commission, Americans lost a record \$2.7 billion to imposter scams, including utility imposter scams, which was the top fraud category in 2023.

National Consumer Protection Week runs from March 3-9, and PPL Electric wants to equip customers with information to help them spot and hang up on bad actors.

Scammers use sophisticated tactics to fool unsuspecting customers. They imitate company brands on marketing materials and even on phone calls. Often scammers will threaten utility service disconnections unless an immediate payment is made with a prepaid debit card, a gift card, cryptocurrency or through third-party digital payment mobile applications.

“Imposter scams continue to be the most popular form of fraud, especially among vulnerable customers and small businesses,” says Lisa Norden, vice president of Customer Service. “Criminals’ tactics are rapidly evolving, but PPL Electric is focused on increasing awareness to help our customers protect their hard-earned money. We will never call and ask you for your credit or debit card numbers or other personal information.”

Here are some signs of potential scam activity to look out for:

- **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. Scammers will also send text messages requesting personal information.

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

- **Slow down.** Take your time. As part of intimidation tactics, scammers may press you to act quickly. Stop, slow down and end the conversation. Reach out to us directly to confirm details mentioned during the conversation or the status of your bill.
- **Verify.** Scammers can spoof phone numbers making the call look like it is 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 PPL Electric account or set one up so you can check your bill status directly.
- **Stop** before you act. PPL Electric and other utilities will never demand payment by prepaid cards, cryptocurrencies or other methods.

If customers sense suspicious activity, call PPL Electric at 1-800-342-5775 or contact the local authorities. Scam awareness information is also available at ppllectric.com/scams.

About PPL Electric Utilities

PPL Electric Utilities delivers safe, reliable and affordable electricity to approximately 1.5 million homes and businesses in eastern and central Pennsylvania. It consistently 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 part of the PPL Corporation (NYSE: PPL) family of companies. Visit ppllectric.com or connect on social media via Facebook, Twitter and Instagram for energy efficiency tips, bill help information, guidance on shopping for an electricity supplier, storm updates and more.

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