

FOR IMMEDIATE RELEASE  
FOR INFORMATION, CONTACT:  
UUAS – SAMANTHA PHILLIPS, (202) 508-5136

## **UUAS Supports the FTC’s National Consumer Protection Week**

**(WASHINGTON) March 5, 2023** – Utilities United Against Scams (UUAS) this week is supporting the Federal Trade Commission’s (FTC’s) annual [National Consumer Protection Week](#) with more than 100 federal, state, and local agencies, consumer groups, and national advocacy organizations.

UUAS is a consortium of more than 150 U.S. and Canadian electric, water, and natural gas utilities and their respective trade associations. UUAS is dedicated to working together with regulators, law enforcement, and telecommunications partners to educate customers on utility scams.

Scammers continue to use sophisticated tactics and often 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.

“During National Consumer Protection Week, and all year long, UUAS and our utility member companies are committed to educating customers about utility scams,” said UUAS Executive Director Monica Martinez. “Scammers continue to target residential and small business customers with rapidly evolving tactics. Through the work of our members and partners, including the FTC, we are helping to spread awareness of these scams and to combat utility impostor scams.”

Here are general tips to avoid impostor utility scams:

- **Protect personal information:** Never provide or confirm personal information, including your date of birth, to anyone who initiates contact with you, whether by phone, in-person, or email, claiming to be a utility company representative.
- **Take your time:** If someone calls, appears, or emails saying you have to pay your bill immediately to avoid disconnection, end the conversation and contact your utility using the verified phone number on a recent bill or the utility’s website to check the true status of your account.
- **Always ask questions:** Ask the person calling you or visiting in-person to provide you with your account number, last payment amount, and their identification number. If the information is not readily available, hang up or shut the door, and call your utility.

For more information and tips on how to protect against utility scams, please visit the [UUAS website](#). The [FTC's website](#) also provides additional information about protecting personal information and other information regarding impostor scams.

Follow along on [Facebook](#) and [Twitter](#) and join the conversation by using #StopScams.

###

*Utilities United Against Scams (UUAS) is a consortium of more than 150 U.S. and Canadian electric, water, and natural gas utilities (and their respective trade associations). UUAS is dedicated to combating impostor utility scams by providing a forum for utilities and trade associations to share data and best practices, in addition to working together to implement initiatives to inform and protect customers.*