

***Please post for your employees.**



SCAM TACTICS

The following information will help you identify tactics scammers use and gain a better understanding of our actual business processes.

Scammers:	Xcel Energy:
Tell intended victims their account is past due and they must pay using a prepaid debit card , such as a Green Dot card.	Provides many options for payment; we NEVER REQUIRE the use of a prepaid debit card , such as a Green Dot card.
Threaten to turn off power if a payment is not made immediately .	Sends disconnection notices by U.S. mail before turning off power. If you are uncertain of your account status, you may check it using the My Account feature on our website or call us at our standard customer service phone numbers.
May call on nights and weekends .	Contacts customers Monday through Friday only – not on weekends. Business customers are contacted from 8 a.m. – 5 p.m. (CST); and residential customers from 9 a.m. – 8 p.m. (CST).
Claim that the customer has overpaid their energy bill and need to provide a personal bank account or credit card number to facilitate a refund .	Will apply overpayments to a customer's billing account allowing the credit balance to cover future energy charges. Refunds of overpayments are typically only made by mailing a check to the customer's address on file. We will not call a customer to ask for bank account or credit card information for the purpose of providing a refund .
Provide a fake account number , anticipating the customer will not know their own or have access to it.	Can provide additional information to confirm that a payment reminder call is legitimate. For example, you could ask us to provide you with the date you opened an account with the company.
Play a recording that sounds like an Xcel Energy phone system message when a victim calls the call back number they provide.	Our standard customer service lines are 1-800-895-4999 (residential callers) and 1-800-481-4700 (business callers). You may always call these numbers to verify the authenticity of a call you received .
Manipulate caller ID to display a fake number, which may actually be Xcel Energy's number. This is called spoofing.	If we call a customer, it will be from the phone numbers listed above. If you are suspicious about the call you are receiving, you may always hang up and call back. You can always count on a legitimate representative helping you with your billing and payment questions at these numbers.

