

# Reporting Impostor Utility Scams

Below is a list of suggested companies, agencies, and organizations you may wish to reach out to you if you think you have been contacted by a scammer or have been a victim of a scam:

## YOUR UTILITY

Your utility can answer any questions you might have about your bill or account. Also, your utility may be working with law enforcement and other partners investigating criminals and assisting in shutting down scams. You should be able to find your utility’s phone number on your monthly bill, on your utility’s website, or through your phone’s directory assistance.

Entity	Website/Phone Number	Purpose
<b>Local and State</b>		
<b>Local Law Enforcement</b>	<ul style="list-style-type: none"> <li>■ <a href="http://www.usacops.com">www.usacops.com</a></li> <li>■ 311 or 411 (non-emergency)</li> <li>■ 911 (emergency)</li> </ul>	If you feel you are in immediate danger, call 911. If you want to report a crime or suspected crime, contact your local law enforcement.
<b>State Attorney General Office</b>	<ul style="list-style-type: none"> <li>■ <b>National Association of Attorneys General</b> — <a href="http://www.naag.org">www.naag.org</a></li> </ul>	Your state attorney general likely has a consumer protection division that accepts consumer complaints and inquiries about fraud.
<b>State Consumer Protection Agency &amp; State Utility Consumer Advocate</b>	<ul style="list-style-type: none"> <li>■ <b>State Consumer Protection Agency</b> — <a href="http://www.usa.gov/state-consumer">www.usa.gov/state-consumer</a></li> <li>■ <b>National Association of State Utility Consumer Advocates</b> — <a href="http://www.nasuca.org">www.nasuca.org</a></li> </ul>	Your state may have an agency that takes and investigates consumer complaints. Many states have agencies or divisions of agencies dedicated to assisting utility consumers.
<b>State Utility Commission</b>	<ul style="list-style-type: none"> <li>■ <b>National Association of Regulatory Utility Commissioners</b> — <a href="http://www.naruc.org">www.naruc.org</a></li> </ul>	All states have an entity with oversight authority over electric, water, and natural gas companies, and most have consumer protection authority.

Entity	Website/Phone Number	Purpose
<b>Federal</b>		
<b>Federal Bureau of Investigation (FBI), Internet Crime Complaint Center (IC3), or Local Office</b>	<ul style="list-style-type: none"> <li>■ <a href="http://www.ic3.gov/complaint">www.ic3.gov/complaint</a></li> <li>■ <a href="http://www.fbi.gov">www.fbi.gov</a></li> </ul>	IC3 collects information from consumers who believe they have been the victim of an internet crime. The FBI asks consumers to contact their local FBI office to submit a tip electronically.
<b>U.S. Computer Emergency Readiness Team (US-CERT)</b>	<ul style="list-style-type: none"> <li>■ <a href="http://www.us-cert.gov/report-phishing">www.us-cert.gov/report-phishing</a></li> <li>■ <a href="mailto:phishing-report@us-cert.gov">phishing-report@us-cert.gov</a></li> </ul>	US-CERT allows you to report phishing messages and website locations.
<b>U.S. Postal Inspection Service (USPS)</b>	<ul style="list-style-type: none"> <li>■ <a href="http://www.postalinspectors.uspis.gov">www.postalinspectors.uspis.gov</a></li> <li>■ <a href="http://www.deliveringtrust.com">www.deliveringtrust.com</a></li> <li>■ 800-372-8347</li> </ul>	USPS allows you to report mail fraud and also provides information about how to protect yourself from mail fraud.
<b>Social Security Administration (SSA)</b>	<ul style="list-style-type: none"> <li>■ <a href="http://www.ssa.gov">www.ssa.gov</a></li> <li>■ 800-269-0271</li> </ul>	If you believe someone is using your Social Security number, contact the SSA fraud hotline.
<b>Federal Trade Commission (FTC)</b>	<ul style="list-style-type: none"> <li>■ <a href="http://www.consumerfinance.gov/complaint">www.consumerfinance.gov/complaint</a></li> <li>■ 855-411-CFPB (855-411-2372)</li> </ul>	If you have been a victim of a scam and you are having trouble getting a response from your financial institution, you may wish to call the FTC.
<b>Federal Communications Commission (FCC), Consumer Complaint Center</b>	<ul style="list-style-type: none"> <li>■ <a href="http://www.consumercomplaints.fcc.gov">www.consumercomplaints.fcc.gov</a></li> <li>■ 888-CALL-FCC (888-225-5322)</li> </ul>	By filing a consumer complaint with the FCC and telling your story, you contribute to federal enforcement and consumer protection efforts on a national scale and help them identify trends.

Entity	Website/Phone Number	Purpose
<b>Other Assistance</b>		
<b>Credit Reporting Agencies (CRAs)</b>	<ul style="list-style-type: none"> <li>■ <b>Equifax</b> <ul style="list-style-type: none"> <li>— <a href="http://www.equifax.com">www.equifax.com</a></li> <li>— 800-525-6285</li> </ul> </li> <li>■ <b>Experian</b> <ul style="list-style-type: none"> <li>— <a href="http://www.experian.com">www.experian.com</a></li> <li>— 888-397-3742</li> </ul> </li> <li>■ <b>TransUnion</b> <ul style="list-style-type: none"> <li>— <a href="http://www.transunion.com">www.transunion.com</a></li> <li>— 800-680-7289</li> </ul> </li> </ul>	<p>If you think you have been a victim of identity theft, you may wish to contact the CRAs, obtain a copy of your credit report, and ask that an alert be placed on your credit record requiring that you be contacted before credit is extended using your name/Social Security number.</p>
<b>Better Business Bureau (BBB), Scam Tracker</b>	<ul style="list-style-type: none"> <li>■ <a href="http://www.bbb.org/scamtracker/us">www.bbb.org/scamtracker/us</a></li> </ul>	<p>If you have experienced a scam, you can tell BBB about it, help them investigate the fraud, and warn others by reporting what you know. The free interactive tool, Scam Tracker, offers a map showing where scams are being reported.</p>
<b>AARP Fraud Watch Network (FWN)</b>	<ul style="list-style-type: none"> <li>■ <a href="http://www.aarp.org/money/scams-fraud/fraud-watch-network">www.aarp.org/money/scams-fraud/fraud-watch-network</a></li> <li>■ 877-908-3360</li> </ul>	<p>The FWN provides you with access to information about identity theft and the latest scams, lets you to sign up for free Watchdog Alerts to stay up to date on scammer tactics, and allows you to share your story and receive assistance from its call center.</p>

Entity	Website/Phone Number	Purpose
<b>Payment Providers</b>		
<p><b>Prepaid Card Companies &amp; Wire Transfer Companies</b></p>	<ul style="list-style-type: none"> <li>■ <b>Green Dot</b> <ul style="list-style-type: none"> <li>— <a href="http://www.secure.greendot.com/customer-support/report-fraud">www.secure.greendot.com/customer-support/report-fraud</a></li> <li>— 866-795-7597</li> </ul> </li> <li>■ <b>MoneyPak</b> <ul style="list-style-type: none"> <li>— <a href="http://www.moneypak.com/security">www.moneypak.com/security</a></li> <li>— <a href="http://www.attheregister.com/moneypak/profile/refund/request">www.attheregister.com/moneypak/profile/refund/request</a></li> </ul> </li> <li>■ <b>Reloadit</b> <ul style="list-style-type: none"> <li>— <a href="http://www.reloadit.com/ProtectYourMoney">www.reloadit.com/ProtectYourMoney</a></li> <li>— 888-633-9434</li> </ul> </li> <li>■ <b>Vanilla</b> <ul style="list-style-type: none"> <li>— <a href="http://www.myvanillacard.com/faq.html">www.myvanillacard.com/faq.html</a></li> <li>— 855-686-9513</li> </ul> </li> <li>■ <b>iTunes Gift Cards</b> <ul style="list-style-type: none"> <li>— <a href="http://www.support.apple.com/itunes-gift-card-scams">www.support.apple.com/itunes-gift-card-scams</a></li> <li>— 800-275-2273</li> </ul> </li> <li>■ <b>Western Union</b> <ul style="list-style-type: none"> <li>— <a href="http://www.westernunion.com/us/en/send-money/app/report-fraud">www.westernunion.com/us/en/send-money/app/report-fraud</a></li> <li>— 800-448-1492 (Fraud Hotline)</li> </ul> </li> <li>■ <b>MoneyGram</b> <ul style="list-style-type: none"> <li>— <a href="http://www.corporate.moneygram.com/compliance/fraud-prevention/report-fraud">www.corporate.moneygram.com/compliance/fraud-prevention/report-fraud</a></li> <li>— 800-926-9400</li> </ul> </li> </ul>	<p>Using untraceable prepaid cards or wiring money to a scammer makes it nearly impossible to get back. Once you share the number on the card, the money is gone. In some rare cases, fraud victims may be able to call a customer service number immediately to stop a payment from being deposited to a card, preventing a scammer from profiting off the potential victim.</p>