

Recognize the warning signs of a utility scam.



If something seems off - it probably is.
Protect yourself and your bank account.

Scammers may:

- **Threaten disconnection** for an alleged past due bill.
- **Promise big savings** with their products or services or say you're entitled to a refund or eligible for a rebate.
- **Demand immediate payment** with a prepaid card, cryptocurrency or third-party digital payment mobile applications.
- **Disguise their identity** to look like us, including phone spoofing and similar email addresses.
- **Target customers** through unsolicited calls, text, emails or in-person visits.

AES Ohio employees & contractors:

- Always wear an **AES badge**.
- **Do not sell services door-to-door**.
- Will have **specific and accurate information** related to your billing and account.
- **Will not ask** to see your bill.
- **Do not require** or strongly recommend a specific payment method or provide barcodes for payment at third-party sites.



For more information on utility scams, visit:
aes-ohio.com/bill-payment-scams