



PROTECT YOURSELF FROM ENERGY FRAUD

In recent years, we've seen more attempts by criminals pretending to be from Consumers Energy trying to scam people out of money.



- We're working with law enforcement to protect our customers. Your best defense is to be aware. Avoid becoming a victim.
- We offer many ways to pay – by mail, in person or over a secure Internet site. Learn more at ConsumersEnergy.com/waystopay.
- We won't request personal information or insist on payment in less than 24 hours.
- We never demand payment using only a pre-paid credit card.

What You Should Know

- Do not pay over the phone using a pre-paid credit card.
- Do not give personal information or money over the phone to anyone you do not know.
- If you receive a call and believe it may be a scam, call us immediately at **800-477-5050**.



DID YOU KNOW? Consumers Energy employees and authorized contractors wear ID badges.

7 Common Items in Scams

- 1 A phone call demanding payment within a short time frame.
- 2 Threaten service will be shut off if payment is not made.
- 3 Insist on a specific form of payment, like a pre-paid credit card from a convenience store.
- 4 May seek personal or account information.
- 5 May have an account number or what sounds like the proper bill amount.
- 6 May "spoof" your phone, making it appear as if the call comes from Consumers Energy.
- 7 May provide an 800 or 888 number to call that is not ours.

Consumers Energy
Count on Us®