



People's Energy Cooperative

Your Touchstone Energy® Cooperative 

Immediate NEWS RELEASE

For additional information contact,
Gwen Stevens, Director of Cooperative Relations
507-367-7015 or gstevens@peoplesenergy.coop

SCAM ALERT

ORONOCO, MN, February 14, 2022 — In recent days, People's Energy Cooperative (PEC) has seen an uptick in the number of utility scams reported to the Cooperative. One member reported being told that he had overpaid his bill and that the Cooperative was refunding his money. Other members reported being told they would be refunded \$50 and receive a discount on future bills. In all cases, members were asked to provide their bank information over the phone.

People's Energy Cooperative employees will never request bank or payment information from members over the phone. Member service representatives will only ask for information to identify who a member is. Payment information can only be accepted through our secure automated phone system as well as through our online account management system, SmartHub.

The following are a few reminders on how to take control of the situation when you've been targeted by a scammer:

- **Take your time:** Utility scammers try to create a sense of urgency, so you'll act fast and hand over personal information, especially over the phone. Take a moment to think about the situation before acting.
- **Be suspicious:** Scammers typically request immediate payments through prepaid debit cards or third-party apps. Unusual requests like this should raise red flags. Remember, if the request seems strange and out of the ordinary, you're likely being targeted by a scammer.
- **Confirm before you act:** If you're contacted by someone claiming to represent People's Energy or another utility but you're unsure, just hang up the phone and call the utility directly. You can reach us at 800-214-2694 to verify the situation.

About People's Energy Cooperative

People's Energy Cooperative is a member-owned electric cooperative celebrating 85 years of delivering retail electric power to its 20,000 consumer-members in Olmsted, Dodge, Fillmore, Mower, Wabasha, and Winona Counties. People's Energy Cooperative is a Touchstone

Energy® cooperative and a member-owner in the Dairyland Power system of electric cooperatives that generates and transmits reliable electric power in 62 counties of four states (Wisconsin, Minnesota, Iowa and Illinois). People's is an equal opportunity provider and employer.

###