



People's Energy Cooperative

Your Touchstone Energy® Cooperative 

Immediate NEWS RELEASE

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Phone Scam Alert

ORONOCO, MN, January 28, 2025 — A member of People's Energy Cooperative (PEC) was the target of a scam after receiving a phone call from someone claiming to be from PEC and threatening disconnection because a form was not renewed.

During the call, the scammer said they were from 'People's Energy' and needed payment right away because he hadn't signed his renewal letter for auto pay. The scammer indicated that if he did not pay, he would get disconnected. They requested an amount similar to the member's monthly payment and gave him a Cash App barcode to pay through an app. Unfortunately, the member was caught at a busy time and provided payment information.

PEC would like to remind members of the public that if they receive a call from someone claiming to represent a utility company, and the caller is asking for personal information, hang up and call the customer service number on your bill. It is very important to remember that PEC staff will never request bank or payment information from members over the phone. Member service representatives will only ask for information to identify who the member is.

PEC members can access their account, for such things as auto pay, through SmartHub or over the phone by calling our secure payment line at (844) 965-1335. **The Cooperative does not disconnect service without sufficient prior notice.** Finally, the Cooperative does not use barcodes for accepting payments.

We appreciate that this member called to report the scam so we can warn others.

About People's Energy Cooperative

People's Energy Cooperative is a member-owned electric cooperative celebrating 88 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, employer, and lender.

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