



People's Energy Cooperative

Your Touchstone Energy® Cooperative 

Immediate NEWS RELEASE

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Phone Scam Alert

ORONOCO, MN, May 14, 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 yesterday.

The scammer claimed to be from the Cooperative and told the member they were behind on their payment and if they didn't pay immediately, they would be disconnected. A barcode was sent to the member to pay through a text from California area code (562). Unfortunately, the member paid \$1,500. The scammer called back today saying the payment didn't go through and they needed to pay again. The member then called us to verify and realized it was a scam.

PEC reminds everyone 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 check their account status 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 89 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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