



# WEST LAFAYETTE POLICE DEPARTMENT

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## Press Release

### Scam Alert about Fraudulent Caller Alleging to be with Duke Energy Threatening to Cut Off Service

West Lafayette, Indiana, April 20, 2015

Area businesses and residents need to be aware of a telephone scam that is occurring in our area. A subject claiming to be with Duke Energy places a telephone call to the potential victim and tells them that they need to pay their utility bill, or their power will be cut off within a very short amount of time, usually an hour or less. The caller tells the victim that they have to pay the bill using a Reloadit card, and when the victim obtains a Reloadit card the caller has the victim supply them with the payment information from the card.

One Victim of the scam said that Duke Energy appeared on their caller ID when they received the call, and the caller had specific information about their account to include their account number, the name on the account, and the amount of their last bill. This victim noted that they received the call from telephone number 855-979-1487, and when they called the number back they received a recorded message that sounded like that of Duke Energy. When given the option to make a payment they could get a person, but any other option would only provide a hold or music.

On the Duke Energy website they advise that occasionally they may call you to discuss your account. If they do, they will provide you with information that only you and Duke Energy would know in order to validate that their call is legitimate. If you are uncomfortable providing information by phone, or if you believe the call is a scam, Duke Energy advises you to call the company directly at 1-800-521-2232. Duke Energy further advises that customers with delinquent accounts will receive multiple notifications from the company over the course of several weeks before service is disconnected. You will never receive a single notification just one hour before being disconnected, and Duke Energy will never ask or require customers with delinquent accounts to purchase a prepaid debit card to avoid having their service disconnected.

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