MINNESOTA POWER REMINDS YOU TO BE WARY OF SCAMMERS

Don’t be misled.
Protect yourself from scams.

1.800.228.4966 | www.mnpower.com/alerts
Utility phone scams typically involve callers claiming to represent a utility company attempting to trick people into paying them money by threatening to turn off their service. The scammer usually insists the victim pay immediately with a pre-paid debit card (i.e. Green Dot Moneypak card), which provides them easy access to your money.

**The Scam**

**What You Can Do**

**HANG UP**
If there’s any doubt about the authenticity of a caller, hang up and call your utility provider directly to verify your billing and payment status.

**REPORT IT**
Contact your local authorities and utility provider to report theft or attempted theft due to scams. Quickly fill out a Green Dot Moneypak refund request to try and stop your money from being transferred (https://www.moneypak.com/refundrequest.aspx).

**BEWARE**
Never give out personal information, debit/credit card numbers or wire money as a result of an unexpected or unsolicited call if you cannot validate the caller’s authenticity.

**GET IT IN WRITING**
Customers will typically be contacted several times via U.S. Mail about past due bills before their service is turned off.

**KNOW YOUR OPTIONS**
Utilities provide many options for payment and never require the use of a pre-paid debit card.