

# Don't fall for impostors' scams

Madison Gas and Electric customers are reporting fraudulent calls from impostors claiming to work for MGE. These impostors attempt to collect money for past-due accounts and/or upgrades or repairs to utility meters. The scammers give instructions to pay with a prepaid debit card or with a wire transfer, and often threaten immediate disconnection.

## That is not MGE.

We want our customers to be safe. Don't be fooled by an impostor. If someone calls you with an MGE-related offer or comes to your door claiming to be from MGE, be sure it's not an impostor before you proceed.

## On the phone

- Ask for identification. Pull out your most recent MGE bill and ask the caller to tell you the account number and the amount due. If you don't have your bill handy, ask for the name on the account, the account address, and the exact balance. If the individual cannot provide that information, it isn't MGE.
- If you suspect the call may be fraudulent, hang up and call us at 608-252-7222.
- When customers are behind in their payment, MGE provides past-due notification in writing before service is shut off for nonpayment.
- When customers call MGE for billing inquiries, employees will always be able to provide account information and the exact balance due.

**Do not provide your Social Security number, credit card numbers or bank account information to anyone who requests the information during an unsolicited phone call.**

## At your home or business

- Ask for identification.
- All MGE employees and contractors working for us are required to carry a **company ID card** with their name and photo prominently displayed. Ask for it. Don't let anyone enter your home if he or she cannot show you proof of identification.

• If someone comes to your door claiming to be from MGE and you aren't sure, call us at 608-252-7222 to verify that the person works for MGE.



- Look for our uniform. While not all MGE employees wear uniforms, our field service people who are most likely to request access to your home wear uniforms with an MGE logo sewn on.
- MGE employees who access your home typically drive a clearly identifiable white and green MGE vehicle as well.

## Don't be fooled

- MGE will not ask for money to replace or work on your meter.
- MGE meters will not blow up if you use a lot of power.
- MGE does not charge for line clearance work. Do not pay for tree-trimming work by individuals claiming to be from MGE or an MGE contractor.
- MGE will not attempt to collect a bill payment at customers' homes or businesses.

## Help stop impostors from trying to victimize others

If you've been approached, please:

- Call your local police department to report your incident. The police need your help to catch the culprits so they can't victimize others.
- Madison residents can go online to report.
- File a complaint with the Department of Agriculture, Trade and Consumer Protection at DATC online complaint form.

Let's stop these people before others can be hurt!  
Thank you for your help.