

# PROTECT YOURSELF FROM SCAMS



Scams are schemes that use misinformation and scare tactics to obtain your personal, financial and other important information. They can happen over the phone, email, by mail — and even in person.

**Here are some ways to protect yourself from scammers pretending to work for PG&E:**

## PHONE/CALLER ID SCAMS

Scam phone calls can show up on your caller ID as “PG&E.”

### Fraudulent calls often:

- Ask for payment in an unconventional way such as gift cards and payment apps.  
» Visit our [Ways to Pay](#) to learn all the authorized ways you can pay your bill.
- Threaten to shut off power because of past due bills if payment is not made soon.
- Ask for Social Security, credit card or PG&E account numbers, logins and other personal information.
- Claim to represent PG&E to gain access to your home.



### IMPORTANT NOTE:

PG&E will never ask for financial information over the phone. If you feel unsure you are talking to a PG&E agent, call 1-800-743-5000 to confirm.

## EMAIL SCAMS

Email scams are suspicious emails that may send false bills requiring immediate payment and personal information.



- Do not click on any links or attachments.
- Never reply to the email.



### IMPORTANT NOTE:

If you encounter a suspicious email, report it to [ScamReporting@pge.com](mailto:ScamReporting@pge.com).

To learn more about guarding against scams, visit [pge.com/scams](https://pge.com/scams).

## IN-PERSON SCAMS

Scammers can also try to gain access to you and your information in person. They can pose as a company employee and even attempt to enter your home.

- Ask to see identification before letting anyone claiming to be a PG&E representative enter your home.
- If you still feel unsure, call PG&E Customer Service at 1-800-743-5000 to see if PG&E is conducting visits in your area.



### IMPORTANT NOTE:

For scheduled appointments, you will get an automated call or a call from a representative prior to your appointment.