

## **The following is a message from Duke Energy:**

This week is Utility Scam Awareness Week and utilities across the country are joining forces to arm customers with the knowledge to spot scams and protect their information.

From January through September 2019, more than 6,000 Duke Energy customers in North Carolina reported scam attempts, which has resulted in nearly \$150,000 stolen by scammers.

Unfortunately, scammers continue to become more sophisticated so it's important for customers to be alert and ready to spot scams.

Three of the most common scams are a threat to disconnect service, a request for immediate payment and a request for prepaid debit card information. Duke Energy never asks or requires

a customer with a delinquent account to purchase a prepaid debit card to avoid disconnection, and customers with delinquent accounts receive an advance disconnection notification from

Duke Energy with the regular monthly billing – never a single notification quickly before disconnection. We're continuing to fight utility-impostor scammers who target our customers and need your help.

### **What can you do to help?**

Share awareness tips with neighbors, friends and family members through social media, using the hashtag #StopScams. By knowing what to look for and asking questions, we can help shut down scammers.

Below are some links with helpful information:

- [Interactive Quiz](https://illumination.duke-energy.com/articles/quiz-do-you-know-how-to-spot-a-utility-scam): How to spot common utility scams. Take our quiz based on real scenarios to test your knowledge. <https://illumination.duke-energy.com/articles/quiz-do-you-know-how-to-spot-a-utility-scam>
- News release: <https://news.duke-energy.com/releases/duke-energy-expands-campaign-to-protect-its-customers-from-fraud>

Finally, as we approach the holidays, I hope you will find time to relax and celebrate with family and friends. I am thankful for the many wonderful customers I work with on a daily basis.

May each of you have a safe and happy holiday season.

Millie M. Chalk  
Duke Energy Progress - District Manager

