



The Jefferson County Sheriff's Office is requesting vigilance from the community when it comes to Xcel Energy scams. The scam, targeting utility customers, has netted over \$1,000 from each business it strikes. The scam artist warns the customer that they are about to lose service and need to make a payment immediately. The customer is instructed to obtain GreenDot prepaid cards to make a payment over the phone.

Here's a look at some of the recent scams:

- The impersonator tells the customer to go to a local retailer and purchase a pre-paid cash card. The impersonator then persuades the customer to provide the card number over the phone.
- Impersonators provide a fake employee name and/or a fake ID number, and offer to come to the customer's residence to pick up the payment.
- Impersonators use a phone system to make it look like a call is coming from Xcel Energy thus making it look like the collection call is from the company.
- Impersonators have shown up at customer homes and told customers that their meter is broken and immediate payment is needed for repairs.
- Impersonators have told customers that they have overpaid their bill and Xcel needs the customer's bank account number or credit card number so they can process a refund.



These are all scams.

Xcel Energy says customers should only use authorized methods and past banking practices to pay their bills. Credit card numbers and any personal information should not be provided to suspicious callers.

Report suspicious incidents to the JCSO Fraud Hotline: 303-277-5550 and Xcel Energy at 1-800-895-4999.

You received this e-mail because you have signed up to receive timely e-mail alerts about crime, crime trends and public safety issues from the Jefferson County Sheriff's Office. Learn more at www.jeffcosheriff.com.