



Cuyahoga County
Consumer Affairs
consumeraffairs.cuyahogacounty.us



216-443-SCAM (7226)

Utility Shutoff Scams

Scammers posing as electric company employees are calling, texting, and even going door to door threatening Cuyahoga County residents with immediate utilities shutoffs if they don't pay. Scammers also may claim people are eligible for discounts and refunds.

How to protect yourself:

- **Don't panic.** Utilities don't make surprise calls about shut offs. They will always mail or email formal disconnection notices.
- **Be skeptical** of the Caller ID. Scammers may spoof their numbers or use the name of your utility company.
- **Disconnections** are not scheduled at night, weekends, or without a written warning.
- **Know that scammers** ask you to pay with retail gift cards, Bitcoin, or reloadable cards (like MoneyPak). Utilities don't accept these payments, but scammers use them because they're hard to trace. Retail gift cards can be quickly laundered by scammers once numbers are provided, and Bitcoin payments can't be reversed.
- **Never give** any account or personal information to someone who calls or knocks on your door. Do not show your bill to solicitors. Utility companies will not offer you discounts and then ask for personal information.
- **If you're worried about your account**, contact your utility using the number from your bill.

Report suspicious calls and emails to Scam Squad at **216-443-SCAM (7226)** or online at cuyahogacounty.us/scamsquad.