



Washington Electric Cooperative, Inc.

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Dear WEC Members,

Please be aware that suspicious calls are being made to members again as has happened in the past. The callers are impersonating utility companies requesting money and threatening disconnection of power. Please contact WEC directly if you receive such a call. Please note that WEC **does not** under any circumstance require payment by telephone call within a set period of time over the phone and does not disconnect service without following a notification

Please note that WEC does reach out to members by phone between the hours of 7:30 a.m. and 4:00 p.m. if they are at risk of disconnection the next day, but we do not require immediate payment. WEC offers many options for how the payment can be made to the utility, but we will not force a member to pay immediately by credit card. If we call you and you have any questions on the legitimacy of the call, hang up and call WEC back at the main office number, 1-802-932-5245. That way you are placing the call and you know you are calling WEC. We take calls 24 hours a day, seven days a week, so you will always reach us. Phone calls after 5 p.m. go to our answering service, so we recommend that you call as soon as possible after 7:30 a.m. the following morning if you have reason to believe that your power is at risk of being disconnected. Also, please be aware that disconnections will only occur between 8:30 a.m. and 2 p.m., Monday through Thursday.

Don't fall for high-pressure tactics, including threats that you're about to be disconnected for not paying your bill. You can help shut down these calls by promptly reporting to local law enforcement and providing any caller ID information that you may have. But most importantly, don't get taken in – don't provide any cash, credit card, debit card or bank account numbers to anyone over the phone unless you are certain of the caller's authenticity.

Please stay safe and as healthy as possible.

Thank you, Washington Electric Coop

Press release published in VT-Digger, September 3, 2020

<https://www.washingtonelectric.coop/2020/09/vermont-utilities-warn-customers-of-phone-scam-today/>

*A renewable energy provider. Owned by its members since 1939.
Washington Electric Cooperative is an equal opportunity provider and employer.*