

Scams in the Energy Industry

We have recently seen a significant uptick in scams, especially within the southeastern Pennsylvania area, and thought it might be important to point out some of what is happening, so buyers and end users of energy could be aware

Example 1

Your facility receives a call from a person that represents themselves as the manager of the local utility. They indicate that your contract is ending, and you must obtain supply from their source, or your facility will be subject to penalties and substantially higher costs. This person will then try to bind your facility to an agreement.

Our Thoughts: Do not speak to anyone regarding your account, only a trusted supplier or your utility representative. If you receive a call like this, hang up and call your supplier or utility directly. Do not provide account information to anyone. You can also tell these entities to email you their credentials so that you can verify them with your local utility. This extra step will prevent a “slamming” issue.

Example 2

Your facility receives a call from a service representing a supplier. They also indicate that they are "part" of the local utility as a surrogate. They will say that they are checking your account and that their records show that your facility must switch to a different supplier, and they can give a number of false reasons why. They in turn record your call and bind you in a vague conversation to an agreement.

Our Thoughts: When someone calls on a recorded line and indicates or alludes to binding your facility to an agreement and you have no idea who these entities are, please hang up. Again, ask that any requests be emailed to you for verification. This situation happens frequently. All suppliers of creditability will discuss in detail a supply contract and provide an agreement for evaluation and signature. Anything else should be of concern.

If you have any questions regarding any issues of this nature, reach out to us. We certainly can be of assistance in explaining the legitimate path to contracting an energy supply agreement.

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