PG&E Customers Report Automated Scam Calls

PG&E customers are reporting automated calls threatening to disconnect service. According to PG&E’s Brandi Merlo, customers are reporting telephone scams with calls that show PG&E on the caller ID 1-800-743-5000. Or, the caller may falsely claim to represent PG&E. The utility says the caller will instruct you to press a menu option and then are connected to someone who asks for personal information. It’s a scam, hang up. Be aware that, PG&E is not making these calls; scammers can disguise their true phone numbers or simply claim to be from PG&E. Merlo says, PG&E will never ask for your financial information over the phone. False financial requests like this should be treated as scams. Merlo added, PG&E’s corporate security department and local authorities investigate all reported scams. Take action against caller ID scams. Remember, if you have doubts about an incoming call from PG&E, hang up and call the PG&E customer service number: 1-833-500-SCAM or (1-833-500-7226).