



GARY R. HERBERT
Governor

SPENCER J. COX
Lieutenant Governor

State of Utah Department of Commerce

FRANCINE A. GIANI
Executive Director

THOMAS A. BRADY
Deputy Director

DANIEL O'BANNON
Director, Division of Consumer Protection

March 6, 2017

MEDIA ALERT

Division of Consumer Protection warns fake utility scam still calling Utah consumers

"Investigators received reports that callers posing as Rocky Mountain Power are contacting Utah citizens and businesses with threats to shut off electric power to attempt to steal money"

(For immediate release...)

SALT LAKE CITY, Utah – Francine A. Giani, Executive Director of the Utah Department of Commerce, announced today the Utah Division of Consumer Protection and Rocky Mountain Power continue to receive reports that callers falsely claiming to be affiliated with Rocky Mountain Power are still targeting residents of Utah. According to these reports, the scam callers claim that the customer has failed to pay a utility bill. The scam callers then utilize scare tactics to convince the customer that the only way to avoid an interruption in service is to pay immediately.

These tactics include claiming that a Rocky Mountain Power truck is down the customer's street and ready to turn off service. Reports indicate that scam callers often request payment via reloadable cards, but the scam callers may attempt to gain credit card information. The perpetrators of this fraud may use phone numbers with Utah area codes, and may have registered a phone number in such a way that "Rocky Mountain Power" appears on a customer's caller ID. Information provided by Utahns victimized by these scam calls indicates that Utah businesses are being specifically targeted.

"Don't fall victim to these blatant scammers," warned Francine A. Giani. "If you have questions, contact your utility directly using the number on your bill."

If business or residential customers receive such a call, they should hang up immediately and call Rocky Mountain Power at 1-888-221-7070.

If a business or individual has sent money to a caller claiming to be from Rocky Mountain Power and would like to file a complaint with the Utah Division of Consumer Protection, log on to; www.consumerprotection.utah.gov

For media enquiries contact:
Jennifer Bolton

Public Information Officer
Utah Department of Commerce
(801) 530-6646 office
(801) 652-8322 cell
Follow us on Twitter @UtahCommerce