

# Keep Yourself Safe from Scammers

## Be Alert for Scammers and Imposters

Customers can avoid being scammed by taking a few precautions:

- **Never provide your social security number or personal information** to anyone initiating contact with you claiming to be a company representative or requesting you to send money to another person or entity other than Delmarva Power.
- **Always ask to see a company photo ID** before allowing any Delmarva Power worker into your home or business.
- **Never make a payment for services to anyone coming to your door.**

Delmarva Power reminds customers to always be on alert for potential scams targeting energy customers. Scams occur throughout the year, with scammers attempting to take advantage of energy customers across the United States. We have received reports that scammers are threatening to shut service off, discount energy bills and also are offering cash or credit incentives in order to obtain a customer's personal or financial information.

## Protect Yourself

- Delmarva Power representatives will never ask or require a customer with a past due balance to purchase a prepaid debit card to avoid disconnection.
- Customers can make payments online, by phone, automatic bank withdrawal or by mail.
- Customers with a past due balance will receive multiple disconnect notifications – never a single notification one hour before disconnection.

If you have any doubt about the validity of a person's claim to represent Delmarva Power, please call us immediately at **800-375-7117**.