



### Did You Know?

New scams are emerging every day. Protect yourself by staying informed.

**For latest tips and alerts,**  
visit us online at  
***[sdge.com/scams](https://sdge.com/scams)***



If you think you have been targeted or may have shared personal information, call us right away at

**1-800-411-7343**



## Beware of Scam Artists

There has been a recent spike in criminals impersonating SDG&E<sup>®</sup> employees and using new tactics to defraud customers. One common scheme involves threatening to shut off a customer's power unless they make an immediate payment for a past-due bill.

Some of these calls may even appear to come from SDG&E's official number – this is known as caller ID spoofing. Don't be fooled.

### Protect yourself with these tips:

#### Protect your financial information

If someone calls claiming to be from SDG&E and asks for payment over the phone, it's a scam. SDG&E will never request your credit card or banking information by phone.

Never share your energy bill with anyone you don't know and only share financial information if **you** initiated the call through a verified SDG&E phone number. Always keep your **My Energy Center** login details private.

### Verify before you let them in

If someone claims to work for SDG&E and asks to enter your home or business, ask them to show you their company identification card. Also, ensure they're wearing an official SDG&E uniform and look to see if they arrived in an SDG&E-marked company vehicle.



### Beware of scam payment requests

Scammers may contact you by email, text or phone, demanding payment through Bitcoin, prepaid cards or apps like Venmo® or PayPal®. They may use SDG&E's logo, fake energy bills or QR codes to make their messages look real.

Visit **[sdge.com/PayBill](https://sdge.com/PayBill)** to see which payment methods SDG&E accepts. Remember, **you** must initiate the payments. SDG&E will never request payment by sending you a link.

### Behind on your bill? Stay safe and informed

If you have a past-due balance, we'll always notify you in writing before any service interruption. Need help? Visit **[sdge.com/assistance](https://sdge.com/assistance)** for payment plans and support. And remember—SDG&E will never ask for credit card info over the phone. If someone does, **it's a scam.**