

ESFI Recognizes Federal Trade Commission's National Consumer Protection Week

National Consumer Protection Week seeks to educate consumers on their rights to avoid fraud and scams.

ARLINGTON, VA, UNITED STATES, March 3, 2022 /EINPresswire.com/ -- The Electrical Safety Foundation International (ESFI) is recognizing the Federal Trade Commission's (FTC) National Consumer Protection Week happening March 6-12. The purpose of the week is to help consumers understand their rights to help them avoid fraud and scams. ESFI recently created infographics in [English](#) and Spanish to help address this important issue.

"Educating consumers to help protect them from utility scams is very important to our members, the 2,000 public power utilities that serve more than 49 million people across the nation," said Joy Ditto, President and CEO of the American Public Power Association and ESFI Board of Directors Member. "Digitization and technological advancements have allowed scammers to prey upon consumers in new ways, and we must work to put a stop to them."

[According to the FTC](#), fraud complaints were received from more than 2.8 million people in 2021, showing a total loss of \$5.8 billion, \$2.3 billion of which were from impostor scams. Many of these instances are electric, water, or natural gas utility scams targeting vulnerable populations. Imposters can strike at any time, but they often take advantage of customers who are elderly, non-English speaking, or live in areas that have been affected by a natural disaster. In these scams, scammers pretend they are representatives of utility companies and demand immediate payment to avoid service disconnects.

It is imperative to note that utility companies do not request payment or other personal information over the phone or through email, nor will they contact you, threatening to



AVOID UTILITY SCAMS

Learn how to avoid common phone utility scams

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LEARN HOW TO SPOT A UTILITY SCAM WITH THESE TIPS:

- 1**  **Utility companies do not request payment, or other personal information, over the phone or through email**
- 2**  **Utilities do not ask for gift cards, prepaid cards, or money transfers as forms of payment**
- 3**  **Utilities will not contact you threatening to disconnect service or ask for immediate payment over the phone or email**
- 4**  **Scammers can fake emails or phone numbers. If you have any questions about your account, contact the utility directly using the phone number or email listed on your bill**
- 5**  **Have you noticed a scam? Let your utility know. This can happen to you, your loved ones, and your neighbors.**

Please share this resource with vulnerable populations as they are likely to be targeted as victims

ESFI.org | www.facebook.com/ESFI.org | www.twitter.com/ESFIdotorg | www.youtube.com/ESFIdotorg

Learn how to avoid common utility scams.

disconnect service. They also do not ask for gift cards, prepaid cards, or money transfers as forms of payment. Scammers also often fake emails and phone numbers. If you have any questions about your account, contact your utility company directly using the phone number or email listed on your bill. If you encounter any of these red flags, let your utility company know immediately.

"As Chair of ESFI's Board of Directors, we are happy to support this initiative to help stop scams and keep consumers safe," said Lorraine Carli, Vice President of Outreach and Advocacy for the National Fire Protection Association (NFPA).

"Preventing utility scams aligns with our mission of being dedicated exclusively to promoting electrical safety at home and in the workplace."

Please visit the FTC's [site](#) for more information on National Consumer Protection Week and avoiding scams. For more information on how utilities across the country have partnered together to protect their customers from fraud, visit utilitiesunited.org. If you would like access to free electrical safety materials you can share throughout your community, visit esfi.org.

ABOUT ESFI

ESFI is a 501(c)(3) non-profit organization dedicated to promoting electrical safety at home and the workplace. For more information and to use ESFI's free resources throughout your community, visit esfi.org.

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EVITE ESTAFAS DE SERVICIOS PÚBLICOS

APRENDA COMO EVITAR ESTAFAS DE SERVICIOS PÚBLICOS
Internet Crimes Complaint Center estima que Americanos son estafados por **\$239 millón cada año**. Muchas de estas estafas, son estafas de servicios públicos donde los estafadores pretenden ser representativas de una compañía de servicios públicos y demandan pago inmediata para evitar desconexión de servicio.

APRENDA COMO IDENTIFICAR ESTAFAS DE SERVICIOS PÚBLICOS CON ESTOS CONSEJOS:

-  **Servicios públicos no piden pago, ni información personal, por teléfono o correo electrónico.**
-  **Servicios públicos no piden tarjetas de regalo, tarjetas prepagadas o transferidas de dinero, como forma de pagar**
-  **Servicios públicos no amenazan que van a quitar servicio o piden pago inmediato por teléfono o correo electrónico**
-  **Estafadores pueden falsificar direcciones de correo electrónico o números de teléfono. Si tiene usted una pregunta sobre la cuenta, **contacte servicios públicos directamente** con el número o correo electrónico listado en su cuenta**
-  **Has notado una estafa? Haga servicios públicos saber. Puede pasar a usted, su familia, o sus vecinos.**

Por favor, comparta este recurso con **comunidades vulnerables** porque es más probable que ellos se conviertan en una víctima

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