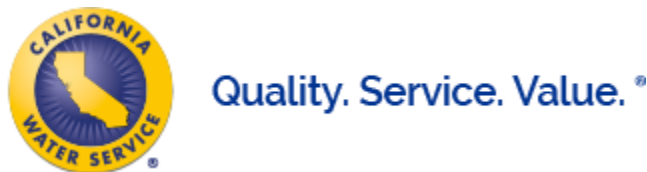


# How to Identify Authorized Utility Workers and Subcontractors





## Edison Employee Identification

<https://energized.edison.com/stories/beware-of-impostors-disguised-as-sce-employees>

*Southern California Edison continues to warn customers that scam artists have gotten more aggressive and creative in their attempts to trick you out of your money and personal information.*

*“We have seen a spike in reports of people showing up at customers’ residences and businesses claiming to be from Southern California Edison,” said Kari Gardner, senior manager, SCE Consumer Affairs. “Our employees always have their SCE ID badge on display for customers to see. And you can always call our Customer Service department to verify unscheduled visits.”*

*Recently, a man falsely claiming to be an SCE employee appeared at a customer’s home and said he needed to read the meter. When access to the property was denied, the stranger threatened to shut off the resident’s electricity. In another instance, a woman lost \$500 after being told by a telephone caller she had one hour to pay up on a supposedly late bill before her electricity would be disconnected.*

*“It’s really important to educate yourself so you can recognize red flags that are clear signs of a scam,” said Gardner. “Education and awareness are the key to prevention and the best way to protect yourself, your family, your home and your business.”*

*If you suspect fraudulent activity, hang up and report it to local police and to SCE at 1-800-655-4555. To learn more tips, visit [sce.com/scamalert](https://sce.com/scamalert).*

### **SCE’s Raise your scam awareness IQ with these tips:**

- Never let anyone inside your home or business that you don’t know or who has not scheduled an appointment with you in advance.
- Never make a payment over the telephone in response to an unsolicited call threatening to disconnect your service if you don’t pay immediately. SCE does not have a Disconnection Department.
- To check your account, visit your SCE online account or call the number on your SCE bill. Never use the call-back number provided by the caller.
- SCE does not accept prepaid debit cards, bitcoins or gift cards for bill payment. SCE employees never ask for, or collect, money out in the field.
- Never give your personal information to anyone, including your billing account information, Social Security number, ATM pin number, etc.
- Don’t trust caller ID, even if it says Southern California Edison. Criminals routinely use a caller ID “spoofing” scam to fool customers into thinking they’re talking to a real SCE employee.

## Edison Contractor Identification

### How to Identify Our Authorized Crews

Occasionally, an SCE employee or contractor may come to your door regarding construction activities or to leave a door hanger or letter. Most, but not all, of our employees will be wearing uniforms with an employee identification card. Our authorized contractors will have at least one of the following items for identification: a badge, hard hat, uniform and vehicle.



### **Reminders About SoCal Edison Practices**

- Our employees never demand immediate payment or ask you to wire money via Western Union or through a pre-paid credit card to prevent your electricity from being shut off. We will never require you to use a specific or single form of payment.
- Our employees never demand that you wire money via Western Union or through a pre-paid credit card to prevent your electricity from being shut off.
- Our employees never ask you for money, your credit card, or the use of your telephone.
- We only accept checks made out to "Southern California Edison" or "SCE." For added security, you can sign up for online payment.
- We accept payment at our authorized payment agents. Before paying your bill at a store or business, you can verify that it's authorized by calling us at 1-800-655-4555.
- Our employees do not engage in door-to-door sales. Never allow anyone into your home claiming to sell SCE or Edison products or services. If you believe a visitor is impersonating a utility worker, call 911.
- Our employees do not deliver cash refunds or rebates to customers' homes.
- We send notices about neighborhood tree-trimming work before we send crews to your area, and we never charge customers for line-clearance work. So don't pay for tree-trimming work performed by anyone claiming to be an SCE contractor.



## **SoCal Gas Employee Identification**

<https://www.socalgas.com/safety/safety-and-prevention/scams#:~:text=All%20SoCalGas%20employees%20on%20company,letting%20someone%20inside%20your%20home>.

### **Recognizing SoCalGas Employees and Impostors**

*We encourage you to be vigilant and question anyone who presents themselves as a representative of SoCalGas.*

*All SoCalGas employees on company business are required to carry a SoCalGas photo ID badge.*

*SoCalGas workers who perform in-home appliance services, work on gas meters or work on gas pipelines wear uniforms. However, some employees do not. Ask for identification before letting someone inside your home.*

*The majority of our authorized employees will always be in a uniform with our company logo, carry an official employee badge, and drive a company car.*

*Contractors certified to represent the Energy Savings Assistance Program must present a valid authorized contractor photo ID badge. To learn more go to the "Recognizing Your Authorized Contractor" "Recognizing Your Authorized Contractor" section on this page.*

*Most of the time we visit your home in response to a service request. If no one scheduled an appointment, call us before allowing anyone inside your home.*

*To verify the authenticity of anyone claiming to be a representative of SoCalGas, ask for proper identification or call headquarters at 1-800-427-2200 (or 1-800-342-4545 in Spanish).*

## **SoCal Gas Contractor Identification**

<https://www.socalgas.com/billing-payment/assistance-programs/energy-savings-assistance-program>

### **Verifying Your Authorized Contractor**

Contractors authorized to represent the Energy Savings Assistance Program must present a valid photo ID badge. On the front of the badge, there must be:

- The Energy Savings Assistance Program logo
- The picture and name of the Program Representative
- An expiration date (must be current)
- "Program Representative" explicitly listed
- The name of the approved contractor
- A badge number
- A Home Improvement Sales Registration (HISR) number
- On the back of the badge, there must be: The Energy Savings Assistance Program logo

### **SoCalGas's toll-free number**

If you are contacted by a contractor to schedule an appointment and have concerns about the contractor's identity or have general questions, call 1-800-331-7593 to speak with a SoCalGas representative. The representative can verify the contractor's identity and authorization to represent the Energy Savings Assistance Program.



Quality. Service. Value.®

## CalWater Employee Identification

<https://www.calwater.com/help/protecting-yourself-against-utility-scams/#:~:text=All%20Cal%20Water%20field%20employees,night%20nor%20on%20a%20weekend.>

### In-Person Scams

Scammers may pretend to be Cal Water employees and visit your home or business in an attempt to obtain credit card information, arrange for a fraudulent payment to be made, convince you to pay for an unneeded service, or gain access to your premises. Cal Water will never ask you to make payment to a specific person or at a specific location, and our employees will not visit your home to collect payment.

Remain vigilant if you are approached by someone seeking payment for your water bill or asking to inspect your water system. If you are ever unsure about someone claiming to be a Cal Water employee, please do not let him or her into your home, arrange any kind of payment, or provide banking information. Instead, call your local Customer Center for verification.

Here are a few things you should keep in mind if you are approached by someone who claims to work for Cal Water:

- All Cal Water field employees wear uniforms and carry identification with their photo, name, and the Cal Water logo.
- Cal Water will never ask you to pay your bill using gift cards, pre-paid credit cards, or money transfers.
- Cal Water will never visit your home and ask you to pay your bill using cash or a check.
- Cal Water employees will never visit your home to request access to test your water or check your pipes without making a prior arrangement.
- Cal Water never shuts off water service for non-payment outside of normal business hours. A delinquent account's service will not be shut off during the night nor on a weekend.
- If you are approached by a questionable person claiming to work for Cal Water, call us immediately so that Cal Water is aware of the situation.

## **Phone and Internet Employee Identification**

Unfortunately, these companies do not have employee or contractor identification methods on their websites.

The general rule is that you can call any company's customer service lines to help identify workers. If you feel that the person at your door is not an authorized cable or internet employee or contractor, and if you feel unsafe, do not allow them in and call the Sheriff's Department or 911.