

A message from First Energy Corp. Don't Fall for Telephone Scams

It has come to our attention that telephone scammers might be posing as a JCP&L employee demanding immediate payment.

In this widespread scam, which frequently targets small businesses, a telephone caller poses as an electric utility company employee. The caller threatens to shut off the customer's power unless an immediate payment is made.

The facts:

- If your account is past due, you will receive a written notice of your account status, with instructions on how to avoid disconnection of service.
- While our representative may call a customer whose bill is in arrears in order to remind them that a payment is due, the representative would explain how a payment can be made using our [established payment options](#). They will not demand payment over the phone, in person, or at a particular physical location.
- Our utilities do not accept prepaid debit cards or wire transfers as payment, and our representatives will not demand your bank information or credit card number over the phone.

What should you do:

- If you receive a suspicious call, hang up immediately.
- Be aware that scammers often use Caller ID spoofing software to misrepresent the source of a phone call, or provide you with a fake "verification" phone number. These call-back numbers may even include exact replicas of company greetings and hold messaging. If you would like to verify your account status, always call the JCP&L customer service number at 1-800 662-3115 or [log in](#) to your account on our website.
- If a person appears at your door demanding payment, do not allow them into your home, and do not provide them any personal information.
- If you believe you have been a victim of this scam, please contact your local police department or your state attorney general's office, and report telephone scams to the Federal Trade Commission at www.ftc.gov.
- If you have purchased a Green Dot card to pay your electric bill and would like to request a refund from Green Dot/MoneyPak, visit www.moneypak.com/refundrequest.aspx.*

**FirstEnergy is not affiliated with Green Dot Corporations and is not responsible for any refunds associated with Green Dot Card purchases. Any questions regarding the MoneyPak Refund Request should be directed to Green Dot Corporations.*

For additional information about scams go to <https://firstenergycorp.com/help/safety/scam-info.html>