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Be Alert for Scammers

Several Citizens' Electric customers have reported receiving suspicious telephone calls in recent weeks that we believe are scam-related. Customers reported that the caller indicated their electric service was about to be terminated for non-payment of their electric bills. We urge customers to listen carefully to all unsolicited calls and to always be extremely cautious about releasing any personal information over the phone. If your account is past due, Citizens' will mail a termination notice 10 days prior to the shut off date and then follow up with a phone call. We will never ask for immediate payment by check or credit card over the phone to avoid termination of your electric service. A quick Google search of "utility phone scam" will reveal the magnitude of this nationwide problem. If you have any doubts about a caller who identifies himself as a Citizens' Electric employee, please hang up and call us at (570) 524-2231 to verify the identity of the caller.

For the latest information concerning Citizens' Electric, we invite you to follow us on Facebook or Twitter. To join us on either social network, visit us at www.citizenselectric.com and click the icon of your choice to get set up.

