



GUARD AGAINST PG&E TELEPHONE AND EMAIL SCAMS

Telephone and email scams are ongoing. Learn about these scams for your protection.

CALLER IDENTIFICATION (ID) SCAMS

PG&E customers are reporting telephone scams with calls that show PG&E on the caller ID 1-800-743-5000. Or, the caller may falsely claim to represent PG&E.

Some of the fraudulent calls have included:

- Telling customers their bill is past due and that power will be shut off within the hour unless payment is made immediately.
- Asking for payment to PG&E be made with a gift card, MoneyPak® Card or through a payment app such as Venmo or Zelle®.
- **NOTE:** To review PG&E's authorized methods of payment, [visit our Ways to Pay page](#).
- Asking for your PG&E account number, login or Social Security number to understand your energy usage while attempting to sell you a service or provide an energy evaluation. Vendors do not need this information to get your usage data. PG&E offers the Share My Data program for vendors to get usage data only (not personal information), with your permission.
- Telling customers they are entitled to a PG&E refund and/or discount, a federal tax refund, or owe past-due balances to PG&E. The caller will attempt to obtain your PG&E account number and other personal information.
- Claiming a power shutoff is imminent and asking for personal information to determine if customer's address will be impacted.
- Claiming to represent a PG&E initiative so they can sell a product or gain entrance to your home.

Be aware that scammers can disguise their true phone numbers or simply claim to be from PG&E. PG&E is not making these calls.

PG&E WILL NEVER ASK FOR YOUR FINANCIAL INFORMATION OVER THE PHONE.

False financial requests like this should be treated as scams. The PG&E Corporate Security Department and the authorities are investigating all reported scams.

TAKE ACTION AGAINST CALLER ID SCAMS if you have doubts about an incoming call from PG&E, hang up and call the PG&E Customer Service number: [1-833-500-SCAM](tel:1-833-500-SCAM) ([1-833-500-7226](tel:1-833-500-7226)).

PROTECT YOURSELF AGAINST EMAIL SCAMS

PG&E customers **report receiving suspicious emails that appeared to be bills sent by PG&E**. These bills are fictitious and should be treated like scams.

[Visit PG&E Warns of Scam Emails, Calls Opens in new Window.](#)

If you receive a suspected scam email, email: ScamReporting@pge.com.

GUARD AGAINST POTENTIAL LOSS FROM SCAMS

The following are tips to help protect you from potential scams:

- Safeguard your personal information and credit card numbers by avoiding giving the information out over the phone. If you gave someone your credit card or checking account information over the phone, report it to the credit card company or bank and law enforcement.
- Beware of emails requesting your personal information. PG&E takes your security very seriously. We do not email anyone requesting that they provide personal information without first logging into your online PG&E account or calling us.
- Call PG&E at [1-833-500-SCAM](tel:1-833-500-SCAM) ([1-833-500-7226](tel:1-833-500-7226)) if you're concerned about the legitimacy of a call about a past due bill, service request or request for personal information
- Ask to see identification before letting anyone who claims to be a PG&E representative inside your home. PG&E employees always carry their identification and are always willing to show it to you.
- Call the PG&E Customer Service line at [1-833-500-SCAM](tel:1-833-500-SCAM) ([1-833-500-7226](tel:1-833-500-7226)) if a person claiming to be an employee shows identification and you still feel uncomfortable. We will verify an appointment and/or the presence of PG&E in the community. If you still feel threatened, notify local law enforcement.
- You will receive an automated or personal call from a gas service representative from PG&E prior to a scheduled visit.
- Learn more about protecting your home or business. [Visit Verify PG&E contact](#)