



Did You Know?

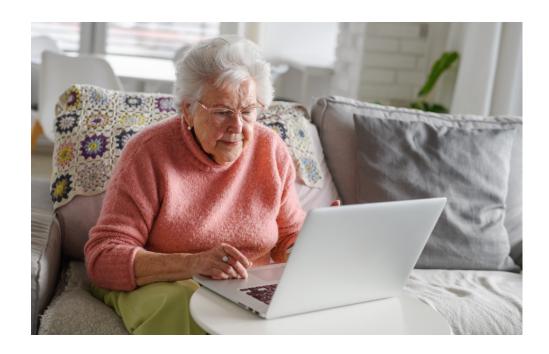
New scams are emerging every day. Protect yourself by staying informed.

For latest tips and alerts, visit us online at sdge.com/scams



If you think you have been targeted or may have shared personal information, call us right away at

1-800-411-7343



Beware of Scam Artists

There has been a recent spike in criminals impersonating SDG&E® employees and using new tactics to defraud customers. One common scheme involves threatening to shut off a customer's power unless they make an immediate payment for a past-due bill.

Some of these calls may even appear to come from SDG&E's official number – this is known as caller ID spoofing. Don't be fooled.

Protect yourself with these tips:

Protect your financial information

If someone calls claiming to be from SDG&E and asks for payment over the phone, it's a scam. SDG&E will never request your credit card or banking information by phone, and will never send employees to your door to collect payment. Never share your energy bill with anyone you don't know and only share financial information if **you** initiated the call through a verified SDG&E phone number. Always keep your **My Energy Center** login details private.

Verify before you let them in

If someone claims to work for SDG&E and asks to enter your home or business, ask them to show you their company identification card. Also, ensure they're wearing an official SDG&E uniform and look to see if they arrived in an SDG&E-marked company vehicle.



Beware of scam payment requests

Scammers may contact you by email, text or phone, demanding payment through Bitcoin, prepaid cards or apps like Venmo® or PayPal®. They may use SDG&E's logo, fake energy bills or QR codes to make their messages look real.

Visit **sdge.com/PayBill** to see which payment methods SDG&E accepts. Remember, **you** must initiate the payments. SDG&E will never request payment by sending you a link.

Behind on your bill? Stay safe and informed

If you have a past-due balance, we'll always notify you in writing before any service interruption. Need help? Visit **sdge.com/assistance** for payment plans and support. And remember—SDG&E will never ask for credit card info over the phone. If someone does, **it's a scam**.

