

# PROTECT YOURSELF FROM UTILITY SCAMS



## Be AWARE of scammers posing as Ameren representatives and demanding immediate payment or personal information.

- If you suspect an impostor, hang up the phone, or close the door, and call Ameren using the phone number on your energy bill to report the incident.
- Only call phone numbers listed on the Ameren website or energy bill when paying your Ameren bill. Do not use redial.
- Do not purchase a prepaid card, such as a Green Dot card, or provide any other form of payment that the caller or visitor is demanding.
- Never give out personal information such as bank account numbers, usernames and passwords, credit card numbers, or Social Security numbers.
- If someone comes to your door and claims to be a utility worker, ask to see an employee ID and call us if you want to confirm the purpose of the visit.
- Delete all suspicious emails that require immediate action to verify or demand personal information.



For new scam alerts and more information about scams, visit:

[Ameren.com/StopScams](https://www.ameren.com/StopScams)