

5 SMART WAYS

To Protect Your Business from ENERGY SCAMS

Promises and Threats

Every day businesses receive calls from energy companies offering savings. Is it a scam or legitimate? Since scams are seldom obvious, it can be hard to tell. Common suspect tactics involve:

- Lower rates
- Refunds and rebates
- Utility shut-offs

Energy Scams: The Reality

It might sound like a good deal, but after a few months in contract the price can change. The result? Thousands of dollars in surprise charges. Here's how:

Overcharging - Hidden fees and changed rates.

Changing Terms - Fixed rate to variable rate bait-and-switch.

Vanishing Rebates - Rebate canceled out by increase in monthly expense.

1



BEWARE OF SCAMS.

Energy scams often look like legitimate offers and can even sound like a good deal. Look for these warning signs:

- Promise of rebates or refunds.
- Demands for immediate action.
- No written information.
- Deals that seem too good to be true.
- Callers requesting address or contact info. verification.

2

EDUCATE EMPLOYEES.

It might seem unlikely, but even employees not authorized to make decisions on your behalf can be targeted. Make sure all employees know to send the calls to AES and remind them that they shouldn't give any information to unknown callers or agree to any offers on the company's behalf. Such mistakes can be costly and are easily prevented with a little information!



3



STOP!

Sensitive account information - don't give it out.

Tell suspected scammers to remove you from all call lists.

Offers - demand in writing. Don't agree to anything over the phone.

Protect yourself and hang up on any caller asking you to press a number or call a toll-free number to complete the sale.

4

KNOWLEDGE IS POWER.

One of the best ways to protect your business is to know your contract. Look for language that stipulates rates may change based on supplier discretion, terms that shift after the first couple introductory months, and exorbitant early termination fees. Not sure about something that seems off? Give us a call.



5



DON'T WAIT - GET HELP.

It is important to act as soon as possible!

If you have been scammed, we can help you investigate your options.

And if we are your broker, send any calls about your energy program to us - we enjoy talking to scammers!