

LOOK OUT FOR UTILITY SCAMS



As scammers look to take advantage of these uncertain and ever changing times, OUC wants you to be aware of common phone scams where the caller ID may spoof (or make it appear as) our actual phone number. Scammers could:

- Threaten disconnection unless immediate payment is provided.
- Promise a refund if the customer provides personal data, like a birth date or social security number.

OUC will **never** ask for payment or financial information over the phone; if a payment is required, you will always be directed to an automated phone system or to pay via **my.OUC.com** or an authorized payment location.

If you suspect a scam:

- Refuse requests for immediate payment or personal details.
- Hang up and report the call to law enforcement.
- Notify OUC at **customerservice@ouc.com** or **407-423-9018**.

Learn more about common utility scams at **OUC.com/scams**.



The Reliable One®