



# PUBLIC SERVICE COMMISSION

District of Columbia

**Your Energy. Your Voice.**

## **Consumer Advisory**

**For Immediate Release: February 19, 2021**

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### **Scammers spoof DCPSC's phone number**

*District consumers should verify the identity of callers*

**(WASHINGTON, D.C.)** – The Public Service Commission of the District of Columbia has received reports that scammers are spoofing the Commission's main phone number, 202-626-5100, as part of a Pepco robocall scam. Pepco customers are receiving calls from individuals falsely claiming their electric service will be disconnected unless payment is made. "Spoofing" is when a caller deliberately falsifies the information transmitted to a person's caller ID display to disguise their identity. Scammers are often requesting that a consumer buy a prepaid credit card or other means of cash payment to prevent disconnection of service. A Commission staff person or utility representative will never call you to ask you for cash or request that you purchase a prepaid credit card to make a payment on your bill.

The Commission strongly advises the following:

- Do not answer calls from numbers you don't recognize
- Never give out or confirm personal information such as account numbers, Social Security numbers, mother's maiden names, passwords or other identifying information in response to unexpected calls or if you are at all suspicious
- Do not make payments over the phone of any type over the phone to prevent a utility disconnection or providing any type of account or personal information to a caller
- Use caution if you are being pressured to give out information quickly
- Verify the caller. If you have concerns about the legitimacy of a call or the status of your account, hang up immediately and call them directly. Call the phone number listed on their website or a utility bill to verify the authenticity of the request.

For help, contact the Commission's Office of Consumer Services at 202-626-5120. You also can file a complaint with the Federal Communications Commission (FCC) at 1-888-225-5322 or [online](#). For more information about utility scams, visit <https://www.fightutilityscams.com/>

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