

UTILITY SCAM IDENTIFIED BY JCP&L

We want to make you aware of a long-running, nationwide utility scam that is again being reported in New Jersey. The scam involves a caller posing as an electric company employee threatening to shut off power unless an immediate payment is made, using a pre-paid debit card such as a Green Dot card.

These pre-paid cards are available at convenience stores and drug stores, and customers can use them to pay bills or add money to online accounts. However, JCP&L does not endorse the use of Green Dot cards as a bill payment method.

If a customer receives a call from someone demanding payment of their electric bill by using a Green Dot card, they are being scammed and should report the crime to local authorities. Although our company representatives sometimes do call customers to remind them that a payment is past due, they explain how a payment can be made using one of the following established payment options:

- Direct Debit
- Automated Phone Payment - [1-866-569-4770](tel:1-866-569-4770)
- Authorized Payment Location - www.firstenergycorp.com/forms/paymentagencies
- Mail

Any customer who has doubts about a call from someone claiming to be from JCP&L, especially one demanding immediate payment, should call JCP&L's customer service number at [1-800-662-3115](tel:1-800-662-3115). For more information, visit www.firstenergycorp.com/paymentoptions.