

Utilities United Against Scams and JEA

Efforts to increase awareness of Scam activity and protect our customers

Who Are We?

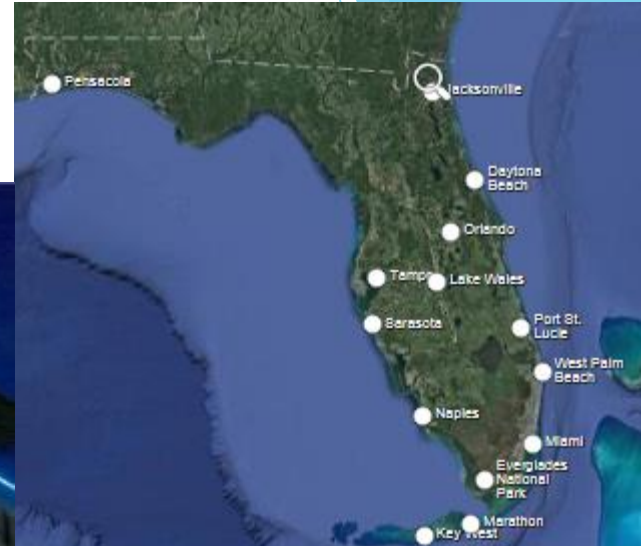
Northeast Florida's Not-For-Profit, Community-Owned Utility

8th largest municipally owned utility in US

JEA is located in Jacksonville, Florida, where we proudly serve an estimated 478,000 electric, 357,000 water and 279,000 sewer customers.

Approximately half of JEA's electric revenues come from its residential customers, the other half from our 50,000 commercial and industrial customers.

The commercial and industrial market segment account for about one-third of the water and wastewater revenue.



Coming soon!

UTILITIES UNITED

AGAINST SCAMS



[Common Scams and Signs](#) [In the News](#) [Guide](#) [Resources](#) [Social](#) [About](#)

Watch Out for Scams

Scammers take advantage of opportunities such as natural disasters and other disruptive scenarios when households are otherwise preoccupied.

#StopScams



UUAS Leadership



Monica Martinez,
UUAS Executive
Director



Jared Lawrence
(Duke Energy),
Chair/Founder



Sheri Givens
(National Grid),
Vice Chair



Gary Lobaugh
(PA American
Water), Vice
Chair



Deb Beaver (JEA),
Membership
Committee Chair



Mandi Leshner
(IREA), Database
Committee Chair



John Thurmond (NorthWestern
Energy), Consumer Education
Committee Chair

Christina Mease (Dominion),
Communications Committee
Chair

UTILITIES UNITED
AGAINST SCAMS

UUAS Membership

153 Charter Members

Investor-owned electric*: 67 companies + EEI and CEA

Electric co-ops: 20 co-ops + NRECA

Public power/utilities*: 37 agencies + APPA + TPPA + FMEA

Natural gas*: 34 companies + AGA, APGA and CGA

Water*: 24 organizations + NAWC

**note: combined gas/electric/water utilities are included in multiple totals*

Utility Scam Awareness Campaign 2021

International Fraud Awareness Week

International Fraud Awareness Week

November 14-20

UUAS pledges support

www.fraudweek.com

Utility Scam Awareness Day 2021

Wednesday November 17

Theme- *End the Call. End the Scam.*

Toolkit will be available Week of Nov. 1.



November 14-20, 2021

Basecamp Site

The screenshot shows a web browser window displaying a Basecamp project page. The browser's address bar shows the URL <https://3.basecamp.com/3404759/projects/1375388>. The page title is "Utilities United Against Scams".

The navigation bar includes "Home", "Pings", "Hey!", "Activity", "My Stuff", and "Find". A user profile icon "DB" is visible in the top right.

The main content area is titled "Utilities United Against Scams" and features a row of colored circular icons representing team members: AB, AH, AD, AT, AW, AT, AD, AC, AO, AT, AB, AJ, AR, AZ, AF, AM, AA, AM. To the right of these icons is a button labeled "Add/remove people".

The page is organized into several tool cards:

- Campfire:** A chat window showing messages from Fawn Hutchins, Deborah McDaniel, and tony simas.
- Message Board:** A list of announcements including "Untitled", "February 2019 Data Upload Reminder", "Co-op shuts down scammers", "UUAS & National Consumer Protection Week", and "Next UUAS collaborative call".
- To-dos:** A card with a green checkmark icon and the text: "Make lists of work that needs to get done, assign items, set due dates, and discuss."
- Schedule:** A card with a red calendar icon and the text: "Set important dates on a shared schedule. Subscribe to events in Google Cal, iCal, or Outlook."
- Automatic Check-ins:** A card with the text "This check-in is paused. Are you blocked on anything?" and a row of user icons: Sw, LC, JL, DA.
- Docs & Files:** A grid of document thumbnails, including "March 2019 SCAM Report TSCO format.xlsx", "February 2019 SCAM Report TSCO format.xlsx", "January 2019 SCAM Report TSCO format.xlsx", and "NCPW 2019 Materials".

At the bottom of the page, there is a link that says "Change tools (add Forwards)". A search bar with "75%" is visible in the bottom right corner.

Federal Engagement

The FCC's Notice of Proposed Rule Making has been published in the Fed Reg. with a deadline of November 26 for comments/reply comments due December 27. The FCC is proposing to place new obligations on the gateway providers that are the point of entry for foreign calls into the United States, requiring them to lend a hand in the fight against illegal robocalls originating abroad.

Want to get involved?

Jared Lawrence, UUAS Chair

Jared.Lawrence@duke-energy.com

Monica Martinez, UUAS Executive Director

monica@rubenstrategy.com

517-281-3526

The Victims of Scammers



Customer contact---made 4 different payments via reloadit at winn dixie. Received 3 calls advising that his meter would be pulled. paid \$13,084.00. adv him to call reloadit and JSO non emergency. info is in scam report.

JEA first mass communication on scams

This is a national problem. These scammers sound convincing. They may say you need to pay for a utility meter change out. They may say they're from JEA's Disconnection Department. They may even know your account balance.

They will definitely scare you by saying your business account is in danger of being disconnected. They'll tell you to go to a store, buy a "MoneyPak" payment card for the amount due and call them back with the card information and a pin number.

DON'T DO IT! Call JEA's Business Support Center first. (904) 665-6250

This support center has representatives who are dedicated to JEA Business Customers. They'll explain that JEA *never, ever* calls our customers asking them to buy a "MoneyPak" card for anything.

DON'T BE A VICTIM

Call us first! (904) 665-6250
JEA's Business Support Center



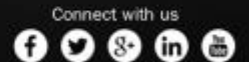
JEA
21 W. Church Street
Jacksonville, FL 32202-3139

STANDARD
US POSTAGE
PAID
JACKSONVILLE FL
PERMIT NO 4591



BE AWARE

Scammers are targeting utility customers ACROSS THE COUNTRY, including JEA Business Customers. They'll ask you to go to a store, buy a "MoneyPak" payment card and call them back with the card information and pin number. Don't do it! Call JEA's Business Support Center first at (904) 665-6250.



Scam Report Intake

Located on our Sharepoint Site

Feeds to master allowing us to aggregate data

Uploaded to UUAS Basecamp data collection site monthly

Allows us to look at trends

INCIDENT DATE	<input type="text"/>
PREMISE ADDRESS	<input type="text"/>
ZIPCODE	<input type="text"/>
CUSTOMER TYPE	Commercial <input type="button" value="v"/>
BUSINESS TYPE	<input type="text"/>
DETAILS OF INCIDENT	<input type="text"/>
REQUESTED PAYMENT AMOUNT	<input type="text"/>
PAYMENT PROCESSED?	No <input type="button" value="v"/>
Is it ok to share this information with Law Enforcement?	Select... <input type="button" value="v"/>
Where did the scammer tell you to purchase the payment card?	<input type="text"/>
SCAMMER'S CALLER ID	<input type="text"/>
SCAMMER'S CONTACT #	<input type="text"/> EXT: <input type="text"/>
CONTACT SUMMARY	SCAM RPT -



Another scammers daily
work made that much more
difficult

 Reply  Reply All  Forward  IM



Wed 5/29/2019 4:56 PM

Report Fraud <reportfraud@somos.com>

RE: Confirmed fraudulent 877-421-9863

To  Beaver, Deborah A. - Dir Business Dev & Community Project Mgmt

Bing Maps

Dear Deborah,

The Resp Org(s) have confirmed that all reported Toll-Free Number(s) have been shut down.

Thank you,



Ann Parker

Help Desk - Analyst

Call or Text | 844.HEY.SOMOS or 844.439.7666

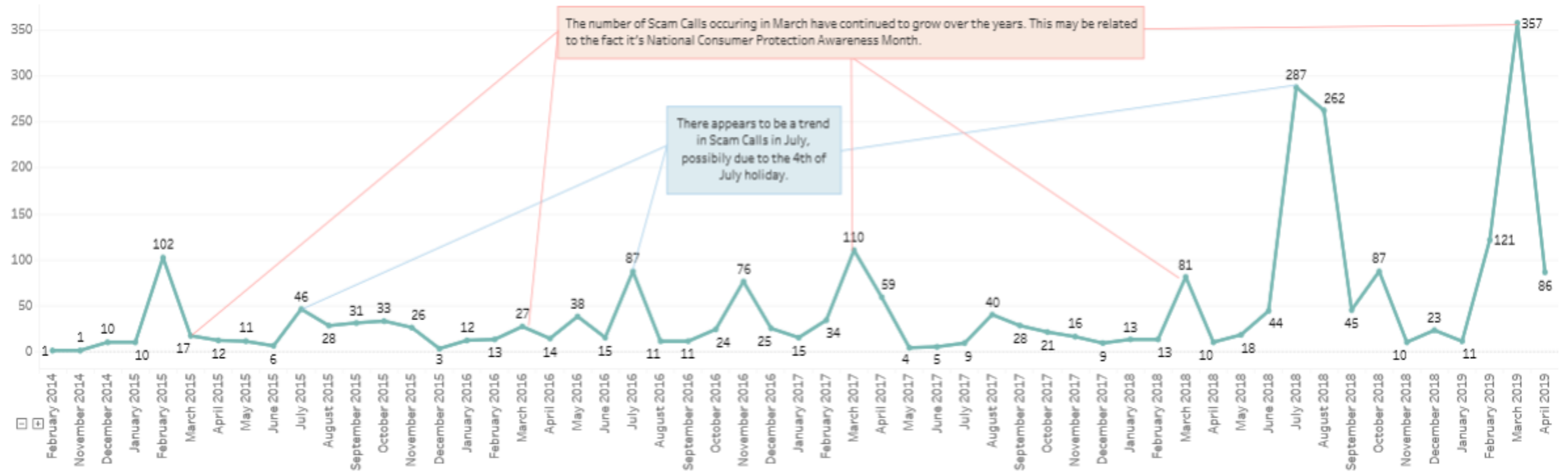
Email | ann.parker@sykes.com

Web | www.somos.com

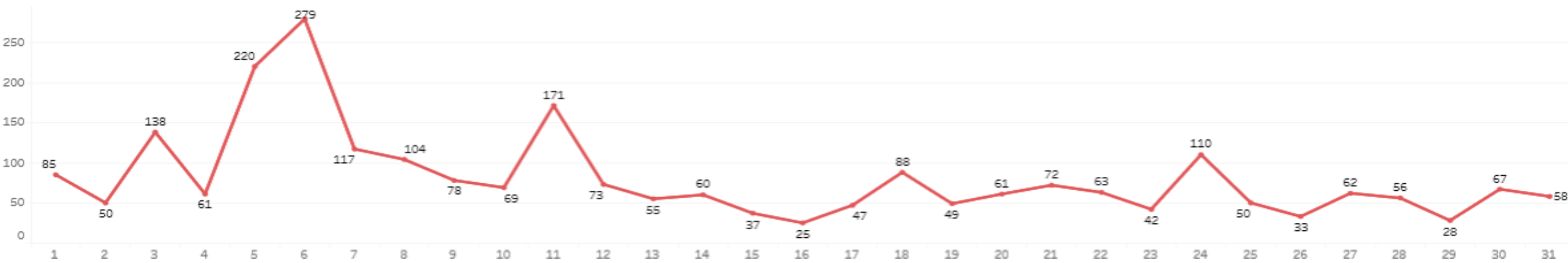
Scam Calls by Month

Scam Calls by Year

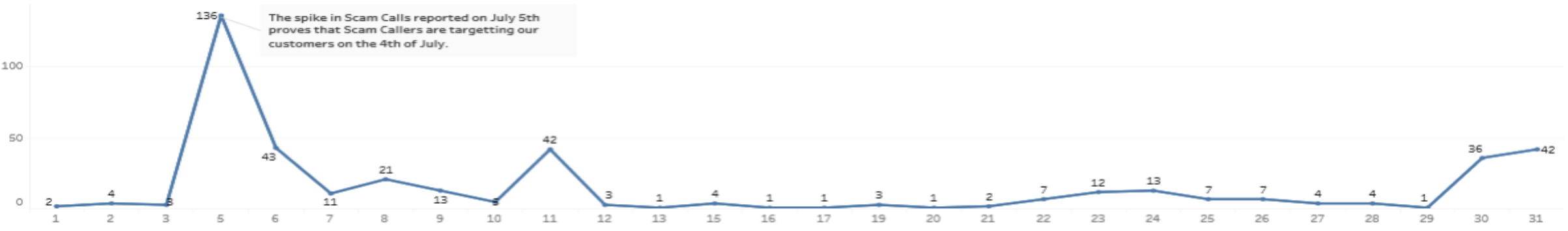
Overall Scam Calls by Month



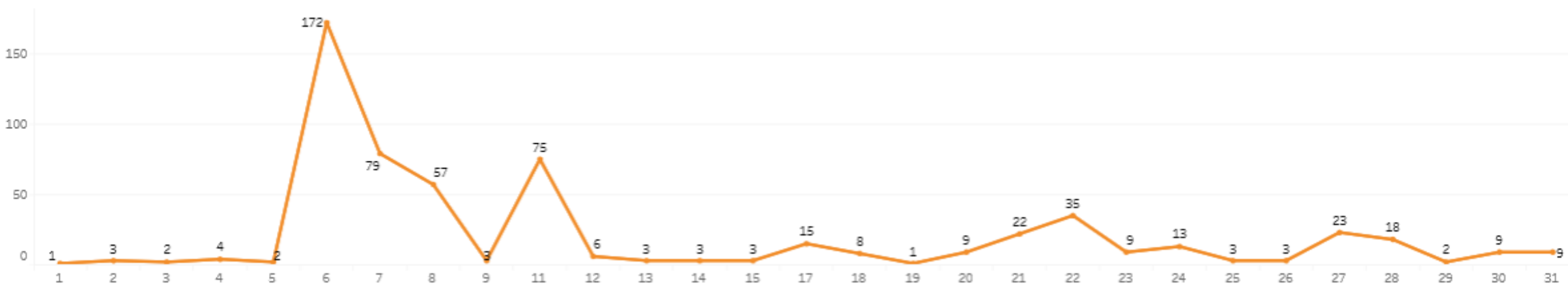
Breakdown of Scam Calls by Day of Month



Breakdown of Previous Years' July Scam Calls by Day of Month



Breakdown of Previous Years' March Scam Calls by Day of Month



CONSUMER

Jacksonville-area utilities warn of scam calls

JEA, Beaches Energy urge customers to be alert, aware

By Erik Avancier - Reporter

Posted: 7:57 PM, April 05, 2019
Updated: 11:10 PM, April 05, 2019



NEWS HEADLINES

Man goes on trial for murder of wife 26 years ago

Could Raines High become new 6th-12th grade school?

Car slams into original Metro Diner in San Marco

LOCAL NEWS

WJCT News

NEXT 12:00 PM It's Been a Minute with Sam Sanders

A Way with Words

STORIES SPECIAL SECTIONS SHOWS & PODCASTS ABOUT

JEA: Follow These Tips As Utility Scams Increase

WJCT News | By WJCT News
Published August 3, 2021 at 4:23 PM EDT



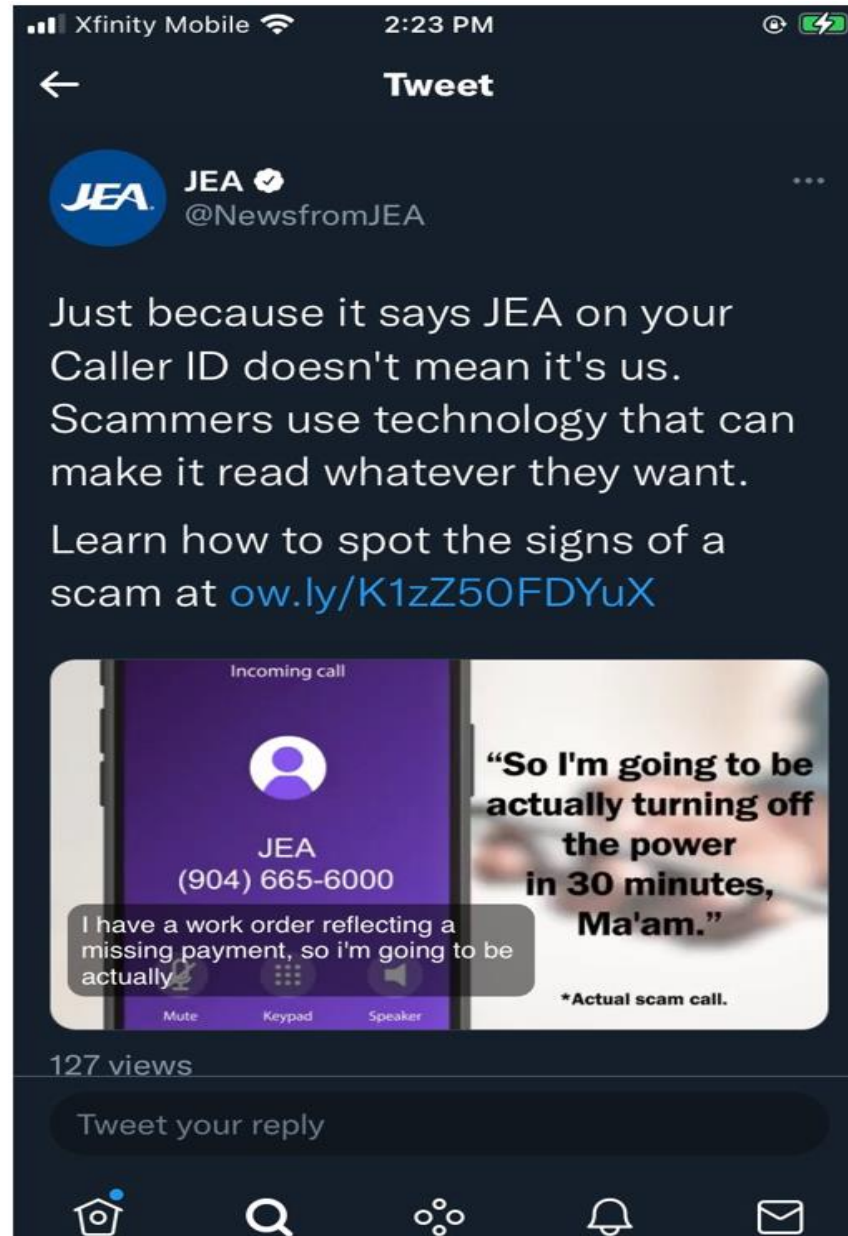
News Media

JEA warning customers of scammers demanding payment to avoid disconnection

JEA teams are working to get the scammers' numbers shut down.



JEA Social Media



JEA is on Nextdoor, the neighborhood hub.

Sign up for Nextdoor

Florida / Jacksonville / Jacksonville Public Agencies / JEA



JEA

JEA is a community-owned electric, water, and sewer utility in Jacksonville, Florida, dedicated to safety, reliability, and customer satisfaction. The sole purpose of our business is to ensure the electric, water, and sewer demands of our customers are met, both today and for generations to come. For electric and water emergencies, please call (904) 665-6000. For customer service, please visit [JEA.com](https://www.jea.com) or call (904) 665-6000. This page is monitored 8 a.m. to 5 p.m., Monday through Friday.

Activity



Hang Up and Report Scams

Digital Media Coordinator Sarah Hiers from JEA · 7 Jun

Phone scammers are targeting JEA customers in our area, demanding instant payments and threatening to disconnect utility services. If you get a call or text like this, it's a scam and not from JEA.

A JEA representative will NEVER call or text you to demand instant payment for a bill. Do not provide your account number, account balance, or payment information.

You can help us shut these scammers down.

If possible, get the scammer's phone number, a callback number if they gave you one, the type of payment requested and any other information. Then hang up and call us at (904) 665-6000 to report the scam.

Learn more about the tactics scammers use at <https://www.jea.com/scams>.

JEA.COM

7 Jun · Subscribers of JEA in General

THANK | 28

REPLY



Things To Remember if You Think You've Been Targeted

JEA will never:

- Require a customer to purchase a prepaid debit card. Customers can make payments online, by phone, by automatic bank draft, by mail or in person.
- Send a single notification one hour before disconnection. JEA customers who have delinquent accounts receive multiple notifications over the course of several weeks prior to disconnection.
- Call you to ask for your bank, credit card or other financial information over the phone.
- Come into your home without making arrangements ahead of time.
- Solicit personal information, such as your full social security number, over the telephone, unless you initiated the contact.
- Send emails threatening to close your account if you do not take the immediate action of providing personal information.
- Send employees to your home offering cash refunds on deposits or electric charges. We either credit your account or mail a check to your electric service address.

When you encounter suspicious activity that involves JEA's name or likeness:

- Ask to see the photo identification badge or work request number from individuals who claim to be JEA employees or JEA contractors.
- Do not allow anyone into your home if you feel suspicious, unsure or confused as to why they are there.
- Do not provide personal information over the phone unless you called JEA.
- Ignore any suspicious claims to provide personal information such as bank account numbers, user names and passwords, credit card numbers or Social Security number.
- Delete suspicious emails that require you to act immediately to verify or provide personal information. If you are unsure of a suspicious email, call [\(904\) 665-6000](tel:9046656000) to verify its authenticity.
- Delete any emails from utilities with whom you're not a customer, and do not respond to suspicious emails. Responding often results in even more spam and scam attempts directed at you. Do not trust contact information provided in suspicious emails.

Scam Alerts

Legitimate JEA Giveaways

JEA promotes various giveaways from time to time in which a JEA team member may reach out to customers by phone to let them know they've won something. These are legitimate programs. Please know our team members will **never** ask you for a payment method or other incentive over the phone as a condition to claim a prize.

Current promotions:

Outage Alerts Drawing: Three JEA customers subscribed to electric outage alerts are chosen at random to win a YETI Cooler and Storm Prep Pack.

- **Campaign conducted:** Sept. 7-27, 2021
- **Winners contacted:** Early October

Scam Alerts

JEA employees are regularly out in local neighborhoods to work on electric or water meters, maintain power lines, fix water/sewer pipes and administer home energy programs. Occasionally, we hear reports of people posing as JEA employees. Please remember that all JEA employees carry photo identification. Ask to see it and call us at [\(904\) 665-6000](tel:9046656000) to verify if you are in doubt as to whether someone works for JEA.



Questions

Deborah A. Beaver

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Jacksonville, FL 32202

904-665-5672 Office

904-233-0023 Cell

beavda@jea.com

JEA is a not-for-profit, community owned utility