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For Immediate Release

January 14, 2020

PRESS RELEASE

FRAUDULENT TELEPHONE CALLS REGARDING PAST-DUE PG&E BILLS

Napa County District Attorney Allison Haley is warning Napa County residents of ongoing scam phone calls threatening to shut off your power if alleged past due payment to PG&E is not made.

Napa County residents should be aware that if you receive a telephone call from someone purporting to be a PG&E representative threatening to shut off your power if payment is not made that this telephone call is probably a scam. The scammers are demanding that payment be made using a Green Dot card, MoneyPak card or other cash or gift cards. This scam is becoming more detailed with scammers using specific names of customers, guessing general dollar amounts owed, disguising their true phone numbers with a caller ID that says "PG&E" or "Pacific Gas & Electric" and having an outgoing message on the call back number that is identical to the message received when phoning PG&E's telephone number.

Consumers should be aware that PG&E never solicits personal information, banking information, credit card numbers or gift card numbers over the phone. Anyone who has received such a call and provided credit card or checking account information should report the incident immediately to the credit card company or bank and law enforcement. Anyone who has received such a call and provided personal information or gift card or cash card serial numbers should also immediately report the call to law enforcement and PG&E at 1-800-743-5000 or 1-833-500-SCAM (1-833-500-7226). For more information please visit PG&E's customer service website at https://www.pge.com/en_US/residential/customer-service/help/scams/scams.page.

Consumers with concerns about the legitimacy of a call about a past due bill or requests for personal information should call PG&E at 1-800-743-5000 or 1-833-500-7226 (not the call back number left on your voice mail or answering machine or given to you by the alleged PG&E representative).