

Date: March 9, 2018

For Release: Immediately

## **News Release**

### **Utility Bill Scammers Step Up their Game** *Customers should be alert for fraud*

THE WOODLANDS, Texas – Grass and flowers are not the only things growing with the warmer temperatures this year. Utility payment scam attempts seem to be rising as well.

Entergy has received numerous reports that both business and residential customers are getting phone calls that appear to be coming from Entergy with the caller demanding payment for an overdue bill. In some cases, they even know the customer’s personal information.

The scam typically occurs when the con artist tells the customer that electric service will be disconnected if payment isn’t made. The scammer then directs the customer to transfer funds electronically, sometimes through “MoneyPak”, “Green Dot” or other third party card or transfer system. Victims will put money on the card and call the scammer with payment.

Entergy will never call and demand immediate payment over the phone. Protect yourself from falling victim to this scheme!

Here is some additional information that might help:

- Credit card payments over the phone are made **ONLY** through BillMatrix, a third-party vendor we use for this purpose.
- Never give your personal information to strangers. If a call sounds suspicious, hang up immediately and call 1-800-ENTERGY (1-800-368-3749) directly to speak with an Entergy customer service representative.

## Watch Out for Energy Bill Scams

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- Manage your Entergy account and review account alert options by downloading the free Entergy smartphone app or visiting [entergy.com](http://entergy.com) to register for myAccount.
- Only use authorized methods and legitimate banking information to pay your Entergy bill. We offer several convenient ways:
  - **Pay online** – For no additional charge, you may securely log in to myAccount at [entergy.com](http://entergy.com) to conveniently pay your bill online.
  - **Pay by phone** – You may pay your bill by credit card, debit card or electronic check by calling Entergy’s pay-by-phone provider, BillMatrix, at 1-800-584-1241. BillMatrix charges a \$2.95 service fee.
  - **Walk-in payment centers** – Want to pay in person? You may pay your bill by cash, check or money order at an authorized Quick Payment Center in your community. A convenience fee may apply.
  - **Bank draft** – You can avoid late fees by having your Entergy payment automatically deducted from your checking account each month. Entergy will mail a monthly billing statement to you for your records, showing the bill amount and bank draft date.
  - **Pay by mail** – You can send a check by U.S. Mail to the remittance address shown on your bill.

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If you believe you are a victim of this scam, you should notify the proper authorities, such as the local police or the state attorney general's office. If you believe your Entergy account has been affected, call 1-800-ENTERGY (1 800 368 3749) to speak with an Entergy customer service representative.

Entergy Texas, Inc. provides electricity to more than 450,000 customers in 27 counties. Entergy Corporation is an integrated energy company engaged primarily in electric power production and retail distribution operations. Entergy owns and operates power plants with approximately 30,000 megawatts of electric generating capacity, including nearly 9,000 megawatts of nuclear power. Entergy delivers electricity to 2.9 million utility customers in Arkansas, Louisiana, Mississippi and Texas. Entergy has annual revenues of approximately \$11 billion and more than 13,000 employees.

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