



State of Michigan Attorney General Dana Nessel

FOR IMMEDIATE RELEASE:

Thursday, May 6, 2021

Attorney General Nessel Reissues Consumer Alert as Scammers Threaten Service

LANSING – Michigan Attorney General Dana Nessel is reissuing a Consumer Alert as scammers impersonating Consumers Energy target Michiganders.

The Department has received several complaints of someone cold-calling customers and threatening to shut off their power if the person doesn't pay off a balance in 30 minutes, [which is a utility imposter scam that attempts to take advantage](#) of the customer's concern for maintaining electricity or another vital utility.

A similar scam targeted [DTE Energy customers late last year](#).

"This is important enough to bear repeating: it is imperative people are aware that bad actors will stop at nothing to scam unsuspecting customers," said Nessel. "If this Consumer Alert prevents even one Michigander from turning over personal information or money, it will have served its purpose of beating scammers at their own game."

It's important to remember Consumers Energy and other utility companies will never:

- cold-call you and give an ultimatum that your service will be shut off shortly unless you act;
- visit your home to collect a bill or threaten shutoff;
- request immediate payment through a prepaid debit card, or any form of unusual payment;
- request personal or financial information such as a Social Security number; or
- claim a customer is entitled to a refund or rebate by asking for bank account or credit card information to make the alleged refund.

Scammers are relentless, said Nessel, who earlier this week warned of scammers reaching out to loved ones of COVID-19 victims [offering to register them for funeral assistance from the Federal Emergency Management Agency \(FEMA\)](#). "My department is committed to protecting Michigan residents from bad actors, wherever they are."

If you suspect you have been contacted by an imposter, you may [file a complaint online with the Attorney General's Consumer Protection team](#) or call 877-765-8388.