



Protect Yourself From Energy Fraud

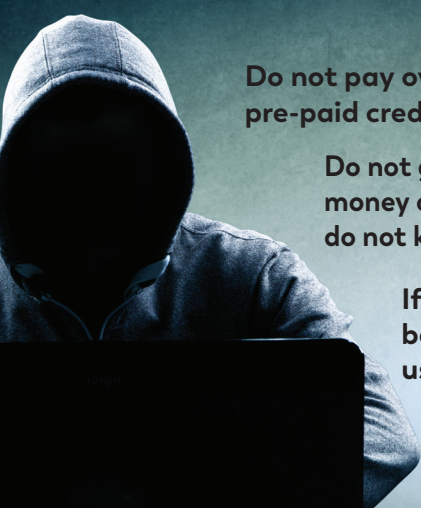
IN RECENT YEARS, we've seen more attempts by criminals pretending to be from Consumers Energy trying to scam people out of money.

We're working with law enforcement to protect our customers. Your best defense is to be aware. Avoid becoming a victim.

We offer many ways to pay — by mail, in person or over a secure internet site. Learn more at ConsumersEnergy.com/waystopay.

We will never request personal information, take payments over the phone, ask for your card information or demand payment using only a pre-paid credit card.

What You Should Know



Do not pay over the phone using a pre-paid credit card.

Do not give personal information or money over the phone to anyone you do not know.

**If you receive a call and believe it may be a scam, call us immediately at
800-477-5050.**

Take the Quiz:

How to Spot a Scam
ConsumersEnergy.com/scams



7 Common Items in Scams

- 1** A hostile phone call demanding payment within a short time frame.
- 2** Threaten service will be shut off the same day if payment is not made.
- 3** Insist on a specific form of payment, like a pre-paid credit card from a convenience store.
- 4** May seek personal or account information.
- 5** May have an account number or what sounds like the proper bill amount.
- 6** May “spoof” your phone, making it appear as if the call comes from Consumers Energy.
- 7** May provide an 800 or 888 number to call that is not ours.

Consumers Energy *Count on Us*[®]