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Scam alert: Beware power disconnection threats

Kiwis should watch out for phone scammers posing as a power company, threatening to disconnect power if credit card details aren't provided to pay off a fictional 'debt', Electricity Retailers' Association Chief Executive Cameron Burrows says.

"This is a disturbing scam that appears to be targeting the elderly, but one everybody should be aware of.

"The scammer says they're calling from a power company, and claims because of a fictitious unpaid bill the household's power will be cut off unless the 'debt' is immediately repaid by giving out credit card details."

Mr Burrows says New Zealanders shouldn't give out their credit card details if they're ever unsure who they're speaking to.

"If you receive a call from someone claiming to represent your power company who is pressuring you to provide your credit card details, ask their name before hanging up and calling them back via a phone number found on a recent bill or their website. Your retailer will always be happy to let you know if the unsolicited call was legitimate.

"Issues like this are a useful reminder your retailer's support team is always there to help—not only when scam calls pop up, but if you have concerns about billing, making payments, or about your plan in general. They'll always be happy to hear from you and will do their best to work through any problems you have."

ENDS

Media contact

media@eranz.org.nz