



**IN RECOGNITION OF NATIONAL CONSUMER PROTECTION WEEK**  
**March 3 – 9, 2019**

***NOTICE TO RESIDENTS***

As a group, you have authorized your community to purchase natural gas and/or electricity on your behalf through a group purchasing program (Natural Gas and/or Electric Aggregation Program) managed by Energy Alliances, Inc.

Here are some specific tips to help you protect your account and personal information from NON-AGGREGATION solicitation:

The supplier(s) for your community's aggregation program(s) WILL NOT directly market to any individual resident. **This includes telemarketing, direct mail offers (other than periodic opt-out notices) or door-to-door solicitation.** ALL correspondence (via USPS) related to your community's aggregation program(s) will display your community's logo on the letterhead.

*Warning signs of potential scams:*

- Telephone and door-to-door solicitation:
  - Robo-calls of any kind that refer to your utility bill or account
  - Telemarketers pretending to know about your account status
  - Offers of gift cards, large discounts or other incentives
  - Door-to-door salesmen who introduce themselves as representing your community's program or are sponsored by your utility (Dayton Power & Lighting or Vectren) or provide other misleading statements.
  - DO NOT SHOW ANYONE YOUR UTILITY BILL. They often request to see a copy of your bill so they can record your name/account number and switch ("slam") your account later.
  - Someone who asks you to sign a document "verifying" that you spoke with them. Again, this is so they can switch your account later.

*What you can do to avoid potential scams include:*

- If someone seems suspicious or you have concerns, don't hesitate to contact your community's administration office or Energy Alliances, Inc. at 513-794-5555. Remember, to solicit door-to-door requires a solicitation permit from your community. If someone does not have a permit, they are soliciting in your community illegally! Report them to your community administration.

*What to do if you think you've been a victim of a utility scam or fraud:*

- If you feel you have been pressured into switching you can:
  - Immediately call your utility to rescind your enrollment
  - Wait until you receive the utilities letter acknowledging the switch, then call the number provided in the letter to rescind the enrollment
- If you feel the person you have talked with is perpetrating fraudulent information you can:
  - Contact the PUCO at (800) 686-7826 and lodge a complaint
  - Visit the PUCO website at [www.PUCO.ohio.gov/Contact-Us/](http://www.PUCO.ohio.gov/Contact-Us/) to lodge a complaint