



Consumer Alert: Don't Be Fooled If They Call You on the Phone or Come to Your Door

This is a special alert to inform you of common energy-related scams. MC Squared Energy Services (mc²) wants to help keep our customers from becoming victims by sharing ways to stay safe.

While most of these scams aren't new, it's important that you know how to stay ahead of them. Here are some practices to live by:

1. **Don't engage.** The easiest way to avoid a hard sell is to hang up the phone and/or shut the door. Place a "No Solicitors" sticker on your front door to keep them away.
2. **Don't share your account number.** A scammer who gets hold of your account number can enroll you into a high-priced plan. Don't show your utility bill to anyone who comes to your door or provide your account number over the phone.
3. **Never allow anyone into your home.** Be suspicious of aggressive sales tactics from energy supply companies (both electricity and natural gas), alarm companies, cable companies and home improvement services. Some of these so-called representatives may be casing your house to return when you're away.
4. **Be wary of contract offers.** Do not agree to buy on the spot. Check online reviews and the Better Business Bureau first to make a more informed decision. Never sign an agreement if you feel pressured to do so.
5. **Report concerns.** If you believe you have been the target of a telephone or door-to-door scam, contact the Illinois Attorney General's office at 1-800-386-5438 (TTY 1-800-964-3013) or visit www.illinoisattorneygeneral.gov/consumers/filecomplaint.html.

Remember, mc² and ComEd representatives will never call you or come to your door to ask for your account number, for cash or to require a prepaid credit card to make a payment on your bill.

If you have questions regarding your account, call mc² at (877) 622-7697.

