

Cambridgeshire Police Fraud Alert -

Energy Company Scams

Energy companies are closing at unprecedented rates and with more than two million customers being affected, this is just another opportunity for fraudsters to exploit.

There is limited information that fraudsters are sending fake emails purporting to be from a solicitor on behalf of a recognisable energy supplier, these emails claim to be collecting outstanding payments and may make reference to your account being taken over and managed by another energy company. Like most phishing communications they not only intend to appear genuine, but they also install fear, anxiety, stress, a sense of urgency and a veiled threat such as legal action and disconnection of supply.

If you receive any such email or message:

STOP - Taking a moment to stop and think before replying, parting with your money or information could keep you safe.

CHALLENGE – Could it be fake? It is ok to reject, refuse or ignore any requests. Only criminals will try and rush or panic you.

PROTECT – Contact your bank immediately if you think you have fallen for a scam and report it to Action Fraud.

Do not reply to the suspicious communication or use the contacts details provided.

Do not open any attachment or click on any link.

Contact your current and genuine energy supplier using your previously tried, tested, and trusted means, this is either an app, website or contact telephone number from a genuine previous bill.

They will soon confirm or deny whether the communication is a scam or not.

If you receive a suspicious email forward to report@phishing.gov.uk or text to 7726

Ensure any suspicious communication is deleted from your device.