

## PNM Alert - Be Aware of Scammers calling PNM commercial and residential customers

Good morning,

KRQE News 13 completed an interview with PNM yesterday about customers being hit with phone scams and getting duped out of money. PNM continues to receive reports from business and residential customers that scammers are contacting them, over the phone, claiming to be with PNM, saying customers are behind on their bill – usually several hundred dollars - and are threatening to disconnect electricity unless customers pay up with a prepaid gift card, usually within 1-hour or less. This is by design, meant to instill pressure and fear in them that their electricity will be shut off with the hopes that customers ignore the red flags. By the time customers realize it was a scam, they've already disconnected their number and have moved on to the next target.

In February alone, PNM received 165 reports from customers who were scammed or were attempted to be scammed. Yesterday alone, we've received 42 reports. All were almost exclusively Albuquerque and Santa Fe customers. We suspect many more customers have either been scammed or have encountered a fraudster attempting to scam PNM customers out of their hard-earned money. The most common phone scams we see is they target PNM customers on Fridays or the day before a holiday, threatening disconnection of service over the weekend or during the holiday. Unfortunately, scammers continue to develop sophisticated ways to steal money from customers who work hard for it. But there are things customers should keep in mind that can help them to recognize these scams and to protect themselves from falling victim to it.

PNM is working the Federal Bureau of Investigation (FBI) Internet Crime Complaint Center (IC3) because these fraudsters are using VoIP telecommunication phone lines to scam customers out of money, which is a federal crime. PNM and the FBI are asking New Mexico PNM customers for help by reporting the details of any scammers that may have contacted them to the FBI so the agency can track and analyze them against similar scams and suspects. [Reports can be made at www.ic3.gov](http://www.ic3.gov). PNM is also asking customers to report the same information by calling 888-DIAL-PNM.

We kindly ask for you to share this information with your tribal departments and tribal residents.

Thank you,

**Travis L. Suazo**

*Tribal Accounts Manager*

TRIBAL GOVERNMENT & CUSTOMER ENGAGEMENT

**PNM**

**414 SILVER AVE, SW | MS 0605 | ALBUQUERQUE, NM 87102**

505.259.0059 (m) | 505.241.4516 (o) | 505.241.4312 (f)

[travis.suazo@pnm.com](mailto:travis.suazo@pnm.com)

